



The Insurance Company



Summary



Brokers



Customers

18-03-2019

14-05-2020

50

Open Complaints

13

New Complaints

13

In Progress Complaints

8

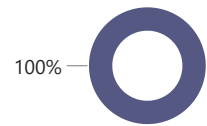
Outstanding Complaints

16

Assigned To Complaints

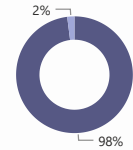
Open Complaints By Priority

Priority ● Non Urgent

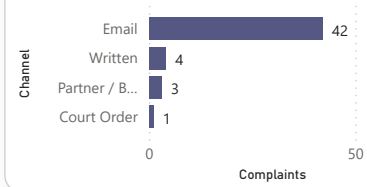


Open Complaints By Customer Type

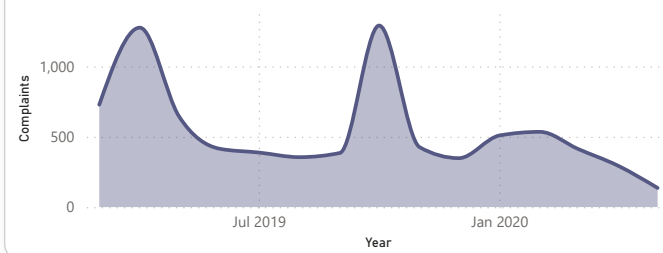
Customer ● INDIVIDUAL ● COMPANY



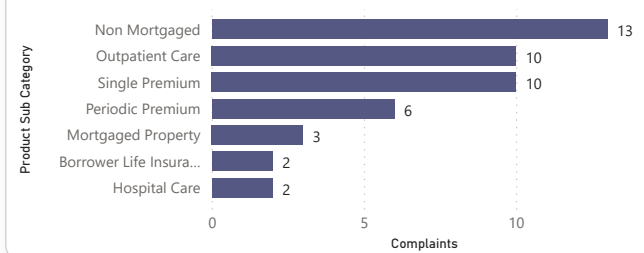
Open Complaints by Channel Type



Complaints by Date



Open Complaints by Product Sub Category





The Insurance Company



Summary



Brokers



Customers

18-03-2019



14-05-2020



Broker Name

All

Status

☐ ASSIGNED TO

☒ CLOSED

☐ IN PROGRESS

☐ NEW

☐ OUTSTANDING

☐ PENDING

Customer Type

☐ COMPANY

☐ INDIVIDUAL

Product Category

☐ Business

☐ Capital Accumulation

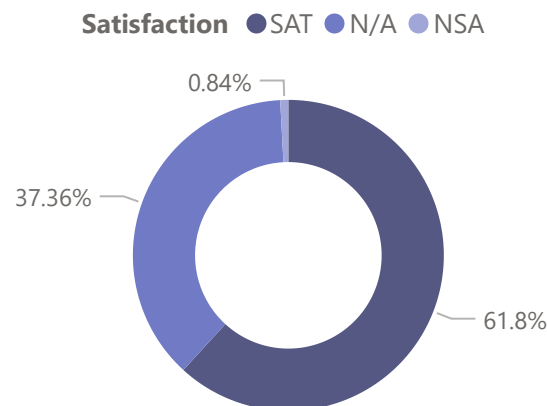
☐ Family Protection

☐ Health

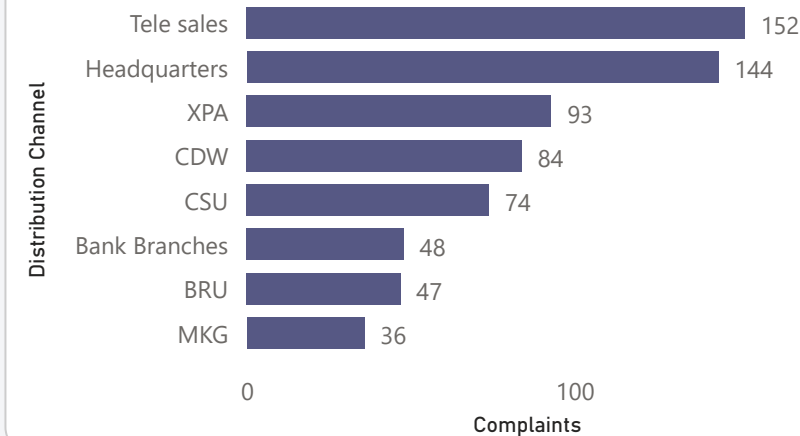
☐ Life

BrokerFullName	Channel	Source	Type	Customer Type	Product	Customer Satisfaction
Aaron Wheeler	Bank Branches	Company HQ	Email	INDIVIDUAL	BNM-034	SAT
