Metropolitan
Insurance Brokers L.L.C.

COMPLAINT PROCEDURE FLOW CHART

COMPLAINT RECEIVED

E-MAIL (claims@mibdubai.ae)	SMS (971501891001)	WALK IN (Office -1702, City tower 2)	WEBSITE (www.metropolitaninsure.com)	SALES PERSON/CALL CENTER- (Any sales agent / No.043586860)

ACKNOWLEDGING WITHIN 2 WORKING DAYS

AGGREGATING TO THE RESPECTIVE DEPARTMENTS

Health	Motor	General	Life	Service of MIB Staff/Department

Sayana- Complaints Dept.

FORWARDING TO THE RESPECTIVE INSURANCE COMPANY FOR THE RESPONSE WITHIN 2 WORKING DAYS

INFORMED TO THE OPERATIONS MANAGER

CO-ORDINATE WITH RESPECTIVE DEPARTMENT PERSONNEL & CLIENT TO RESOLVE

RESPONSE STATUS

YES — NO

RESOLVED

INFORM TO THE COMPLAINANT ← **RESOLVED** ← ESCALATE TO THE RESPECTIVE BRM/MANAGER OF THE INSURANCE COMPANY

RECORD THE FEEDBACK FROM THE COMPLAINANT

NO

SECOND ESCALATION
Mr. Zaied GM .Tel.04-3586860-104
email: zaied@mibdubai.ae, Mobile:052-7899970