



Complaint Handling Publication

Period: October to December 2023

PT FWD Insurance Indonesia

No.	Types of Financial Transactions	Resolved		In Progress		Not Completed		Report Counts
		Amount	%	Amount	%	Amount	%	
1	Life Insurance with Investment Value	78	54.55	8	88.89	0	0	86
2	Life Insurance with Term Life Insurance	4	2.80	1	11.11	0	0	5
3	Life Insurance with Accident Death and Dissablement Insurance	2	1.40	0	0.00	0	0	2
4	Life Insurance with Health Insurance	51	35.66	0	0.00	0	0	51
5	Life Insurance with critical illness Insurance	5	3.50	0	0.00	0	0	5
6	Life Insurance with Life time Insurance (whole life)	2	1.40	0	0.00	0	0	2
7	Life Insurance with Investment Value - syariah	1	0.70	0	0.00	0	0	1
TOTAL		143	100.00	9	100.00	0	0	152