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Central Bank of Bahrain

Customer Complaints Report - Insurance

1st January – 13th June 2016

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Production: Insurance Supervision Directorate

Central Bank of Bahrain

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www.cbb.gov.bh

The Customer Complaints Report – Insurance is a report prepared by the Insurance Supervision Directorate. It is available in PDF format in the Publications and Data section at <http://www.cbb.gov.bh>.

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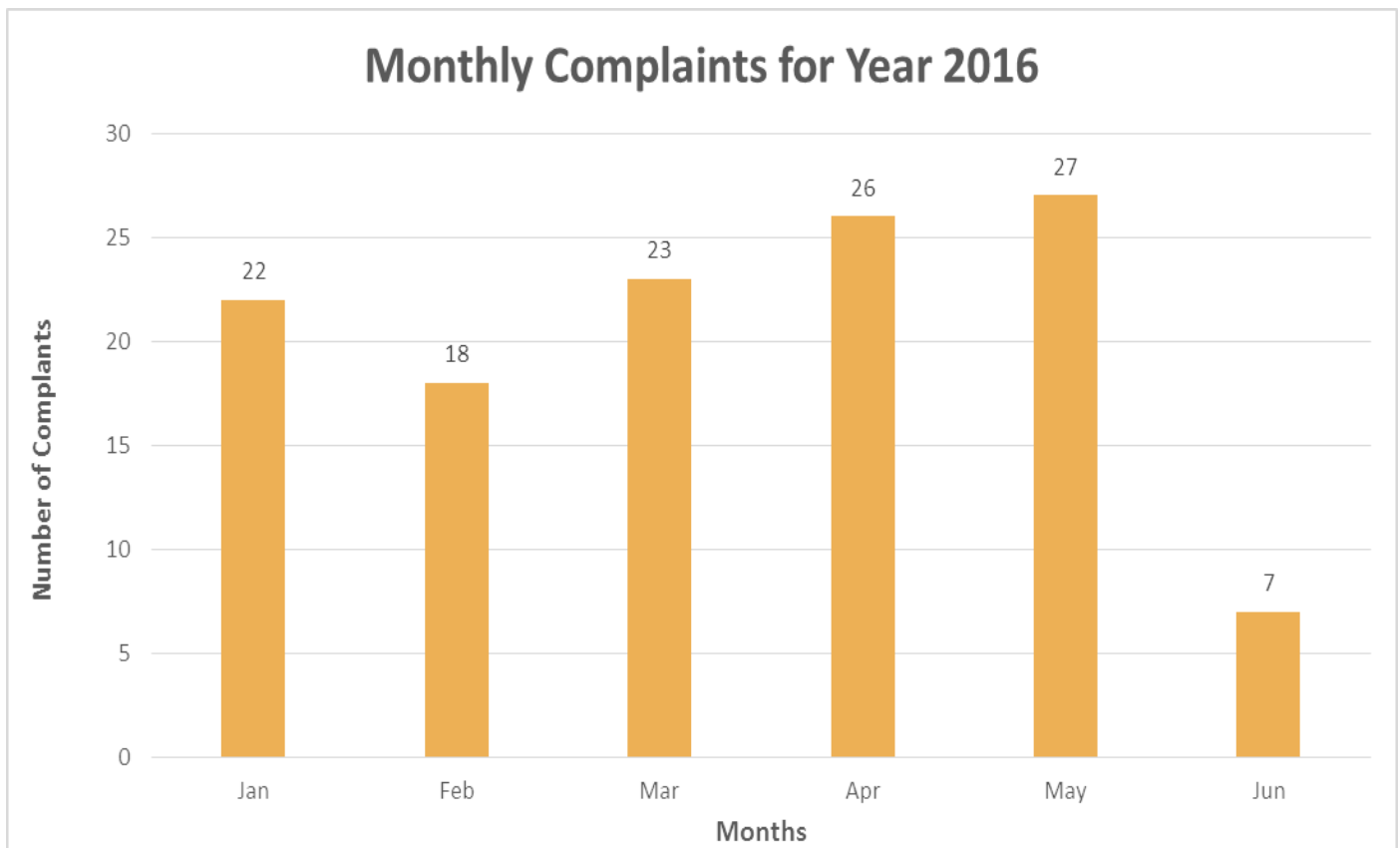
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1. Introduction

The graph below demonstrates the complaints received by the Insurance Supervision Directorate (ISD) from January 2016 up to June 13th 2016 (The period).

The highest number of complaints were received in May, whilst the lowest were received in February and June¹.

On average, 23 complaints were received per month for the period from January 2016 – May 2016.

