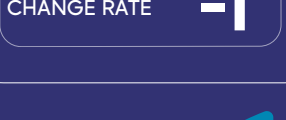
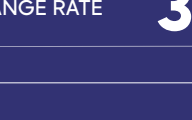
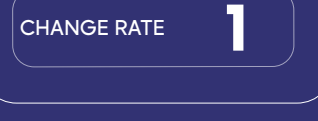


Complaint Rate Submitted to the Authority per 10,000 INSURED

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

01  COMPLAINTS 1.1 CHANGE RATE 15	02  COMPLAINTS 1.8 CHANGE RATE -1	03  COMPLAINTS 3.1 CHANGE RATE 3
04  COMPLAINTS 3.7 CHANGE RATE 1	05  COMPLAINTS 3.8 CHANGE RATE -1	06  COMPLAINTS 4.1 CHANGE RATE -3
07  COMPLAINTS 4.7 CHANGE RATE 0	08  COMPLAINTS 4.9 CHANGE RATE 2	09  COMPLAINTS 5.0 CHANGE RATE 3
10  COMPLAINTS 5.2 CHANGE RATE -8	11  COMPLAINTS 5.4 CHANGE RATE -3	12  COMPLAINTS 5.6 CHANGE RATE -3
13  COMPLAINTS 5.7 CHANGE RATE -2	14  COMPLAINTS 6.5 CHANGE RATE -1	15  COMPLAINTS 7.2 CHANGE RATE 0
16  COMPLAINTS 8.7 CHANGE RATE 1	17  COMPLAINTS 9.3 CHANGE RATE 1	18  COMPLAINTS 9.4 CHANGE RATE -4
19  COMPLAINTS 9.6 CHANGE RATE 0	20  COMPLAINTS 13.5 CHANGE RATE 0	21  COMPLAINTS 18.0 CHANGE RATE 1
22  COMPLAINTS 19.5 CHANGE RATE -1	23  COMPLAINTS 94.0 CHANGE RATE 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

01  COMPLAINT 0.6 CHANGE RATE 4	02  COMPLAINTS 3.3 CHANGE RATE -1	03  COMPLAINTS 4.6 CHANGE RATE 1
04  COMPLAINTS 5.4 CHANGE RATE -1	05  COMPLAINTS 6.1 CHANGE RATE 13	06  COMPLAINTS 6.3 CHANGE RATE -4
07  COMPLAINTS 6.7 CHANGE RATE -1	08  COMPLAINTS 6.7 CHANGE RATE -1	09  COMPLAINTS 6.8 CHANGE RATE -1
10  COMPLAINTS 7.1 CHANGE RATE -1	11  COMPLAINTS 10.7 CHANGE RATE 5	12  COMPLAINTS 11.2 CHANGE RATE 0
13  COMPLAINTS 11.2 CHANGE RATE 0	14  COMPLAINTS 11.8 CHANGE RATE 0	15  COMPLAINTS 11.9 CHANGE RATE -4
16  COMPLAINTS 12.6 CHANGE RATE -6	17  COMPLAINTS 13.1 CHANGE RATE -2	18  COMPLAINTS 16.7 CHANGE RATE 1
19  COMPLAINTS 17.1 CHANGE RATE -2	20  COMPLAINTS 25.3 CHANGE RATE 0	21  COMPLAINTS 28.9 CHANGE RATE 0
22  COMPLAINTS 35.4 CHANGE RATE 0	23  COMPLAINTS 250.0 CHANGE RATE 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 Domestic Workers Insurance for July 2026

01  COMPLAINTS 0.1 CHANGE RATE 3	02  COMPLAINTS 2.6 CHANGE RATE -1	03  COMPLAINTS 4.0 CHANGE RATE -1
04  COMPLAINTS 4.4 CHANGE RATE 1	05  COMPLAINTS 9.3 CHANGE RATE -2	06  COMPLAINTS 9.5 CHANGE RATE 2
07  COMPLAINTS 10.0 CHANGE RATE -1	08  COMPLAINTS 12.1 CHANGE RATE -1	09  COMPLAINTS 18.1 CHANGE RATE 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.