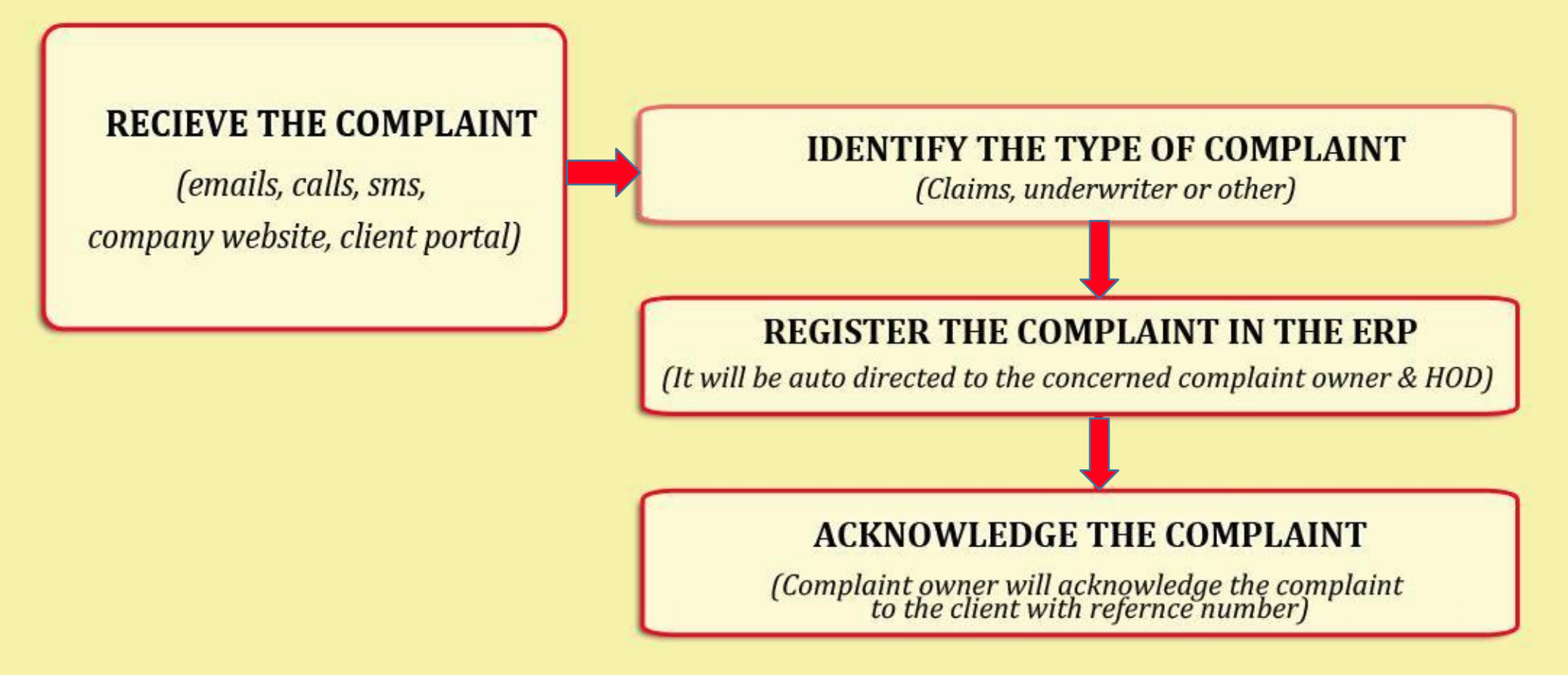
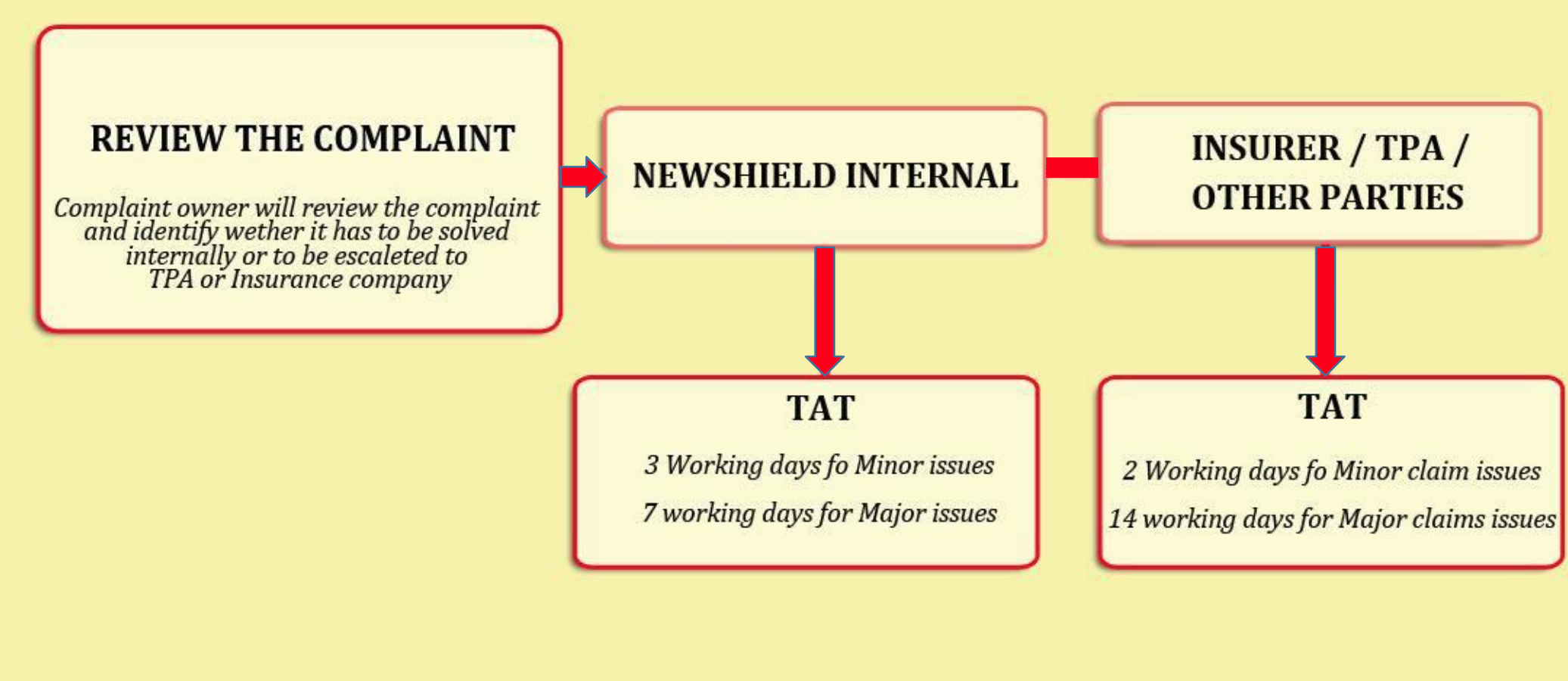
