

COMPLAINT STATISTICS 2023

No	Type of Complaint	Q1 - 2023					Q2 - 2023				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop										
2	Claim Process										
3	Refund Premium										
4	Invoice Revision										
5	Response time (PIC)										
6	Response time (Workshop)										
7	Response time (Surveyor)										
8	Repair Result	1	1	100%			1	1	100%		
9	Communication (Surveyor)										
10	Communication (Marketing)										
11	Communication (PIC)										
	TOTAL	1	1	100%	0	0	1	1	100%	0	0

No	Type of Complaint	Q3 - 2023					Q4 - 2023				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	2	2	100%			1	1	100%		
2	Claim Process	1	1	100%			1	1	100%		
3	Refund Premium										
4	Invoice Revision										
5	Response time (PIC)										
6	Response time (Workshop)										
7	Response time (Surveyor)	2	2	100%							
8	Repair Result	1	1	100%			1	1	100%		
9	Communication (Surveyor)										
10	Communication (Marketing)										
11	Communication (PIC)										
	TOTAL	6	6	100%	0	0	3	3	100%	0	0

No	Type of Complaint	2023				
		Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	3	3	100%		
2	Claim Process	2	2	100%		
3	Refund Premium					
4	Invoice Revision					
5	Response time (PIC)					
6	Response time (Workshop)					
7	Response time (Surveyor)	2	2	100%		
8	Repair Result	4	4	100%		
9	Communication (Surveyor)					
10	Communication (Marketing)					
11	Communication (PIC)					
	TOTAL	11	11	100%		