



Complaint Handling Publication

Period: April s.d. Juni Tahun 2021

PT FWD Insurance Indonesia

No.	Jenis Transaksi Keuangan	Resolved		In Progress		Not Completed		Report Counts
		Amount	%	Amount	%	Amount	%	
1	Life Insurance with Investment Value	82	30.26	23	65.71	0	0	105
2	Life Insurance with Term Life Insurance	11	4.06	0	0.00	0	0	11
3	Life Insurance with Accident Death and Dissablement Insurance	3	1.11	0	0.00	0	0	3
4	Life Insurance with Health Insurance	167	61.62	12	34.29	0	0	179
5	Life Insurance with Credit Life Insurance	2	0.74	0	0.00	0	0	2
6	Life Insurance with Health Insurance (sharia)	4	1.48	0	0.00	0	0	4
7	Life Insurance with Investment Value (sharia)	2	0.74	0	0.00	0	0	2
TOTAL		271	100	35	100	0	0	306