

## PUBLIKASI PENANGANAN PENGADUAN

### PT INDONESIA AIRAWATA FINANCE

PERIODE Januari – Juni 2026

| No          | Issue                                      | Jan | Feb | Mar | Apr | Mei | Jun | Grand Total |
|-------------|--------------------------------------------|-----|-----|-----|-----|-----|-----|-------------|
| 1           | DANA CICIL/INSTAN Tidak Bisa Digunakan     | 46  | 40  | 69  | 71  | 78  | 77  | 381         |
| 2           | Cara Aktivasi Dana DANA CICIL/INSTAN       | 21  | 36  | 21  | 23  | 33  | 41  | 175         |
| 3           | Seputar SLIK                               | 16  | 24  | 20  | 36  | 30  | 43  | 169         |
| 4           | Cara Pembayaran                            | 5   | 17  | 5   | 10  | 9   | 20  | 66          |
| 5           | Lainnya (No Question)                      | 5   | 14  | 11  | 16  | 14  | 33  | 93          |
| 6           | Cek Angsuran Tagihan                       | 0   | 11  | 17  | 39  | 26  | 31  | 124         |
| 7           | Cek Pembayaran Angsuran                    | 2   | 11  | 6   | 5   | 7   | 9   | 40          |
| 8           | Request SKL                                | 5   | 7   | 13  | 41  | 32  | 25  | 123         |
| 9           | Tidak merasa menggunakan DANA CICIL/INSTAN | 1   | 5   | 4   | 7   | 2   | 17  | 36          |
| 10          | Penawaran Kerja Sama                       | 4   | 3   | 7   | 12  | 9   | 12  | 47          |
| 11          | Feedback Customer                          | 2   | 1   | 0   | 0   | 0   | 0   | 3           |
| 12          | Kenaikan Limit                             | 5   | 1   | 3   | 7   | 8   | 11  | 35          |
| 13          | Kendala Aplikasi Dana                      | 1   | 1   | 0   | 2   | 0   | 5   | 9           |
| 14          | Penutupan Akun                             | 1   | 1   | 0   | 3   | 1   | 1   | 7           |
| Grand Total |                                            | 114 | 172 | 176 | 272 | 249 | 325 | 1308        |