

## CUSTOMER/NON-CUSTOMER COMPLAINTS HANDLING 2024

### PT BFI FINANCE INDONESIA TBK

In 2024, total of 5,659 complaints were received, and 100% of them were resolved by the end of the year. The company has maintained its complaint resolution performance in accordance with the Regulation of the Financial Services Authority of the Republic of Indonesia Number 22 of 2023 on Consumer and Public Protection in the Financial Services Sector, which stipulates a maximum of 5 working days for verbal complaints and 10 working days for written complaints. The details are as follows:

Financing Type	Status of Resolution				Number of Complaints
	Resolved		Being Processed		
	Total	Percentage	Total	Percentage	
Investasi	94	100%	0	0%	94
Modal Kerja	1,798	100%	0	0%	1,798
Multiguna	3,246	100%	0	0%	3,246
<i>Non-Customer</i>	521	100%	0	0%	521
<b>Total</b>					<b>5,659</b>