



# Complaint Handling Publication

Period: July to September Year 2020

## PT FWD Life Indonesia

| No.          | Type of Financial Transaction                          | Resolved   |             | In Progress |             | Not Completed |          | Report Counts |
|--------------|--|------------|-------------|-------------|-------------|---------------|----------|---------------|
|              |  | Amount     | %           | Amount      | %           | Amount        | %        |               |
| 1            | Life Insurance With Investment Value                   | 38         | 31.67%      | 1           | 14.28%      | 0             | 0        | 39            |
| 2            | Traditional Life Insurance                             | 0          | 0           | 0           | 0           | 0             | 0        | 0             |
| 3            | Life Insurance In Group Term Life and Health Insurance | 82         | 68.33%      | 6           | 85.72%      | 0             | 0        | 88            |
| <b>TOTAL</b> |  | <b>120</b> | <b>100%</b> | <b>7</b>    | <b>100%</b> | <b>0</b>      | <b>0</b> | <b>127</b>    |