



# Willis

شركة الفطيم ويليس ذ. م.  
**Al Futtaim Willis Co. LLC**  
P.O. Box 152, Dubai, UAE  
Website: [www.willistowerswatson.com](http://www.willistowerswatson.com)  
License No: 202230  
Paid up capital: AED 3,000,000

## OUR PROCEDURE FOR HANDLING CLIENT COMPLAINTS

### Introduction

We are committed to upholding the highest standards of integrity in our industry and how we deliver the Al-Futtaim Willis value experience. We value clients' input and we have provided a telephone number to enable clients to give us feedback on the quality of our services, make comments and suggest areas of improvement.

At Al-Futtaim Willis we do everything we can to ensure our clients receive the service that represents their best interest. However, we recognise that sometimes our services might not meet your expectations and we appreciate that you have advised us of your concern. This guide explains what you can expect us to do now that you have raised your complaint with us.

### What will happen if you complain?

- If your complaint cannot be resolved within 24 hours, we will acknowledge your complaint within 5 days after we receive your complaint and will advise you who the prime contact for handling your complaint is.
- We aim to resolve complaints within four weeks of receipt but if that is not possible we will keep you informed in writing on the progress and when we expect to provide our final response.
- Once an assessment and a full investigation of your concern have been made, we will send you our final response.

- In the event that your complaint is in relation to services provided by another firm we will inform you in writing as part of our response and will provide you with the other firm's contact details.

### What if you are unhappy with our response?

- If you feel we have not dealt with your complaint properly or you are dissatisfied with our final response, you can write to our Complaints Officer (see details below). Please give the name of the person you have been dealing with and the details of your dissatisfaction. An investigation will then be carried out by the Complaints Officer and they will respond to you.
- As part of your rights, if you feel we have been unable to satisfy your complaint, you can forward your complaint to the respective regulator (details below).

### Contact Details

Suresh Gunathilaka  
UAE Complaints Officer  
Al Futtaim Willis Co. LLC  
P O Box 152, Dubai -UAE  
Email: [Suresh.Gunathilaka@WillisTowersWatson.com](mailto:Suresh.Gunathilaka@WillisTowersWatson.com)  
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Insurance Authority  
Complaints section  
Complaints section Manager  
Toll free No. 800(IAUAE)42828  
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[Link to the Insurance Authority Complaints Database](#)