



COMPLAINT RESOLUTION FORM

Customer Name:
Policy Number:
Customer Phone Number:
Customer Email Address:
Complaint Description:

Notes

- Please email this form at complaints@takafulemarat.com or send by mail to P.O. Box 64341, Dubai, United Arab Emirates.
- You will receive an acknowledgement within one working day.
- If you are not satisfied with the complaint resolution, you can escalate the complaint and email it to complaintescalation@takafulemarat.com.
- A copy of the Complaint Procedure can be provided upon request.
- If you want to speak to a representative, you can contact us on the telephone numbers provided on the company website www.takafulemarat.com.