



مصرف البحرين المركزي

Central Bank of Bahrain

Customer Complaints Report (Insurance)

1st January – 31st July 2019

Table of Contents

1.	Introduction.....	3
2.	Concentration of Complaints by Insurance Company.....	3
3.	Nature of Complaints.....	5

1. Introduction

The graph below demonstrates the complaints received by the Central Bank of Bahrain (CBB) from 1st January 2019 up to 31st July 2019 (“The period”).

2. Concentration of Complaints by Insurance Company

The Majority of complaints, adding up to 78% of total complaints, received during the period were reported with respect to the following five companies:

- Solidarity General Takaful B.S.C. (c) – 17 complaints, representing 27% of complaints;
- Bahrain National Ins. Co. B.S.C. (c) – 10 complaints, representing 16% of complaints;
- T'azur Company B.S.C. (c) – 9 complaints, representing 14% of complaints; and
- Gulf Union Insurance & Reinsurance Co. B.S.C. (c) and The New India Assurance Co. Ltd.– 7 complaints for each company, representing 11% of complaints each.

Chart (1): Illustrates the No. of Complaints by Insurance Company during the Period

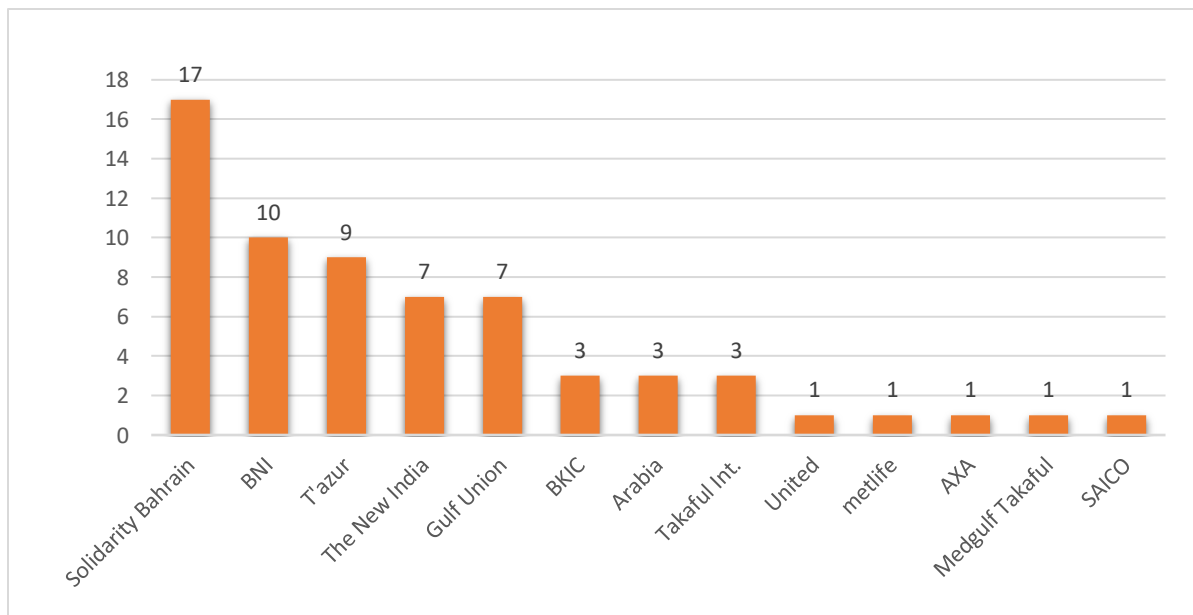
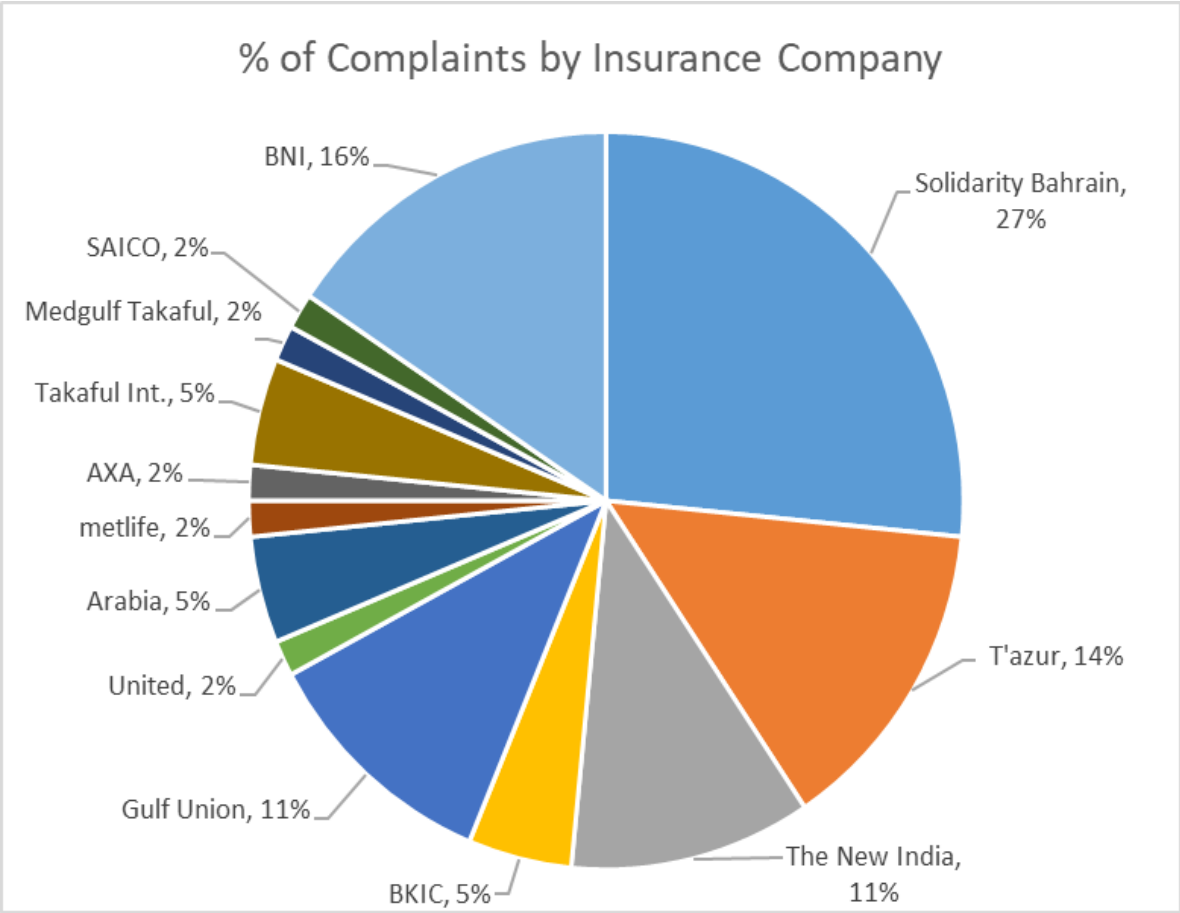
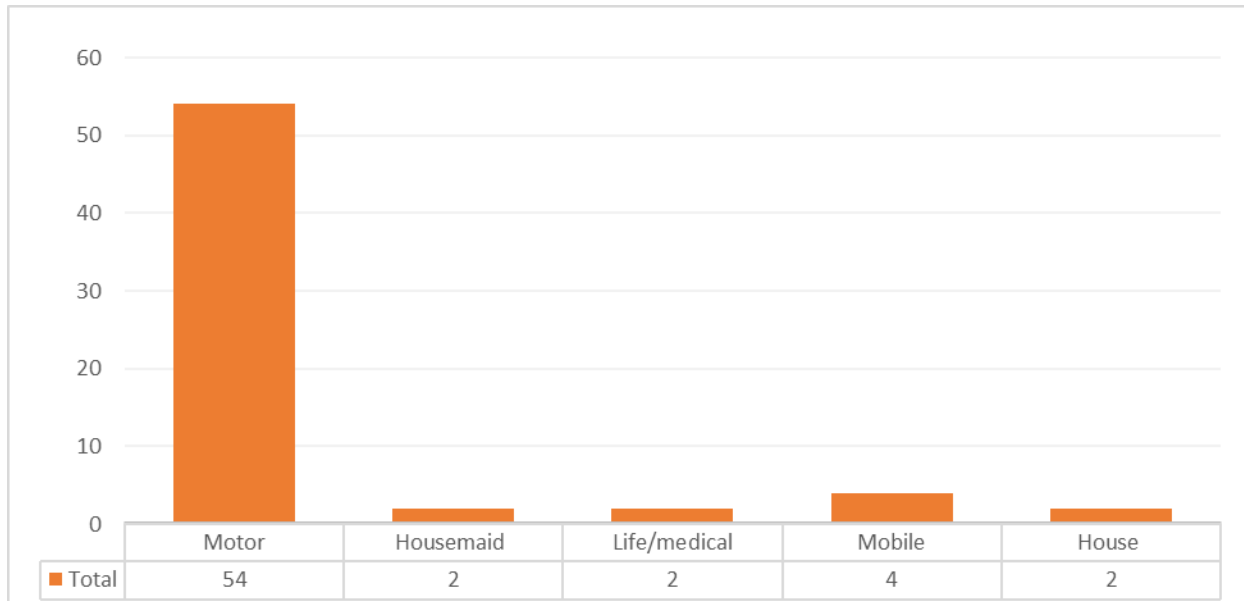


Chart (2): Illustrates the % of total Complaints by Insurance Company during the Period



3. Nature of Complaints

The following graph demonstrates the nature of complaints received by the CBB 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 the other insurance products.