

ADDITIONAL INFORMATION ON OUR COMPLAINTS PROCEDURE

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our client services team on +62 081318835032, or email support@jalanx.com, as the vast majority of complaints can be dealt with at this level.

If our client services team is unable to resolve the matter you may refer it as a complaint to our compliance department. Please set out the complaint clearly, ideally in writing. The compliance department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.

Please write to: support@jalanx.com; or

Compliance Department
PT JALANX ASIA FINTECH
Jl. Cendrawasih 23B,
SLEMAN, Daerah Istimewa
Yogyakarta

In the event that a situation arises that is not covered by the customer agreement, we will resolve the matter on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice.