



PT CLSA Sekuritas Indonesia

Customer Complaint Handling Procedure

This procedure intended to ensure that customer's complaints being handle properly and promptly. For avoidance of doubt, this procedure is applicable to complaints against PT CLSA Sekuritas Indonesia ("Company") in relation to the services provides to its Customers.

I. Complaint Submission and Verification

A complaint can be made by verbal or in written (post or email). For any complaint received, Company will do a verification process, where Company will request some information and some relevant supporting documents to support Customer's complaint, including but not limited to:

1. Identity of Customer and/or Customer Representative;
2. Power of Attorney if complaint submitted by Customer Representative;
3. Date and details of financial transactions;
4. Complaint chronology or details.

After a verification process, Company will provide the Customer with a receipt of the complaint along with a verification status and record the complaint in our register of complaint.

II. Complaint Handling Timeline

For verbal complaint, Company aim to resolve the complaint with a final response no later than 5 (five) business days after receipt of the complaint.

For written complaint, Company aim to resolve the complaint with a final response no later than 20 (twenty) business days after receipt of the complaint. Under circumstances where the complaint cannot be resolved within this timeline, 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 Complaint Handling Unit as mentioned 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@clsa.com