



## We value your feedbacks and concerns

Your feedbacks and concerns are important to us.

At PT ANZ Panin Bank ("ANZ"), we focus on delivering simpler banking experience and service that sets us apart from other banks.

If for any reason you are not entirely satisfied with our service, we will appreciate if you could immediately inform us. We will take necessary steps to rectify any mistake and will ensure to prevent the problem from happening again.

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## Do you have feedback, compliment, concern or complaint?

There are several options to which you can send us your feedbacks and concerns:

- ANZ Branch.  
Our branch staff can assist and log your complaint for you.
- 24-Hour ANZ Call Centre.  
Our Call Centre Officers are ready to serve and to provide further assistance:

Jakarta +62 21 572 1900  
Bandung +62 22 733 1900  
Semarang +62 24 844 1900  
Surabaya +62 31 548 1900  
Medan +62 61 456 1900  
Makassar +62 411 33 1900

- Written feedback or complaints.  
You may also send us your feedback or complaints by:

Fax : 021-7591 4070  
Mail to : Customer Care Unit  
ANZ Metro Pondok Indah  
Jl. Metro Pondok Indah Kav. III BB  
Jakarta Selatan 12310  
E-mail : customer.care.id@anz.com

## When can I expect to receive a resolution for my complaint?

We will provide a resolution for your complaint within 2 (two) business days of receipt. You will be further informed if our investigation requires more than 2 (two) business days.

For written complaints, we will provide a resolution within 20 (twenty) business days of receipt. You will receive a status of our investigation or notification within 20 (twenty) business days for cases which further investigation is needed.