

LAPORAN PELAYANAN DAN PENYELESAIAN PENGADUAN KONSUMEN
PERIODE JANUARI - DESEMBER 2022

Nama Penyelenggara : PT. BANK MEGA

Alamat : Menara Bank Mega, Jl. Kapten Tendean Kav. 12-14A

No	Jenis Produk dan/atau Layanan	Jumlah	Status Penyelesaian					
			Selesai		Tidak selesai		Dalam proses	
			Jumlah	Persentase	Jumlah	Persentase	Jumlah	Persentase
1	Giro	1	1	100%	0	0%	0	0%
2	Deposito	8	8	100%	0	0%	0	0%
3	Tabungan	159	145	91%	0	0%	14	9%
4	Kredit/PembiayaanInvestasi	1	1	100%	0	0%	0	0%
5	Kredit / Pembiayaan Modal Kerja	14	14	100%	0	0%	0	0%
6	Kredit / Pembiayaan Konsumsi	125	118	94%	0	0%	7	6%
7	Kartu ATM / Debit / Mesin ATM	1177	1144	97%	0	0%	33	3%
8	Kartu Kredit	1427	1214	85%	0	0%	213	15%
9	Kliring	8	8	100%	0	0%	0	0%
10	RTGS	2	2	100%	0	0%	0	0%
11	Electronic Banking	2	2	100%	0	0%	0	0%
12	E-Commerce	74	73	99%	0	0%	1	1%
13	SMS Banking / Mobile Banking	1590	1576	99%	0	0%	14	1%
14	Transfer Dana	1577	1531	97%	0	0%	46	3%
15	Bancassurance	2	2	100%	0	0%	0	0%
16	Wealth Management	1	1	100%	0	0%	0	0%
17	Safe Deposit	4	4	100%	0	0%	0	0%
		6172	5844	95%	0	0%	328	5%