

Chubb Underwriting DIFC Limited (CU DIFC)

CUSTOMER COMPLAINTS LEAFLET

Chubb is dedicated to providing high quality service. However, there may be occasions when our service falls short of your expectations.

This guide will help you inform us of your concerns so we can try to resolve them. If you need further help in understanding our complaints procedure or on making and resolving a complaint, please contact us in one of the ways shown below.

How to Complain

We have appointed a Customer Complaints Officer. The Customer Complaints Officer can be contacted in one of the following ways:

- By email at uae@chubb.com
- By Phone: +971 4 417 2700
- By letter to:

Chubb Underwriting (DIFC) Limited,
7th Floor, Currency House, Tower 1,
Dubai International Financial Centre
PO Box 482028,
Dubai, UAE.

Please quote policy details on any correspondence.

It may be that we can resolve your complaint over the phone. We will endeavour to do this for any urgent issues. However, your complaint may require further investigation. If so, we will send you a written acknowledgement within 1 day of receipt of your complaint stating:

- How we will handle it;
- Who will handle it;
- What you need to do, if anything;

Your complaint will be investigated by a senior member of our team.

You will be sent a detailed response within 1 week of receiving your complaint. If we cannot respond in this time, we will write to you to explain and let you know when you should expect to receive a response.

If you have any concerns in the meantime, you can contact the person identified on the acknowledgement letter.

Our response with either:

- Accept your complaint and offer some form of redress, if necessary
- Reject the complaint giving full reasons for doing so

Not satisfied with our response.

If you have received a final response to your complaint from us and you are not satisfied, you may refer your complaint to the Senior Executive Officer of Chubb for a second review, at the following address:

- By email at mark.quinn@chubb.com
- By letter to:

Chubb Underwriting (DIFC) Limited,
7th Floor, Currency House, Tower 1,
Dubai International Financial Centre,
PO Box 482028,
Dubai, UAE.

Any referral to the Senior Executive Officer should be made within 30 days from your receipt of our response.

If you are not satisfied with the response you receive from the Senior Executive Officer, you may refer your complaint to the Dubai Financial Services Authority. Any referral must be made within 30 days from your receipt of our response.

The Complaint referral to the DFSA should be in writing:

Via DFSA online Application : <https://www.dfsa.ae/make-enquiry#complaints>

Via mail to Level 13, The Gate, PO Box 75850, Dubai, UAE

or via facsimile +971 (0)4 362 0801.

Website; <https://www.dfsa.ae/>

Please Note

You must have followed our internal complaints procedures before a referral to the Dubai Financial Services Authority can be made.