HAYAH

Complaint Escalation Guide

We listen, respond, and put things right

What we mean by a complaint

A complaint is an expression of dissatisfaction with our products, services, processes, or the service you have received.

It may relate to a policy, claim, or any interaction with HAYAH where you expect us to investigate or resolve an issue.

Our commitment

At HAYAH, every complaint is handled with fairness, transparency, and accountability, in line with UAE regulations and your policy terms.

We will always:

- Listen carefully and understand your concern.
- Treat every complaint fairly and respectfully.
- Keep you informed throughout the process.
- Work towards a timely and fair resolution.
- Continuously improve our services based on your feedback..

Channels to log a complaint

Reach us however is easiest for you. Every channel reaches the same team.



Call us

800 HAYAH (800 42924)



Visit our website

https://hayah.com/contact-us



Email us

complaints@hayah.com

How we handle your complaint

1

You reach out

Tell us what happened through any channel

2

We register it

You receive a unique reference number

3

We investigate

Our team reviews your complaint against your policy terms

4

We respond

You hear from us with a resolution

5

We follow up

We confirm you are satisfied, then close the complaint

We aim to resolve every complaint within **30 business days**. If you're not satisfied with the outcome, you can escalate your complaint to the relevant regulator.

HAYAH

Need further support?

If you're not satisfied with our final response, you may escalate your complaint to the appropriate regulator using your Complaint Reference Number.

Sanadak

For all insurance related complaints

https://www.sanadak.gov.ae/en/make-a-complaint/

DOH

For health insurance complaints in Abu Dhabi

https://www.doh.gov.ae/en/Request-For-Submitting-Health-Insurance-Complaint

DHA

For health insurance complaints in Dubai

https://complaints.dha.gov.ae/web/DHAAPP/client/home

Thank you

We value every piece of feedback

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Complaints@hayah.com

Contact@hayah.com

HAYAH Insurance

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@hayahinsurancecompany HAYAH Insurance