

No	Type of Complaint	Q1-2022					Q2-2022				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop						4	4	100%		
2	Claim Process	1	1	100%			2	2	100%		
3	Refund Premium										
4	Invoice Revision										
5	Response Time (PIC)	1	1	100%			1	1	100%		
6	Response Time (Workshop)	1	1	100%			3	3	100%		
7	Response Time (Surveyor)						1	1	100%		
8	Repair Result	2	2	100%			4	4	100%		
9	Communication (Surveyor)	1	1	100%			3	3	100%		
10	Communication (Marketing)	1	1	100%			2	2	100%		
11	Communication (PIC)										
	<b>Total</b>	<b>7</b>	<b>7</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>20</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

No	Type of Complaint	Q3-2022					Q4-2022				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	3	3	100%			1	1	100%		
2	Claim Process	1	1	100%			2	2	100%		
3	Refund Premium										
4	Invoice Revision										
5	Response Time (PIC)										
6	Response Time (Workshop)										
7	Response Time (Surveyor)										
8	Repair Result	2	2	100%			2	2	100%		
9	Communication (Surveyor)	1	1	100%			3	3	100%		
10	Communication (Marketing)	1	1	100%							
11	Communication (PIC)										
	<b>Total</b>	<b>8</b>	<b>8</b>	<b>100%</b>			<b>8</b>	<b>8</b>	<b>100%</b>		

No	Type of Complaint	2022				
		Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	8	8	100%		
2	Claim Process	6	6	100%		
3	Refund Premium					
4	Invoice Revision					
5	Response Time (PIC)	2	2	100%		
6	Response Time (Workshop)	4	4	100%		
7	Response Time (Surveyor)	1	1	100%		
8	Repair Result	10	10	100%		
9	Communication (Surveyor)	8	8	100%		
10	Communication (Marketing)	4	4	100%		
11	Communication (PIC)					
	<b>Total</b>	<b>43</b>	<b>43</b>	<b>100%</b>		

