

**PT Bank Negara Indonesia (Persero) Tbk, Singapore Branch**  
**Addressing your Valuable Feedback**

PT Bank Negara Indonesia (Persero) Tbk, Singapore Branch values your feedback, inquiries and/or complaints and is committed to address them satisfactorily.

If you have an issue to raise or are dissatisfied with a particular service with our bank, you may reach out to us at the following channels:

- Email us at: [customer.inquiry@ptbni.com.sg](mailto:customer.inquiry@ptbni.com.sg);
- Call us at: +65 6225 7755;
- Write to us at: 30 Raffles Place, BNI Tower, #26-01, Singapore 048622;
- Fill in an Online Feedback Form via scanning the QR Code below; or



- Visit our Main Branch at 30 Raffles Place, BNI Tower, #27-01, Singapore 048622 and speak to our bank staff directly.

For complaints, we will send you an acknowledgment within 2 business days of receipt. We will follow up and inform you of the outcome or status within 14 business days.

Depending on the complexity, more time may be required for investigation in some instances. We appreciate your understanding on this and we will keep you updated in those instances.

If you feel we have not resolved your concerns satisfactorily or there is any misunderstanding, please contact us again for escalation.

In all complaint cases, we will do our best to address your concerns. However, if our best efforts do not satisfactorily meet your expectations and you remain not entirely satisfied with our resolution, you have the right to seek assistance from an independent and impartial third-party institution, the Financial Industry Disputes Resolution Centre Ltd (FIDReC) that resolves consumer financial disputes between consumers and financial institutions through mediation and adjudication. More information on FIDReC can be found in their website: <https://www.fidrec.com.sg/>