

PUBLIKASI PENANGANAN PENGADUAN

Triwulan: IV (Okt- Des 2019)

PT Caterpillar Finance Indonesia

No	Jenis Transaksi Keuangan	Selesai*		Dalam Proses*	
		Jumlah	Persentase	Jumlah	Persentase
1	Sewa Pembiayaan	1	17%	5	83%

*Mengacu kepada SEOJK No. 17/SEOJK.07/2018 tentang Pedoman Pelaksanaan Layanan Pengaduan Konsumen di Sektor Jasa Keuangan.

Jika Anda mempunyai saran, keluhan maupun pujian, silakan hubungi tim *Customer Service* kami di cs.cfi@cat.com

PUBLICATION OF CUSTOMER COMPLAINTS HANDLING

Quarter: IV (Oct-Dec 2019)

PT Caterpillar Finance Indonesia

No	Type of Financial Transaction	Completed*		In Process*	
		Total	Percentage	Total	Percentage
1	Finance Lease	1	17%	5	83%

*Referring to the Indonesia's Financial Service Authority Circular Letter No. 17/SEOJK.07/2018 on the Guidance of Implementation of Customer Complaints Service in the Financial Services Sector.

If you have a suggestion for improvement, a complaint or compliment, please contact our *Customer Service* team at cs.cfi@cat.com