

Lampiran Kesepakatan Service Level Agreement (SLA) Unit Kerja Customer Care dengan Case Owner Fraud Risk

ID	Category	Detail Category	Kasus	Jenis Kasus	Priority/SLA	Case Owner
1	Keluhan	Non Transaksional	Pembukaan Blokir	Nasabah EGM jadi karyawan	3 Hari Kerja	Fraud & Risk
2	Keluhan	Non Transaksional	Pembukaan Blokir	Nasabah EGM Bukan karyawan	3 Hari Kerja	Fraud & Risk
3	Request	-	Suspect Fraud	Penyalahgunaan Akun Allo Prime (Nasabah/Non Nasabah)	3 Hari Kerja	Fraud & Risk
4	Request	-	Suspect Fraud	Data Diketahui Oleh Orang Lain (Nasabah)	3 Hari Kerja	Fraud & Risk
5	Request	-	Suspect Fraud	Penyalahgunaan Akun Allo Pay (Nasabah/Non Nasabah)	3 Hari Kerja	Fraud & Risk
6	Request	-	Suspect Fraud	Indikasi Fraud Lainnya	3 Hari Kerja	Fraud & Risk
7	Keluhan	Non Transaksional	Pembukaan Blokir	Nasabah Fraud Point (Pengepul Point)	3 Hari Kerja	Fraud & Risk
8	Keluhan	Non Transaksional	Pembukaan Blokir	Nasabah Fraud Point (Pengepul Point)	3 Hari Kerja	Fraud & Risk
9	Keluhan	Non Transaksional	Pembukaan Blokir	Nasabah dari SPG PT Seloliman	3 Hari Kerja	Fraud & Risk
10	Keluhan	Non Transaksional	Pembukaan Blokir	Pemblokiran Lainnya	3 Hari Kerja	Fraud & Risk
11	Request	-	Suspect Fraud	Handphone Hilang (Ada percobaan akses akun/transaksi)	3 Hari Kerja	Fraud & Risk
12	Keluhan	Non Transaksional	Pembukaan Blokir	Indikasi Fraud (By Pass)	3 Hari Kerja	Fraud & Risk
13	Request	-	Perubahan/Perbaikan Data	Nasabah Lupa Nomor Handphone (Bisnis Unit CT Corp)	7 Hari Kerja	Fraud & Risk
14	Request	-	Surat Bilateral	Surat Bilateral - BNI	5 hari kerja	Fraud & Risk
15	Request	-	Surat Bilateral	Surat Bilateral - MANDIRI	5 hari kerja	Fraud & Risk
16	Request	-	Surat Bilateral	Surat Bilateral - BCA	5 hari kerja	Fraud & Risk
17	Request	-	Surat Bilateral	Surat Bilateral - BRI	5 hari kerja	Fraud & Risk
18	Request	-	Surat Bilateral	Surat Bilateral - CIMB NIAGA	5 hari kerja	Fraud & Risk
19	Request	-	Surat Bilateral	Surat Bilateral - BCA Digital	5 hari kerja	Fraud & Risk
20	Request	-	Surat Bilateral	Surat Bilateral - BCA SYARIAH	5 hari kerja	Fraud & Risk
21	Request	-	Surat Bilateral	Surat Bilateral - MAYBANK	5 hari kerja	Fraud & Risk
22	Request	-	Surat Bilateral	Surat Bilateral - MEGA	5 hari kerja	Fraud & Risk
23	Request	-	Surat Bilateral	Surat Bilateral - BTPN	5 hari kerja	Fraud & Risk
24	Request	-	Surat Bilateral	Surat Bilateral - BTN	5 hari kerja	Fraud & Risk
25	Request	-	Surat Bilateral	Surat Bilateral - OCBC NISP	5 hari kerja	Fraud & Risk
26	Request	-	Surat Bilateral	Surat Bilateral - Bank BSI	5 hari kerja	Fraud & Risk
27	Request	-	Surat Bilateral	Surat Bilateral - Bank Danamon	5 hari kerja	Fraud & Risk
28	Request	-	Surat Bilateral	Surat Bilateral - Bank Permata	5 hari kerja	Fraud & Risk
29	Request	-	Surat Bilateral	Surat Bilateral - DANA	5 hari kerja	Fraud & Risk
30	Request	-	Surat Bilateral	Surat Bilateral - Seabank	5 hari kerja	Fraud & Risk
31	Request	-	Surat Bilateral	Surat Bilateral - Bank DBS	5 hari kerja	Fraud & Risk
32	Request	-	Surat Bilateral	Surat Bilateral - PANIN	5 hari kerja	Fraud & Risk
33	Request	-	Surat Bilateral	Surat Bilateral - Bank Artha Graha International	5 hari kerja	Fraud & Risk
34	Request	-	Surat Bilateral	Surat Bilateral - Bank Aladin Syariah	5 hari kerja	Fraud & Risk
35	Request	-	Surat Bilateral	Surat Bilateral - Bank Maspion	5 hari kerja	Fraud & Risk
36	Request	-	Surat Bilateral	Surat Bilateral Bank Neo Commerce	5 hari kerja	Fraud & Risk
37	Request	-	Surat Bilateral	Surat Bilateral Bank Maybank	5 hari kerja	Fraud & Risk
38	Keluhan	-	Suspect Fraud	Sangah Transaksi	10 hari kerja	Fraud & Risk

39	Keluhan	Non Transaksional	Pembukaan Blokir	Blokir yang disebabkan IASC (Indonesia Anti Scam Center)	10 hari kerja	Fraud & Risk
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