

Complaint Handling Report

January until December 2021 Period

Media Media	Jumlah Pengaduan Total Complain	Jumlah Tindak Lanjut Total Follow Up	Tingkat Penyelesaian Solvency Rate
<i>Customer Care</i>	390	390	100%
<i>Customer Care Center</i>	73	73	100%
Media Surat Letter	450	450	100%
Jumlah Total	913	913	100%