

Complaint Handling Report

January until December 2024 Period

Media Media	Jumlah Pengaduan Total Complain	Jumlah Tindak Lanjut Total Follow Up	Tingkat Penyelesaian Solvency Rate
Customer Care	177	177	100%
Customer Care Center	43	43	100%
Media Surat Letter	556	556	100%
Jumlah Total	776	776	100%