

Client Alert

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OJK's Online Mailing Room Service: Submission of Documents and Reports by Public Companies

This Client Alert is also available in Indonesian language. To read the Indonesian language version of this Client Alert, please click [here](#).

To minimize the risk of the spreading of COVID-19, the Indonesia Financial Services Authority (**OJK**) has decided not to operate its physical mailing room in their head offices in Jakarta. All submission of documents or reports from **1 April 2020** until **29 May 2020** may not be sent physically (through hard copy) and may only be sent electronically to certain email addresses designated by the OJK.

Where to Send?

In its announcement, the OJK gave three different email addresses. These are as follows:

- Correspondence addressed to the OJK's capital market division at their Soemitro Djojohadikusumo Building premises (e.g., relating to public company, capital markets and capital market financial institutions) should be addressed to mailingroomsumitro@ojk.go.id.
- Correspondence addressed to the OJK's banking division at their Radius Prawiro Tower premises should be addressed to mailingroommrp@ojk.go.id.
- Correspondence addressed to OJK's non-bank financial institutions division at their Wisma Mulia II Building premises should be addressed to mailingroomwismul@ojk.go.id.

Consideration When Sending Emails

Unfortunately, the announcement did not elaborate on important factors with regard to the delivery of reports or documents through these email addresses, such as:

- whether an email must be sent before a certain time to be considered to have been received on the same day
- whether the OJK will issue a formal receipt when an email is received as proof that a submission of a document or report was successfully made

Therefore, to avoid any issues when sending any documents or reports to the OJK through these email addresses, you may want to consider the following:

- Sending the emails within OJK's office hours. Due to the current situation, the OJK has shortened its operational hours from 7:40 am to 3:45 pm (Jakarta time). These hours are also applicable for sending emails because, as we understand it, the OJK will consider that any emails sent after that are received on the next business day.
- Making use of the "read receipt" notification feature, so a counter-acknowledgement can be obtained when the email has been opened by the OJK.

Until now, there has been no official information on whether the OJK will provide an automatic reply acknowledging the receipt of emails.

- Providing a clear addressee of the email that is easily identifiable by the mailing room email administrator (e.g., in the email subject). As we understand it, the emails that are received by the mailing room account will be forwarded manually to the relevant department. Providing a clear addressee would help the mailing room administrator to easily identify to whom the email should be forwarded.
- Moving the email from your sent items folder to an organized folder and doing proper archiving. This will be useful if the OJK asks for proof that the relevant reports or emails have been sent.
- Submitting non-significant documents (in terms of number of pages) through other means (e.g., facsimile) in addition to sending through email. If the documents or reports to be submitted to the OJK do not contain many pages, in addition to sending these documents or reports through email, the sender may want to consider also sending them through facsimile to (+6221) 385 8321. This is the official facsimile number of the OJK as provided in their website.

Given this approach was very recently introduced by the OJK, it remains to be seen whether the OJK will issue additional procedures and requirements. Parties that need to submit documents or reports to the OJK should monitor further announcements from the OJK relating to this topic.

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