

BANKING MEDIATION

With reference to Central Bank Regulation No.8/5/PBI/2006 dated 30 January 2006 and Circular Letter No.8/14/DPNP dated 1 June 2006, we would like to inform customers on **Banking Mediation** function to settle a dispute between the Bank and the customers.

Procedure

1. All disputes should be submitted only by bank's clients or client representative.
2. The dispute submitted for settlement is a civil dispute arising from financial transactions.
3. The submission of the dispute settlement has not exceeded 60 (sixty) working days since the date of the Complaint settlement letter sent by the Bank to the Customer.

Requirement

1. The submission of dispute settlement should be in writing using Central Bank template and accompanied by sufficient supported documents such as:
 - Copy of valid ID card.
 - Copy complaint settlement letter sent by the Bank to the customers.
 - Copy of supported documents related to the dispute.
 - Statement letter, with sufficient stamp duty stated that this dispute is not currently being processed or has never obtained a decision by an arbitration body, court or other mediation institutions and never been processed by Banking Mediation which is facilitated by Bank Indonesia
 - Copy of power of attorney in case the dispute is submitted by customer representative.
2. The submission of dispute should be addressed to Bank Indonesia Directorate of Banking Investigation and Mediation, Radius Prawiro Tower 19th Floor, Jl. M.H.Thamrin No.2 Jakarta 10110 or the nearest Central Bank Office where the customer is located.

Financial Claim

1. Financial claim under Banking Mediation only up to a maximum of IDR 500 million which can be cumulative amount of financial loss of customers, potential loss caused by postponement or non execution of customer financial transaction to third parties and or all costs incurred by customer to settle the dispute.
2. Financial claim does not include immaterial loss.

PT BANK RABOBANK INTERNATIONAL INDONESIA
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