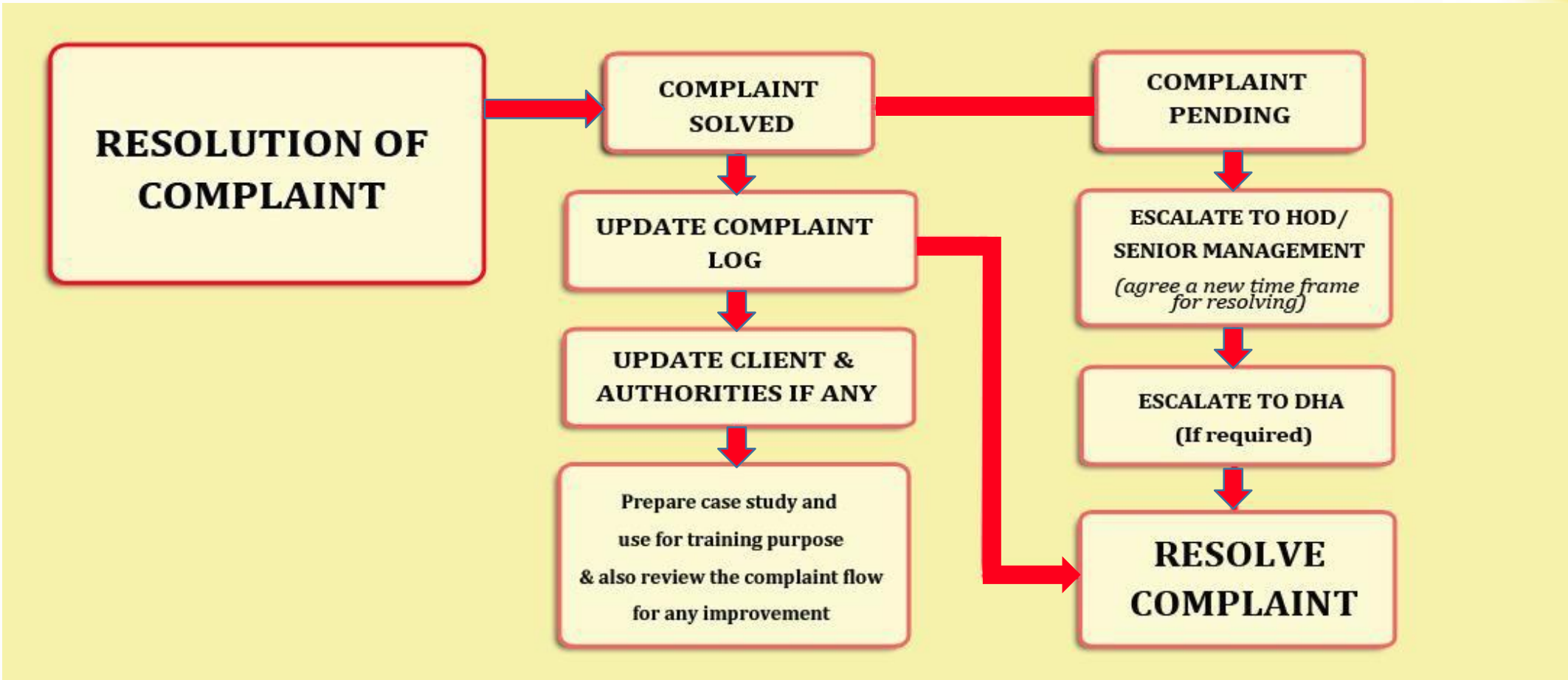


