

## **PRESS RELEASE**

### **OJK SUMMONS “SOLUSIKU” ON ALLEGED COLLECTION PROCESS VIOLATION**

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Jakarta, 6 June 2026. Indonesia Financial Services Authority (OJK) has summoned and requested clarification to PT Anugerah Digital Indonesia for their Information Technology-Based Joint Financing Services (LPBBTI) platform as “Solusiku”, Thursday (4/6), as a part of OJK supervisory function following up consumer’s complaint on Consumer Protection Portal App APPK OJK regarding an alleged collection process misconduct.

Based on the received complaint, the consumer alleged violations of consumer protection principles during collection activities, including the misuse of personal data and unauthorized third-party involvement. OJK is currently conducting in-depth verification upon the information based on the data, documents, and explanations from related parties.

OJK highlighted several aspects that ought to be followed up by the platform during the clarification inquiry:

1. collection process compliance with the prevailing laws and regulations, internal operational procedure standards, and code of conduct;
2. the company’s official channels, devices, and numbers for collection purposes;
3. platform’s effectiveness in supervising internal and third-party collection staffs; and
4. consumer’s personal data protection in collection process

OJK has instructed the platform to:

1. ensure temporary suspension of collections to the consumers who submitted the complaints that potentially do not comply with the regulations, until the complaint management and resolution have been concluded;
2. submit the complete data, document, and clarification required for supervisory purposes;
3. conduct internal inspection on parties who are allegedly involved and take corrective actions in accordance with the provisions; and
4. strengthen collection supervisory mechanism, including on collectors and/or third-parties.

OJK will further investigate and monitor the platforms' follow up actions. OJK will impose administrative sanction(s) and/or other supervisory measures in accordance with its authority upon discovering violations against the prevailing provisions.

OJK underlined professional, transparent, responsible, and consumer protection-oriented business conducts to all LPBBTI platforms. Collection activities ought to be carried out ethically without intimidation, threats, and personal data or information misuses to or by disinterested parties.

OJK advises the public to only utilize information technology-based joint financing services platforms that are licensed and supervised by OJK. Consumers are still responsible of fulfilling the lending agreements, including repayment in accordance with the agreed amount and due date.

Alleged violations by financial services business actors can be reported via OJK's official channels: Consumer Protection Portal App APPK OJK, Kontak OJK (Dial Number) (+62 21) 157, WhatsApp Number +6281157157157, or email: [konsumen@ojk.go.id](mailto:konsumen@ojk.go.id).

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