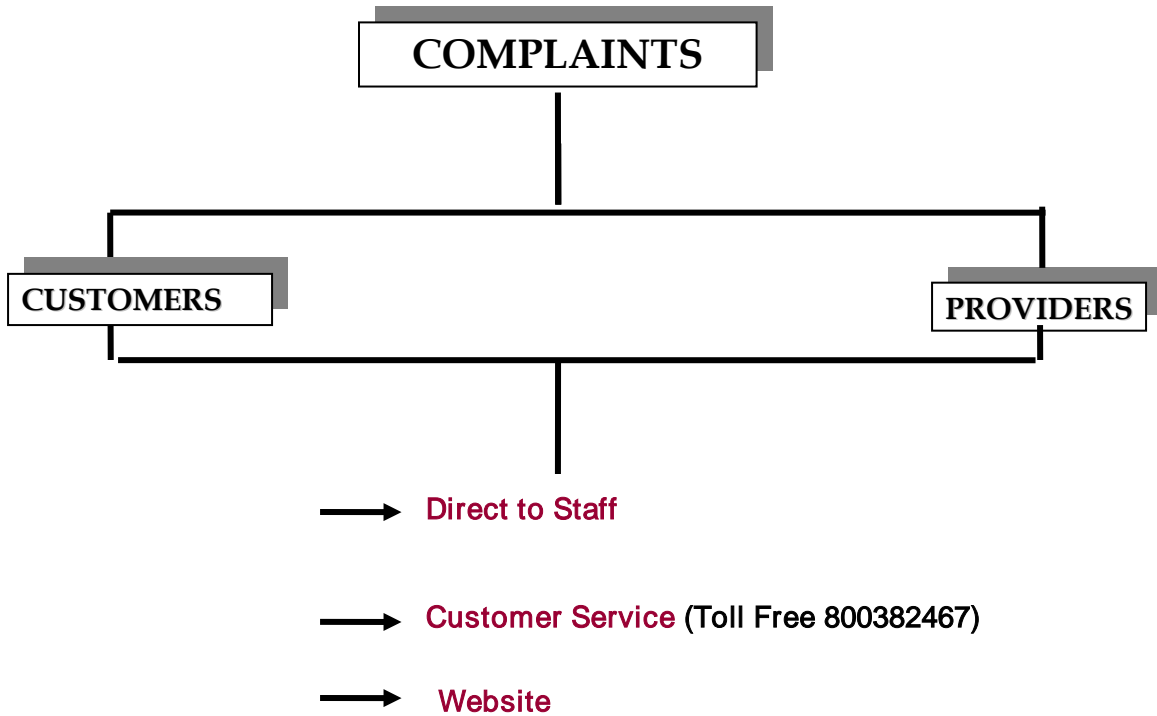
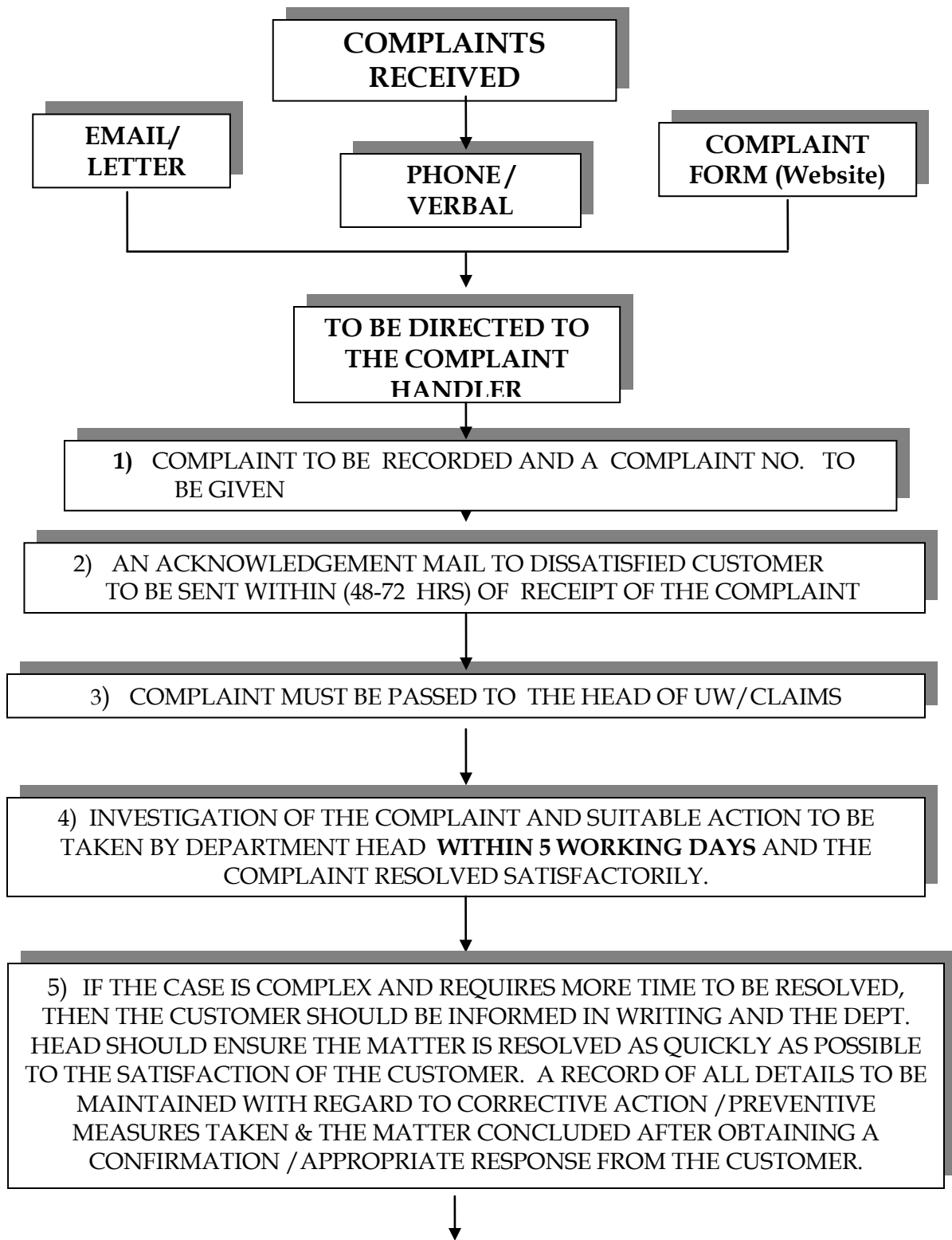


## MEDICAL COMPLAINT PROCEDURE

This procedure covers the system for complaints to be made by interested parties to Dubai Insurance Company, and the method for investigating the complaint internally to the satisfaction of the individual



Contd.. 2/-



Contd.. 3/-

6) IF THE CUSTOMER IS STILL DISSATISFIED WITH THE OUTCOME OF THE INVESTIGATION AND THE COMPLAINT HANDLING, THE MATTER WILL BE REFERRED TO THE SENIOR MANAGEMENT WITH ALL RELEVANT CORRESPONDENCE



7) THE SENIOR MANAGEMENT WILL INVESTIGATE THE CASE AND REPLY TO THE DISSATISFIED CUSTOMER.



8) THE RESULT OF THE ACTION TAKEN MUST BE DULY RECORDED AND THE COMPLAINT CLOSED.