



Live more, Bank less

CLIENT COMPLAINT

For client who wishes to file a complaint, you may email dbsvimo@db.com and/or visit our website <https://www.db.com.sg/vickers/en/db-vickers-indonesia-information.page> for more information. Please be assured that our complaint handlings and resolution process are done in accordance with the applicable OJK regulations and our internal complaints handling procedure. We will acknowledge any complaint in writing within 2 working days upon the receipt of complaint. Complaint submission can only be done by client or client representative acting for and on behalf of client, verbally or in writing. Client need to submit ID and related supporting documents. We will review to resolve the complaint and inform the results to client in writing.

In addition, client may contact OJK <https://kontak157.ojk.go.id/appkpublicportal/> for any information/reporting/complaint.

KONTAK 157
OTORITAS JASA KEUANGAN

Selamat Datang Di
Aplikasi Portal Perlindungan Konsumen (APPK)

APLIKASI PORTAL PERLINDUNGAN KONSUMEN

Berikut adalah Layanan yang disediakan oleh Kontak OJK Online

PERTANYAAN
Gunakan Layanan ini bila Anda ingin menanyakan hal-hal terkait produk/layanan Pelaku Usaha Jasa

PENYAMPAIAN INFORMASI
Gunakan Layanan ini bila Anda ingin menyampaikan informasi atau Laporan ke OJK

PENGADUAN
Gunakan Layanan ini bila Anda ingin melakukan Pengaduan sebagai Konsumen di sektor jasa keuangan

WHISTLEBLOWING

For non-client who wishes to file a complaint, you may email speakupindonesia@db.com and/or dbsvicompliance@db.com. Please be assured that we take a serious view in maintaining confidentiality of the complaints filed.