

四、保險申訴統計

表22、財產保險申訴案件統計表

年 Year	申訴比率 Complaint Rate ‰	簽單契約件數 (千) Number of Policy Written (thousand)	申訴件數 ¹ Number of Complaint Filed	依申訴人意見辦理 Handled by Complaints' Opinions	
				件數 Cases	占申訴 案件比率 % Ratio to Total Complaints
2005	0.0238	19,574	466	93	19.96
2006	0.0279	19,755	551	130	23.59
2007	0.0140	37,826	529	143	27.03
2008	0.0148	38,556	572	138	24.13
2009	0.0130	39,864	519	135	26.01
2010	0.0143	40,909	585	115	19.72
2011	0.0146	45,639	667	99	14.84
2012	0.0175	50,772	890	147	16.52
2013	0.0130	52,058	679	161	23.71
2014	0.0159	52,235	828	230	27.78
2015	0.0174	52,245	911	306	33.59
2016	0.0190	55,786	1,058	379	35.82
2017	0.0167	62,103	1,039	404	38.88
2018	0.0184	67,130	1,235	498	40.33
2019	0.0251	70,127	1,760	740	42.04
2020	0.0250	79,066	1,980	839	42.37

資料來源：保險局產險監理組

註：1.2012年以後之申訴件數為財團法人金融消費評議中心接獲
保戶申訴之件數為準。

IV. S

Table

依保險人意見辦理 Handled by Complaints' Opinions
件數 Cases
147
155
104
151
134
171
208
418
343
406
422
408
452
538
701
758

Sources: N

Note: 1.A:
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Statistics of Insurance Complaint

Table 22 : Statistics of Non-Life Insurance Complaint

公司意見辦理 Handled by Insurance Companies' Opinions	和 解 Reconciliation		其 他 Others	
占申訴 案件比率 % Ratio to Total Complaints	件數 Cases	占申訴 案件比率 % Ratio to Total Complaints	件數 Cases	占申訴 案件比率 % Ratio to Total Complaints
31.55	65	13.95	161	34.55
28.13	145	26.32	121	21.96
19.66	129	24.39	153	28.92
26.40	146	25.52	137	23.95
25.82	93	17.92	141	27.17
29.33	114	19.56	183	31.39
31.18	156	23.39	204	30.59
46.97	174	19.55	151	16.97
50.52	98	14.43	77	11.34
49.03	88	10.63	104	12.56
46.32	91	9.99	92	10.10
38.56	126	11.91	145	13.71
43.51	119	11.45	64	6.16
43.56	143	11.58	56	4.53
39.83	187	10.63	132	7.50
38.28	191	9.65	192	9.70

Non-Life Insurance Supervision Division, Insurance Bureau
 After 2012, the Number of complaint cases is based on the
 complaints received by the Financial Ombudsman Institution.