

PRESS RELEASE
**THE FINANCIAL SERVICES SECTOR IN DKI JAKARTA AND BANTEN REMAINS
STABLE AND GROWING POSITIVELY**

Jakarta, April 17, 2025. The Financial Services Authority (OJK) Office of Jakarta, Bogor, Depok, and Bekasi (Jabodebek) and Banten Province assessed that the performance of the Financial Services Industry in DKI Jakarta and Banten provinces as of the end of February 2025 remains stable. The stability and resilience of the financial services sector in both regions are reflected in positive growth, effective risk management, and liquidity, as well as improved local economic and financial conditions, along with vigorous programs for education and consumer protection that are being implemented on a large scale.

Key Highlights:

1. Banking Sector Development

- Positive growth in banking credit distribution in DKI Jakarta and Banten.
- General Bank credit in DKI Jakarta grew by 11.92% yoy to IDR 3.95 Trillion.
- In Banten, General Bank credit increased by 5.48% year-over-year (yoy) to IDR 218.23 trillion.
- Credit quality in Banten Province is reflected in a non-performing loan (NPL) ratio of 2.98%. Meanwhile, in DKI Jakarta, the NPL ratio was recorded at 1.79%, indicating the effective application of prudent principles and risk management.

2. Capital Market Development

- Investor activity in DKI Jakarta and Banten showed positive growth.
- The number of investors in DKI Jakarta increased by 108.82% year-on-year (yoy) to 3.21 million Single Investors Identifications (SID).
- In Banten, the number of investors increased by 8.62% year-over-year (yoy) to 814.700 SID.
- Monthly stock transaction values also increased in both regions.

3. Non-Bank Financial Industry (IKNB) Development

- Positive performance in financing companies and fintech lending.
- Financing receivables in DKI Jakarta increased by 3.20% year-over-year (yoy), while in Banten, it grew by 11.50% yoy.
- Fintech lending showed significant growth in outstanding loans in both regions.

4. Development of Buy Now Pay Later (BNPL)

- The Buy Now Pay Later (BNPL) credit product experienced significant growth in both the DKI Jakarta and Banten regions until the end of January 2025, with notable increases in the number of debtor entities and outstanding credit in both banking and non-banking sectors.
- In DKI Jakarta, outstanding BNPL credit from the banking sector increased by 32.40% year-over-year (yoy) to IDR 3.32 trillion, while in Banten, it surged by 47.42% yoy to IDR 1.80 trillion. The non-bank sector also saw substantial growth in outstanding credit. The non-bank sector also saw significant growth in outstanding credit.
- Despite the growth, the credit risk of BNPL in the banking sector increased significantly in both regions, while the risk in the non-bank sector decreased slightly.

5. Consumer Education and Protection

- KOJT conducted various financial education activities to improve financial literacy. Until the fourth quarter of 2024, KOJT has conducted 50 financial education activities, comprising 21 activities in DKI Jakarta, 20 activities in Banten, and nine additional activities covering areas outside DKI Jakarta and Banten.
- Throughout 2024, KOJT handled 136 consumer complaints, demonstrating its commitment to consumer protection.
- Total complaints recorded in APPK until March 31, 2025: 24,412 cases.
- DKI Jakarta: 16,311 cases, Banten: 8,101 cases.
- The majority of complaints related to Fintech Lending, particularly collection practices (Jakarta: 24.55%, Banten: 27.22%).
- Complaint resolution rate: 98.65%, with 0.07% through LAPS.
- Forty-nine financial education activities were held in Q1 2025, involving 26,834 participants.

OJK continues to urge the public never to be tempted by illegal online loan offers or illogical investment schemes. Always verify the legality of the entities making these offers by contacting OJK's consumer services directly via phone at 157, WhatsApp at 081-157-157-157, or email at konsumen@ojk.go.id.

OJK has also launched the Consumer Protection Portal Application (APPK), which can be accessed through the link www.kontak157.ojk.go.id. In addition to using the APPK, the public can stay updated on the financial services sector by following OJK's Instagram at @ojkindonesia, KOJK Jabodebek's Instagram at @ojk_jabodebek, and Instagram contact 157 at @Kontak157 for various financial education content.

For further information:

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