

No	Type of Complaint	Q1-2021					Q2-2021				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Accomplish time on Workshop	2	2	100%			1	1	100%		
2	Claim Process						2	2	100%		
3	Refund Premium										
4	Invoice Revision										
5	Response Time (Claim PIC)	2	2	100%							
6	Response Time (Workshop)										
7	Work Order/ SPK (Claim Surveyor)								100%		
8	Repair Result	3	3	100%			1	1	100%		
9	Communication (Claim Surveyor)	1	1	100%							
10	Communication (Marketing)						2	2	100%		
11	Communication (Claim PIC)										
	Total	8	8	100%			6	6	100%		

No	Type of Complaint	Q3-2021					Q4-2021				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Accomplish time on Workshop	3	3	100%			2	2	100%		
2	Claim Process										
3	Refund Premium										
4	Invoice Revision										
5	Response Time (Claim PIC)						1	1	100%		
6	Response Time (Workshop)						1	1	100%		
7	Work Order/ SPK (Claim Surveyor)										
8	Repair Result	2	2	100%			1	1	100%		
9	Communication (Claim Surveyor)										
10	Communication (Marketing)										
11	Communication (Claim PIC)										
	Total	5	5	100%			5	5	100%		

No	Type of Complaint	2021				
		Qty	Closed	(%)	Open	(%)
1	Accomplish time on Workshop	8	8	100%		
2	Claim Process	2	2	100%		
3	Refund Premium					
4	Invoice Revision					
5	Response Time (Claim PIC)	3	3	100%		
6	Response Time (Workshop)	1	1	100%		
7	Work Order/ SPK (Claim Surveyor)					
8	Repair Result	7	7	100%		
9	Communication (Claim Surveyor)	1	1	100%		
10	Communication (Marketing)	2	2	100%		
11	Communication (Claim PIC)					
	Total	24	24	100%		