Complaint Rate Submitted to the Authority per 10,000 INSURED

The Insurance Authority publishes the Complaints Index for October 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 October 2026

01	02	03
بوبا Bupa العربية	ميدغلف MEDGULF	التكافلي الراجحي Al Rajhi Takaful
COMPLAINT 0.6	COMPLAINT 0.9	COMPLAINTS 1.4
CHANGE RATE 0	CHANGE RATE 19	CHANGE RATE 10
04	**05**	**06**
الصقر للتأمين Alsagr Insurance	التعاونية Tawuniya	GIG جي آي جي
COMPLAINTS 1.8	COMPLAINTS 3	COMPLAINTS 3.1
CHANGE RATE -2	CHANGE RATE -2	CHANGE RATE -2
07	**08**	**09**
ولاء Walaa	ساب SAICO	ACIG
COMPLAINTS 4.5	COMPLAINTS 4.8	COMPLAINTS 5
CHANGE RATE 1	CHANGE RATE -2	CHANGE RATE -2
10	**11**	**12**
الجزيرة تكافل AL JAZIRA TAKAFUL	متكاملة Mutakamela	سلامة SALAMA
COMPLAINTS 6.2	COMPLAINTS 6.9	COMPLAINTS 7.3
CHANGE RATE 0	CHANGE RATE -2	CHANGE RATE 2
13	**14**	**15**
الدرع العربي Arabian Shield Insurance	الخليجية العامة GULF GENERAL	malath ملاذ
COMPLAINTS 7.4	COMPLAINTS 7.8	COMPLAINTS 8.6
CHANGE RATE -1	CHANGE RATE -9	CHANGE RATE -4
16	**17**	**18**
العربية arabia	Wataniya الوطنية للتأمين	cigna سيجنا
COMPLAINTS 8.7	COMPLAINTS 9	COMPLAINTS 9.7
CHANGE RATE 1	CHANGE RATE -2	CHANGE RATE 0
19	**20**	**21**
إدارة العامة للتأمين السعودية SAUDI GENERAL INSURANCE AUTHORITY	amana	الاتحاد AL-ITTIHAD
COMPLAINTS 10	COMPLAINTS 10.9	COMPLAINTS 12.6
CHANGE RATE -3	CHANGE RATE -1	CHANGE RATE -1
22		
عناية السعودية SAUDI ENAYA		
COMPLAINTS 31.1		
CHANGE RATE 0		

Notice: The decrease in the number of complaints received by the Insurance Authority concerning several insurance companies is attributable to the implementation of electronic integration with these companies as the first phase of the project. This has enabled complaints to be addressed by the companies before being escalated to the Authority. The results of the current phase are being evaluated in preparation for gradually extending the electronic integration to the remaining insurance companies.

In Vehicle Insurance for October 2026

01	02	03
ميدغلف MEDGULF	التكافلي الراجحي Al Rajhi Takaful	التعاونية Tawuniya
COMPLAINT 0.8	COMPLAINTS 1.7	COMPLAINTS 1.9
CHANGE RATE 14	CHANGE RATE 0	CHANGE RATE -2
04	**05**	**06**
CHUBB	متكاملة Mutakamela	ولاء Walaa
COMPLAINTS 3.9	COMPLAINTS 7	COMPLAINTS 8
CHANGE RATE -1	CHANGE RATE 4	CHANGE RATE -1
07	**08**	**09**
GIG جي آي جي	الصقر للتأمين Alsagr Insurance	العربية arabia
COMPLAINTS 8.7	COMPLAINTS 8.8	COMPLAINTS 8.9
CHANGE RATE 0	CHANGE RATE -2	CHANGE RATE -5
10	**11**	**12**
الدرع العربي Arabian Shield Insurance	liva ليفا للتأمين	إدارة العامة للتأمين السعودية SAUDI GENERAL INSURANCE AUTHORITY
COMPLAINTS 9.1	COMPLAINTS 10.3	COMPLAINTS 12.2
CHANGE RATE -2	CHANGE RATE 1	CHANGE RATE 1
13	**14**	**15**
سلامة SALAMA	أمسا AMSA	الوطنية للتأمين Wataniya Insurance
COMPLAINTS 12.3	COMPLAINTS 13.4	COMPLAINTS 16.1
CHANGE RATE -3	CHANGE RATE -3	CHANGE RATE -1
16	**17**	**18**
ACIG	ساب SAICO	malath ملاذ
COMPLAINTS 17.3	COMPLAINTS 18.1	COMPLAINTS 18.3
CHANGE RATE 2	CHANGE RATE 0	CHANGE RATE -2
19	**20**	**21**
الجزيرة تكافل AL JAZIRA TAKAFUL	amana	الخليجية العامة GULF GENERAL
COMPLAINTS 24.9	COMPLAINTS 28.6	COMPLAINTS 38.8
CHANGE RATE 2	CHANGE RATE -1	CHANGE RATE -1
22		
الاتحاد AL-ITTIHAD		
COMPLAINTS 102.4		
CHANGE RATE 0		

Notice: The decrease in the number of complaints received by the Insurance Authority concerning several insurance companies is attributable to the implementation of electronic integration with these companies as the first phase of the project. This has enabled complaints to be addressed by the companies before being escalated to the Authority. The results of the current phase are being evaluated in preparation for gradually extending the electronic integration to the remaining insurance companies.

In Domestic Workers Insurance for October 2026

01	02	03
ميدغلف MEDGULF	الدرع العربي Arabian Shield Insurance	التعاونية Tawuniya
COMPLAINT 0.2	COMPLAINTS 1.4	COMPLAINTS 1.4
CHANGE RATE 2	CHANGE RATE 6	CHANGE RATE -2
04	**05**	**06**
malath ملاذ	التكافلي الراجحي Al Rajhi Takaful	ACIG
COMPLAINTS 1.9	COMPLAINTS 2	COMPLAINTS 2.2
CHANGE RATE -2	CHANGE RATE 1	CHANGE RATE -1
07	**08**	**09**
الجزيرة تكافل AL JAZIRA TAKAFUL	الصقر للتأمين Alsagr Insurance	الوطنية للتأمين Wataniya Insurance
COMPLAINTS 6.7	COMPLAINTS 7	COMPLAINTS 8.8
CHANGE RATE 2	CHANGE RATE -4	CHANGE RATE -2

Notice: The decrease in the number of complaints received by the Insurance Authority concerning several insurance companies is attributable to the implementation of electronic integration with these companies as the first phase of the project. This has enabled complaints to be addressed by the companies before being escalated to the Authority. The results of the current phase are being evaluated in preparation for gradually extending the electronic integration to the remaining insurance companies.