

PRESS RELEASE**QUARTER 1 2025, THE FINANCIAL SERVICES SECTOR IN THE DKI JAKARTA
AND BANTEN REGION GROWS RESILIENTLY AND SUSTAINABLY**

Jakarta, May 9, 2025. The Indonesia Financial Services Authority (OJK) Office of Jakarta, Bogor, Depok, and Bekasi (Jabodebek) region has recorded that the performance of the Financial Services Industry (IJK) in the DKI Jakarta and Banten regions has grown, remained stable, and is well maintained as of the end of March 2025.

The stability and resilience of the financial services sector in the Jabodebek and Banten region are reflected in the positive performance of the Banking, Capital Markets, and Non-Bank Financial Industries, which are also driven by the growth of the regional economy and finance, as well as intensified consumer education and protection.

Regional Banking Development

As of March 2025, the performance of the banking sector in the DKI Jakarta and Banten regions shows positive growth, reflected in the increase in intermediation functions and the maintained quality of credit.

In the DKI Jakarta region, total credit or financing disbursement reached IDR 4.032,17 trillion, growing by 10,88 percent (year-on-year) with a Non-Performing Loan (NPL) rate maintained at 1,70 percent, reflecting the application of prudent principles and effective risk management.

Meanwhile, Third Party Funds (DPK) in this region also grew by 4,65 percent (year-on-year) to IDR 4.794,44 trillion, reflecting high public trust and stable liquidity conditions.

Similarly, in the banking sector of Banten, there was a positive performance with a credit distribution growth of 4,88 percent (year-on-year) to IDR 218,63 trillion, and the quality of credit remained controlled at 2,90 percent. The collection of third-party funds (DPK) also grew by 7,75 percent (year-on-year) to IDR 302,42 trillion. This achievement shows that the banking sector in these two regions continues to maintain stability and support sustainable economic growth.

In the DKI Jakarta area, the Processing Industry sector receives the highest credit and financing facility receipts, accounting for 18,94 percent. This aligns with its significant contribution to the local economy, which accounts for 11,49 percent of the total Gross Regional Domestic Product (GRDP) of DKI Jakarta.

This condition reflects that banking has a financing focus on strategic sectors that have a high leverage effect on value creation and job absorption. Other sectors that also receive significant financing are the wholesale and retail trade sectors, as well as the financial intermediary sector, with respective shares of 10,52 percent and 10,48 percent.

Meanwhile, in the Banten area, the distribution of loans is dominated by loans and financing for home ownership, accounting for 31,83 percent. This is followed by loans and financing for the ownership of other household appliances, as well as loans and financing for wholesale and retail trade, at 15,14 percent and 11,98 percent, respectively.

Despite the increase in intermediation functions from the banking side of credit and disbursement distribution, there are significant challenges in maintaining credit quality in several economic sectors, such as fisheries and mining.

Development of The Regional Capital Market

The public's interest in investing in the capital market industry continues to show a positive trend, in line with the increase in financial literacy and the ease of access to capital market services, as reflected in the growth of the number of Single Investor Identifications (SIDs) and transactions of capital market products in several regions.

As of March 2025, the number of investors in the DKI Jakarta region is recorded at 3,42 million, which represents a significant increase of 119,72 percent (year-on-year), with the highest concentration in Central Jakarta contributing 56,67 percent of the total investors. In the Banten region, the number of investors reached 819,11 thousand, growing by 8,17 percent (year-on-year), with a dominance of investors in Tangerang City at 29,97 percent. This increase reflects the rising public participation in the Capital Market industry, both as an investment instrument and as a means of long-term financial management.

From March 2024 to March 2025, the average monthly value of stock transactions in the DKI Jakarta and Banten regions exhibited a fluctuating trend that generally trended positively. As of March 2025, the total value of stock transactions in the DKI Jakarta

region was recorded at Rp 187,86 trillion, representing a 31,59 percent year-over-year (yoy) growth, with investors in South Jakarta contributing 53,79 percent. In the Banten region, the total value of stock transactions reached Rp 20,46 trillion, representing a 45,30 percent year-over-year (yoy) increase, with the City of Tangerang accounting for 71,04 percent of the total stock transactions. This data indicates an expansion of access to financial products and services in the Capital Market industry, particularly in regional economic growth centers.

Development of the Non-Bank Financial Industry Sector (IKNB)

The Non-Bank Financial Industry (IKNB) in DKI Jakarta and Banten continues to show positive performance, both in the financing company sector and online loans. In the financing company sector, as of March 2025, financing receivables in the DKI Jakarta area reached IDR 96,30 trillion, growing by 3,30 percent (year-on-year), with financing quality maintained at 3,70 percent. Meanwhile, in the Banten region, financing receivables reached IDR 35,68 trillion, growing by 9,56 percent (year-on-year), with the Non-Performing Financing (NPF) ratio still maintained at 3,29 percent.

