



COMPLAINT HANDLING PUBLICATION

Period: January to December Year 2024

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 Fire Insurance	3	100%	0	0%	0	0%	3
3	General Insurance in the form of Travel Insurance	5	100%	0	0%	0	0%	5
Total Complaint		28	100%	0	0%	0	0%	28

Description:

- *) **Completed** column is filled if the Complaint has been given a Complaint Response by PT Chubb General Insurance Indonesia PT Chubb General Insurance Indonesia (“**Chubb**”) and if:
- The Consumer agrees to the Complaint Response;
 - The Consumer does not raise any objection; or
 - The Consumer raises an objection but Chubb rejects the Consumer's objection.
- **) **In Process** column is filled if:
- The Complaint is in the process of being handled;
 - 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.