

**PUBLIKASI PENANGANAN PENGADUAN NASABAH**  
**PERIODE : JANUARI S.D JUNI 2026**  
**PT BPR SARIMADU PERSERODA**

| NO.          | JENIS TRANSAKSI KEUANGAN                                                                                          | SELESAI  |          | DALAM PROSES |            | TIDAK SELESAI |          | JUMLAH<br>PENGADUAN |
|--------------|-------------------------------------------------------------------------------------------------------------------|----------|----------|--------------|------------|---------------|----------|---------------------|
|              |                                                                                                                   | JUMLAH   | %        | JUMLAH       | %          | JUMLAH        | %        |                     |
| 1            | Giro                                                                                                              | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 2            | Deposito                                                                                                          | 0        | 0        | 1            | 100        | 0             | 0        | 1                   |
| 3            | Tabungan                                                                                                          | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 4            | Penghimpunan Dana Lainnya                                                                                         | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 5            | Kredit/Pembiayaan Investasi                                                                                       | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 6            | Kredit/Pembiayaan Modal Kerja                                                                                     | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 7            | Kredit/Pembiayaan Kendaraan Bermotor                                                                              | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 8            | Kredit/Pembiayaan Pemilikan Rumah/Apartemen                                                                       | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 9            | Kredit Tanpa Agunan                                                                                               | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 10           | Penyaluran Dana Lainnya                                                                                           | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 11           | Layanan Digital (Digital Banking)                                                                                 | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 12           | Kartu ATM/Debit/Mesin ATM Tarik Tunai/Mesin ATM Setor Tunai                                                       | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 13           | Kartu Kredit                                                                                                      | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 14           | Kartu Pra Bayar (E Money)                                                                                         | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 15           | Direct Debit/Standing Instruction                                                                                 | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 16           | Travellers Cheque                                                                                                 | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 17           | Kliring (Transfer) / Remittance                                                                                   | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 18           | Real Time Gross Settlement (RTGS)                                                                                 | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 19           | Bilyet Giro                                                                                                       | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 20           | Quick Response Code Indonesian Standard (QRIS)                                                                    | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 21           | Mesin Electronic Data Capture (EDC)                                                                               | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 22           | Sistem Pembayaran lainnya                                                                                         | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 23           | Bancassurance                                                                                                     | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 24           | Reksadana                                                                                                         | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 25           | Produk Kerja Sama Lainnya                                                                                         | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 26           | Bank Garansi                                                                                                      | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 27           | Derivatif/ Structured Product                                                                                     | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 28           | Wealth Management                                                                                                 | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 29           | Safe Deposit Box                                                                                                  | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 30           | Trade Finance/ Letter of Credit                                                                                   | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 31           | Commercial Paper                                                                                                  | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 32           | Pengelolaan Dana Perwalian (Trust)                                                                                | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 33           | Valuta Asing                                                                                                      | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 34           | Kegiatan usaha Bulion (Simpanan Emas/ Pembiayaan Emas/Perdagangan Emas/ Penitipan Emas dan/atau kegiatan lainnya) | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 35           | Gadai Emas                                                                                                        | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| 36           | Produk dan/atau Layanan Lainnya (sebutkan)                                                                        | 0        | 0        | 0            | 0          | 0             | 0        | 0                   |
| <b>TOTAL</b> |                                                                                                                   | <b>0</b> | <b>0</b> | <b>1</b>     | <b>100</b> | <b>0</b>      | <b>0</b> | <b>1</b>            |

Bangkinang, 18 Agustus 2026

**PT. BPR SARIMADU PERSERODA**

**DIREKSI**

  
**ZULHENDRI**