

Chedid Reinsurance Brokers (DIFC) Limited

Complaints Handling Process – Professional Clients and Market Counterparties

At Chedid Reinsurance Brokers (DIFC) Limited, we are committed to providing exceptional service to our clients. We value your feedback and take complaints seriously, ensuring they are handled promptly, fairly, and transparently. Our Complaints Handling Process is designed to address your concerns and resolve issues efficiently.

Step 1: Submitting a Complaint

If you have a complaint, please provide us with the following details to help us understand and address your issue effectively:

1. Your full name and contact details
2. A clear description of your complaint
3. Relevant supporting documents (if any)
4. The name of the person you have been dealing with (if applicable)

You can submit your complaint through any of the following channels:

Email: complaints@chedidre.com

Phone: 00971528081169

Postal Mail: Chedid Reinsurance Brokers (DIFC) Limited, Gate Precint 4, Level 6, Unit OF-14.O. Box 283541, Dubai, UAE.

Step 2: Acknowledgment of Receipt

Upon receiving your complaint, we will acknowledge receipt within 5 working days. Our acknowledgment will include the name and contact details of the person handling your complaint.

Step 3: Investigation and Resolution

Our compliance team will thoroughly investigate your complaint. This process may involve:

- Reviewing relevant documents and records
- Consulting with the involved parties
- Assessing the facts and circumstances of the complaint

We aim to resolve complaints within 15 working days. If additional time is required, we will inform you of the reason for the delay and provide an updated timeline for resolution.

Step 4: Response and Outcome

Once the investigation is complete, we will provide you with a detailed response outlining:

- Our findings
- The outcome of the investigation
- Any actions taken to resolve the issue
- Any further steps available to you if you are not satisfied with the resolution

Step 5: Escalation

If you are not satisfied with our response, you may escalate your complaint to our Senior Executive Officer. Please contact:

Elie Abi Rached

Senior Executive Officer

Email: eabirached@chedidre.com

Step 6: External Review

If you remain dissatisfied with the resolution, you have the right to refer your complaint to the Dubai Financial Services Authority (DFSA). Please visit: [Complaints | DFSA | THE INDEPENDENT REGULATOR OF FINANCIAL SERVICES](#)

Our Commitment

We are committed to addressing and resolving complaints in a fair, transparent, and timely manner. Your feedback is essential in helping us improve our services and maintain the highest standards of client satisfaction.

Thank you for bringing your concerns to our attention. We value your trust in Chedid Reinsurance Brokers (DIFC) Limited and are dedicated to providing you with the best possible service.