

Lampiran Kesepakatan Service Level Agreement (SLA)  
Unit Kerja Customer Care dengan Case Owner Partnership & Business

ID	Category	Detail Category	Kasus	Jenis Kasus	Priority/SLA	Case Owner
1	Keluhan	Non Transaksional	Allo Buddy	Mis-selling Allo Buddy	3 Hari Kerja	Partnership & Business
2	Keluhan	Non Transaksional	Allo Buddy	Sales Attitude Allo Buddy	3 Hari Kerja	Partnership & Business
3	Keluhan	Non Transaksional	Allo Buddy	Fraud Indication Allo Buddy	3 Hari Kerja	Partnership & Business
4	Keluhan	Non Transaksional	Program Partnership	Promo tidak sesuai dengan iklan / website - Unit DS	5 Hari Kerja	Partnership & Business
5	Keluhan	Non Transaksional	Program Partnership	Cashback Point tidak diterima - DS	5 Hari Kerja	Partnership & Business
6	Keluhan	Non Transaksional	Program Partnership	Tidak bisa membayar pakai points (Merchant Business Unit)	3 Hari Kerja	Partnership & Business
7	Keluhan	Transaksional	Parkir - Pembayaran	Cashback Point tidak diterima	5 Hari Kerja	Business Unit Relations
8	Keluhan	Transaksional	Parkir - Pembayaran	Nasabah tidak bisa bayar menggunakan points	3 Hari Kerja	Business Unit Relations
9	Keluhan	Transaksional	Pengaduan APPK-OJK	Kegagalan/keterlambatan Transaksi	5 Hari Kerja	Partnership & Business
10	Keluhan	-	Pengaduan APPK-OJK	Produk/Layanan Tidak Sesuai Penawaran	5 Hari Kerja	Partnership & Business
11	Keluhan	Transaksional	Digital Funding	Rewards Allo Grow / Allo Deposito / Time Deposit tidak diterima	5 Hari Kerja	Partnership & Business
12	Keluhan	Transaksional	Business Development & Engagement	Rewards tidak diterima	3 Hari Kerja	Partnership & Business