

**PRESS RELEASE****OJK HOLDS TRAINING ON CONSUMER PROTECTION IN MEDAN  
TO IMPROVE FINANCIAL SERVICES INSTITUTIONS' CAPACITY**

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Medan, October 17, 2015. In effort to improve financial services institutions' capacity in providing protection for consumers and society, Financial Services Authority (OJK) held a training themed Consumer Protection in Financial Services Sector on March 17-19, 2015 in Medan, North Sumatera. The training was participated by a number of banks, also insurance, finance, securities companies, pension fund and collateral providers located in Medan and surrounding areas.

The training is a program that OJK continuously carries out in order to improve financial services institutions' capacity in responding to every complaint from consumers, thereby all complaints can be handled immediately, professionally and responsibly. Immediate and perceptive respond from financial services institutions will result in trust from consumers regarding the safety of their fund, and at the same time builds loyalty to financial services institutions.

Moreover, consumer protection issue has become a center of attention lately due to the many cases of saving account and credit card breach in several banks. Additionally, complaints about difficulties in claiming insurance policy and unkind acts of taking collaterals for financing still occur in some regions.

Not to mention legal investment offers from a number of parties that is now back in trend and sooner or later will disadvantage wider society. Those occurrences may damage financial services institutions' reputation in general due to the diminishing trust among society.

Member of OJK Board of Commissioners for Education and Consumer Protection Kusumaningtuti S. Soetiono opened the training. She said in her speech that protection for consumers and society is not only covering consumers and society empowerment, but also includes improving financial services institutions' capacity in protecting consumers and society through handling of complaints and settling disputes in a responsive, fast, professional and responsible manner.

Medan was among the selected cities that hosted the training because, based on consumer service data, complaints coming from North Sumatera region ranked at the fifth nationally on the list of cities receiving largest number of complaints, with 194 received complaints.

In the aspect of consumers and society empowerment carried out by giving financial education and introducing financial products and services, OJK will also hold Regulator Teaches event at SMP 1 Harapan junior high school in Medan.

The financial education for junior high school students is in accordance with National Strategy on Financial Literacy, which is targeting to empower students and to improve their financial literacy, and also as a continuance of the launching of a book for financial education titled `Knowing OJK and Financial Services Industry` held by OJK and Ministry of Culture and Primary and Secondary Education on February 23, 2015 in Jakarta.

OJK has also planned to arrange in third quarter of 2015 the People`s Financial Market event especially for practitioners in micro, small and medium enterprises (UMKM). This event will be synergized with North Sumatera provincial government and Medan city government in order to achieve the goal of introducing microfinance products and services to UMKM practitioners in particular and wider society in general.

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