

Complaint Handling Report

January until December 2023 Period

Media Media	Jumlah Pengaduan Total Complain	Jumlah Tindak Lanjut Total Follow Up	Tingkat Penyelesaian Solvency Rate
Customer Care	339	339	100%
Customer Care Center	79	79	100%
Media Surat Letter	648	648	100%
Jumlah Total	1.066	1.066	100%