

## Chubb Life

## Start **Complaint Service** - Operational day: Monday - Friday **Supporting Document is required** - Verbal Complaint : Hotline: 14087\* | WhatsApp: 0815 848 14087\* to submit a complaint: - Written Complaint : ChubbCare.ID@chubb.com Customer's Representative O - Walk in: Chubb Square 5th (UG) Floor\*, Jl. M.H. Thamrin No.10, Jakarta 10230 a. A copy of Customer's and/or Customer's representative or in writing to Customer Service Website: www.chubb.com/id Chubb Life Indonesia identity card. \* Operational hours of Chubb Life Care Contact Center: 08.00 - 17.00 WIB (Except for National Holidays) b. Authority Letter (if the \* Operational hours for walk-in customers: 09.00 - 17.00 WIB (Except for National Holidays) Customer is being represente by the Customer's Representative). Follow up of the Complaint Resolution: c. Type and date of financial - Verbal complaint : Maximum 5 (five) working days. **Chubb Life Care** transaction. ve, note and verify the complaint - Written complaint: Maximum 10 (ten) working days since the complaint document d. The complaint. completed and can be extended to another 10 (ten) working days with certain condition. **Note:** For the incomplete complaint, the Customer has 10 (ten) working days to submit the complaint's The complaint which is not in line NO 03 The Complaint's Supporting with the Complaint's term and supporting document and can be Document: complete & correct condition will be considered as extended to another 10 (ten) resolved. working days. YES YES 06 Customer/Representative 04 Customer agrees - To inform the complaint's receipt Receive explanation **Finished** of complaint resolution - To follow up the complaint - To provide respond and complaint's resolution NO Clause to settle the dispute/complaint through court or out of court is stated in the Agreement and or financial transaction document. 6A · Alternative Institution for Financial Services Sector Arbitration/District Court Office Dispute Resolution (LAPS SJK). • The company provides special services for customers with disabilities and the elderly.