

COMPLAINT HANDLING PUBLICATION  
PERIOD: Januari to Maret Year 2019  
PT. FWD LIFE INDONESIA

No.	Type of Financial Transaction	Resolved		In Progress		Not Completed		Report Counts
		Amount	Percentage	Amount	Percentage	Amount	Percentage	
1	Life Insurance With Investment Value	10	4,95	1	20	-	-	11
2	Traditional Life Insurance	3	1,49	-	-	-	-	3
3	Life Insurance In Group Term Life and Health Insurance	189	93,56	4	80			193
TOTAL		202	100%	5	100,00%			207