

Compulsory Motor Insurance Complaint Index Table, September 2022 - August 2023

Insurers	Complaint Index
AzSığorta OJSC**	26.75
İpək Yolu Sığorta OJSC***	2.68
Ateshgah Insurance OJSC	2.26
A-Qroup Sığorta OJSC*****	1.94
Günay Sığorta OJSC****	1.88
Xalq Sığorta OJSC	1.76
Bakı Sığorta OJSC	1.17
Azərbaycan Sənaye Sığorta OJSC	0.93
AtaSığorta OJSC	0.92
Azərsığorta OJSC	0.75
Mega Insurance OJSC	0.43
Pasha Insurance OJSC	0.35
Qala Insurance OJSC	0.35
Naxçıvansığorta OJSC*	0.00

* The index for **Naxçıvansığorta OJSC** has been calculated based on complaints received regarding vehicles belonging to the regions of the Nakhchivan Autonomous Republic.

** The validity of the license of **AZSİĞORTA OJSC** has been limited by revoking the permission to provide compulsory motor vehicle insurance on the basis of its voluntary application as of September 11, 2022. The Company continues to regulate the insurance events as the legal validity of the existing contracts for compulsory motor vehicle insurance continues. For this reason, the Company's Complaint Index will be calculated during the period in which the existing contracts remain in force.

*** The validity of the license of **İpək Yolu Sığorta OJSC** has been limited by revoking the permission to provide compulsory motor vehicle insurance on the basis of its voluntary application as of January 24, 2023. The Company continues to regulate the insurance events as the legal validity of the existing contracts for compulsory motor vehicle insurance continues. For this reason, the Company's Complaint Index will be calculated during the period in which the existing contracts remain in force.

**** The license of **Günay Sığorta OJSC** was revoked on the basis of a voluntary application as of June 24, 2023. Since the existing contracts on compulsory motor vehicle insurance are currently

still in force, the company continues to regulate the insurance events. For this reason, the Company's Complaint Index will be calculated during the period in which the existing contracts remain in force.

***** The validity of the license of **A-Qroup Siğorta OJSC** has been limited by revoking the permission to provide compulsory motor vehicle insurance on the basis of its voluntary application as of August 11, 2023. The Company continues to regulate the insurance events as the legal validity of the existing contracts for compulsory motor vehicle insurance continues. For this reason, the Company's Complaint Index will be calculated during the period in which the existing contracts remain in force.

Complaint Index Methodology: The following formula is used to calculate the corresponding Complaint Index:

$$\text{Complaint Index} = \frac{\text{Market share of complaints}}{\text{Market share of concluded contracts}}$$

Market share of complaints – the ratio of the number of complaints against a given insurer to the total number of complaints.

Market share of concluded contracts – the ratio of the number of contracts with the respective insurer to the total number of contracts.

Complaint Index explanation: an index of less than 1.00 indicates good service levels for this portfolio compared to peers, while an index of more than 1.00 indicates lower service levels compared to peers.

