

No	Type of Complaint	Q1-2020					Q2-2020				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Accomplish time on Workshop	4	4	100%							
2	Claim Process	1	1	100%			1	1	100%		
3	Refund Premium										
4	Invoice Revision										
5	Response Time (Claim PIC)	2	2	100%			2	2	100%		
6	Response Time (Workshop)										
7	Work Order/ SPK (Claim Surveyor)	1	1	100%			1	1	100%		
8	Repair Result	2	2	100%			2	2	100%		
9	Communication (Claim Surveyor)										
10	Communication (Marketing)	1	1	100%							
11	Communication (Claim PIC)										
	Total	11	11	100%			6	6	100%		

No	Type of Complaint	Q3-2020					Q4-2020				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Accomplish time on Workshop										
2	Claim Process						1	1	100%		
3	Refund Premium										
4	Invoice Revision										
5	Response Time (Claim PIC)						1	1	100%		
6	Response Time (Workshop)										
7	Work Order/ SPK (Claim Surveyor)	1	1	100%							
8	Repair Result						2	1	50%	1	50%
9	Communication (Claim Surveyor)						1	1	100%		
10	Communication (Marketing)	1	1	100%							
11	Communication (Claim PIC)										
	Total	2	2	100%			5	4	80%	1	20%

No	Type of Complaint	2020				
		Qty	Closed	(%)	Open	(%)
1	Accomplish time on Workshop	4	4	100%		
2	Claim Process	3	3	100%		
3	Refund Premium					
4	Invoice Revision					
5	Response Time (Claim PIC)	5	5	100%		
6	Response Time (Workshop)					
7	Work Order/ SPK (Claim Surveyor)	3	3	100%		
8	Repair Result	6	5	83%	1	17%
9	Communication (Claim Surveyor)	1	1	100%		
10	Communication (Marketing)	2	2	100%		
11	Communication (Claim PIC)					
	Total	24	23	96%	1	4%