

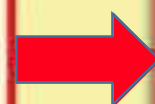
PROCESS FLOW CHART FOR COMPLAINT RESOLUTION



نيوشيلد لوساطة التأمين ذ م م
NEW SHIELD
INSURANCE BROKERS L.L.C.

RECIEVE THE COMPLAINT

*(emails, calls, sms,
company website, client portal)*



IDENTIFY THE TYPE OF COMPLAINT

(Claims, underwriter or other)



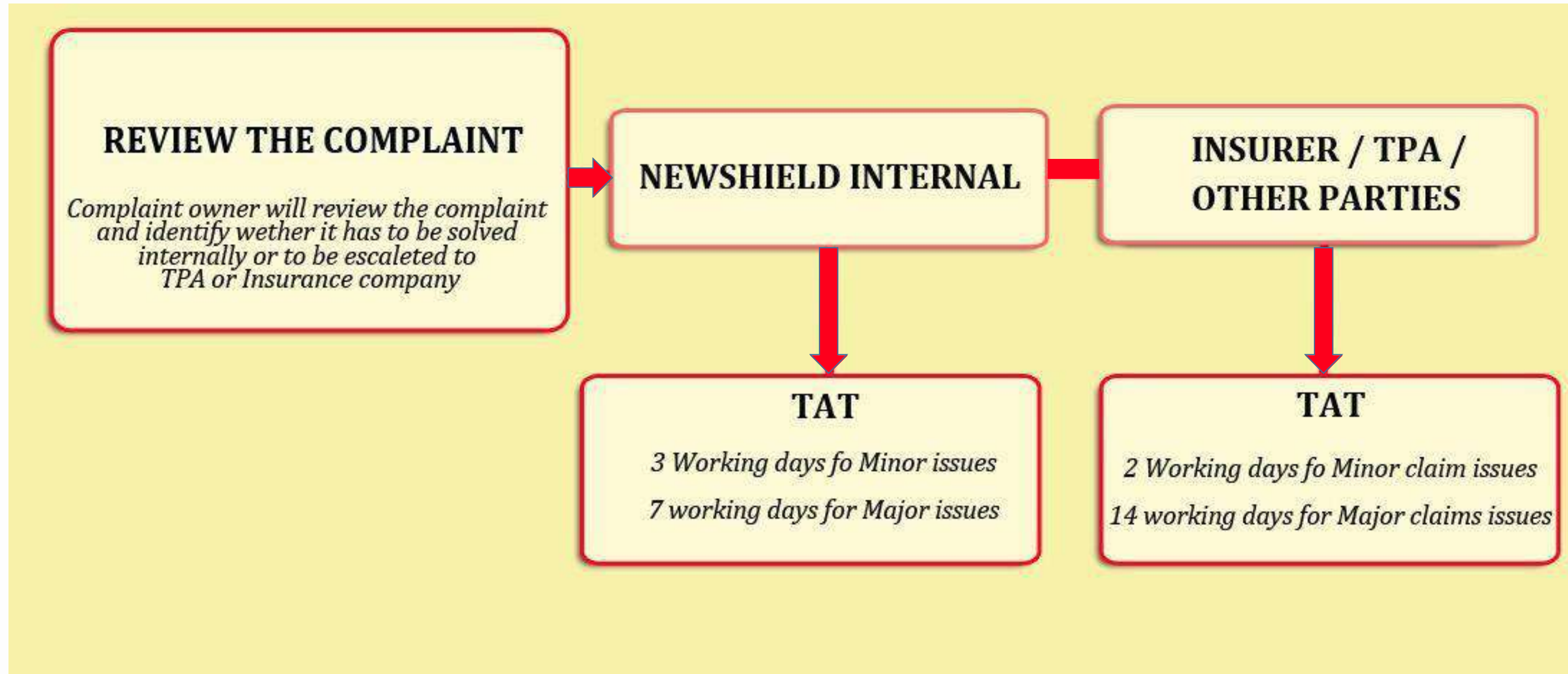
REGISTER THE COMPLAINT IN THE ERP

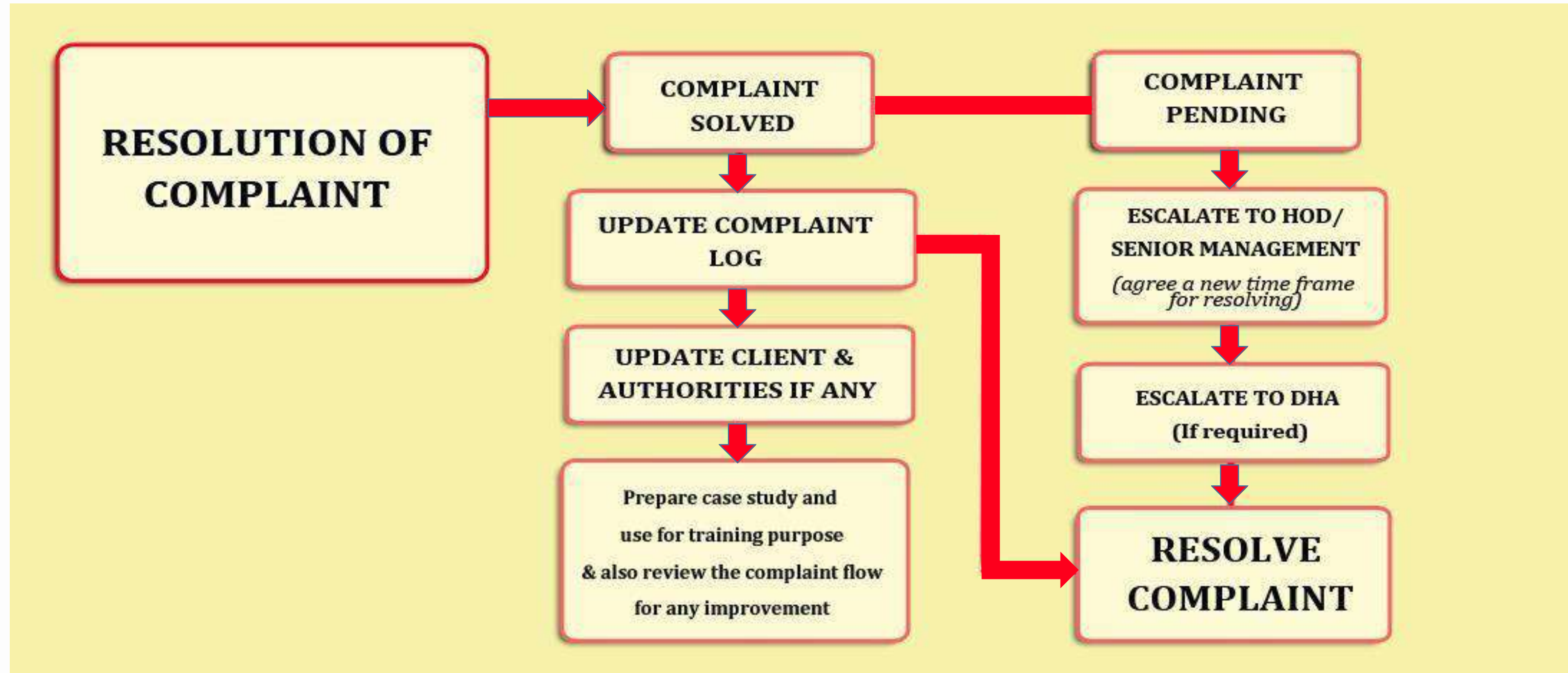
(It will be auto directed to the concerned complaint owner & HOD)



ACKNOWLEDGE THE COMPLAINT

*(Complaint owner will acknowledge the complaint
to the client with refernce number)*





Points to note

1) Complaint segregation (examples)

Minor underwriting Issues	Major underwriting issues	Minor claims issues	Major claims issues	Service issue of staff / Others
1. Correction in documentation	1. Difference in Terms Communicated via Quotation and Policy Issues	1. Delay in Approvals of treatment by TPA/Insurer	1. Denial/Rejection of Claims without proper reason	1. Lack of knowledge
2. Timely Action on Changes sought by client		2. Delay in settlement of reimbursement claims		2. Issue related to attitude, temperament, behavioral issues
3. Delay in Providing Policy Documents & Medical Cards	2. Wrong Selling, providing wrong information to client	3. Delay in responding to Claim queries	2. Dispute in quantum of claims settled	3. Any other issues with regards to staff
4. Delay in Providing Invoices	3. Terms/Exclusions not properly explained to customer resulting in having wrong understanding of the policy	4. Any other Minor Claim Queries	3. Complaint about Claims Process	
5. Any Other Underwriting Issues	4. Any other Major Underwriting Issues		4. Any other major Claim issues	

2) Key Responsibilities / Escalation Points

Name	Designation	Email Id/ Tel Number	Responsibility
Dr. Niranjana	Medical Claims	medicalclaims@nsib.ae Mobile: 00971569823864	Overall responsibility for all the complaints of Medical Claims
Mr. Deepak Natarajan	Head of Medical Department	medical@nsib.ae Mobile: 00971501507644	First Escalation
Mr. Sachin	Head of Finance	gm@nsib.ae Mobile: 00971545861246	Second Escalation



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THANK YOU

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