



ZURICH[®]

Workplace Solutions

Customer guide to complaints procedure for the DEWS plan

• Who should I contact if I have a complaint or feedback?

If you have a complaint or feedback regarding our products or services, you can contact us by phone, email, or write to us. Our contact details are:



Phone: +971 4 455 7575 Monday to Friday
between 8:00 and 17:00 local time



Email: dews.complaints@zurich.com

Our complaints team will acknowledge your complaint within two working days and conduct a full investigation and respond to you with our findings within five working days. If your complaint is complex and requires more time for a full investigation, we will inform you accordingly. While handling complaints, Zurich workplace solutions will observe its obligations under the Data Protection Regulations, 2020 & Data Protection Law DIFC No.5 of 2020.

Where your complaint relates to the services provided by another firm, we shall advise you of this and coordinate with you to forward your complaint to the other firm for resolution.

• What are the next steps if I'm not happy with the response you provide?

We always aim to provide our customers with solutions that meet their expectations. However, we recognize that we may not always be able to reach an agreement with you. If this is the case, and you remain dissatisfied once you have received our response, then please let us know by contacting our Senior Operations Manager using the contact details above. Our Senior Operations Manager will acknowledge your complaint within two working days, review your complaint and original resolution, and will work to provide a satisfactory closure to your complaint within five working days.

In the unlikely event, we can't reach an agreement with you, we will send you a final response on behalf of Zurich Workplace Solutions and make you aware of your right to refer your complaint to the appropriate Regulatory Authority.

• Dubai Financial Services Authority

If we are unable to resolve your complaint to your satisfaction, or if you remain dissatisfied following receipt of our final response letter, you have the option to contact our local regulator in the DIFC, the Dubai Financial Services Authority.

Please Note: You must have followed our Customer Right of Referral procedure before a referral is made.

DFSA contact details are:



Write to:

DFSA, Level 13, The Gate,
Dubai International Financial
Centre P.O. Box 75850, Dubai,
United Arab Emirates



Website: www.dfsa.ae

Zurich Workplace Solutions (Middle East) Limited is incorporated in the Dubai International Financial Centre (Registration No. 3595) and is regulated by the Dubai Financial Services Authority for acting as an administrator of an Employee Money Purchase Scheme.