



PT CLSA Sekuritas Indonesia

## **PT CLSA Sekuritas Indonesia Customer Compliant Handling Procedure**

Customer complaint can be made orally or in writing.

PT CLSA Sekuritas Indonesia will receive and record the complaint in register of complaint.

Where the complaint is oral, we will do verification when Customer submits the complaint.

For written complaint, we will do verification by reviewing the completeness of supporting document. We will process the Complaint if the Customer has completed the required documents as follow:

1. Identity of Customer and/or Customer Representative, at least to contain full name of Customer and/or Customer Representative, Address as per ID card and residential address (if different) and phone number,
2. Power of Attorney if submitted by Customer Representative,
3. Type and date of financial transaction, and
4. Complaint issue.

For both oral and written complaint received, we will provide the Customer with a receipt of the complaint.

For oral complaint, we will resolve the complaint no later than 5 (five) business days after receipt of the complaint.

While for written complaint, we will resolve the complaint no later than 20 (twenty) business days after receipt of all information and related supporting document. Under circumstances where the complaint cannot be resolved within 20 (twenty) business days, a letter will be sent to Customer confirming that the complaint is still being investigated and followed up and Customer will be informed of the result/progress as soon as possible where appropriate.

For further information or complaint submission, please contact our Customer Compliant Handling Unit as below :

PT CLSA Sekuritas Indonesia  
Sequis Tower Suite 16-01  
Jl. Jend. Sudirman No. 71  
Jakarta, 12190  
Tel: +62 21 5088 7808  
Fax: +62 21 724 7795  
Email: [indonesiacare@cls.com](mailto:indonesiacare@cls.com)

For period January 1 – June 30, 2019, Nil Customer complaint received.