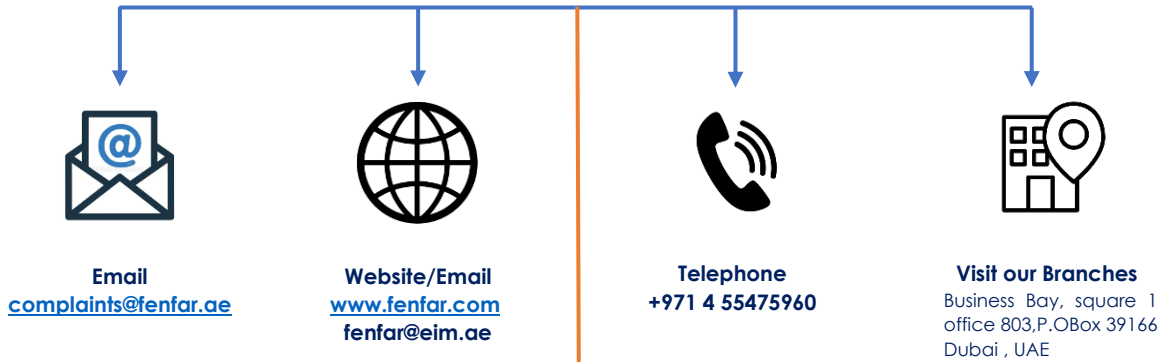




Please allow us to Serve you Better.

For any issue that requires escalation, you can raise a formal complaint on any of the available channels.



Acknowledgement will be received along with the reference no. within 1 working day.

The case will be shared with the relevant team / department for investigation and resolution.

The issue must be resolved and closed within 2 - 7 working days and provide the outcome to the complainant.

If the case still unresolved within the time frame or if still not satisfied with our response, you may contact the relevant authority.

For **Dubai Health Insurance complaints**, you can contact the Dubai Health Authority (DHA) using the **online complaint form**.

Tel (Toll free) : 800342 (800 DHA)
Fax : +971 4 311 3113
Email: regulation@dha.gov.ae
Website: dha.gov.ae

For **Abu Dhabi Health Insurance complaints**, you can contact the Health Authority of Abu Dhabi (HAAD) using the **online complaint form**.

Tel No: +971 2 449 3333
Website: doh.gov.ae

For **all other UAE Insurance Policies**, you can contact the Insurance Authority using the **online complaint form**

Tel No : +971 2 499 0111
Email: contactus@ia.gov.ae
Website: ia.gov.ae