

Publication of Consumer Complaints 2019

| No : | Type of Transaction/Complain | Settled* | | In Process** | | Unsettled*** | | Numbers of Complain |
|------|---|-----------|-------------------|--------------|-------------------|--------------|-------------------|---------------------|
| | | Numbers | Percentage (in %) | Numbers | Percentage (in %) | Numbers | Percentage (in %) | |
| 1 | Claim Case of MV Product (Product Characteristic Understanding) | 12 | 75 | 0 | 0 | 0 | 0 | 12 |
| 2 | " Claim Case of MV Product (Workshop Partner Services) " | 4 | 0 | 0 | 0 | 0 | 0 | 4 |
| 3 | Dispute related to the transaction | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Claim Payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Complaint On Social Media/ Mass Media | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 16 | 100 | 16 | 16 | 16 | 16 | 16 |

Note :

***) Coloum settled**

1. MAG has given respond on customer complain, and customer has aggrded on the settlement offering
2. MAG has given respond and the customer has not objected
3. Customer filed the objection but the company reviews the such customer objection

*****) Coloum in Process**

1. The complain are being handled in the settlement process
2. MAG has given responses on the customer complain but the customer has given their objection and the company is handling such objection.tersebut

*****)Unsettled Coloum**

If the company has given respons the complain but the customer has objected the settled offered by the company and the company stucked on the settlement offered.