

TASPEN PERFORMANCE

SERVICE

PT TASPEN (Persero) has had a wide service network consist of 6 Primary Branch Office and 32 Branch Office spread all over Indonesia and more than 4000 service points through cooperation with banks and post offices throughout Indonesia. PT TASPEN (Persero) also pro actively doing socialization, both by interactive dialogue on the radio (RRI or private station) in every Primary Branch Office and direct consultation in the office. For the participant who wants to consult directly by phone, PT TASPEN also provides Free Toll service at 0800-1222-333.

Based on company motto, better service through better performance, and on the service implementation with the quality target including the right man, right time, right quantity, right place and right administration (5R), then since 1966 PT TASPEN (Persero) has implemented one hour service system to proceed the benefit with direct Request of Payment (SPP) and 2 hours service for indirect Request of Payment or by the post office, that is, processing time from receipt of full and correct document until payment. On serving participants and pension receivers, management also obliged its board to have polite, patient, humanity, easy and simple attitude.

FINANCE

Efficient on the company management and can be optimized all the finance resources which can develop financial performance and company growth globally. PT TASPEN (Persero) is still consistent in implementing various policies and always keep careful principles in managing fund, in safe way and easy in clearance and a high return. The policy of investment strategy especially on fixed deposit, obligation and direct investment.

HUMAN RESOURCE

Until the end of June 2007 total staffs of PT TASPEN (Persero) were 2.020 people, 1,14% is from Elentary School and Junior High School, 43,86% is from High School, 6,04% is from D1-D3 strata, 44,21% is from S1 strata and 4,75% is from S2 and S3 strata.

In order to support service quality and performance, there always efforts to develop human resource professionalism and productivity through various

training and education especially on three core fields namely actuary, investment and technology of information.

SYSTEM AND PROCEDURE

System and procedure is a basic for the internal control and operating procedure. To obtain excellent service standard, system and service procedure should be continuously improved for public recognition. Proved by PT TASPEN (Persero) successful receiving awards, such as certificate of ISO 9002 received by Bogor Branch Office on 1995 and Piala Citra Pelayanan Prima (Excellent Service Award) from the Ministry of Administrative Reform (MENPAN) received by Semarang Primary Branch Office in 1997, 2001 and 2002 and Piala Citra Pelayanan for Jember Branch Office and Padang Branch Office in 2002. And on the end of 2003 Bogor Branch Office has successfully received certificate of ISO 9001-2001.