

## Complaint Procedures

We, the United Cooperative Insurance Company, are committed to providing our customers with a high-quality experience and aim to deliver our services in a fair and effective manner.

In case you wish to submit a complaint or suggestion, we kindly request you to contact us through one of the following channels:

1. Visit our website  
[www.uca.com.sa](http://www.uca.com.sa)
2. Contact our customer service center on the unified number  
8002444442
3. Reach out to us through our social media accounts (X & Instagram)  
@ucasaudi Arabia

To assist us in providing the best possible support, we kindly request you to:

- Kindly attach any supporting documents, if available
- Raise the questions you would like us to answer

Our Commitment:

- We will contact you within one business day to acknowledge receipt of your complaint and provide you with a reference number.
- We will strive to complete the complaint handling process and share the results with you within 3 business days for health insurance-related complaints, and 10 business days for other types of insurance.
- We will handle your complaint with integrity and confidentiality.

**(In case you are not satisfied with our final response or any delay in the response (more than 10 business days),**

**You can refer your complaint to the regulatory authorities:**



Insurance Authority  
through its website  
[la.gov.sa](http://la.gov.sa)



The Council of Health Insurance (CCHI)  
through its website  
[Chi.gov.sa](http://Chi.gov.sa)



The General Secretariat of the Committees for Resolution of Insurance Disputes and Violations (CIDB) through its website  
[Idc.gov.sa](http://Idc.gov.sa)