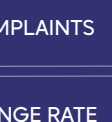
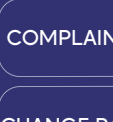
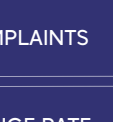
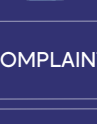
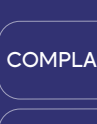
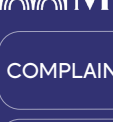
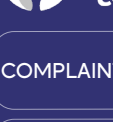
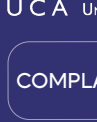


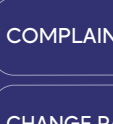
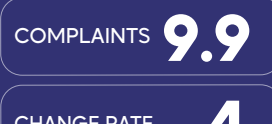
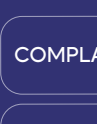
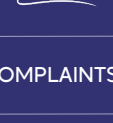
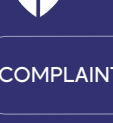
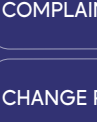
Complaint Rate Submitted to the Authority per 10,000 INSURED

The Insurance Authority publishes the Complaints Index for May 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.

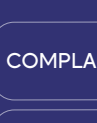
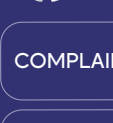
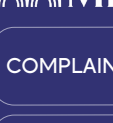
In Health Insurance for May 2026

01  الصقر للتأمين AlSagr Insurance COMPLAINTS 1.7 CHANGE RATE 0	02  الخليجية العامة GULF GENERAL COMPLAINTS 2.4 CHANGE RATE 0	03  متكاملة للتأمين COMPLAINTS 3.2 CHANGE RATE 1
04  مجموعة الخليج للتأمين GIG COMPLAINTS 3.6 CHANGE RATE -1	05  ACIG COMPLAINTS 4.0 CHANGE RATE 0	06  سلامة SALAMA COMPLAINTS 4.4 CHANGE RATE 0
07  أورورا COMPLAINTS 4.9 CHANGE RATE 4	08  الجزيرة تكافل AL JAZIRA TAKAFUL COMPLAINTS 5.7 CHANGE RATE 4	09  ولاء Walaq COMPLAINTS 5.8 CHANGE RATE -2
10  سايكو SAICO COMPLAINTS 5.9 CHANGE RATE 8	11  سيجنا cigna COMPLAINTS 6.1 CHANGE RATE -1	12  ملات malath COMPLAINTS 6.4 CHANGE RATE -3
13  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 7.4 CHANGE RATE -5	14  العربية arabia COMPLAINTS 7.9 CHANGE RATE -1	15  بوبا Bupa COMPLAINTS 8.1 CHANGE RATE 1
16  أمنا amana COMPLAINTS 8.3 CHANGE RATE -2	17  الاتحاد AL-ETIHAD COMPLAINTS 9.5 CHANGE RATE -2	18  اتحاد الخليج الأهلي للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE COMPLAINTS 11.5 CHANGE RATE 1
19  ميدغلف MEDGULF COMPLAINTS 12.0 CHANGE RATE 1	20  التعاونية tawuniya COMPLAINTS 13.0 CHANGE RATE 1	21  عناية السعودية SAUDI ENAYA COMPLAINTS 14.5 CHANGE RATE -4
22  تكافل الراحي Al Rajhi Takaful COMPLAINTS 17.3 CHANGE RATE 0	23  المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE COMPLAINTS 165.9 CHANGE RATE 0	

In Vehicle Insurance for May 2026

01  CHUBB COMPLAINTS 4.0 CHANGE RATE 0	02  ليفا للتأمين liva COMPLAINTS 5.2 CHANGE RATE 3	03  ولاء Walaq COMPLAINTS 5.6 CHANGE RATE 0
04  سلامة SALAMA COMPLAINTS 6.0 CHANGE RATE -2	05  تكافل الراحي Al Rajhi Takaful COMPLAINTS 6.2 CHANGE RATE -1	06  العربية arabia COMPLAINTS 6.2 CHANGE RATE 0
07  الصقر للتأمين AlSagr Insurance COMPLAINTS 8.5 CHANGE RATE 0	08  التعاونية tawuniya COMPLAINTS 9.6 CHANGE RATE 0	09  متكاملة للتأمين COMPLAINTS 9.9 CHANGE RATE 4
10  الوطنية للتأمين Wataniya Insurance COMPLAINTS 11.5 CHANGE RATE -1	11  ملات malath COMPLAINTS 12.7 CHANGE RATE 3	12  اتحاد الخليج الأهلي للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE COMPLAINTS 12.7 CHANGE RATE -1
13  ACIG COMPLAINTS 12.8 CHANGE RATE -1	14  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 13.3 CHANGE RATE 1	15  الخليجية العامة GULF GENERAL COMPLAINTS 13.5 CHANGE RATE -5
16  مجموعة الخليج للتأمين GIG COMPLAINTS 16.9 CHANGE RATE 1	17  ميدغلف MEDGULF COMPLAINTS 17.7 CHANGE RATE 2	18  أورورا COMPLAINTS 18.2 CHANGE RATE 0
19  سايكو SAICO COMPLAINTS 18.7 CHANGE RATE -3	20  أمنا amana COMPLAINTS 18.9 CHANGE RATE 2	21  الاتحاد AL-ETIHAD COMPLAINTS 35.3 CHANGE RATE -1
22  الجزيرة تكافل AL JAZIRA TAKAFUL COMPLAINTS 37.0 CHANGE RATE -1	23  المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE COMPLAINTS 169.4 CHANGE RATE 0	

In Domestic Workers Insurance for May 2026

01  ملات malath COMPLAINTS 3.1 CHANGE RATE 0	02  ACIG COMPLAINTS 3.2 CHANGE RATE 0	03  الدرع العربي للتأمين Arabian Shield Insurance COMPLAINTS 5.2 CHANGE RATE 2
04  الوطنية للتأمين Wataniya Insurance COMPLAINTS 6.2 CHANGE RATE -1	05  اتحاد الخليج الأهلي للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE COMPLAINTS 7.2 CHANGE RATE -1	06  التعاونية tawuniya COMPLAINTS 7.4 CHANGE RATE 0
07  تكافل الراحي Al Rajhi Takaful COMPLAINTS 8.8 CHANGE RATE 3	08  ميدغلف MEDGULF COMPLAINTS 9.1 CHANGE RATE -1	09  الجزيرة تكافل AL JAZIRA TAKAFUL COMPLAINTS 13.3 CHANGE RATE -1
	10  الصقر للتأمين AlSagr Insurance COMPLAINTS 18.4 CHANGE RATE -1	