ABSTRACT

Alternative dispute resolution is an institution for completion disputes or differences of opinion through the procedures agreed upon by the parties, which settled out of court. In the world of insurance have new legislation is Undang-Undang Nomor 40 Tahun 2014, one of which regulates the authority of institutions of alternative dispute resolution further stipulated in the Financial Service Authority (Peraturan Otoritas Jasa Keuangan) Nomor 1/POJK.07/2014 of the Alternative Dispute Resolution in Financial Services sector. Therefore legislation newborn replace the old legislation lead to ignorance regarding the insured which alternative institutions authorized to settle disputes life insurance, between the Indonesian Insurance Mediation Board (BMAI) or the Consumer Dispute Settlement Board (BPSK). So, we need more deeply assessment on alternative dispute resolution in life insurance.

Keywords: Alternative dispute resolution, life insurance, authority Indonesian Insurance Mediation Board, the Consumer Dispute Settlement Board.