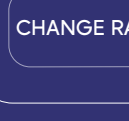
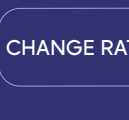
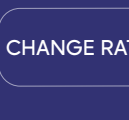
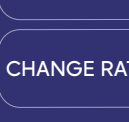
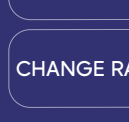
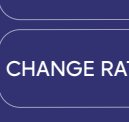
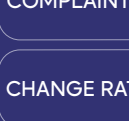
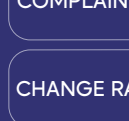
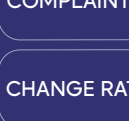
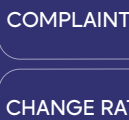
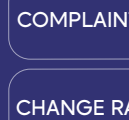
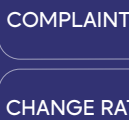
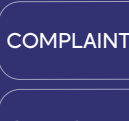
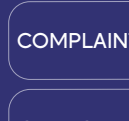
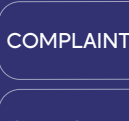


Complaint Rate Submitted to the Authority per 10,000 INSURED

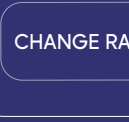
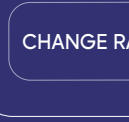
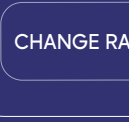
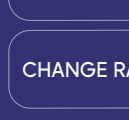
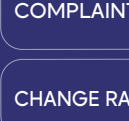
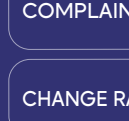
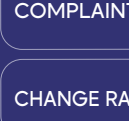
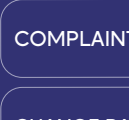
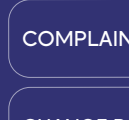
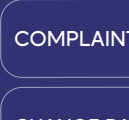
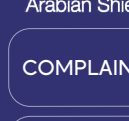
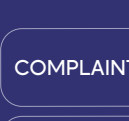
The Insurance Authority publishes the Complaints Index for June 2026, reflecting complaints submitted by policyholders and beneficiaries of health, vehicle, and domestic workers insurance. The index presents complaint rates per 10,000 insured individuals, reinforcing the Authority's commitment to protecting 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 June 2026

01  الصقر للتأمين AlSagr Insurance COMPLAINTS 1.7 CHANGE RATE 0	02  الخليجة العامة GULF GENERAL COMPLAINTS 1.8 CHANGE RATE 0	03  متكاملة للتأمين COMPLAINTS 4.1 CHANGE RATE 0
04  ACIG COMPLAINTS 4.3 CHANGE RATE 1	05  سايكو SAICO COMPLAINTS 4.5 CHANGE RATE 5	06  جيجي GIG COMPLAINTS 4.6 CHANGE RATE -2
07  سلامة SALAMA COMPLAINTS 5.0 CHANGE RATE -1	08  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 5.1 CHANGE RATE -1	09  ولاعة Walaqa COMPLAINTS 5.2 CHANGE RATE 0
10  سجينا cigna COMPLAINTS 5.4 CHANGE RATE 1	11  ملاث malath COMPLAINTS 6.4 CHANGE RATE 1	12  الجزيرة تكافل AL JAZIRA TAKAFUL COMPLAINTS 6.6 CHANGE RATE -4
13  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 7.0 CHANGE RATE 0	14  الاتحاد AL-ETHAD COMPLAINTS 8.3 CHANGE RATE 3	15  العربية arabia COMPLAINTS 8.4 CHANGE RATE -1
16  التعاونية tawuniya COMPLAINTS 8.8 CHANGE RATE 4	17  بوبا Bupa COMPLAINTS 8.8 CHANGE RATE -2	18  امانا amana COMPLAINTS 9.3 CHANGE RATE -2
19  الاتحاد الخليجي للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE COMPLAINTS 10.1 CHANGE RATE -1	20  ميدغلف MEDGULF COMPLAINTS 12.4 CHANGE RATE -1	21  عناية السعودية SAUDI ENAYA COMPLAINTS 16.4 CHANGE RATE 0
22  تكافل الراجحي Al Rajhi Takaful COMPLAINTS 17.4 CHANGE RATE 0	23  المتحدة للتأمين التعاوني UNITED COOPERATIVE ASSURANCE COMPLAINTS 345.9 CHANGE RATE 0	

