

COMPLAINT HANDLING PUBLICATION
PERIOD: October to December Year 2018
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	12	17,64	-	-	-	-	12
2	Traditional Life Insurance	2	2,94	-	-	-	-	2
3	Life Insurance In Group Term Life and Health Insurance	50	73,53	4	5,89	-	-	54
TOTAL		64	100%	4	5,89%			68