

Customer Protection Policy

Secure

1. Providing security to customers with the support of a reliable system and utilizing professional human resources & high integrity.
2. Maintain the confidentiality of customer data.
3. Perform customer financial records regularly and correctly.
4. Always maintain safety and security for everything entrusted by customers.

Comfortable

1. Providing clean, neatly maintained facilities and infrastructure and a pleasant environment.
2. Providing infrastructure that always functions according to customer needs.

In its services to customers, BRI is committed to completing every customer complaint in a timely and good manner in accordance with the applicable provisions and / or service level agreement. In terms of customer satisfaction assessment, BRI routinely conducts customer satisfaction surveys which are expected to continue to be an evaluation in improving the quality of service to customers which ultimately results in an increase in customer loyalty to the company.

BRI views each customer complaint as an important input for improving the quality of services and products. Through a system of centralizing complaint handling, BRI provides a means for customers to submit complaints and become recommendations for improvements in the future. Therefore, so that every customer complaint can be identified and known quickly, BRI currently uses omni-channel media, namely facilities and access where BRI customers can get information about BRI products and services in full and submit complaints through available channels, namely:

1. Face to face with Customer Service in all operational working unit BRI;
2. Phone through 14 017, 1,500,017, and 021-57987400 / Premium call via 021-5758899 and 08,001,017,017;
3. webchat through the website www.bri.co.id;
4. Email in callbri@bri.co.id ;
5. Internet banking in <https://ib.bri.co.id>;
6. Twitter social media in @kontakbri;
7. Social media facebook in BANK BRI @ BRIofficialpage;
8. Telegram and SMS on 0812 12 14 017.
9. Service Toll Free Special Agent BRILink 0800 10 14 017