

# CALL CENTER

021 - 572 0000

Customer Service

Office Hours

Weekdays : 07.00 - 18.00 WIB

Holiday/Weekend : 09.00 - 15.00 WIB

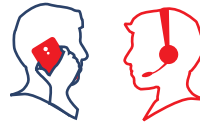
PT. ORIX Indonesia Finance

## Step 1



CALL ORIX

## Step 2



Direct assistance  
through phone call

## Step 3



Replacement vehicle  
delivery and towing  
service assistance  
(if needed)

EMERGENCY

VEHICLE  
MAINTENANCE



CALL ORIX



User brings the vehicle  
to the nearest workshops



After service, user  
can take the vehicle

INSURANCE  
CLAIM



CALL ORIX



User accepts  
replacement vehicle



Documents  
Completion

STNK  
RENEWAL



Receive notification  
of STNK renewal



Hand - in STNK  
to ORIX



Receive renewed  
STNK

# CALL CENTRE



## JAKARTA

**021 - 572 0000**

### Office Hours

Weekdays : 07.00 - 18.00 WIB

Holiday/Weekend : 09.00 - 15.00 WIB

### After Office Hours

**0816 953 672 - 0816 882 220 - 0815 1900 2244**

## OTHER MAJOR CITIES

Medan

**0811 8818 400**

Bandung

**0811 8818 403**

Samarinda

**0811 8818 409**

Balikpapan

**0811 8818 408**

Palembang

**0811 8818 401**

Semarang

**0811 8818 404**

Banjarmasin

**0811 8818 410**

Pekanbaru

**0811 8818 402**

Yogyakarta

**0811 8818 405**

Pontianak

**0811 8818 411**

Makassar

**0811 8818 407**

Surabaya

**0811 8818 406**

Berau

**0811 8818 412**



If the number of other major cities (above) could not be reached then please contact the number in Jakarta.

PT. ORIX Indonesia Finance Branch:

Bandung: 022 731 3008, Semarang: 024 356 5705, Solo: 0271 714 338,  
Surabaya: 031 531 8201, Medan: 061 414 9302, Palembang: 0711 315 440,  
Samarinda: 0541 731 065, Makassar: 0411 433 059, Balikpapan: 0542 721 3668.