

**PHILLIP MIDDLE EAST INSURANCE BROKERS LLC**

# **Complaint Procedure**

*Version: 1.0*

*Approved for implementation on 15 September 2020*

## Complaint Procedure

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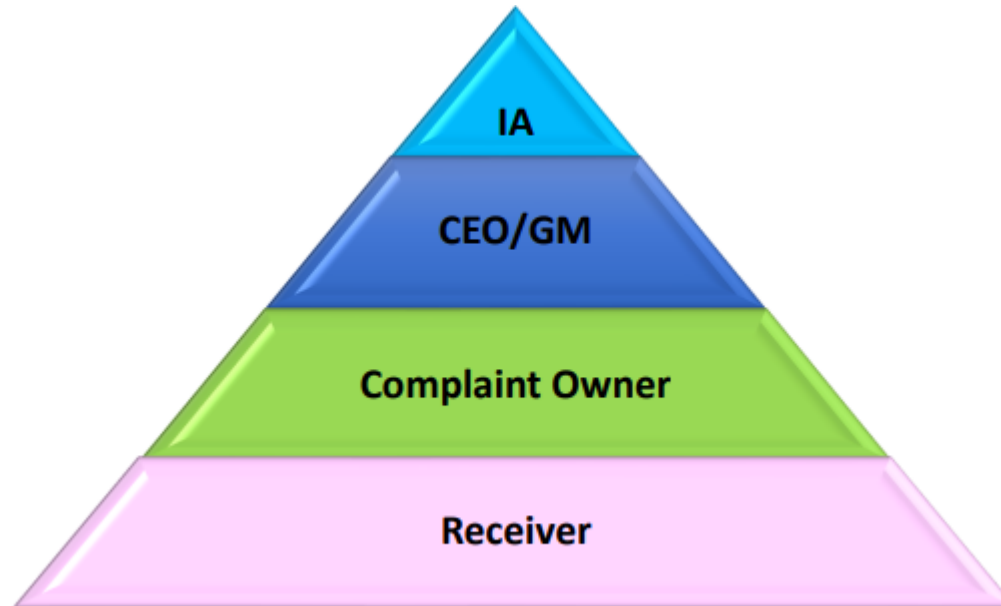
### Complaint Methods / Channels

- Telephone +971 4 341 4448
- Email [info@phillipme.com](mailto:info@phillipme.com)
- Personal visit to our office C-1403, The Opus Tower, Business Bay, Dubai, UAE
- Website [www.phillipme.com](http://www.phillipme.com)
- DHA Complaints registration site: <http://ipromes.eclaimlink.ae/>

## Complaint Procedure

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### Complaint Escalation Matrix



## Complaint Procedure

### Complaint Process / Flow Chart

