



Jakarta, December 19, 2022
Ref. No.: 102/IPMI/AO/Thesis-S2/VIII/22

To: Ir. Yulita Fairina Susanti, M.Sc, Ph.D
Faculty Member
IPMI International Business School
Jl. Rawajati Timur I/1, Kalibata
Jakarta 12750

INVITATION

Dear Ibu Ita,

We would like to invite you to be Examiner, for the Graduate Program Thesis Final Examination that will be held on:

Day/Date : Monday, December 19, 2022
Time : 13.00-14.00
Zoom Link :

<https://www.google.com/url?q=https://us02web.zoom.us/j/84106966843?pwd%3DZjA5VEdnN2poanpBZ0YwMlZKbEhpdz09&sa=D&source=calendar&ust=1671846992635644&usg=AOvVaw3StSgKImRDr7L1rqmJ30FO>

Meeting ID: 841 0696 6843

Password : 15877

Agenda : Thesis final examination "***A Model of Customer Loyalty for National Health Insurance in Indonesia (JKN) : Extending the SERVQUAL Model***"

Participants :

- Dr. Amelia Naim Indrajaya, MBA (Chairperson)
- Ir. Yulita Fairina Susanti, M.Sc, Ph.D (Mentor)
- Sidrotun Naim, M.P.A., Ph.D (Examiner)

- The student name of the Thesis is as follows:
 - Liany Suwanda (22121017)

We are looking forward to your presence on the day. Thank you for your kind attention.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sidrotun Naim', with a stylized flourish at the end.

Sidrotun Naim, M.P.A., Ph.D
Director of Academic and Student Affairs