

## Complaint Rate Submitted to the Authority per

# 10,000 INSURED

The Insurance Authority publishes the Complaints Index for November 2025, 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 November 2025

01	 الصقر للتأمين AlSagr Insurance	1.7 COMPLAINTS	0 CHANGE RATE	13	 الاتحاد ALETIHAD	7.9 COMPLAINTS	2 CHANGE RATE
02	 متكاملة للتأمين	2.6 COMPLAINTS	0 CHANGE RATE	14	 سلامة SALAMA	8.1 COMPLAINTS	-5 CHANGE RATE
03	 الخليجية العامة GULF GENERAL	3.3 COMPLAINTS	13 CHANGE RATE	15	 amana	9.4 COMPLAINTS	2 CHANGE RATE
04	 الدرع العربي للتأمين Arabian Shield Insurance	4.2 COMPLAINTS	-1 CHANGE RATE	16	 العربية arabia	9.8 COMPLAINTS	-3 CHANGE RATE
05	 ACIG	5.2 COMPLAINTS	2 CHANGE RATE	17	 اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	10.5 COMPLAINTS	-5 CHANGE RATE
06	 عناية السعودية SAUDI ENAYA	5.3 COMPLAINTS	5 CHANGE RATE	18	 ميدغلف MEDGULF	10.6 COMPLAINTS	1 CHANGE RATE
07	 ملات malath	5.3 COMPLAINTS	-3 CHANGE RATE	19	 بوبا Bupa	10.7 COMPLAINTS	-1 CHANGE RATE
08	 SAICO	6.1 COMPLAINTS	0 CHANGE RATE	20	 التعاونية tawuniya	13.0 COMPLAINTS	0 CHANGE RATE
09	 GIG	6.4 COMPLAINTS	5 CHANGE RATE	21	 تكافل الراجحي Al Rajhi Takaful	17.7 COMPLAINTS	0 CHANGE RATE
10	 ولاء Waloa	6.7 COMPLAINTS	-5 CHANGE RATE	22	 المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE	51.3 COMPLAINTS	0 CHANGE RATE
11	 الجزيرة تكافل ALJAZIRA TAKAFUL	7.0 COMPLAINTS	-1 CHANGE RATE				
12	 سينجنا cigna	7.4 COMPLAINTS	-6 CHANGE RATE				

### In Vehicle Insurance for November 2025

01	 CHUBB	3.0 COMPLAINTS	0 CHANGE RATE	13	 العربية arabia	15.1 COMPLAINTS	-7 CHANGE RATE
02	 سلامة SALAMA	5.7 COMPLAINTS	0 CHANGE RATE	14	 متكاملة للتأمين	15.3 COMPLAINTS	-3 CHANGE RATE
03	 ولاء Waloa	6.8 COMPLAINTS	0 CHANGE RATE	15	 سايكو SAICO	17.6 COMPLAINTS	1 CHANGE RATE
04	 ليفا للتأمين	7.0 COMPLAINTS	0 CHANGE RATE	16	 GIG	18.1 COMPLAINTS	-1 CHANGE RATE
05	 التعاونية tawuniya	7.8 COMPLAINTS	0 CHANGE RATE	17	 ميدغلف MEDGULF	23.1 COMPLAINTS	-9 CHANGE RATE
06	 تكافل الراجحي Al Rajhi Takaful	10.3 COMPLAINTS	3 CHANGE RATE	18	 الدرع العربي للتأمين Arabian Shield Insurance	23.1 COMPLAINTS	2 CHANGE RATE
07	 الصقر للتأمين AlSagr Insurance	10.5 COMPLAINTS	0 CHANGE RATE	19	 الاتحاد ALETIHAD	23.4 COMPLAINTS	0 CHANGE RATE
08	 ACIG	12.2 COMPLAINTS	4 CHANGE RATE	20	 amana	30.6 COMPLAINTS	-2 CHANGE RATE
09	 اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	13.8 COMPLAINTS	4 CHANGE RATE	21	 المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE	44.6 COMPLAINTS	1 CHANGE RATE
10	 الخليجية العامة GULF GENERAL	14.2 COMPLAINTS	7 CHANGE RATE	22	 الجزيرة تكافل ALJAZIRA TAKAFUL	57.1 COMPLAINTS	-1 CHANGE RATE
11	 ملات malath	14.7 COMPLAINTS	-1 CHANGE RATE				
12	 الوطنية Wataniya	15.0 COMPLAINTS	2 CHANGE RATE				

### In Domestic Workers Insurance for November 2025

01	 اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	3.0 COMPLAINTS	0 CHANGE RATE	13	 ميدغلف MEDGULF	10.8 COMPLAINTS	0 CHANGE RATE
02	 ملات malath	3.2 COMPLAINTS	1 CHANGE RATE	14	 ولاء Waloa	14.9 COMPLAINTS	0 CHANGE RATE
03	 ACIG	3.6 COMPLAINTS	-1 CHANGE RATE	15	 الجزيرة تكافل ALJAZIRA TAKAFUL	41.3 COMPLAINTS	0 CHANGE RATE
04	 التعاونية tawuniya	3.9 COMPLAINTS	0 CHANGE RATE	16	 تكافل الراجحي Al Rajhi Takaful	128.7 COMPLAINTS	0 CHANGE RATE
05	 الوطنية Wataniya	6.8 COMPLAINTS	0 CHANGE RATE				