



## COMPLAINTS PROCEDURE

As **RELIANCE INSURANCE BROKERS** - It is our earnest and constant endeavor to give excellent service to our customers, but we recognize that occasionally things do go wrong from either side and, in such situations, we appreciate your fullest understanding and cooperation.

Because we take all complaints or issues seriously and aim to resolve all our customers' problems promptly, we have a clear direction as to the complaints handling & escalation procedures. Kindly refer the below flow chart for additional details.

You can always address your complaints related to Medical to us:  
(By Email, Phone & Fax)

**Ms.Rani**  
Manager - Medical Claims

### **RELIANCE INSURANCE BROKERS LLC**

Office No. 103, Al Kifaf Building Opposite

Burjuman Centre,

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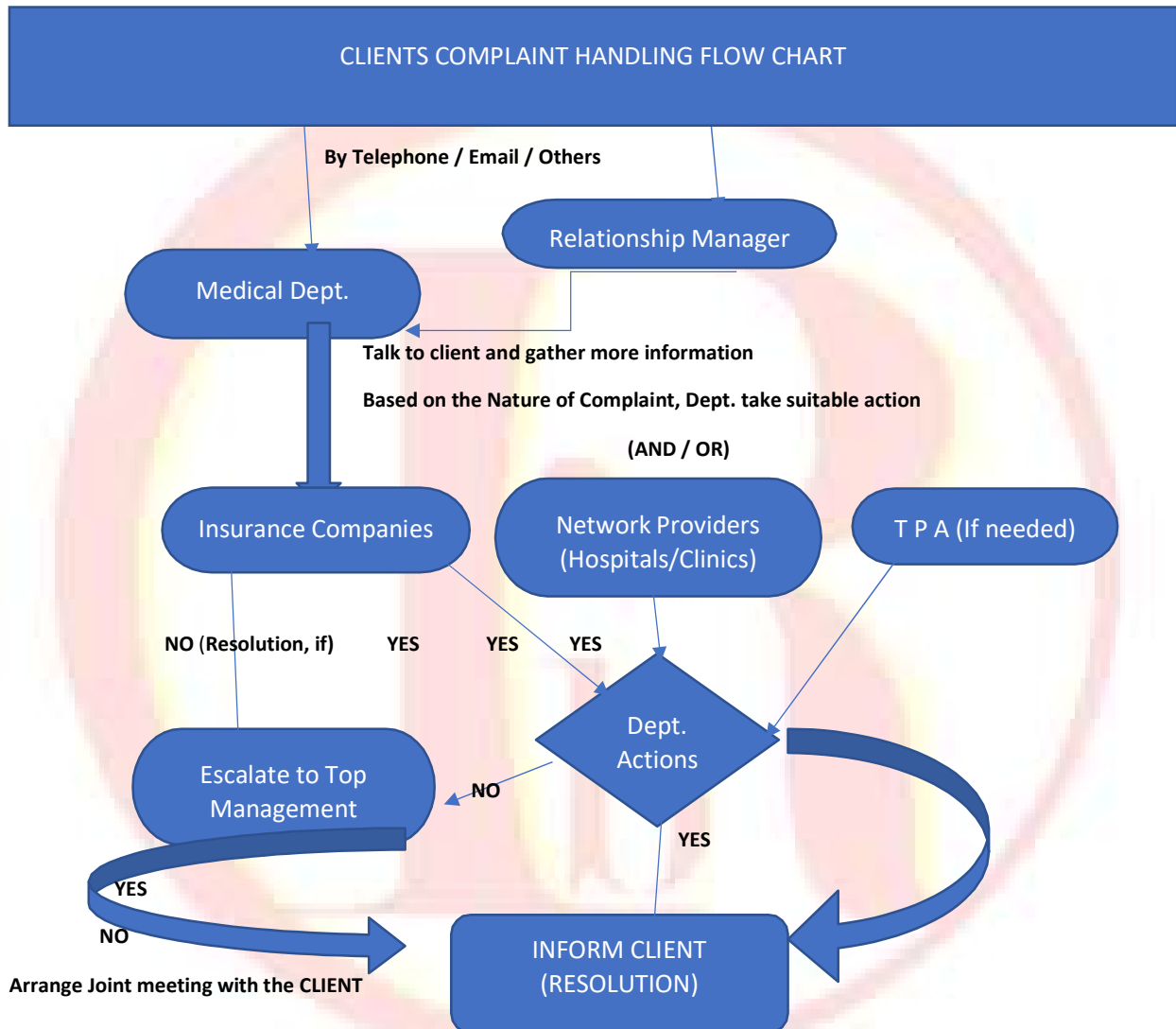
Email: [medicalclaims@relianceins.ae](mailto:medicalclaims@relianceins.ae)

We also await your **SINCERE** feedback and we will record and analyze your comments and feedback to make sure we continually improve our services.

Nature of Complaints:

- Complaint against Provider and Insurer
- Complaint against Service
- Enquiring about Table of Benefits
- Complaint about late approvals (Turnaround Time - TAT)

The maximum time taken in 2019 for the Complaints is ONE DAY / Max. 5 working days.



Residents in Dubai can lodge complaints through a new online system's website launched by DHA

<http://ipromes.eclaimlink.ae/index.php>