

Customer Complaints Procedures

How can you reach us?



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(Contact Us Page)



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What is the process?

1. Receive & Acknowledge

The Client communicates the complaint details and provide the relevant information and documents through any of the channels above.
Customer Complaints Officer shall acknowledge the receipt of the complaint.

2. Investigate

Customer Complaints Officer shall investigate the complaint in coordination with the concerned parties at AIC to better understand the circumstances and seek a resolution for the same.

3. Escalate

Customer Complaints Officer shall escalate the complaint details to the concerned parties within AIC.

4. Resolve

Customer Complaints Officer shall communicate the resolution to the client and ensure a satisfactory conclusion to the complaint.

5. Respond

Customer Complaints Officer shall respond to the complainant on the status of the Complaint.