

**PR5 Tingkat kepuasan pelanggan | *Customer satisfaction rate***

Praktek yang berkaitan dengan kepuasan pelanggan, termasuk hasil survei yang mengukur kepuasan pelanggan.

*Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.*

**PR6 Komunikasi pemasaran | *Marketing communication***

Program yang patuh terhadap hukum, standar, dan kode sukarela yang terkait dengan komunikasi pemasaran, termasuk iklan, promosi, dan sponsorship.

*Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.*

**PR7 Pelanggaran komunikasi pemasaran | *Violation of marketing communication***

Total jumlah insiden yang tidak patuh terhadap peraturan dan kode sukarela mengenai komunikasi pemasaran, termasuk iklan, promosi, dan sponsor berdasarkan jenis hasil.

*Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.*

**PR8 Pengaduan tentang pelanggaran privasi pelanggan | *Reports on violation of customers privatization***