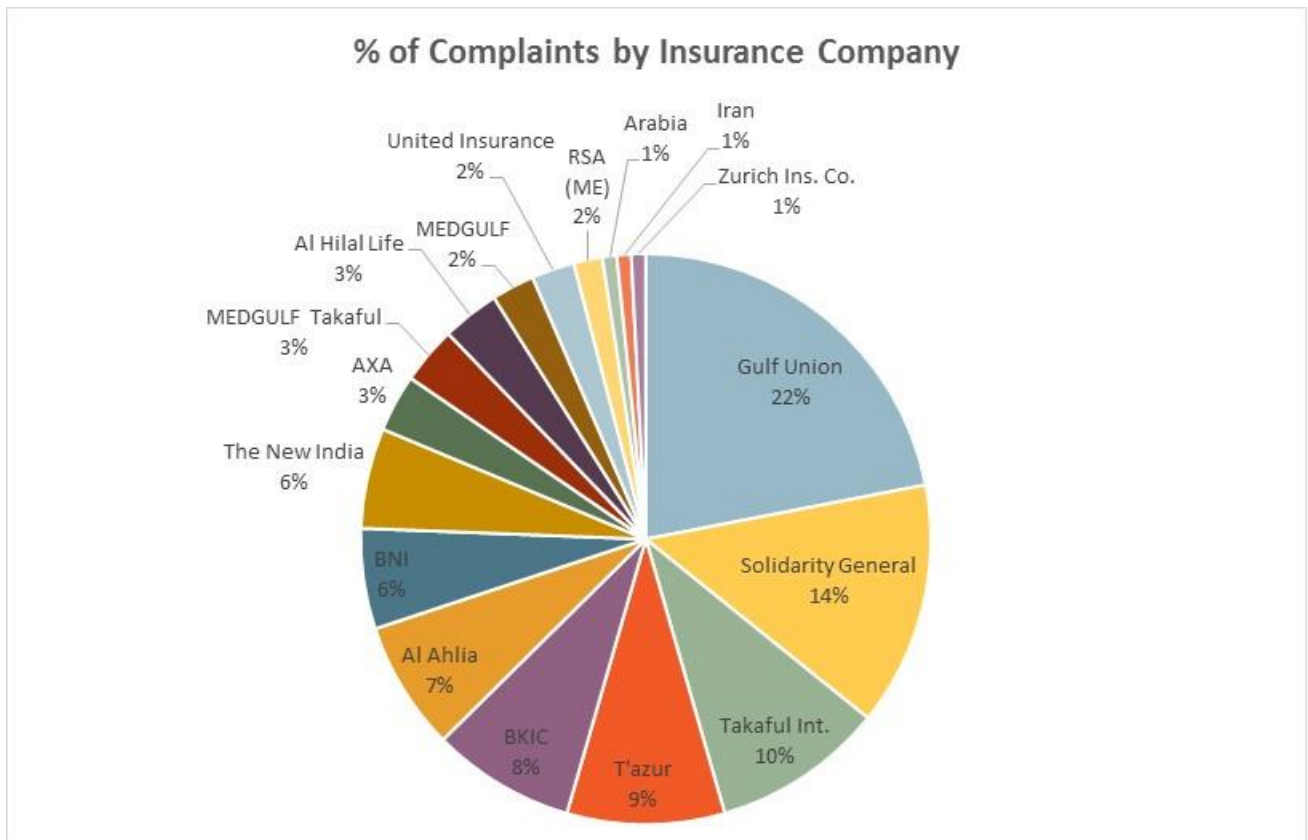


¹ Please note that the month of June only represents 13 days.

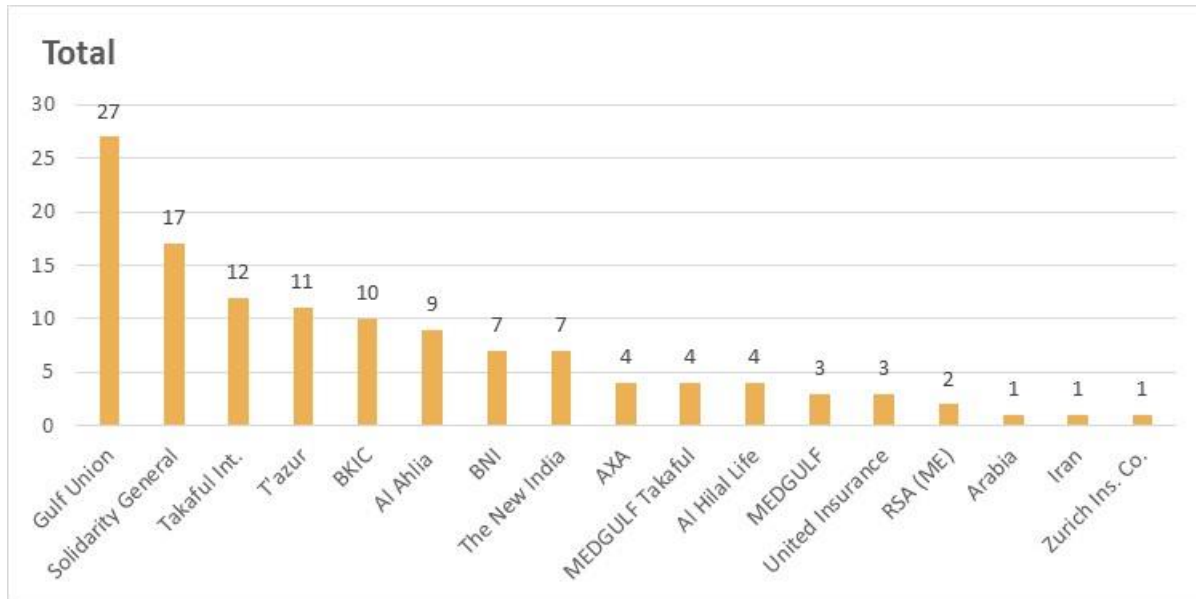
2. Concentration of Complaints by Insurance Company

