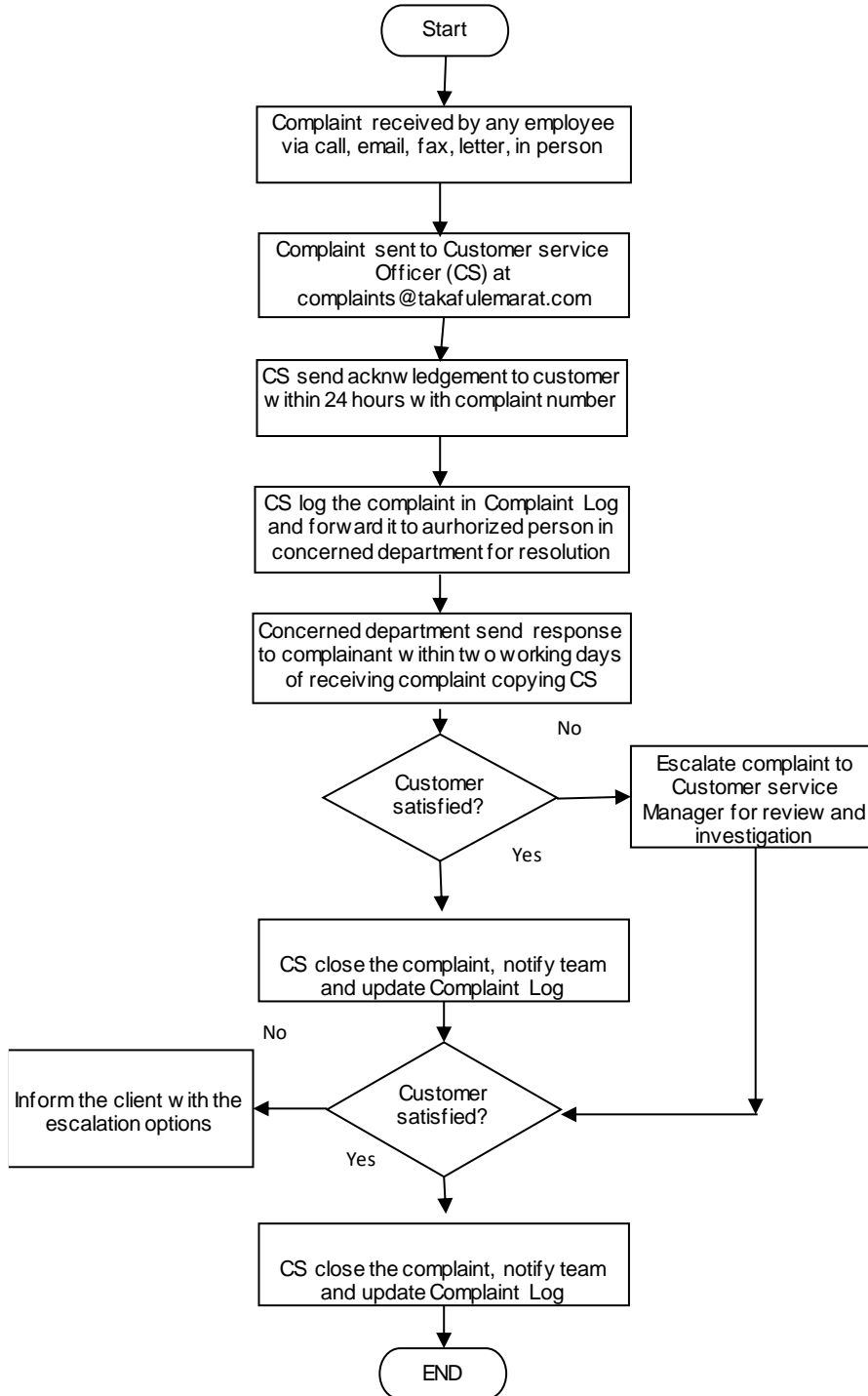


Complaints Flowchart



Complaints Resolution Form

Customer Name:
Policy Number:
Customer Phone Number:
Customer Email Address:
Complaint Description:

Notes

- You can email this form at complaints@takafulemarat.com or send by mail to P.O. Box No. 57589, Sheikh Zayed Road, Dubai, United Arab Emirates.
- You will receive an acknowledgement within 24 hours.
- If you are not satisfied with the complaint resolution, you can escalate the complaint and email it to customerrelations@takafulemarat.com or call us on **600522550**