

COMPLAINT HANDLING PUBLICATION
 PERIOD JANUARY - DECEMBER 2024
 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	Individual Life Insurance	2	0%	0	0%	0	0%	2
2	Group Life Insurance	0	0%	0	0%	0	0%	0
3	Individual Health Insurance	1	0%	0	0%	0	0%	1
4	Group Health Insurance	2	0%	0	0%	0	0%	2
Total		5	0%	0	0%	0	0%	5