In the online lending sector, as of February 2025, in the DKI Jakarta area, there were recorded 2,64 million active loan recipient accounts with an outstanding loan amount of Rp12,55 trillion or a growth of 17,03 percent (year-on-year), and the company default rate (TWP 90) stood at 3,21 percent. A similar condition was also recorded in the Banten region, with active loan recipients reaching 6.030 accounts, outstanding loans growing by 18,91 percent (year-on-year) to Rp 6,03 trillion, and the TWP 90 maintained at a level of 2,74 percent.

The Development of Buy Now Pay Later

The Buy Now Pay Later (BNPL) credit product continued to record significant growth until the end of March 2025 in the DKI Jakarta and Banten regions, across both the banking and non-banking sectors.

In the banking sector, the number of BNPL debtors in the DKI Jakarta area reached 2,31 million entities, representing a 17,53 percent increase (year-on-year), while in the Banten area, it increased by 31,40 percent (year-on-year) to 1,51 million entities. In the non-banking sector, the number of debtors in Jakarta reached 1,44 million entities, up 25,35 percent (year-on-year), while in Banten, it increased by 38,59 percent (year-on-year) to 1,09 million entities.

From the perspective of the outstanding balance, BNPL in banking in Jakarta grew by 16,89 percent (year-on-year) to Rp3,22 trillion, while in the non-banking sector, it increased by 41,03 percent (year-on-year) to Rp1,31 trillion. The same trend occurred in the Banten region, where the outstanding balance of BNPL in banking increased by 29,46 percent (year-on-year) to Rp 1,78 trillion, and the non-banking sector rose by 33,99 percent (year-on-year) to Rp 0,67 trillion.

Although the growth of BNPL reflects great potential, credit risk, as measured by NPF, has increased. In the DKI Jakarta region, the banking NPF for BNPL reached 2,90 percent, while in Banten, it was recorded at 2,62 percent, which is higher than the national average of 2,54 percent. In the non-bank sector, the NPF for BNPL in DKI Jakarta reached 3,58 percent, which is below the national average NPF of 3,64 percent. Meanwhile, in Banten, it reached 3,66 percent, surpassing the national average NPF.

Development of Education and Consumer Protection

As part of consumer protection in the financial services sector, the OJK actively monitors and follows up on complaints, serves requests for information, and answers questions from the public.

Based on data from the Consumer Protection Portal Application (APPK) as of April 30, 2025, the OJK has facilitated 31.063 consumer services located in the DKI Jakarta Province and Banten Province. Of this number, 2.703 consumer services are complaint services, with 1.889 complaint services in DKI Jakarta and 814 complaint services in Banten, achieving a total resolution rate of 75,54 percent.

In the DKI Jakarta area, financial service institutions that receive complaint services are dominated by Fintech Peer-to-Peer Lending at 43,51 percent, followed by Banking at 35,41 percent, and Financing Companies at 14,50 percent. The majority of the types of issues reported are Collection Officer Behavior at 52,40 percent, credit restructuring at 7,20 percent, and fraud/account breaches at 6,99 percent.

A similar situation also occurred in the Banten region. Financial service institutions that received complaint services were dominated by Fintech peer-to-peer lending at 48,28 percent, credit restructuring at 11,18 percent, and fraud/account breaches at 8,35 percent.

APPK also records community information regarding illegal financial activities in the regions of Jakarta and Banten, namely related to illegal investment activities, with a total of 70 pieces of information, 47 pieces from the community in Jakarta and 23

pieces from the community in Banten. In comparison, the illegal online loan activities amounted to 2.247 pieces of information, detailed as 1.391 pieces from the community in Jakarta and 856 pieces from the community in Banten.

To improve financial literacy, the OJK Jabodebek Office has massively conducted financial education in collaboration with stakeholders. It has been recorded that from January to April 2025, 59 educational activities were conducted in the DKI Jakarta and Banten regions, involving 28.902 participants, including students, employees, people with disabilities, teachers, university students, MSME actors, women, and the general public.

In addition to improving financial literacy within the community, the OJK Jabodebek Office also conducts educational activities for financial service business actors to enhance their capacity building in operational business, consumer protection, and information technology.

The OJK continues to urge the public not to be tempted by offers of part-time jobs, loan offers from illegal online loans, or illogical investments. Always check the legality of the entity making the offer through the Consumer Protection Portal Application (APPK) by directly contacting the OJK consumer service at phone: 157, WhatsApp: 081-157-157-157, or email: konsumen@ojk.go.id.

In addition to utilizing APPK, the public can continue to follow the developments of the financial services sector by following OJK's Instagram at @ojkindonesia, KOJK Jabodebek's Instagram at @ojk_jabodebek, Banten Provincial KOJK's Instagram at @ojk_banten, and the contact Instagram account 157 at @Kontak157 to gain various financial education resources.

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