




Compulsory Motor Insurance Complaint Index Table, January 2023 – December 2023

Insurers	Complaint Index
Xalq Sığorta OJSC	3.80
Bakı Sığorta OJSC	1.65
AzərSığorta OJSC	1.59
Ateşgah Insurance OJSC	1.16
AtaSığorta OJSC	1.15
Pasha Insurance OJSC	0.58
Azərbaycan Sənaye Sığorta OJSC	0.52
Mega Insurance OJSC	0.43
Qala Insurance OJSC	0.39

-  - high complaint index (exceeds the average indicator obtained by calculating)
-  - average complaint index
-  - low complaint index (lower than the average indicator obtained by calculating)

NOTE: The Complaint Index for Compulsory Motor Vehicle Insurance is calculated and published in order to assist citizens in making choices when purchasing insurance services of this type. Based on the methodology used at the international level for the calculation of the Complaint Index, the number of contracts and complaints of AZSIĞORTA OJSC, İpək Yolu Sığorta OJSC, A-Qroup Sığorta OJSC, whose licenses have been limited by cancellation of the permission to provide compulsory motor vehicle insurance, and Günay Sığorta OJSC and NaxçıvanSığorta OJSC, whose licenses have been cancelled, are not taken into account in the calculation. However, the Central Bank continues to deal with the complaints received regarding the existing compulsory motor insurance contracts concluded with the aforementioned companies in the previous manner.

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.