



Complaint Handling Publication

Period: April to June 2022

PT FWD Insurance Indonesia

No.	Jenis Transaksi Keuangan	Selesai		Dalam Proses		Tidak Selesai		Jumlah Pengaduan
		Jumlah	%	Jumlah	%	Jumlah	%	
1	Life Insurance with Investment Value	162	62.79	10	66.67	0	0	172
2	Life Insurance with Term Life Insurance	8	3.10	1	6.67	0	0	9
3	Life Insurance with Accident Death and Dissablement Insurance	4	1.55	0	0.00	0	0	4
4	Life Insurance with Health Insurance	78	30.23	3	20.00	0	0	81
5	Life Insurance with critical illness Insurance	4	1.55	0	0.00	0	0	4
6	Life Insurance with Investment Value - syariah	2	0.78	1	6.67	0	0	3
TOTAL		258	100.00	15	100.00	0	0	273