

COMPLAINT STATISTICS 2024

No	Type of Complaint	Q1 - 2024					Q2 - 2024				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	1	1	100%							
2	Claim Process										
3	Refund Premium										
4	Invoice Revision										
5	Response time (PIC)										
6	Response time (Workshop)										
7	Response time (Surveyor)										
8	Repair Result										
9	Communication (Surveyor)										
10	Communication (Marketing)						1	1	100%		
11	Communication (PIC)										
TOTAL		1	1	100%			1	1	100%		

No	Type of Complaint	Q3 - 2024					Q4 - 2024				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	1	1	100%							
2	Claim Process						1			1	100%
3	Refund Premium										
4	Invoice Revision										
5	Response time (PIC)										
6	Response time (Workshop)										
7	Response time (Surveyor)										
8	Repair Result										
9	Communication (Surveyor)										
10	Communication (Marketing)	1	1	100%							
11	Communication (PIC)	1	1	100%							
TOTAL		3	3	100%			1			1	100%

No	Type of Complaint	2024				
		Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	2	2	100%		
2	Claim Process	1			1	100%
3	Refund Premium					
4	Invoice Revision					
5	Response time (PIC)					
6	Response time (Workshop)					
7	Response time (Surveyor)					
8	Repair Result					
9	Communication (Surveyor)					
10	Communication (Marketing)	2	2	100%		
11	Communication (PIC)	1	1	100%		
TOTAL		6	5	83%	1	17%