

Alternative Dispute Resolution by LAPS SJK



Disputes can be resolved outside of the court through The Financial Services Sector Alternative Dispute Resolution Institution (LAPS SJK). Based on the Financial Services Authority (OJK) Regulation No. 61/POJK.07/2020, LAPS SJK can handle Disputes with the following criteria:

- The complaint has previously been attempted to be resolved by the financial services provider, but no agreement was reached.
- The dispute is not in process or has been decided by a court, arbitration, or other alternative dispute resolution institution.
- The dispute is of a civil nature.

LAPS offers three main services:

Mediation

A method of resolving disputes through a third party (mediator) to help the disputing parties reach an agreement.

Arbitration

Resolution of civil disputes outside the general courts based on a written arbitration agreement between the parties, assisted by LAPS arbitrators.

Binding Opinion

A service for resolving disagreements between parties regarding an agreement through the provision of a binding opinion by LAPS.

LAPS SJK can be contacted through:

Menara Karya Floor 25, H.R. Rasuna Said St., Block X-5 Kav. 1-2,
RT.5/RW.2, Kuningan, Setiabudi, South Jakarta 12950

Email: info@lapssjk.id

Telephone: 150125

Website: <https://lapssjk.id>

Alternatif Penyelesaian Sengketa oleh LAPS SJK



Penyelesaian Sengketa dapat dilakukan di luar pengadilan melalui Lembaga Alternatif Penyelesaian Sengketa Sektor Jasa Keuangan (LAPS SJK). Berdasarkan Peraturan Otoritas Jasa Keuangan (OJK) Nomor 61/POJK.07/2020, LAPS SJK dapat menangani Sengketa dengan kriteria berikut:

- Pengaduan telah terlebih dahulu diupayakan penyelesaiannya oleh PUJK, namun tidak tercapai kesepakatan.
- Sengketa yang diajukan bukan merupakan sengketa sedang dalam proses atau pernah diputus oleh lembaga peradilan, arbitrase, atau lembaga alternatif penyelesaian sengketa lainnya.
- Sengketa bersifat keperdataan.

LAPS menyediakan tiga layanan utama:

Mediasi

Cara penyelesaian sengketa melalui pihak ketiga (mediator) untuk membantu pihak yang bersengketa mencapai kesepakatan.

Arbitrase

Penyelesaian sengketa perdata di luar pengadilan umum berdasarkan perjanjian arbitrase tertulis antara para pihak dibantu oleh arbiter LAPS.

Pendapat Mengikat

Layanan penyelesaian atas perbedaan pendapat antara pihak mengenai perjanjian melalui pemberian pendapat mengikat oleh LAPS.

LAPS SJK dapat dihubungi melalui:

Menara Karya Lantai 25, Jl. H.R. Rasuna Said Blok X-5 Kav. 1-2,
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