



Chubb Syariah

COMPLAINT HANDLING PUBLICATION

Period: January to December 2025

PT Asuransi Chubb Syariah Indonesia (Chubb Syariah)

No.	Insurance Product Name	Completed		In Process		Not Completed		Number of Completed
		Total	%	Total	%	Total	%	
1	Motor Vehicle Sharia Insurance	2	100%	0	0%	0	0%	2
2	Fire & Earthquake Sharia Insurance (Property All Risks)	3	100%	0	0%	0	0%	3
Total Complaint		5	100%	0	0%	0	0%	5

Description:

- Completed** column is filled if the Complaint has been given a Complaint Response by Chubb Syariah and if:
 - The Consumer agrees to the Complaint Response;
 - The Consumer does not raise any objection; or
 - The Consumer raises an objection, but Chubb Syariah rejects the Consumer's objection.
- In Process** column is filled if:
 - The Complaint is in the process of being handled;
 - The Complaint has been given a Complaint Response by Chubb Syariah but the Consumer submits an objection and Chubb Syariah is still handling the objection.
- Not Completed** column is filled if the Complaint has been given a Complaint Response by Chubb Syariah but the Consumer submits an objection and Chubb Syariah has not decided to handle the objection.