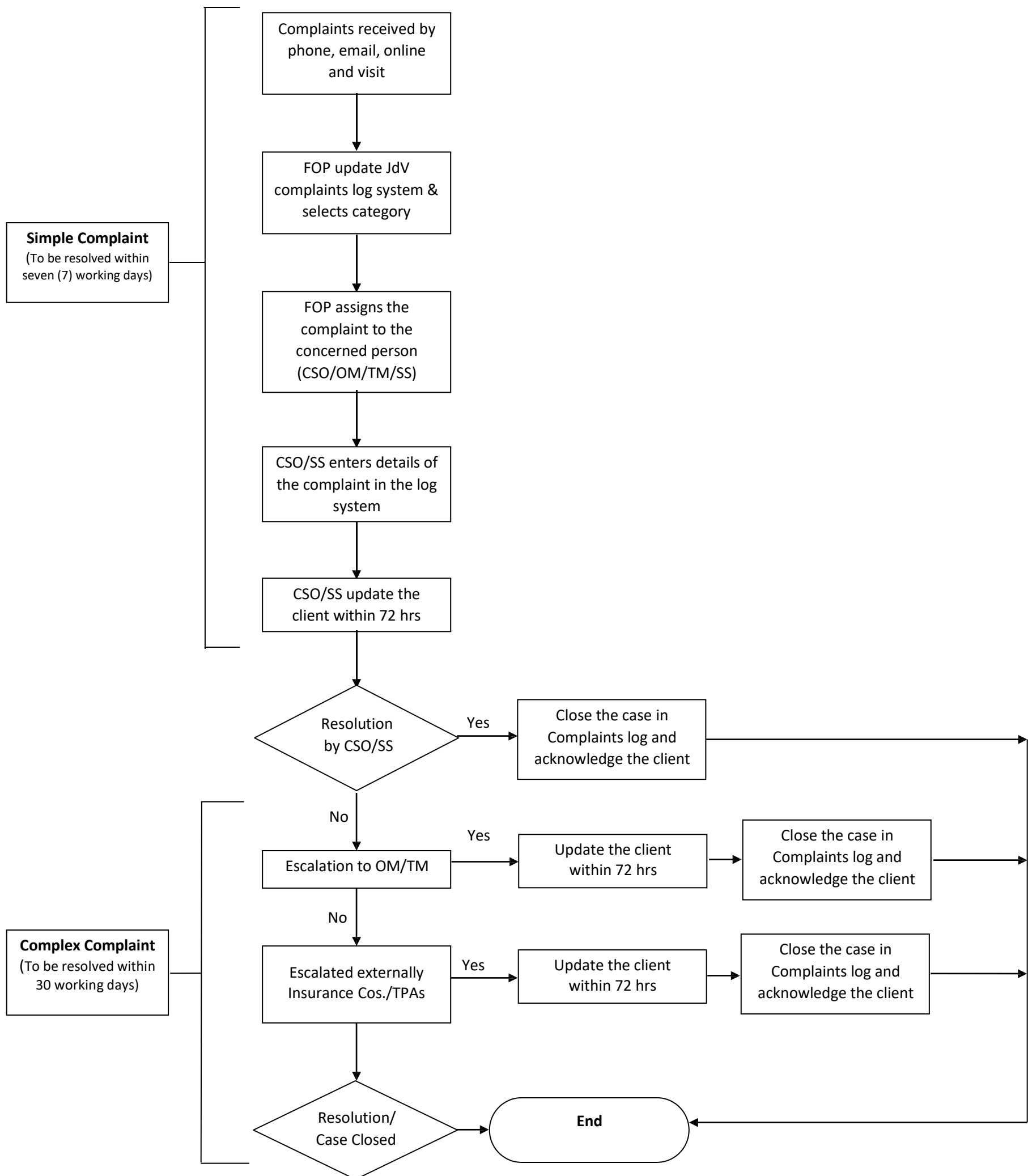


Complaint Handling Flowchart



FOP – Front Office Personal **CSO** – Client Service Officer **SS** – Sales Support **OM** – Operations Manager **TM** – Technical Manager **CEO** – Chief Executive Officer

For senior management escalations: Complaints@jdvinurance.ae