

Complaints Handling Procedure

Flow Chart -Complaint Handling

Complaint Handling Procedure and Complaints Dept.

Complaints from emails, website, Letter, Telephone, personal visits are logged & registered.
 Email of New tech : info@newtechme.com/ claims@newtechme.com
 Address of New Tech 203D, 2nd floor, Nashwan Building, Mankhool, P.O.Box No. 120418, Dubai

Acknowledging within 2 working Days

Complaint assigned to the respective Departments.

Health	Motor	General	Life		Service of NewTech staff staff/Department
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Complaints Dept reviews and If required, additional information/documents are requested.

Forwarding to the respective Insurance company for the response within 2 working days

Response Status

Not resolved

Resolved

Escalate to the respective BBRM/Manager of the Insurance company.

Inform to the Complainant

Resolved

NO

Record the Feedback from the Complainant

Second Escalation
 HOD/GM Email Id arvind.k@newtechme.com

