



**COMPLAINT HANDLING PUBLICATION  
PERIOD JANUARY - DECEMBER 2022  
PT CHINA LIFE INSURANCE INDONESIA**

No.	Types of Financial Transactions	Closed		On Process		Not Completed		Number of Complaints
		Number	Percentage	Number	Percentage	Number	Percentage	
1	Life Insurance - Endowment Assurance	2	50%	0	0%	0	0%	2
2	Health Insurance	2	50%	0	0%	0	0%	2
<b>TOTAL</b>		<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>4</b>