

MetLife Complaints Process

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

| UAE | Qatar | Bahrain | Kuwait | Oman | Any other country | | |
|----------------------------|----------|-------------------------|----------------|--------------------|-------------------|--|--|
| 800 6385433 | 800 9711 | 800 08033 | +965 2 2089333 | 800 70708 | +971 4 415 4555 | | |
| Access your online account | | Download the mobile app | | Check out our FAQs | | | |
| www.metlife-gulf.com | | | | | | | |

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

Visit us

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

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 on our progress.



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** or the details below:

E-Mail: 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** or the details below:

Email: contact@abudhabi.ae

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

For all other UAE Insurance Policies, you can contact Ombudsman Unit by submitting your complaint via Sanadak website (https://www.sanadak.gov.ae/) or the details below:

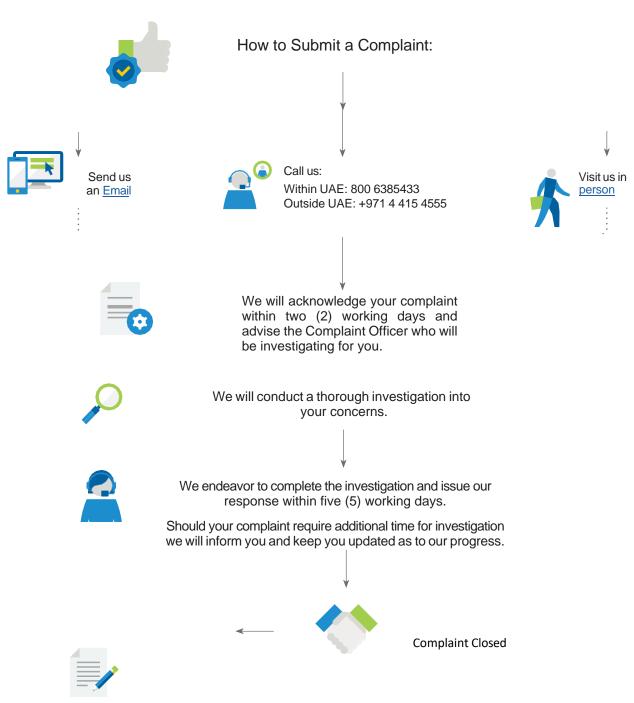
Phone number: 800SANADAK (800 72 623 25)

Email: help@sanadak.ae



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Complaints Flow Chart



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