



Complaint Handling Publication

Period: January to March 2022

PT FWD Insurance Indonesia

No.	Jenis Transaksi Keuangan	Resolved		In Progress		Not Completed		Report Counts
		Amount	%	Amount	%	Amount	%	
1	Life Insurance with Investment Value	60	36.81	7	63.64	0	0	67
2	Life Insurance with Term Life Insurance	13	7.98	0	0.00	0	0	13
3	Life Insurance with Accident Death and Dissablement Insurance	1	0.61	0	0.00	0	0	1
4	Life Insurance with Health Insurance	81	49.69	4	36.36	0	0	85
5	Life Insurance with critical illness Insurance	2	1.23	0	0.00	0	0	2
6	Life Insurance with Investment Value - syariah	3	1.84	0	0.00	0	0	3
7	Life Insurance with Health Insurance - syariah	3	1.84	0	0.00	0	0	3
TOTAL		163	100.00	11	100.00	0	0	174