

## Chedid & Associates Qatar LLC

### Complaints Handling Procedures

Chedid & Associates Qatar considers customer satisfaction as a major part of its mission. Accordingly, should you, as one of our esteemed customers, have any concerns or issues with any of our departments or in relation to any of the services rendered, you have a right to make a complaint which we will handle all fairly, efficiently and with due diligence as per the complaints procedures.

Your complaint will be dealt with by the appropriate department within the company and we will give you a written response to your complaint with the measures we will take (if required) within the reasonable time, without undue delay.

Within 5 business days after the day the complaint is received, we will give you a written acknowledgement and we will within 4 weeks after the day the complaint is received give you either a final response, or a written response explaining why we have not been able to resolve the complaint and indicate when we will contact the complainant again about the complaint.

Within 8 weeks after the day the complaint is received, we will give you either a final response or a written response that explains that we have not been able to make a final response, give reasons for the further delay and indicate when we expect to provide a final response.

If you are still unhappy with our service in any way, please contact our Compliance & AML team by phone on the following number: (+974) 4465 5746 or by postal mail to the following postal address: Chedid & Associates Qatar LLC, Amwal Tower, 15th Floor, West Bay, P.O. Box 8243 – Doha – Qatar or by email to [complaints@chedid-insurance.com](mailto:complaints@chedid-insurance.com) setting out clearly the exact nature of your complaint.

If we are convinced that another authorized company is solely, jointly or partly responsible for your complaint, we will refer your complaint to the concerned company (if it is known to us) within 5 working days from receiving it and advise you simultaneously about the referral along with the contact details of the concerned company.

In all cases, if you still remain dissatisfied with our response, you have the right to refer the complaint to the QFC Customer Dispute Resolution Scheme either by email to [complaints@cdrs.org.qa](mailto:complaints@cdrs.org.qa) or by post to “The Customer Dispute Resolution Scheme”, P.O.Box 22989, Doha Qatar.