

## **Complaint Policy**

We at Fidelity United are committed to providing you with the highest level of customer service. Sometimes, things can go wrong; therefore, we are here to assist you.

For any concerns that you may have, please send us an email on [complaints@fidelityunited.ae](mailto:complaints@fidelityunited.ae) or you can contact us on [800 842](tel:800842)

All complaints are processed professionally, effectively and fairly.

Our complaint policy complies with regulatory guidelines of the UAE. In addressing your concerns, we will reach out to our partners & service providers as part of the investigation. We will retrieve all the documents relevant to your transaction and aim to resolve your case within reasonable time.

Once we complete our investigation, we will write/call you with our final response.

If you are not satisfied with the response from the Complaints Department, you may escalate the case to Fidelity United's Legal and Compliance Department through [Compliance@fidelityunited.ae](mailto:Compliance@fidelityunited.ae)

If you find it necessary to further escalate the issue, you may approach one of the following:

- Dubai Health Authority on the below link:  
<http://ipromes.eclaimlink.ae/> or
- Health Authority of Abu Dhabi in case of medical on the below link  
<https://doh.gov.ae/en/Request-For-Submitting-Health-Insurance-Complaint>
- Insurance Authority on the below link:  
<https://smartservices.ia.gov.ae/EComplaint/SubmitNewDispute?lang=en>