

Publikasi Penanganan Pengaduan
 Periode Januari s.d. Desember Tahun 2022
 PT. Sun Life Financial Indonesia



| No | Jenis Produk dan/atau Layanan | Selesai | | Dalam Proses | | Tidak Selesai | | Jumlah Pengaduan |
|----|------------------------------------|---------|------------|--------------|------------|---------------|------------|------------------|
| | | Jumlah | Persentase | Jumlah | Persentase | Jumlah | Persentase | |
| 1 | Asuransi Unit Link | 95 | 31% | 5 | 100% | 0 | 0% | 100 |
| 2 | Asuransi Unit Link - Syariah | 24 | 8% | 0 | 0% | 0 | 0% | 24 |
| 3 | Asuransi Dwiguna | 136 | 44% | 0 | 0% | 0 | 0% | 136 |
| 4 | Asuransi Kesehatan | 30 | 10% | 0 | 0% | 0 | 0% | 30 |
| 5 | Asuransi Kesehatan - Syariah | 4 | 1% | 0 | 0% | 0 | 0% | 4 |
| 6 | Asuransi Kredit | 2 | 1% | 0 | 0% | 0 | 0% | 2 |
| 7 | Asuransi Seumur Hidup (Whole life) | 16 | 5% | 0 | 0% | 0 | 0% | 16 |
| | Total | 307 | 100% | 5 | 100% | 0 | 0% | 312 |