

**PRESS RELEASE**

**OJK DISSEMINATES INFORMATION ON CONSUMER SERVICES AND PROTECTION TO EASTERN INDONESIA**

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Manado, January 17, 2017 — The Financial Services Authority (OJK) hosted an information dissemination event on regulations about Consumer Education and Protection themed “Complaint Settlement and Services Mechanism towards Consumer Protection in Financial Services Sector” in Manado, North Sulawesi, on Tuesday.

The OJK disseminated the information as part of its efforts to raise awareness of the financial services industry and the public on the mechanism of consumer services and complaint settlement as well as to announce the presence of alternative dispute resolution agencies in the financial services sector.

The event represented the OJK’s responsibility to always enhance its services and settle complaints that consumers have about the financial services sector, and to encourage the sector to improve and boost its services and settlement of consumer complaints, in compliance with OJK Regulation No.1/POJK.07/2013 on Protection of Consumers of the Financial Services Sector and its implementing regulations.

Based on the consumer services data from all OJK offices across Indonesia, as of 2016, out of 75,616 consumers served, 3,852 of them contacted the OJK to submit their complaints. For Sulawesi, Molucca Islands and Papua, for the same period, 755 services have been provided and 119 of them for consumers who lodged their complaints to the OJK.

Complaints that consumers brought to the OJK show that problems between financial services companies (PUJK) and consumers still take place. Thus, the PUJK should continue improving their Internal Dispute Resolution (IDR) mechanisms, from their business processes to the competence of their staff who handle complaints.

The OJK, as the regulatory agency of the financial services sector, will continue developing regulations and supervision on the sector, in order to give more protection to consumers and the public and encourage the sector to move forward.

Consumers and the public should receive more protection, since the financial services sector has become increasingly complicated with the various products and services it offers, and financial services companies still provide different levels of protection for their consumers.

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For more information:

**Agus Sugiarto**, Head of Financial Literacy and Inclusion Department  
Tel: 1500655 Email: [agus.sugiarto@ojk.go.id](mailto:agus.sugiarto@ojk.go.id) [www.ojk.go.id](http://www.ojk.go.id)