



**PT AIG Insurance Indonesia**  
**Yearly Customer Complaint Report 2018 (as of 31 December 2018)**

<b>Problem Category</b>	<b>Total</b>	<b>Status</b>	<b>Period of Resolution</b>
Difficulty in Claim Process	10	Complete	≤ 20 days
Policy Cancellation	4	Complete	≤ 20 days
Other : Customer Service	1	Complete	≤ 20 days
<b>Total</b>	<b>15</b>		

<b>The Cause of Complaint</b>	<b>Total</b>
Negligence of Financial Services Company	15
<b>Total</b>	<b>15</b>

<b>Negative Publication</b>	<b>0</b>
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