

COMPLAINT HANDLING PUBLICATION

Period: January to December Year 2020

PT Chubb General Insurance Indonesia

No.	Type of Product and/or Service	Completed*)		In Process**)		Not Completed***)		Number of Complaint
		Total	%	Total	%	Total	%	
1	General Insurance in the form of Personal Accident Insurance	23	100%	0	0%	0	0%	23
2	General Insurance in the form of Motor Vehicle Insurance	4	100%	0	0%	0	0%	4
3	General Insurance in the form of Travel Insurance	5	100%	0	0%	0	0%	5
4	General Insurance in the form of Health Insurance	10	100%	0	0%	0	0%	10
5	General Insurance in the form of Property Insurance	1	100%	0	0%	0	0%	1
6	General Insurance in the form of Transportation Insurance	1	100%	0	0%	0	0%	1
Total Complaint		44	100%	0	0%	0	0%	44

Description:

*)	<p>Completed column is filled if the Complaint has been given a Complaint Response by PT Chubb General Insurance Indonesia (“Chubb”) and if:</p> <ul style="list-style-type: none"> 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.
**)	<p>In Process column is filled if:</p> <ul style="list-style-type: none"> 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.
***)	<p>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.</p>