PELAYANAN PENGADUAN PELANGGAN

I. PROSEDUR PELAYANAN PENGADUAN PELANGGAN

Pelanggan dapat menyampaikan saran perbaikan, pengaduan atau pujian, melalui tim Customer Service kami melalui email di CS.Cat.Financial.Indonesia@cat.com atau melalui telepon di 021-29392999.

Pengaduan lisan akan ditanggapi selambat-lambatnya [5] hari kerja setelah pengaduan tersebut dibuat. Pengaduan tertulis akan ditanggapi selambat-lambatnya [20] hari kerja setelah pengaduan beserta dokumen pendukungnya telah diserahkan kepada kami.

Dalam pengaduan, Pelanggan juga wajib menyerahkan dokumen-dokumen sebagai berikut:

1. Identitas pelanggan;
2. Surat kuasa (jika pengaduan diajukan oleh pihak selain Pelanggan);
3. Uraian singkat tentang pengaduan;
4. Fotokopi perjanjian pembiayaan; dan
5. Dokumen pendukung lainnya.

PT. Caterpillar Finance Indonesia (CFI) telah terdaftar sebagai anggota Lembaga Alternatif Penyelesaian Sengketa Sektor Jasa Keuangan (LAPS SJK) yang terdaftar di Otoritas Jasa Keuangan (OJK). Alternatif penyelesaian perselisihan antara CFI dan pelanggan dapat diselesaikan melalui LAPS SJK.

II. PENANGANAN PENGADUAN PERIODE JANUARI – JUNI 2026

No	Jenis Transaksi Keuangan	Selesai*		Dalam Proses*	
		Jumlah	%	Jumlah	%
1	Sewa Pembiayaan	3	75%	1	25

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

CUSTOMER COMPLAINTS HANDLING

I. CUSTOMER COMPLAINTS HANDLING PROCEDURES

Customer could submit suggestion for improvement, a complaint or compliment, through our Customer Service team by email at CS.Cat.Financial.Indonesia@cat.com or via phone at 021-29392999.

Verbal complain will be responded no later than [5] business days after the complaint has been made. Written complaint will be responded no later than [20] business days after the complaint together with its supporting document have been submitted to us.

In making the complaint, the Customer must also submit the following documents:

1. Customer's identity;
2. Power of attorney (if the complaint is made by a party other than the Customer);
3. Brief description on the complaint;
4. Copy of financing agreement; and
5. Other supporting documents.

PT. Caterpillar Finance Indonesia (CFI) has also registered as member of *Lembaga Alternatif Penyelesaian Sengketa Sektor Jasa Keuangan (LAPS SJK)* registered with the Financial Services Authority (OJK). Alternatively, the dispute between CFI and the Customer can be resolved through LAPS SJK.

II. CUSTOMER COMPLAINTS HANDLING JANUARY – JUNE 2026

No	Type of Financial Transaction	Completed*		In Process*	
		Total	%	Total	%
1	Finance Lease	3	75%	1	25

** 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.*