



## Complaint Handling Publication

Period: January – December 2023  
PT AIG Insurance Indonesia

No	Type of Financial Transaction	Settled*)		In Process**)		Unsettled***)		Quantity of Complaints
		Quantity	Percentage	Quantity	Percentage	Quantity	Percentage	
1	Claim	1	100%	1	100%	0	0%	2
	Total	1	100%	1	100%	0	0%	2

### Remarks:

\*) The "Settled" column shall be filled out in the event that the Complaint had been given a Response to Complaint by AIG Indonesia and in the event that:

1. the Consumer gives approval to such Response to Complaint;
2. the Consumer does not file any objection; or
3. the Consumer filed an objection, however, AIG Indonesia rejected such Consumer's objection.

\*\*\*) The "In Process" column shall be filled out in the event that:

1. the Complaint is in the handling process
2. the Complaint had been given a Response to Complaint by AIG Indonesia, however, the Consumer filed an objection and AIG Indonesia is currently handling such objection.

\*\*\*) The "Unsettled" column shall be filled out in the event that the Complaint had been given a Response to Complaint by AIG Indonesia, however, the Consumer filed an objection and AIG Indonesia has not decided to handle such objection.



## Publikasi Penanganan Keluhan

Periode: Januari – Desember 2023

PT AIG Insurance Indonesia

No	Jenis Transaksi Keuangan	Selesai*)		Dalam Proses**)		Tidak Selesai***)		Jumlah Pengaduan
		Jumlah	Prosentase	Jumlah	Prosentase	Jumlah	Prosentase	
1	Klaim	1	100%	1	100%	0	0%	2
	Total	1	100%	1	100%	0	0%	2

Keterangan:

\*) Kolom "Selesai" diisi apabila Pengaduan telah diberikan Tanggapan Pengaduan oleh AIG Indonesia dan apabila:

1. Konsumen memberikan persetujuan terhadap Tanggapan Pengaduan tersebut;
2. Konsumen tidak menyampaikan keberatan; atau
3. Konsumen menyampaikan keberatan namun AIG Indonesia menolak keberatan Konsumen tersebut.

\*\*\*) Kolom "Dalam Proses" diisi apabila:

1. Pengaduan sedang dalam proses penanganan
2. Pengaduan telah diberikan Tanggapan Pengaduan oleh AIG Indonesia namun Konsumen menyampaikan keberatan dan AIG Indonesia sedang menangani keberatan dimaksud.

\*\*\*) Kolom "Tidak Selesai" diisi apabila Pengaduan telah diberikan Tanggapan Pengaduan oleh AIG Indonesia namun Konsumen menyampaikan keberatan dan AIG Indonesia belum memutuskan untuk menangani keberatan tersebut.