



## Complaints Handling Process

We will handle all your complaints fairly, efficiently and with due diligence.

If we are unable to resolve your complaint by the close of business on the business day it is received, we will acknowledge receipt of your complaint in writing within 5 working days along with advice of who is dealing with your complaint and when you can expect a full response.

Should the resolution of your complaint need more time, we will provide you with a full written response within 4 weeks or if the complaint cannot be resolved within this timescale you will be advised accordingly on when we will contact you again for the complaint.

Within 8 weeks after the day your complaint is received, we will give you either a final response or a written response that explains that we have not been able to make a final response, give reasons for the further delay and indicate when we expect to provide a final response.

If you are unhappy with our service in any way, please contact our Compliance & AML Department by phone on the following numbers: (974) 4402 6807 or by postal mail to the following postal address:

**Seib Insurance and Reinsurance Company**  
**P.O. Box 10973 – Doha - Qatar**

Or by email to [complaints@seibinsurance.com](mailto:complaints@seibinsurance.com) setting out clearly the exact nature of your complaint.

If you still remain dissatisfied with our final response, you have the right to refer it to the QFC dispute resolution scheme either by email to [complaints@cdrs.org.qa](mailto:complaints@cdrs.org.qa) or by post to "The Customer Dispute Resolution Scheme", P.O.Box 22989, Doha Qatar.

If we are convinced that another authorized company is solely, jointly or partly responsible for your complaint, we will refer your complaint to the concerned company (if it is known to us) within 5 working days from receiving it, and advise you simultaneously about the referral along with the contact details of the concerned company.