

At GIG, we are committed to providing you with the highest level of customer service. We also realise that from time to time, things can go wrong. Therefore, when you are not completely satisfied, we recommend that you contact us to help you.

Usually, one of our agents will be able to resolve your issues or queries immediately, however, if you feel the matter requires an escalation, you can file a formal complaint and your complaint will always be treated fairly and confidentially.

You can file your complaint in any of the following ways:

1. Visit our website www.gig-gulf.com - select the country 'UAE', then go to 'Complaints' under the 'Quick Access' list at the bottom of the web-page, or raise a complaint under the "Contact Us" section at the top of the page and register your complaint.

When you submit a complaint, we will contact you within (1) one working day to acknowledge your complaint and provide you with a complaint reference number which should be used in all future communications.

We will also explain the next steps in the process and provide you with details on how to contact us to discuss your complaint.

Alternatively, should you not have an email address or access to the internet, you can choose one of the following means to contact us:

2. Send a letter to the management at Gulf Insurance Group (Gulf) B.S.C. (c), P.O. Box 5862, Dubai, United Arab Emirates.
3. Transmit a fax to +971 44392188.
4. Telephone us on 8004845 and request our customer service team to register your complaint.
5. Walk into Our office and request Our Customer Service Staff to register Your complaint.

We will endeavour to complete our investigation and share with you the outcome of your complaint within (7) seven working days.

If this is not possible, we will let you know and keep you updated throughout the process.

If you are subsequently dissatisfied with our final response or any delay our response (beyond 15 working days), you may refer your complaint to the Insurance Regulator.

You can do so by sending the details of your complaint, stating the GIG Complaint Reference Number, to the relevant regulator:

For Dubai Health Insurance complaints, you can contact the Dubai Health Authority (DHA) using their [online complaint form \(IPROMES\)](#) or the details below:

E-Mail: wasselotak@dha.gov.ae

Toll Free (24/7): 800342 (800 DHA)

For non-Dubai Health Insurance complaints, you can contact the Central Bank of The UAE using their [online complaint form](#) or the details below:

Email: consumerhappiness@cbuae.gov.ae

Telephone: 800(CBUAE)22823

For full details of our complaint handling procedure, please visit giggulf.ae/en/contact-us/complaints