

## COMPLAINT HANDLING PUBLICATION

PERIOD: April to June 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	4	1,61	-	-	-	-	4
2	Traditional Life Insurance	5	2,01	-	-	-	-	5
3	Life Insurance In Group Term Life and Health Insurance	240	96,38	-	-	-	-	240
TOTAL		249	100%	-	-	-	-	249