



**SEGURO**  
I N S U R A N C E

## COMPLAINTS FLOW CHART



1. Complaint is received by Seguro Insurance Brokerage LLC (SIBL) via phone, email, website. The complaint is date stamped and referred to Compliance Manager

2. Within two working days Compliance Manager of SIBL will send acknowledgement to claimant and complaint logged in Complaints Register

3. Line Manager reports findings to Compliance Manager within three working days - Compliance manger may interview relevant stakeholders

4. Compliance Manager addresses complaint with claimant. If matter is resolved, send letter of resolution within 10 working days.

5. If not resolved as in step 4, above, claimant is informed as such and a new date for resolution is offered.

6. If matter is consequently resolved, letter of resolution, confirming all terms and outcomes to claimant

7. If not resolved after step 6, claimant shall be so informed in writing and the matter be referred to regulatory authorities for arbitration. All contact details to be provided to claimant.

سيغورو لوسطاء التامين ذ م م رقم القيد لدى هيئة التامين - 263

SEGURO INSURANCE BROKERAGE LLC (IA License No. 263)

A: 2002 | 2003, 20<sup>th</sup> Floor, Al Moosa Tower 2, Sheikh Zayed Road, Dubai, U.A.E., P.O. Box - 242991

T: +971 4 509 6900

[www.seguroinsurance.ae](http://www.seguroinsurance.ae)