

COMPLAINT HANDLING PUBLICATION

Period: January to December Year 2021

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	20	100%	0	0%	0	0%	20
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	3	100%	0	0%	0	0%	3
Total Complaint		27	100%	0	0%	0	0%	27

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.