The majority of complaints, adding up to 46% of total complaints, received during the period were reported with respect to the following three companies:

- Gulf Union Insurance and Reinsurance Co. B.S.C. (c) – 27 complaints, representing 22% of complaints;
- Solidarity General Takaful B.S.C. (c) – 17 complaints, representing 14% of complaints;
- Takaful International Co. – 12 complaints, representing 10% of complaints.

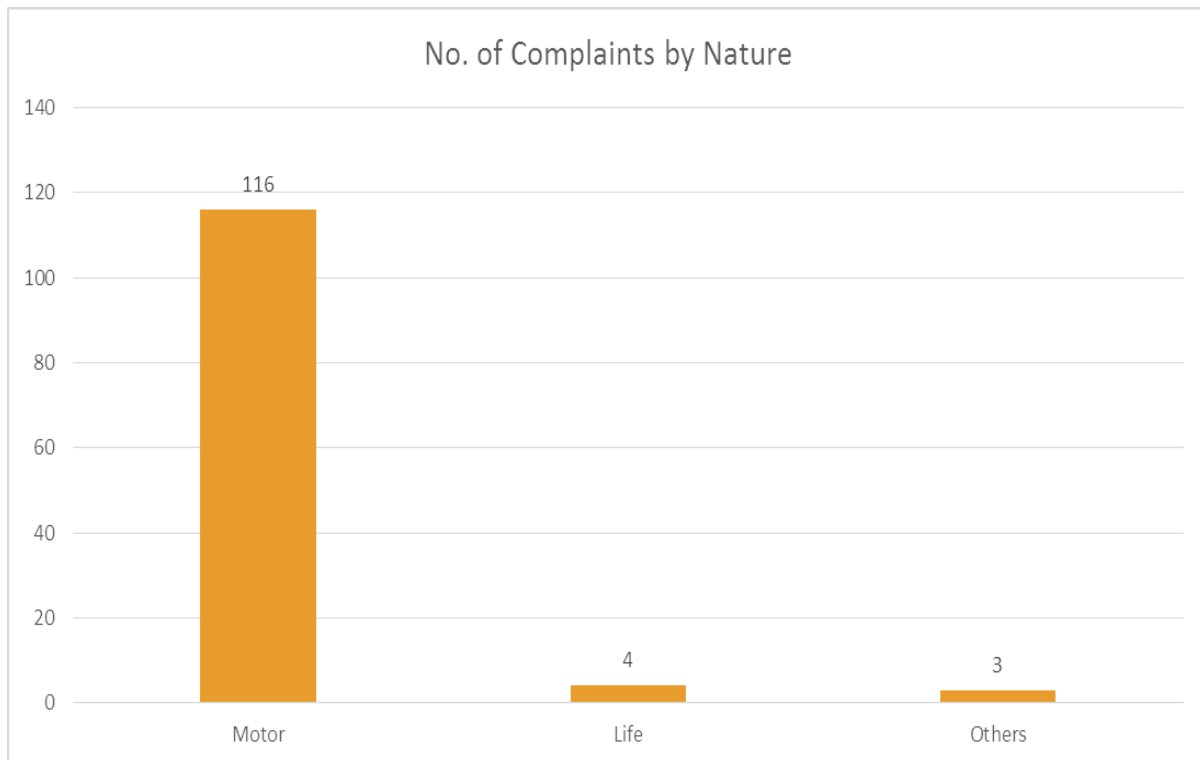


No. of Complaints by Insurance Company during the Period



3. Nature of Complaints

The following graph demonstrates the nature of complaints received by the ISD during the period.



The majority of complaints received were due to Motor Insurance products as the graph above clearly demonstrates. Minimal amounts of complaints were received for life and miscellaneous insurance products.