

**For more than a century, MetLife has a reputation as a company that believes in fair dealing, integrity and trustworthiness. That’s why we pride ourselves on always striving to deliver the highest standard of customer service.**

If you feel that we have not lived up to these standards we would like to hear about it, so we can put it

right for you.

**How you can get in touch**

**Email us.**

Complaints.Gulf@metlife.com, providing:

· Your full name

· Policy number

· Certificate number (only for policies held through your employer)

· Contact telephone number

· A brief description of your experience

**Call us**

**Graphical user interface, text

Description automatically generated**

Lines are open from 8:00am to 7:00pm (UAE time: GMT + 04:00 hour)

**Visit us**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UAE**  New Century City Tower, 4th floor.  Plot 129-187 port saeed, Deira  Dubai, UAE | **Bahrain**  Gajria Tower, 3rd floor,  Building No. 452a, Road No. 1010,  Block 410, Sanabis,  P.O. Box 20281 Manama, Bahrain | **Kuwait**  Salhia Complex,  Salhia area, Fahd Al Salem Street,  Gate # 3, 1st floor,  P.O. Box 669, Safat 13007,  Kuwait City, Kuwait | **Oman**  American Life Insurance Company (MetLife)  Dar Al Noor Building, Block No.233, Way No. 403  Building No.52, MSQ, Bausher, Office 405 & 406  P.O. Box: 894, PC114, Jibroo | **Qatar**  Floor, Office 304A  Airport Road, Near HSBC main Branch.  Building # 63, Street 310  P.O. BOX 913  Doha- Qatar |

**What happens next?**

· We will acknowledge your feedback within two (2) working days, and advise the Complaint Officer who will be

investigating for you.

· Endeavour to complete our investigation and issue our response within five (5) working days.

· Inform you if for any reason we are not able to respond within five (5) working days, and keep

you updated as to our progress.

· Issue our response no later than ten (10) working days after you first got in touch.

We are committed to providing our customers and partners with products and services of the highest

standards. If you feel our response did not completely satisfy your request, you can escalate it by

emailing **Complaint.Appeal@metlife.com.** One of our representatives will respond to you with five (5)

working days.

Should you remain dissatisfied with our resolution you can refer the matter to the relevant regulator. You may do so by sending details of your complaint, and the MetLife Complaint Reference Number to:

**For Dubai Health Insurance complaints**, you can contact the Dubai Health Authority (DHA) using the [**online complaint form**](http://ipromes.eclaimlink.ae/) or the details below:

E-Mail: [**wasselsotak@dha.gov.ae**](mailto:wasselsotak@dha.gov.ae)

Toll Free (24/7): 800342 (800 DHA)

**For Abu Dhabi Health Insurance complaints**, you can contact the Health Authority of Abu Dhabi (DOH) using the [**online complaint form**](https://smartservices.cbuae.gov.ae/EComplaint/SubmitNewDispute?lang=en) or the details below:

Email: [**contact@abudhabi.ae**](mailto:contact@abudhabi.ae)

Telephone: +971 2449 3333 or Local Toll Free Number: 800 555

**For all UAE Insurance Policies,** you can contact Sanadak which is an Ombudsman unit established by the Central bank of UAE to resolve complaints between consumers, Licensed Financial Institutions (LFI) and Insurance Companies with impartiality, fairness, and transparency.

You can submit your complaints to Sanadak through the channels below:

Phone number:              800SANADAK (800 72 623 25)

Email:                               [help@sanadak.ae](mailto:help@sanadak.ae)

Website:                          <https://www.sanadak.gov.ae/>

Complaints Flow Chart

How to Submit a Complaint:



Send us an [Email](https://www.metlife.ae/how-we-can-support-you/feedback-and-complaints/)

Call us:

Within UAE: 800 6385433

Outside UAE: +971 4 415 4555

Visit us in [person](https://www.metlife.ae/who-we-are/contact-us/find-our-offices/)

We will acknowledge your complaint within two (2) working days and advise the Complaint Officer who will be investigating for you.

# We will conduct a thorough investigation into your concerns.



We endeavor to complete the investigation and issue our response within five (5) working days.



Should your complaint require additional time for investigation we will inform you and keep you updated as to our progress.



Complaint Closed

If you feel our response did not completely

satisfy your request, you can escalate it by emailing

[complaint.appeal@metlife.com.](mailto:complaint.appeal@metlife.com.) One of the members of our

Appeals Committee will respond to you within five (5) working days.



If you are dissatisfied with our resolution you can refer the matter to the relevant regulator.