




Compulsory Motor Insurance Complaint Index Table, March 2023 - February 2024

Insurers	Complaint Index
Xalq Sığorta OJSC	4.44
Bakı Sığorta OJSC	2.36
AtaSığorta OJSC	1.80
Ateshgah Insurance OJSC	1.06
Pasha Insurance OJSC	0.83
Mega Insurance OJSC	0.58
Azərbaycan Sənaye Sığorta OJSC	0.48
Qala Insurance OJSC	0.46

-  - 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, this calculation does not include the number of contracts and complaints of AZSIĞORTA OJSC, İpək Yolu Sığorta OJSC, A-Qroup Sığorta OJSC, whose licenses have been restricted by revoking the license to provide compulsory motor vehicle insurance, and Günay Sığorta OJSC, NaxçıvanSığorta OJSC and Azərsığorta OJSC, whose licenses have been revoked. However, the Central Bank continues to deal with the complaints received regarding the existing compulsory motor vehicle 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.

