

### COMPLAINT STATISTIC 2018 PER QUARTER

No	Type of Complaint	Q1-2018					Q2-2018					Q3-2018					Q4-2018				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	6	3	50%	3	50%										15	13	87%	2	13%	
2	Claim Process	3			3	100%										3	3	100%	0		
3	Refund Premium															1	1	100%	0		
4	Invoice Revision															1	1	100%	0		
5	Response Time (PIC)										2	1	50%	1	50%						
6	Response Time (Workshop)						1	1	100%	0		1			1	100%					
7	Response Time (Surveyor)						2			2	100%	3	1	33%	2	67%					
8	Repair Result						4			4	100%	4	1	25%	3	75%					
9	Communication (Surveyor)											3	1	33%	2	67%					
10	Communication (Marketing)											1			1	100%					
11	Communication (PIC)						1			1	100%	0									
	<b>Total</b>	9	3	33%	6	67%	8	1	13%	7	87%	14	4	29%	10	71%	20	18	90%	2	10%

### COMPLAINT STATISTIC 2018 - WHOLE YEAR

No	Type of Complaint	2018				
		Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	21	20	95%	1	5%
2	Claim Process	6	6	100%		
3	Refund Premium	1	1	100%		
4	Invoice Revision	1	1	100%		
5	Response Time (PIC)	2	2	100%		
6	Response Time (Workshop)	2	2	100%		
7	Response Time (Surveyor)	5	5	100%		
8	Repair Result	8	7	88%	1	13%
9	Communication (Surveyor)	3	3	100%		
10	Communication (Marketing)	1			1	100%
11	Communication (PIC)	1	1	100%		
	<b>TOTAL</b>	51	48	94%	3	6%