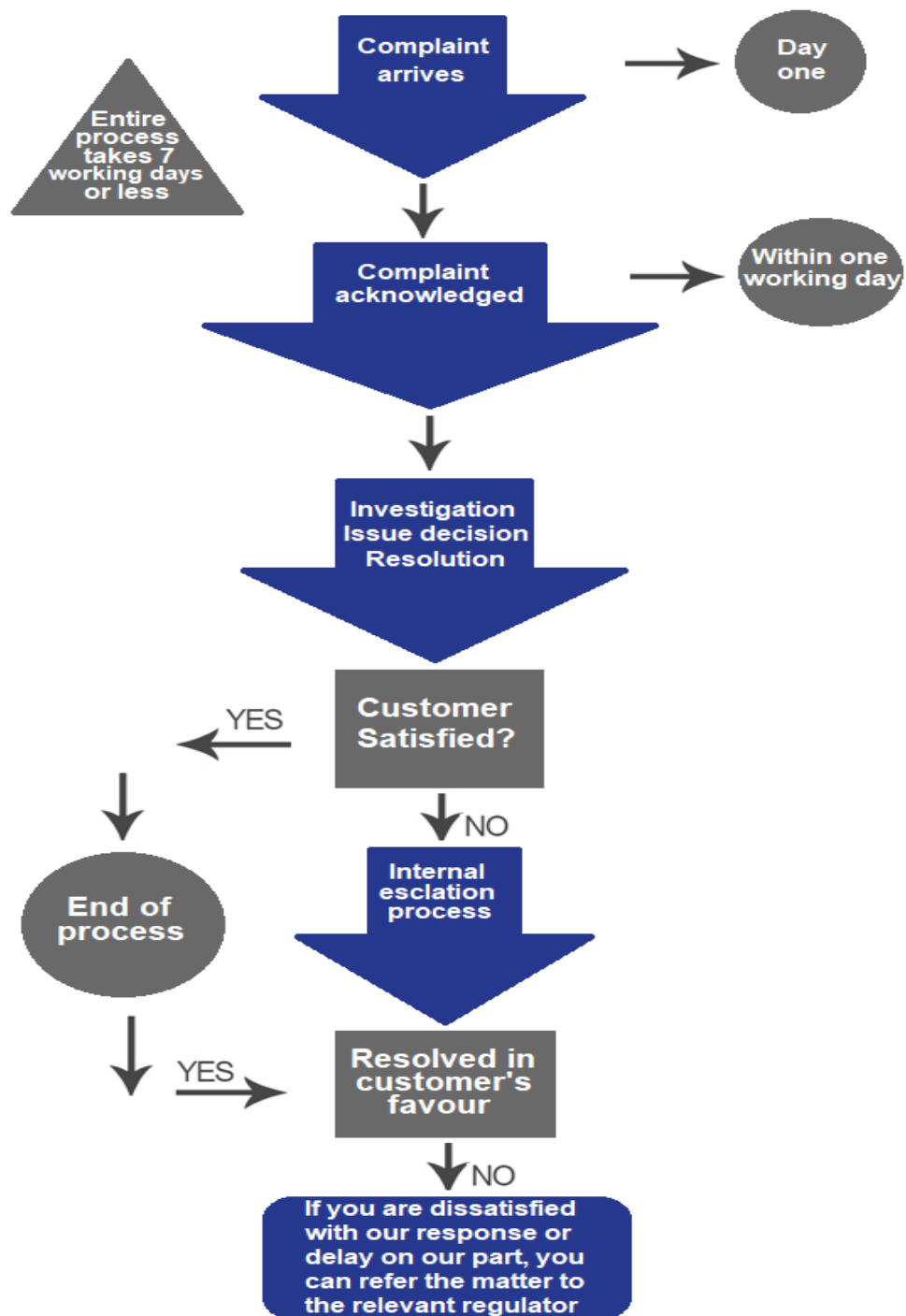
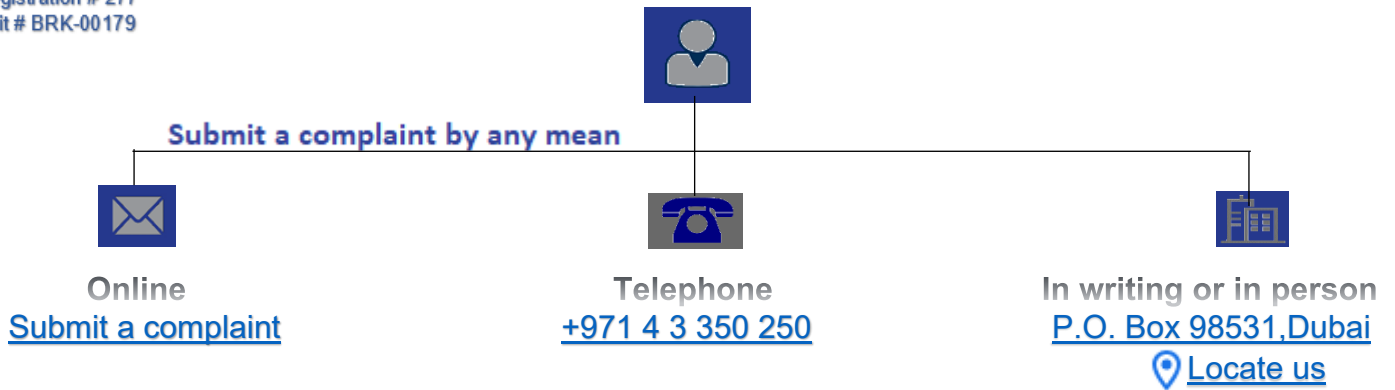


# If you would like to raise a complaint, please follow the steps below:

CBUAE Registration # 277  
DHA Permit # BRK-00179





# We're always here to help. Drop us a message and we will make sure you get just the answer you need!

Being a Valuable client to R2S, your opinion matters; Should you have any observation or complaint, we do highly appreciate you to submit your reviews using any mean convenient to you. One of our representatives will get in touch with you soon.

Name	Designation	Contact Details		Responsibility
		Email	Phone	
Dr. Aloka Raj	Customer Service Officer	aloka.raj@r2sbrokers.com	04 335 0250 (113)	Complaint Handler
Dr. Ruby Mathew	Customer Service Manager	ruby.mathew@r2sbrokers.com	04 335 0250 (107)	
Neena Nishad	Senior Technical Manager	neena.nishad@r2sbrokers.com	04 335 0250 (105)	First Escalation
Dr. Ibrahim Karam	Chief Executive Officer	ibrahim.karam@r2sbrokers.com	04 335 0250 (102)	Second Escalation

In case of further escalation, you may refer your complaint to CBUAE (Insurance Authority) or Dubai Health Authority (for medical Insurance related issues) by sending details of your complaint as follows:

## **For Complaints to Dubai Health Authority**

iPROMeS - Insurance Partner Relation Management e System

The "iPromes" interactive platform provides an opportunity for individuals /members to voice their opinions, provide any feedback, complaints, suggestions or complements to service providers and regulators in the emirate of Dubai

**Click Link:** [iPROMeS - DHA's Official Complaint System](#)

## **For Complaints to the Central Bank of the UAE (Insurance Authority)**

Submission of Dispute

CBUAE affirms the right of the insured or injured person to go directly to the insurance company to demand that it perform its duty in accordance with the provisions of the insurance policy, in case of repair or compensation.

**Click Link:** [Sanadak - Submit a Complaint](#)