

**SEGUROS  
EQUINOCCIAL**  
TÚ DEDÍCATE A VIVIR

| 2022  | CASOS | ACUMULADO | PROMEDIO | PQR GENERADOS | %  |
|-------|-------|-----------|----------|---------------|----|
| ene   | 1309  |           | 1309     | 65            | 5% |
| feb   | 1324  | 2633      | 1317     | 65            | 5% |
| mar   | 1875  | 4508      | 1503     | 40            | 2% |
| abr   | 1477  | 5985      | 1496     | 41            | 3% |
| may   | 1563  | 7548      | 1510     | 40            | 3% |
| jun   | 1553  | 9101      | 1517     | 23            | 1% |
| jul   | 1563  | 10664     | 1523     | 41            | 3% |
| ago   | 1786  | 12450     | 1556     | 69            | 4% |
| sep   | 1649  | 14099     | 1567     | 87            | 5% |
| oct   | 1758  | 15857     | 1586     | 121           | 7% |
| nov   | 1749  | 17606     | 1601     | 53            | 3% |
| dic   | 1566  | 19172     | 1598     | 62            | 4% |
| TOTAL | 19172 |           |          | 707           |    |