



COMPLAINT HANDLING PUBLICATION
PERIOD JANUARY - DECEMBER 2025
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	1	0%	0	0%	0	0%	1
2	Group Life Insurance	0	0%	0	0%	0	0%	0
3	Individual Health Insurance	0	0%	0	0%	0	0%	0
4	Group Health Insurance	1	0%	0	0%	0	0%	1
Total		2	0%	0	0%	0	0%	2