

**ENGLISH****COMPLAINT HANDLING PUBLICATION  
PERIOD: October to December Year 2019  
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	14	11,3	0	0	0	0	14
2	Traditional Life Insurance	0	0	0	0	0	0	0
3	Life Insurance In Group Term Life and Health Insurance	110	88,7	0	0	0	0	110
<b>TOTAL</b>		<b>124</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>124</b>