

**Lampiran Kesepakatan Service Level Agreement (SLA)
Unit Kerja Customer Care dengan Case Owner Membership, Points, and Coupons (MPC)**

ID	Category	Detail Category	Kasus	Jenis Kasus	Priority/SLA	Case Owner
1	Keluhan	Non Transaksional	Member Point Coupon (MPC) - Point	Integrasi Point Tidak Sesuai	3 Hari Kerja	MPC
2	Keluhan	Non Transaksional	Member Point Coupon (MPC) - Coupon	Menu Coupon/Kupon Blank	3 Hari Kerja	MPC
3	Keluhan	Non Transaksional	Member Point Coupon (MPC) - Coupon	Tidak Bisa Reedem Coupon/Kupon	3 Hari Kerja	MPC
4	Keluhan	Transaksional	Pengaduan APPK-OJK	Kegagalan/keterlambatan Transaksi Point	5 Hari Kerja	MPC
5	Keluhan	-	Pengaduan APPK-OJK	Produk/Layanan Tidak Sesuai Penawaran	5 Hari Kerja	MPC