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Dear.

Dwika Amalia Dewi, Epsi Euriga

Thank you for submitting your best article to be published on **Jurnal Media Akademik (JMA)** with the title:

"PERAN FAKTOR SOSIO-KULTURAL TERHADAP HAMBATAN BAHASA DALAM KOMUNIKASI PENANGANAN KELUHAN NASABAH DI PT. PERMODALAN NASIONAL MADANI"

Based on the results of the review and the decision of the editorial team, the article is declared **ACCEPTED** for publication in the **Jurnal Media Akademik (JMA)** edition **Volume 3 Number 11 November 2025**.

Thus we submit this letter of information to be used as it should be, we express our gratitude.

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Sidoarjo, 15 November 2025

Editor In Chief



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Muhammad Rifqi Nur Wachid Adi Pratama, C.PS., C.WS

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