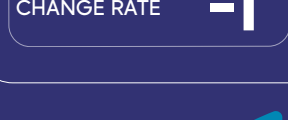
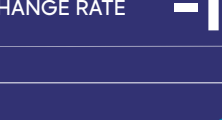
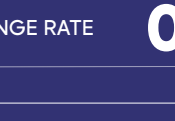
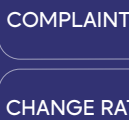


Complaint Rate Submitted to the Authority per 10,000 INSURED

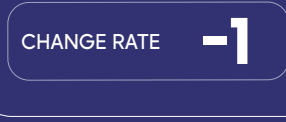
The Insurance Authority publishes the Complaints Index for September 2026, reflecting complaints submitted by policyholders and beneficiaries of health, vehicle, and domestic workers insurance. The index presents complaint rates per 10,000 insured individuals, reinforcing the Authority's commitment to 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 September 2026

01  COMPLAINT 0.6 CHANGE RATE 6	02  COMPLAINTS 1.9 CHANGE RATE -1	03  COMPLAINTS 2.5 CHANGE RATE -1
04  COMPLAINTS 3.3 CHANGE RATE 0	05  COMPLAINTS 3.6 CHANGE RATE 1	06  COMPLAINTS 4 CHANGE RATE -3
07  COMPLAINTS 4.6 CHANGE RATE -2	08  COMPLAINTS 6.2 CHANGE RATE 6	09  COMPLAINTS 6.7 CHANGE RATE 0
10  COMPLAINTS 6.8 CHANGE RATE 1	11  COMPLAINTS 7.1 CHANGE RATE -3	12  COMPLAINTS 7.2 CHANGE RATE 1
13  COMPLAINTS 7.5 CHANGE RATE 8	14  COMPLAINTS 8.3 CHANGE RATE 1	15  COMPLAINTS 8.8 CHANGE RATE -5
16  COMPLAINTS 9.6 CHANGE RATE 0	17  COMPLAINTS 10.3 CHANGE RATE 0	18  COMPLAINTS 10.7 CHANGE RATE -6
19  COMPLAINTS 11.4 CHANGE RATE 0	20  COMPLAINTS 14.4 CHANGE RATE -2	21  COMPLAINTS 14.7 CHANGE RATE -1
22  COMPLAINTS 41.5 CHANGE RATE 0	23  COMPLAINTS 364.4 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 Vehicle Insurance for September 2026

01  COMPLAINTS 1.6 CHANGE RATE 0	02  COMPLAINTS 3.9 CHANGE RATE 7	03  COMPLAINTS 5 CHANGE RATE -1
04  COMPLAINTS 5.8 CHANGE RATE -1	05  COMPLAINTS 7.8 CHANGE RATE 0	06  COMPLAINTS 7.9 CHANGE RATE -2
07  COMPLAINTS 8.8 CHANGE RATE 0	08  COMPLAINTS 9.3 CHANGE RATE 4	09  COMPLAINTS 9.6 CHANGE RATE 2
10  COMPLAINTS 9.8 CHANGE RATE 0	11  COMPLAINTS 10.7 CHANGE RATE -5	12  COMPLAINTS 10.7 CHANGE RATE -4
13  COMPLAINTS 13.2 CHANGE RATE 0	14  COMPLAINTS 14.1 CHANGE RATE 0	15  COMPLAINTS 15 CHANGE RATE 0
16  COMPLAINTS 15.5 CHANGE RATE 0	17  COMPLAINTS 19.2 CHANGE RATE 1	18  COMPLAINTS 19.5 CHANGE RATE -1
19  COMPLAINTS 25.7 CHANGE RATE 1	20  COMPLAINTS 33.1 CHANGE RATE -1	21  COMPLAINTS 34.6 CHANGE RATE 0
22  COMPLAINTS 70.4 CHANGE RATE 0	23  COMPLAINTS 432.8 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 September 2026

01  COMPLAINTS 1.1 CHANGE RATE 0	02  COMPLAINTS 1.8 CHANGE RATE 0	03  COMPLAINTS 2.6 CHANGE RATE 1
04  COMPLAINTS 3.5 CHANGE RATE 2	05  COMPLAINTS 3.8 CHANGE RATE -2	06  COMPLAINTS 4.2 CHANGE RATE 2
07  COMPLAINTS 5.6 CHANGE RATE 0	08  COMPLAINTS 7.6 CHANGE RATE -3	09  COMPLAINTS 11.6 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.