

Summary of Complaint Evaluation Report Results for 2025

As part of Gulf Insurance Group – Jordan’s commitment to reinforcing the principles of fairness and transparency, and ensuring the protection of policyholders’ rights, as well as its continuous efforts to enhance the quality of services provided, the Company has conducted a comprehensive annual evaluation of complaint data received during the year 2025.

This summary highlights the key indicators and results achieved, distributed across different insurance lines. The report was prepared by the specialized unit responsible for receiving and handling complaints within the Compliance Department (“the Unit”), and includes the results and analysis of complaints submitted to the Company.

First: Total Number of Received Complaints

The total number of complaints received by the Company during 2025 reached 175 complaints, distributed across various insurance lines through the approved complaint channels available to policyholders and beneficiaries.

Second: Resolved Complaints

The Company successfully resolved all 175 complaints received in the reporting period, handling them in accordance with approved procedures and within the specified timeframes to ensure effective and fair resolution.

Third: Distribution of Complaints by Insurance Line

Insurance Line	Number of Complaints Received & Resolved
Medical Insurance	134
Motor Insurance	34
Accident Insurance	1
Liability Insurance	2
Fire & Other Property Damage Insurance	2

Assistance Insurance	2
Total	175

Fourth: Key Observations and Improvements

The evaluation process identified several observations that were addressed, most notably:

1. Improving response and communication mechanisms for handling complaints.
2. Enhancing internal procedures to accelerate complaint resolution.
3. Improving service quality in certain insurance lines that recorded higher complaint **rates**.

Fifth: Publication and Transparency

The Company has ensured the publication of this summary within its annual report, in compliance with regulatory requirements and to strengthen customer trust and transparency.

End of Summary