

No	Type of Complaint	Q1 - 2025					Q2 - 2025				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	1	1				2	2			
2	Claim Process						1	1			
3	Refund Premium										
4	Invoice Revision										
5	Response time (PIC)										
6	Response time (Workshop)										
7	Response time (Surveyor)										
8	Repair Result	2	2								
9	Communication (Surveyor)										
10	Communication (Marketing)										
11	Communication (PIC)	1	1								
TOTAL		4	4	100%	0	0	3	3	100%	0	0

No	Type of Complaint	Q3 - 2025					Q4 - 2025				
		Qty	Closed	(%)	Open	(%)	Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	5	5				2	2			
2	Claim Process						2	2			
3	Refund Premium	1	1								
4	Invoice Revision										
5	Response time (PIC)										
6	Response time (Workshop)						1	1			
7	Response time (Surveyor)										
8	Repair Result						1	1			
9	Communication (Surveyor)										
10	Communication (Marketing)	1	1				1	1			
11	Communication (PIC)										
TOTAL		7	7	100%	0	0	7	7	100%	0	0

No	Type of Complaint	2025				
		Qty	Closed	(%)	Open	(%)
1	Complaint on Workshop	10	10	100%		
2	Claim Process	3	3	100%		
3	Refund Premium	1	1	100%		
4	Invoice Revision	0	0	#DIV/0!		
5	Response time (PIC)	0	0	#DIV/0!		
6	Response time (Workshop)	1	1	100%		
7	Response time (Surveyor)	0	0	#DIV/0!		
8	Repair Result	3	3	100%		
9	Communication (Surveyor)	0	0	#DIV/0!		
10	Communication (Marketing)	2	2	100%		
11	Communication (PIC)	1	1	100%		
TOTAL		21	21	100%		