

## Complaint Rate Submitted to the Authority per

# 10,000 INSURED

The Insurance Authority publishes the Complaints Index for September 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

### In Health Insurance for September 2025

01	الصقر للتأمين AlSagr Insurance	2.0 COMPLAINTS	0 CHANGE RATE	13	ACIG	7.3 COMPLAINTS	4 CHANGE RATE
02	متكاملة للتأمين	3.0 COMPLAINTS	0 CHANGE RATE	14	سلامة SALAMA	7.5 COMPLAINTS	-3 CHANGE RATE
03	الدرع العربي للتأمين Arabian Shield Insurance	4.2 COMPLAINTS	1 CHANGE RATE	15	بروج للتأمين التعاوني Buruj Cooperative Insurance	7.5 COMPLAINTS	-2 CHANGE RATE
04	ملاث malath	4.6 COMPLAINTS	1 CHANGE RATE	16	المربية arabia	7.6 COMPLAINTS	-2 CHANGE RATE
05	الخليجية العامة GULF GENERAL	4.7 COMPLAINTS	3 CHANGE RATE	17	المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE	9.0 COMPLAINTS	5 CHANGE RATE
06	سيجنا cigna healthcare	5.1 COMPLAINTS	0 CHANGE RATE	18	amana	9.3 COMPLAINTS	1 CHANGE RATE
07	سايكو SAICO	5.5 COMPLAINTS	-1 CHANGE RATE	19	بوبا Bupa	9.6 COMPLAINTS	-1 CHANGE RATE
08	ولاء Walaa	5.8 COMPLAINTS	2 CHANGE RATE	20	الاتحاد ALETIHAD	11.0 COMPLAINTS	-4 CHANGE RATE
09	الجزيرة تكافل AL JAZIRA TAKAFUL	6.2 COMPLAINTS	0 CHANGE RATE	21	التعاونية tawuniya	12.5 COMPLAINTS	0 CHANGE RATE
10	عناية السعودية SAUDI ENAYA	6.6 COMPLAINTS	2 CHANGE RATE	22	ميدغلف MEDGULF	14.8 COMPLAINTS	-2 CHANGE RATE
11	GIG	6.8 COMPLAINTS	4 CHANGE RATE	23	تكافل الراجحي Al Rajhi Takaful	20.6 COMPLAINTS	0 CHANGE RATE
12	اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	7.0 COMPLAINTS	-9 CHANGE RATE				

### In Vehicle Insurance for September 2025

01	CHUBB	3.3 COMPLAINTS	0 CHANGE RATE	13	متكاملة للتأمين	12.8 COMPLAINTS	-6 CHANGE RATE
02	سلامة SALAMA	4.1 COMPLAINTS	0 CHANGE RATE	14	ملاث malath	14.3 COMPLAINTS	3 CHANGE RATE
03	ليفا liva	5.1 COMPLAINTS	2 CHANGE RATE	15	الخليجية العامة GULF GENERAL	14.4 COMPLAINTS	-1 CHANGE RATE
04	ولاء Walaa	5.9 COMPLAINTS	0 CHANGE RATE	16	GIG	17.3 COMPLAINTS	0 CHANGE RATE
05	المربية arabia	7.4 COMPLAINTS	-2 CHANGE RATE	17	سايكو SAICO	17.6 COMPLAINTS	1 CHANGE RATE
06	التعاونية tawuniya	7.6 COMPLAINTS	0 CHANGE RATE	18	الاتحاد ALETIHAD	18.5 COMPLAINTS	-3 CHANGE RATE
07	ميدغلف MEDGULF	9.8 COMPLAINTS	2 CHANGE RATE	19	amana	22.4 COMPLAINTS	1 CHANGE RATE
08	تكافل الراجحي Al Rajhi Takaful	11.0 COMPLAINTS	3 CHANGE RATE	20	الدرع العربي للتأمين Arabian Shield Insurance	22.9 COMPLAINTS	-1 CHANGE RATE
09	الوطنية للتأمين Wataniya Insurance	11.3 COMPLAINTS	1 CHANGE RATE	21	بروج للتأمين التعاوني Buruj Cooperative Insurance	25.8 COMPLAINTS	2 CHANGE RATE
10	الصقر للتأمين AlSagr Insurance	11.7 COMPLAINTS	2 CHANGE RATE	22	الجزيرة تكافل AL JAZIRA TAKAFUL	35.5 COMPLAINTS	0 CHANGE RATE
11	اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	11.8 COMPLAINTS	-3 CHANGE RATE	23	المتحدة للتأمين التعاوني UCA UNITED COOPERATIVE ASSURANCE	58.0 COMPLAINTS	-2 CHANGE RATE
12	ACIG	12.1 COMPLAINTS	1 CHANGE RATE				

### In Domestic Workers Insurance for September 2025

01	ولاء Walaa	0 COMPLAINTS	5 CHANGE RATE	13	بروج للتأمين التعاوني Buruj Cooperative Insurance	12.2 COMPLAINTS	0 CHANGE RATE
02	اتحاد الخليج الاهلية للتأمين التعاوني GULF UNION AL AHLIA COOPERATIVE INSURANCE	2.9 COMPLAINTS	-1 CHANGE RATE	14	ميدغلف MEDGULF	30.3 COMPLAINTS	1 CHANGE RATE
03	ACIG	3.5 COMPLAINTS	0 CHANGE RATE	15	الجزيرة تكافل AL JAZIRA TAKAFUL	30.6 COMPLAINTS	-1 CHANGE RATE
04	ملاث malath	4.6 COMPLAINTS	-2 CHANGE RATE	16	تكافل الراجحي Al Rajhi Takaful	38.8 COMPLAINTS	0 CHANGE RATE
05	التعاونية tawuniya	6.1 COMPLAINTS	-1 CHANGE RATE	17	الدرع العربي للتأمين Arabian Shield Insurance	282.6 COMPLAINTS	0 CHANGE RATE
06	الوطنية للتأمين Wataniya Insurance	8.3 COMPLAINTS	-1 CHANGE RATE				