

No	Type of Complaint	2019				
		Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	14	12	86%	2	14%
2	Claim Process					
3	Refund Premium					
4	Invoice Revision					
5	Response Time (PIC)	5	4	80%	1	20%
6	Response Time (Workshop)					
7	Response Time (Surveyor)	2	2	100%		0%
8	Repair Result	10	8	70%	2	30%
9	Communication (Surveyor)	2	2	100%		0%
10	Communication (Marketing)	4	3	75%	1	25%
11	Communication (PIC)	1	1	100%		0%
	Total	38	32	84%	6	16%