



Complaint Handling Publication

Period: October s.d. December 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	67	29.00	9	81.82	0	0	76
2	Life Insurance with Term Life Insurance	16	6.93	0	0.00	0	0	16
3	Life Insurance with Accident Death and Dissablement Insurance	3	1.30	0	0.00	0	0	3
4	Life Insurance with Health Insurance	129	55.84	1	9.09	0	0	130
5	Life Insurance with Credit Life Insurance	3	1.30	0	0.00	0	0	3
6	Life Insurance with critical illness Insurance	3	1.30	0	0.00	0	0	3
7	Life Insurance with Investment Value - syariah	3	1.30	1	9.09	0	0	4
8	Life Insurance with Health Insurance - syariah	7	3.03	0	0.00	0	0	7
TOTAL		231	100.00	11	100.00	0	0	242