

## **PRESS RELEASE**

### **OJK URGES BNI TO RESOLVE ALLEGED CUSTOMER FUND IRREGULARITIES AT AEK NABARA SUB-BRANCH OFFICE**

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Jakarta, 18 April 2026. Indonesia Financial Services Authority (OJK) urges PT Bank Negara Indonesia (Persero) Tbk to promptly complete the resolution of a case involving customers at BNI's Aek Nabara Sub-Branch Office to ensure consumer protection and maintain public trust in the financial services sector.

OJK has summoned BNI's Board of Directors and management to seek clarification and to emphasize that the resolution process must be carried out swiftly, comprehensively, transparently, and responsibly.

OJK underscored that customer protection is a top priority. Therefore, OJK has urged BNI to immediately finalize the handling of the case by conducting thorough verification, fulfilling customers' rights in accordance with applicable regulations, and providing periodic updates on the progress to OJK.

As part of the ongoing handling process, BNI, in coordination with law enforcement authorities and relevant institutions, has taken measures to secure assets suspected to be related to the case.

This step is intended to safeguard customers' interests and support an accountable resolution process in line with prevailing laws and regulations.

Regarding customer funds, BNI has so far verified and returned approximately Rp7 billion to affected customers.

OJK will continue to monitor the verification and resolution process for the remaining funds to ensure it proceeds in a transparent, fair, and compliant manner.

In addition, OJK has instructed BNI to conduct a comprehensive internal investigation, including a review of compliance, internal controls, and governance aspects. This measure is essential to identify the root causes of the issue and to ensure that corrective actions are implemented promptly to prevent similar incidents in the future.

BNI has also conveyed its commitment to resolving the case thoroughly and responsibly. OJK will continue to oversee the process and ensure that all resolution measures uphold the principles of consumer protection, transparency, and accountability.

OJK emphasized that if any violations of applicable regulations are identified during the supervisory process, it will take further supervisory and enforcement actions in accordance with its authority.

OJK calls on all parties to maintain constructive communication and to respect the ongoing legal process. Customers seeking further information or wishing to file complaints may contact BNI's official service channels or Kontak OJK 157.

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