

表23、人身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 Filed
2005	0.0094	138,710	1,306	470	35.99
2006	0.0113	145,822	1,644	662	40.27
2007	0.0159	155,127	2,474	891	36.01
2008	0.0196	162,379	3,180	764	24.03
2009	0.0224	168,130	3,759	872	23.20
2010	0.0176	175,682	3,092	634	21.23
2011	0.0146	187,622	2,736	504	18.42
2012	0.0166	190,902	3,173	671	21.15
2013	0.0123	202,983	2,496	607	24.32
2014	0.0122	200,871	2,452	720	29.36
2015	0.0127	203,000	2,575	909	35.30
2016	0.0115	205,792	2,359	908	38.49
2017	0.0119	213,418	2,542	947	37.25
2018	0.0138	222,759	3,074	1,234	40.15
2019	0.0205	228,347	4,674	1,924	41.16
2020	0.0211	230,879	4,883	1,686	34.53

資料來源：保險局壽險監理組

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。

Table 23

依保險公 Handled by Compani
件數 Cases
353
526
826
1,143
1,517
1,259
1,000
1,818
1,369
1,148
976
777
951
1,108
1,736
2,136

Sources: Lif

Note: 1. Af
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3 : Statistics of Life Insurance Complaint

司意見辦理 by Insurance es'Opinions	和 解 Reconciliation		其 他 Others	
占申訴 案件比率 % Ratio to Total Complaints Filed	件數 Cases	占申訴 案件比率 % Ratio to Total Complaints Filed	件數 Cases	占申訴 案件比率 % Ratio to Total Complaints Filed
27.03	233	17.84	214	16.39
32.00	161	9.79	295	17.94
33.39	365	14.75	392	15.84
35.94	792	24.91	481	15.12
40.36	745	19.82	402	10.70
42.15	660	22.10	434	14.53
36.55	735	26.86	497	18.17
57.30	516	16.26	168	5.29
54.85	393	15.75	127	5.09
46.82	449	18.31	135	5.51
37.90	531	20.62	159	6.18
32.94	502	21.28	172	7.29
37.41	516	20.30	128	5.04
36.04	557	18.12	175	5.69
37.14	692	14.81	322	6.89
43.74	641	13.13	420	8.60

Insurance Supervision Division, Insurance Bureau

After 2012, the Number of complaint cases is based on the complaints received by the Financial Ombudsman Institution.