



Complaint Handling Publication

Period: July to September Year 2020

PT FWD Insurance 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
TOTAL		120	100%	7	100%	0	0	127