

Complaint Handling Report

January until December 2020 Period

Media	Jumlah Pengaduan Total Complain	Jumlah Tindak Lanjut Total Follow Up	Tingkat Penyelesaian Solvency rate
Customer Care	390	390	100%
Customer Care Center	73	73	100%
Media Surat Letter	450	450	100%
Jumlah Total	913	913	100%