



Al Ain Ahlia Insurance Company is committed to providing you with a first-class service. Meeting our clients' expectations by delivering effective international private health solutions is a reflection of this goal. These plans are subject to Dubai local legislation.

How to Complain

If for any reason you are not entirely satisfied with your plan, please contact us. We will work to put matters right as quickly as possible and where appropriate, take steps to prevent the problem happening again.

Group plans

If you are a member under a Group plan, and your complaint is about how the plan was sold, plan administration arrangements or any charges under the plan, please refer your complaint to the planholder or your plan administrator.

If your complaint is about any other matter, including claims matters, you can complain direct to us.

Individual plans

You can complain direct to us on the following Contact details:

Al Ain Insurance Company (PSC)
Office No. 310
Building 26
Al Baker Building
Dubai Healthcare City
PO Box 49499
Dubai
United Arab Emirates
Telephone: +971 4 312 3000
Fax: +971 4 312 3001
Email: claims.enquiries@alainahlia.ae

How your complaint will be handled

Your complaint will be considered in accordance with relevant local legislation and guidelines.

We will consider any referred complaints in accordance with the procedures set down below:

Your complaint will be investigated by an employee of sufficient competence, who if applicable, was not involved in the subject matter of the complaint.

We aim to resolve all complaints in a fair and speedy manner, usually by close of business on the business day following receipt of the complaint. If we cannot resolve the complaint within this time, we will:

1. Acknowledge your complaint in writing within 5 working days with either a full response or information about the progress of your matter and a contact name for future reference;
2. Provide you with a final response and redress (if appropriate), within 4 weeks of receipt of your complaint. In some cases, a complaint may require more complex investigations and may take longer to resolve. We will aim to resolve such complaints within 8 weeks. If this is the case with your complaint we will let you know.

Complaints Flowchart

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Our complaint process

