



Complaint Handling Publication

Period: October to December 2022

PT FWD Insurance Indonesia

No.	Type of Financial Transactions	Resolved		In Progress		Not Completed		Report Counts
		Amount	%	Amount	%	Amount	%	
1	Life Insurance with Investment Value	148	51.03	14	58.33	0	0	162
2	Life Insurance with Term Life Insurance	9	3.10	5	20.83	0	0	14
3	Life Insurance with Accident Death and Dissablement Insurance	4	1.38	1	4.17	0	0	5
4	Life Insurance with Health Insurance	116	40.00	3	12.50	0	0	119
5	Life Insurance with critical illness Insurance	8	2.76	0	0.00	0	0	8
6	Life Insurance with Investment Value - syariah	2	0.69	1	4.17	0	0	3
7	Life Insurance with Health Insurance - syariah	3	1.03	0	0.00	0	0	3
TOTAL		290	100.00	24	100.00	0	0	314