






















Complaint Rate Submitted to the Authority per





















10,000 INSURED

The Insurance Authority publishes the Complaints Index for October 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 October 2025

01	 الصقر للتأمين AISagr Insurance	1.8 COMPLAINTS	0 CHANGE RATE	13	 اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	8.5 COMPLAINTS	-1 CHANGE RATE
02	 متكاملة للتأمين	3.7 COMPLAINTS	0 CHANGE RATE	14	 العربية arabia	8.8 COMPLAINTS	2 CHANGE RATE
03	 الدرع العربي للتأمين Arabian Shield Insurance	4.3 COMPLAINTS	0 CHANGE RATE	15	 GIG	9.0 COMPLAINTS	-4 CHANGE RATE
04	 ملاث malath	4.8 COMPLAINTS	0 CHANGE RATE	16	 الاتحاد ALETHAD	9.1 COMPLAINTS	4 CHANGE RATE
05	 ولاء Walaa	5.6 COMPLAINTS	3 CHANGE RATE	17	 الخليجية العامة GULF GENERAL	9.6 COMPLAINTS	-12 CHANGE RATE
06	 سيجنا cigna	6.6 COMPLAINTS	0 CHANGE RATE	18	 amana	10.5 COMPLAINTS	0 CHANGE RATE
07	 ACIG	6.7 COMPLAINTS	6 CHANGE RATE	19	 بوب Bupa	10.7 COMPLAINTS	0 CHANGE RATE
08	 سايكو SAICO	6.7 COMPLAINTS	-1 CHANGE RATE	20	 ميدغلف MEDGULF	13.9 COMPLAINTS	2 CHANGE RATE
09	 سلامة SALAMA	7.4 COMPLAINTS	5 CHANGE RATE	21	 التعاونية tawuniya	14.2 COMPLAINTS	0 CHANGE RATE
10	 بروج للتأمين التعاوني Buruj Cooperative Insurance	7.7 COMPLAINTS	5 CHANGE RATE	22	 تكافل الراجحي Al Rajhi Takaful	19.2 COMPLAINTS	1 CHANGE RATE
11	 الجزيرة تكافل AL JAZIRA TAKAFUL	7.8 COMPLAINTS	-2 CHANGE RATE	23	 المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE	36.0 COMPLAINTS	-6 CHANGE RATE
12	 عناية السعودية SAUDI ENAYA	7.8 COMPLAINTS	-2 CHANGE RATE				

In Vehicle Insurance for October 2025

01	 CHUBB	4.2 COMPLAINTS	0 CHANGE RATE	13	 اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	13.7 COMPLAINTS	-2 CHANGE RATE
02	 سلامة SALAMA	6.4 COMPLAINTS	0 CHANGE RATE	14	 الوطنية Wataniya	13.8 COMPLAINTS	-5 CHANGE RATE
03	 ولاء Walaa	6.7 COMPLAINTS	1 CHANGE RATE	15	 GIG	16.3 COMPLAINTS	1 CHANGE RATE
04	 ليفا للتأمين liva	7.5 COMPLAINTS	-1 CHANGE RATE	16	 سايكو SAICO	18.0 COMPLAINTS	1 CHANGE RATE
05	 التعاونية tawuniya	7.7 COMPLAINTS	1 CHANGE RATE	17	 الخليجية العامة GULF GENERAL	18.9 COMPLAINTS	-2 CHANGE RATE
06	 العربية arabia	8.8 COMPLAINTS	-1 CHANGE RATE	18	 amana	22.2 COMPLAINTS	1 CHANGE RATE
07	 الصقر للتأمين AISagr Insurance	10.6 COMPLAINTS	3 CHANGE RATE	19	 الاتحاد ALETHAD	24.2 COMPLAINTS	-1 CHANGE RATE
08	 ميدغلف MEDGULF	11.2 COMPLAINTS	-1 CHANGE RATE	20	 الدرع العربي للتأمين Arabian Shield Insurance	24.8 COMPLAINTS	0 CHANGE RATE
09	 تكافل الراجحي Al Rajhi Takaful	11.7 COMPLAINTS	-1 CHANGE RATE	21	 بروج للتأمين التعاوني Buruj Cooperative Insurance	29.3 COMPLAINTS	0 CHANGE RATE
10	 ملاث malath	12.6 COMPLAINTS	4 CHANGE RATE	22	 الجزيرة تكافل AL JAZIRA TAKAFUL	75.6 COMPLAINTS	0 CHANGE RATE
11	 متكاملة للتأمين	12.8 COMPLAINTS	2 CHANGE RATE	23	 المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE	79.1 COMPLAINTS	0 CHANGE RATE
12	 ACIG	12.9 COMPLAINTS	0 CHANGE RATE				

In Domestic Workers Insurance for October 2025

01	 اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	2.8 COMPLAINTS	1 CHANGE RATE	13	 ميدغلف MEDGULF	9.6 COMPLAINTS	1 CHANGE RATE
02	 ACIG	3.6 COMPLAINTS	1 CHANGE RATE	14	 ولاء Walaa	19.5 COMPLAINTS	-7 CHANGE RATE
03	 ملاث malath	3.9 COMPLAINTS	1 CHANGE RATE	15	 الجزيرة تكافل AL JAZIRA TAKAFUL	38.9 COMPLAINTS	0 CHANGE RATE
04	 التعاونية tawuniya	4.2 COMPLAINTS	1 CHANGE RATE	16	 تكافل الراجحي Al Rajhi Takaful	48.7 COMPLAINTS	0 CHANGE RATE
05	 الوطنية Wataniya	6.8 COMPLAINTS	1 CHANGE RATE	17	 الدرع العربي للتأمين Arabian Shield Insurance	258.9 COMPLAINTS	0 CHANGE RATE
06	 بروج للتأمين التعاوني Buruj Cooperative Insurance	9.6 COMPLAINTS	1 CHANGE RATE				