

**LAPORAN PENANGANAN PENGADUAN PFI MEGA LIFE INSURANCE  
PERIODE 2026**

| Keterangan            | Semester I | Semester II |
|-----------------------|------------|-------------|
|                       | Jan - Jun  | Jul - Dec   |
| Numbers of Complainer | 37         |             |
| Numbers of Cases      | 49         |             |

**LAPORAN LAYANAN PENGADUAN KONSUMEN PFI MEGA LIFE INSURANCE  
PERIODE Semester I - 2026**

| Periode    | Jenis Kegiatan     | Jenis Produk dan/atau Layanan           | Kategori Permasalahan                      | Pengaduan Yang Diterima Pada Periode Pelaporan Sebelumnya |               |              |        | Pengaduan Yang Diterima Pada Periode Pelaporan |               |              |        | Total Pengaduan |   |
|------------|--------------------|-----------------------------------------|--------------------------------------------|-----------------------------------------------------------|---------------|--------------|--------|------------------------------------------------|---------------|--------------|--------|-----------------|---|
|            |                    |                                         |                                            | Selesai                                                   | Tidak Selesai | Dalam Proses | Jumlah | Selesai                                        | Tidak Selesai | Dalam Proses | Jumlah |                 |   |
| Semester I | Konvensional       | Asuransi Jiwa (lainnya)                 | Penawaran Produk                           | 0                                                         | 0             | 0            | 0      | 1                                              | 0             | 0            | 1      | 1               |   |
|            |                    |                                         | Pencairan klaim ditolak                    | 5                                                         | 0             | 0            | 5      | 7                                              | 0             | 0            | 7      | 12              |   |
|            |                    |                                         | Permintaan pengembalian premi              | 41                                                        | 0             | 0            | 41     | 38                                             | 0             | 0            | 38     | 79              |   |
|            |                    |                                         | SLA Process Alteration                     | 0                                                         | 0             | 0            | 0      | 2                                              | 0             | 0            | 2      | 2               |   |
|            |                    |                                         | SLA Process Claim                          | 1                                                         | 0             | 0            | 1      | 0                                              | 0             | 0            | 0      | 1               |   |
|            |                    |                                         | Pembatalan/penutupan polis                 | 3                                                         | 0             | 0            | 3      | 0                                              | 0             | 0            | 0      | 3               |   |
|            |                    |                                         | Ketidaksesuaian polis                      | 1                                                         | 0             | 0            | 1      | 0                                              | 0             | 0            | 0      | 1               |   |
|            |                    |                                         | Pemulihan polis                            | 1                                                         | 0             | 0            | 1      | 0                                              | 0             | 0            | 0      | 1               |   |
|            | Unit Usaha Syariah | Asuransi Jiwa berupa Asuransi Kesehatan | Pencairan klaim ditolak                    | 1                                                         | 0             | 0            | 1      | 0                                              | 0             | 0            | 0      | 1               |   |
|            |                    |                                         | Permintaan pengembalian premi              | 1                                                         | 0             | 0            | 1      | 0                                              | 0             | 0            | 0      | 1               |   |
|            |                    |                                         | Keberatan atas nilai investasi (unit link) | 0                                                         | 0             | 0            | 0      | 0                                              | 0             | 0            | 0      | 0               |   |
|            |                    |                                         | Pencairan klaim ditolak                    | 0                                                         | 0             | 0            | 0      | 0                                              | 0             | 0            | 0      | 0               |   |
|            |                    |                                         | Asuransi Jiwa (lainnya)                    | Permintaan pengembalian premi                             | 0             | 0            | 0      | 0                                              | 1             | 0            | 0      | 1               | 1 |
|            |                    |                                         |                                            | Ketidaksesuaian polis                                     | 0             | 0            | 0      | 0                                              | 0             | 0            | 0      | 0               | 0 |
| Total      |                    |                                         |                                            | 54                                                        | 0             | 0            | 54     | 49                                             | 0             | 0            | 49     | 103             |   |
| Ratio      |                    |                                         |                                            | 52%                                                       | 0%            | 0%           | 52%    | 48%                                            | 0%            | 0%           | 48%    | 100%            |   |