



Phillip Middle East Insurance Brokers LLC

# COMPLAINTS HANDLING PROCEDURE

*Version: 2.0*

*Approved for implementation on 01 Mar 2025*

## Complaint Procedure

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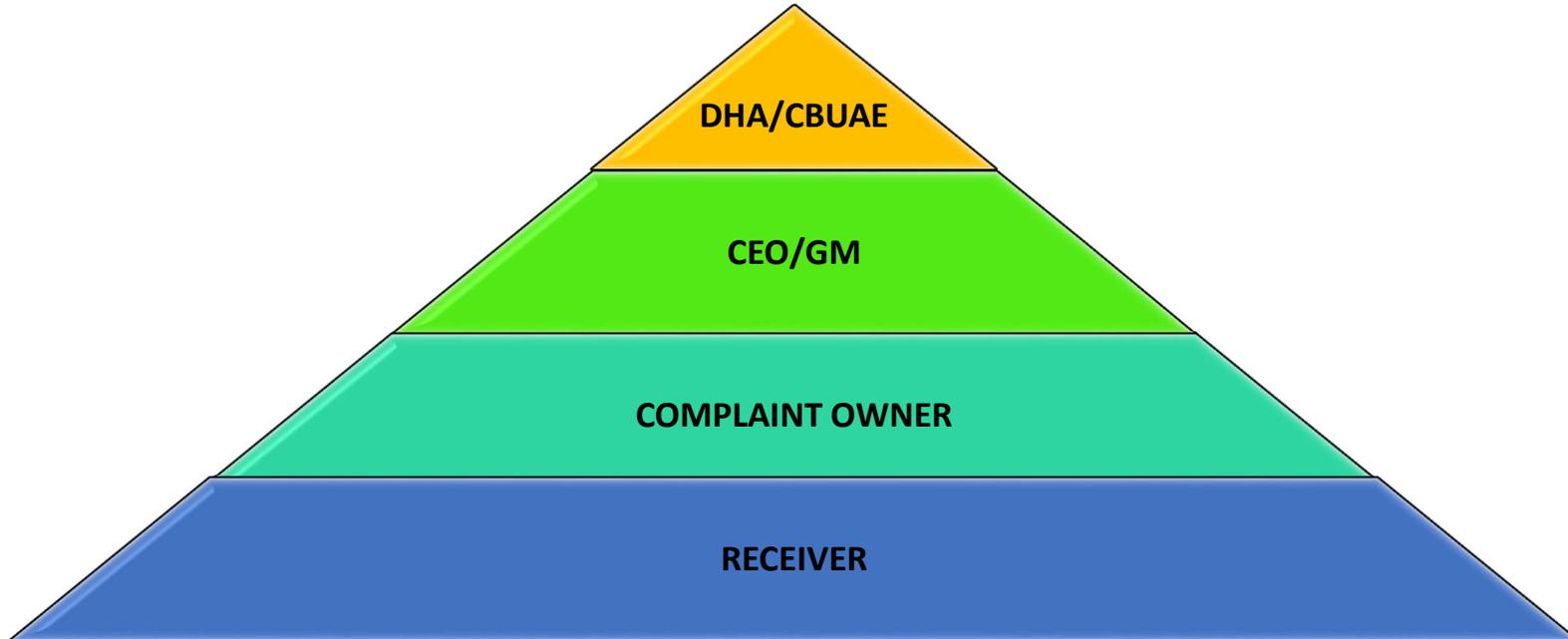
### Complaint Methods / Channels

- Telephone +971 4 341 4448
- Email [info@phillipme.com](mailto:info@phillipme.com)
- Personal visit to our office 101, Dubai Supreme Court Complex, Umm Hurair2, Dubai, UAE
- Website [www.phillipme.com](http://www.phillipme.com)
- DHA Complaints registration site: <https://www.isahd.ae/home/ipromes>

## Complaint Procedure

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### Complaint Escalation Matrix



## Complaint Procedure

### Complaint Process / Flow Chart

