



## 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.