هيئة التأمين
Insurance Authority

Complaint Rate Submitted to the Authority per 10,000 INSURED

The Insurance Authority publishes the Complaints Index for July 2026, reflecting complaints submitted by policyholders and beneficiaries of health, vehicle, and domestic workers insurance. The index presents complaint rates per 10,000 insured individuals, reinforcing the Authority's commitment to protecting policyholders' rights and providing clear, actionable information that supports sound insurance decisions. This initiative also aims to advance the insurance sector, enhance competitiveness, and raise the quality of services provided by insurance companies.

In Health Insurance for July 2026

No.	Company	COMPLAINTS	CHANGE RATE
01	التعاونية tawuniya	1.1	15
02	الصقر للتأمين AlSagr Insurance	1.8	-1
03	GIG مجموعة الخليج للتأمين GULF INSURANCE GROUP	3.1	3
04	SAICO سايكو	3.7	1
05	ACIG	3.8	-1
06	متكاملة للتأمين	4.1	-3
07	سلامة SALAMA	4.7	0
08	سيجنا cigna healthcare	4.9	2
09	الجزيرة تكافل ALJAZIRA TAKAFUL	5.0	3
10	الخليجية العامة GULF GENERAL	5.2	-8
11	اورينت شركة المشرق العربي للتأمين	5.4	-3
12	ولاء Walaa Cooperative Insurance Co.	5.6	-3
13	ملاذ malath insurance	5.7	-2
14	الدرع العربي للتأمين Arabian Shield Insurance	6.5	-1
15	العربية arabia	7.2	0
16	بوبا Bupa	8.7	1
17	amana	9.3	1
18	الاتحاد AL-ETIHAD	9.4	-4
19	اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	9.6	0
20	ميدغلف MEDGULF	13.5	0
21	تكافل الراجحي Al Rajhi Takaful	18.0	1
22	عناية السعودية SAUDI ENAYA	19.5	-1
23	المتحدة للتأمين التعاوني UCA United Cooperative Assurance	94.0	0

The reduction in complaints received by the Insurance Authority regarding one insurance company is attributed to the activation of electronic integration with the company as the project's first phase, enabling complaints to be addressed before they are escalated to the Authority. The current phase is being evaluated in preparation for gradually extending the integration to the remaining insurance companies.

In Vehicle Insurance for July 2026

No.	Company	COMPLAINTS	CHANGE RATE
01	التعاونية tawuniya	0.6	4
02	CHUBB	3.3	-1
03	العربية arabia	4.6	1
04	ولاء Walaa Cooperative Insurance Co.	5.4	-1
05	GIG مجموعة الخليج للتأمين GULF INSURANCE GROUP	6.1	13
06	liva ليفا للتأمين	6.3	-4
07	تكافل الراجحي Al Rajhi Takaful	6.7	-1
08	متكاملة للتأمين	6.7	-1
09	سلامة SALAMA	6.8	-1
10	الصقر للتأمين AlSagr Insurance	7.1	-1
11	ميدغلف MEDGULF	10.7	5
12	اورينت شركة المشرق العربي للتأمين	11.2	0
13	اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	11.2	0
14	الدرع العربي للتأمين Arabian Shield Insurance	11.8	0
15	ملاذ malath insurance	11.9	-4
16	الوطنية للتأمين Wataniya Insurance	12.6	-6
17	ACIG	13.1	-2
18	SAICO سايكو	16.7	1
19	الخليجية العامة GULF GENERAL	17.1	-2
20	amana	25.3	0
21	الجزيرة تكافل ALJAZIRA TAKAFUL	28.9	0
22	الاتحاد AL-ETIHAD	35.4	0
23	المتحدة للتأمين التعاوني UCA United Cooperative Assurance	250.0	0

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In Domestic Workers Insurance for July 2026

No.	Company	COMPLAINTS	CHANGE RATE
01	التعاونية tawuniya	0.1	3
02	ملاذ malath insurance	2.6	-1
03	ACIG	4.0	-1
04	ميدغلف MEDGULF	4.4	1
05	الصقر للتأمين AlSagr Insurance	9.3	-2
06	تكافل الراجحي Al Rajhi Takaful	9.5	2
07	الوطنية للتأمين Wataniya Insurance	10.0	-1
08	الدرع العربي للتأمين Arabian Shield Insurance	12.1	-1
09	الجزيرة تكافل ALJAZIRA TAKAFUL	18.1	0

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