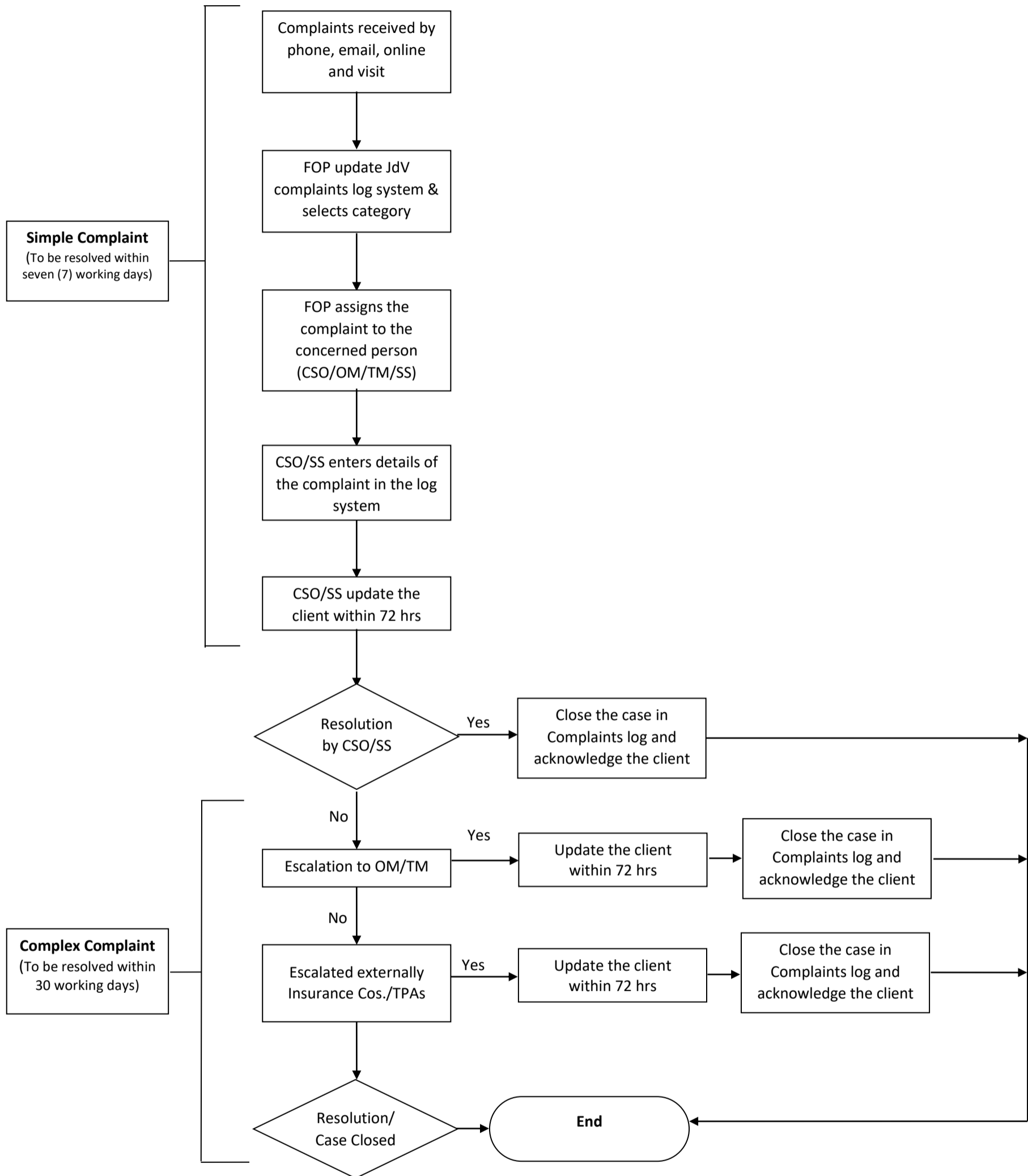


## Complaint Handling Flowchart



**FOP** – Front Office Personal **CSO** – Client Service Officer **SS** – Sales Support **OM** – Operations Manager **TM** – Technical Manager **CEO** – Chief Executive Officer

For senior management escalations: [Complaints@jdvinfosurance.ae](mailto:Complaints@jdvinfosurance.ae)

**iPROMeS - Insurance Partner Relation Management e System**

For any feedback, complaints, suggestions or complements to service providers and Dubai Health Authority; [Click Here](#) or log onto <http://ipromes.eclaimlink.ae>