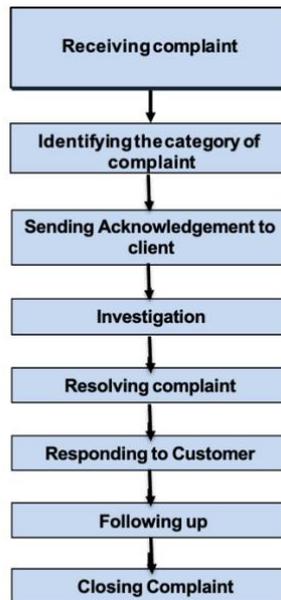




## Complaint Handling Procedure (Process Flow Chart):

The following key steps must be followed for all customer complaints received by Solyda Insurance Broker staff:



## Complaints Communication Channel and Escalation Point

Medical Complaints handling manager :

Dr. Owais Ahmed

[owais.ahmed@solydavae.com](mailto:owais.ahmed@solydavae.com)

Tel : +971 46025208

Management Escalation :

Carmen Wong

[Carmenwong@solydavae.com](mailto:Carmenwong@solydavae.com)

Tel : +971 46025201

For complaints [DHA](#):

<http://ipromes.eclaimlink.ae/>

For [Insurance Authority](#) :

<https://smartservices.ia.gov.ae/EComplaint/SubmitNewDispute?lang=en>

**SOLYDA Insurance Broker LLC**

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