

Complaint Handling Report

January until December 2022 Period

Media Media	Jumlah Pengaduan Total Complain	Jumlah Tindak Lanjut Total Follow Up	Tingkat Penyelesaian Solvency Rate
Customer Care	385	385	100%
Customer Care Center	87	87	100%
Media Surat Letter	756	756	100%
Jumlah Total	1.228	1.228	100%