Aaron Wheeler	Bank Branches	Company HQ	Email	INDIVIDUAL	CAP-069	SAT
Aaron Wheeler	Bank Branches	Company HQ	Email	INDIVIDUAL	CAS-012	SAT
Aaron Wheeler	Bank Branches	Company HQ	Written	INDIVIDUAL	BMB-042	N/A
Adam Morales	Bank Branches	Company HQ	Email	INDIVIDUAL	CAP-027	SAT
Adam Morales	Bank Branches	Company HQ	Email	INDIVIDUAL	CAS-014	N/A
Adam Morales	Bank Branches	Company HQ	Email	INDIVIDUAL	MOT-008	SAT
Alan Howard	Bank Branches	Company HQ	Email	INDIVIDUAL	CAP-024	SAT
Alan Howard	Bank Branches	Company HQ	Email	INDIVIDUAL	HOC-050	SAT

Satisfaction Level



Complaints by Distribution Channel





The Insurance Company



Summary



Brokers



Customers

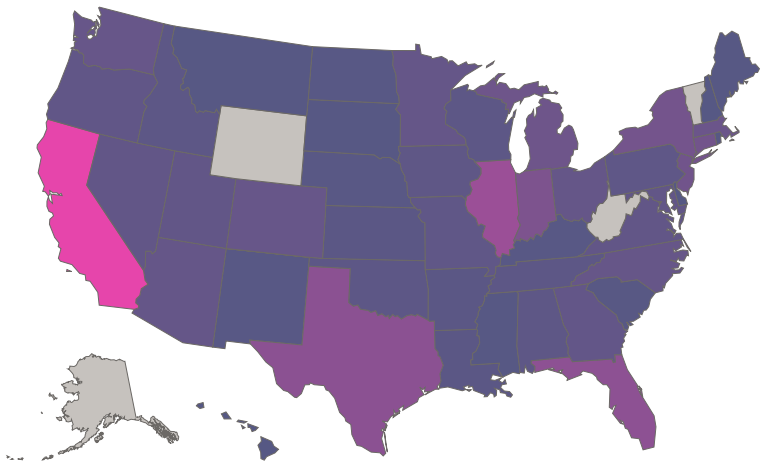
18-03-2019



14-05-2020



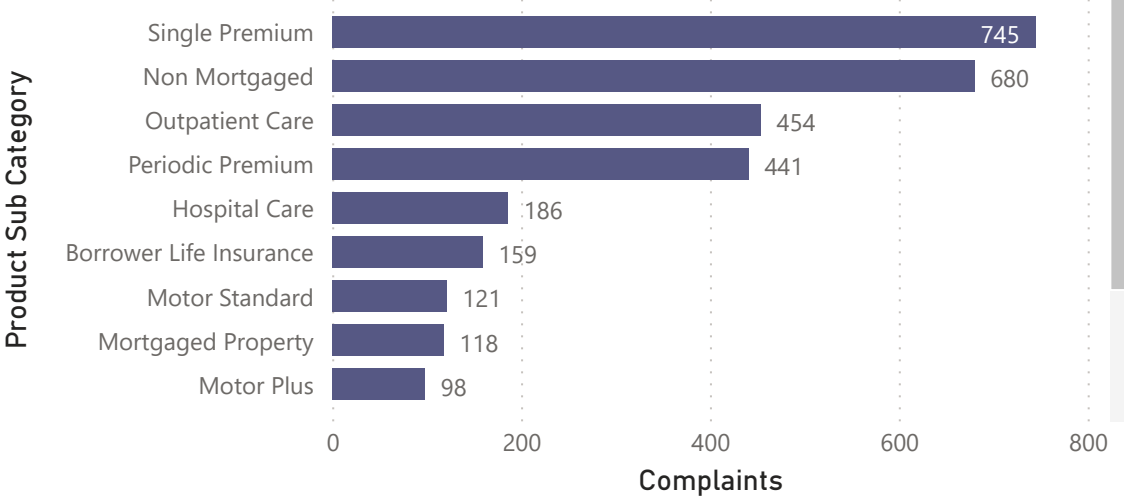
Complaints by State



Customer Details - Business

LastName	Total Complaints	Customer Satisfaction
Accra-Pac,	1	SAT
Air Group	1	SAT
Bare Ltd	1	N/A
Baxter	1	N/A
Baxter	1	SAT
Boca Ltd	1	SAT
China Group	1	N/A
China Group	1	SAT
Total	184	

Total Complaints by Product Sub Category



Customer Details -Individuals

LastName	Total Complaints	Customer Satisfaction
Aaron	60	SAT
Adam	67	N/A
Adam	67	SAT
Alan	70	N/A
Alan	70	SAT
Albert	66	N/A
Albert	66	SAT
Alice	59	N/A
Total	12121	