

COMPLAINT HANDLING PUBLICATION
PERIOD: April to June Year 2020
PT. FWD LIFE INDONESIA

No.	Type of Financial Transaction	Resolved		In Progress		Not Completed		Report Counts
		Amount	%	Amount	%	Amount	%	
1	Life Insurance With Investment Value	34	24.82%	1	100	0	0	35
2	Traditional Life Insurance	0	0	0	0	0	0	0
3	Life Insurance In Group Term Life and Health Insurance	103	75.18%	0	0	0	0	103
TOTAL		137	100%	1	100%	0	0	138