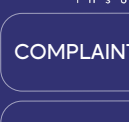
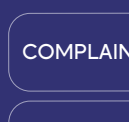
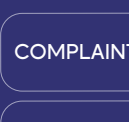
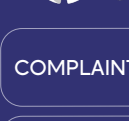
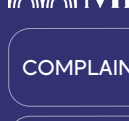
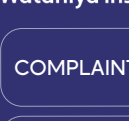
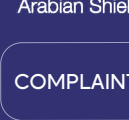
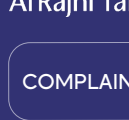
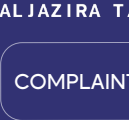
The reduction in complaints received by the Insurance Authority regarding one insurance company is attributed to the activation of electronic integration with the company as the project's first phase, enabling complaints to be addressed before they are escalated to the Authority. The current phase is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

In Vehicle Insurance for June 2026

01  CHUBB COMPLAINTS 4.0 CHANGE RATE 0	02  ليفا للتأمين liva COMPLAINTS 6.2 CHANGE RATE 0	03  ولاعة Walaqa COMPLAINTS 6.4 CHANGE RATE 0
04  العربية arabia COMPLAINTS 7.1 CHANGE RATE 2	05  التعاونية tawuniya COMPLAINTS 7.5 CHANGE RATE 3	06  تكافل الراجحي Al Rajhi Takaful COMPLAINTS 7.6 CHANGE RATE -1
07  متكاملة للتأمين COMPLAINTS 8.0 CHANGE RATE 2	08  سلامة SALAMA COMPLAINTS 8.6 CHANGE RATE -4	09  الصقر للتأمين AlSagr Insurance COMPLAINTS 8.7 CHANGE RATE -2
10  الوطنية للتأمين Wataniya Insurance COMPLAINTS 13.6 CHANGE RATE 0	11  ملاث malath COMPLAINTS 14.7 CHANGE RATE 0	12  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 14.9 CHANGE RATE 6
13  الاتحاد الخليجي للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE COMPLAINTS 15.3 CHANGE RATE -1	14  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 15.7 CHANGE RATE 0	15  ACIG COMPLAINTS 16.2 CHANGE RATE -2
16  ميدغلف MEDGULF COMPLAINTS 16.3 CHANGE RATE 1	17  الخليجة العامة GULF GENERAL COMPLAINTS 18.4 CHANGE RATE -2	18  جيجي GIG COMPLAINTS 19.7 CHANGE RATE -2
19  سايكو SAICO COMPLAINTS 23.8 CHANGE RATE 0	20  امانا amana COMPLAINTS 26.3 CHANGE RATE 0	21  الجزيرة تكافل AL JAZIRA TAKAFUL COMPLAINTS 33.4 CHANGE RATE 1
22  الاتحاد AL-ETHAD COMPLAINTS 44.0 CHANGE RATE -1	23  المتحدة للتأمين التعاوني UNITED COOPERATIVE ASSURANCE COMPLAINTS 220.6 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 June 2026

01  ملاث malath COMPLAINTS 2.6 CHANGE RATE 0	02  ACIG COMPLAINTS 3.5 CHANGE RATE 0	03  الصقر للتأمين AlSagr Insurance COMPLAINTS 5.8 CHANGE RATE 7
04  التعاونية tawuniya COMPLAINTS 6.8 CHANGE RATE 2	05  ميدغلف MEDGULF COMPLAINTS 7.7 CHANGE RATE 3	06  الوطنية للتأمين Wataniya Insurance COMPLAINTS 7.9 CHANGE RATE -2
07  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 7.9 CHANGE RATE -4	08  تكافل الراجحي Al Rajhi Takaful COMPLAINTS 13.3 CHANGE RATE -1	09  الجزيرة تكافل AL JAZIRA TAKAFUL COMPLAINTS 18.8 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.