

## COMPLAINT HANDLING PUBLICATION

Periode: January to December Year 2019

PT Chubb General Insurance Indonesia

No.	Type of Product and/or Service	Completed*)		In Process**)		Not Completed***)		Number of Complaints
		Total	%	Total	%	Total	%	
1	General Insurance in the form of Individual Health Insurance	16	100%	0	0%	0	0%	16
2	General Insurance in the form of Company Employee Health Insurance	52	100%	0	0%	0	0%	52
3	General Insurance in the form of Motor Vehicle Insurance	6	100%	0	0%	0	0%	6
4	General Insurance in the form of Property Insurance	1	100%	0	0%	0	0%	1
5	General Insurance in the form of Travel Insurance	1	100%	0	0%	0	0%	1
6	General Insurance in the form of Marine Insurance	1	100%	0	0%	0	0%	1
<b>Total Complaint</b>		<b>77</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>77</b>

### Description:

\*) **Completed** column is filled if the Complaint has been given a Complaint Response by PT Chubb General Insurance Indonesia (“**Chubb**”) and if:

- a. The Consumer agrees to the Complaint Response;
- b. The Consumer does not raise any objection; or
- c. The Consumer raises an objection but Chubb rejects the Consumer’s objection.

\*\*\*) **In Process** column is filled if:

- a. The Complaint is in the process of being handled;
- b. The Complaint has been given a Complaint Response by Chubb but the Consumer submits an objection and Chubb is still handling the objection.

\*\*\*) **Not Completed** column is filled if the Complaint has been given a Complaint Response by Chubb but the Consumer submits an objection and Chubb has not decided to handle the objection.