

PUBLIKASI PENANGANAN PENGADUAN

Triwulan: III (Jul - Sep 2020)

PT Caterpillar Finance Indonesia

No	Jenis Transaksi Keuangan	Selesai*		Dalam Proses*	
		Jumlah	Persentase	Jumlah	Persentase
1	Sewa Pembiayaan	8	57%	6	43%

\* 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, silahkan hubungi tim *Customer Service* kami di [cs.cfi@cat.com](mailto:cs.cfi@cat.com)

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PUBLICATION OF CUSTOMER COMPLAINTS HANDLING

Quarter: III (Jul - Sep 2020)

PT Caterpillar Finance Indonesia

No	Type of Financial Transaction	Completed*		In Process*	
		Total	Percentage	Total	Percentage
1	Finance Lease	8	57%	6	43%

\* 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](mailto:cs.cfi@cat.com)