# PROCESS FLOW CHART FOR COMPLAINT RESOLUTION









نيوشيلد لوساطة التأمين ذ م م  
**NEW SHIELD**  
 INSURANCE BROKERS L.L.C.

**Points to note**

1) Complaint segregation (examples)

Minor underwriting Issues	Major underwriting issues	Minor claims issues	Major claims issues	Service issue of staff / Others
1. Correction in documentation	1. Difference in Terms Communicated via Quotation and Policy Issues	1. Delay in Approvals of treatment by TPA/Insurer	1. Denial/Rejection of Claims without proper reason	1. Lack of knowledge
2. Timely Action on Changes sought by client		2. Delay in settlement of reimbursement claims		2. Issue related to attitude, temperament, behavioral issues
3. Delay in Providing Policy Documents & Medical Cards	2. Wrong Selling, providing wrong information to client	3. Delay in responding to Claim queries	2. Dispute in quantum of claims settled	3. Any other issues with regards to staff
4. Delay in Providing Invoices	3. Terms/Exclusions not properly explained to customer resulting in having wrong understanding of the policy	4. Any other Minor Claim Queries	3. Complaint about Claims Process	
5. Any Other Underwriting Issues	4. Any other Major Underwriting Issues		4. Any other major Claim issues	

2) Key Responsibilities / Escalation Points

Name	Designation	Email Id/ Tel Number	Responsibility
Mr. Phurba	Medical Claims	Tel: 00971 4 7058004 <a href="mailto:medicalclaims1@nsib.ae">medicalclaims1@nsib.ae</a>	Overall responsibility for all the complaints of Medical Claims
Mr. Vysakh Babu	Head of Medical Department	<a href="mailto:medical@nsib.ae">medical@nsib.ae</a> Tel: 00971 4 7058081	First Escalation
Ms. Shilpa Mankani	Head of Operations	<a href="mailto:unithead1@nsib.ae">unithead1@nsib.ae</a> Tel: 00971 4 7058056	Second Escalation



# THANK YOU

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