UAE

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

If you have an issue that requires escalation, you can raise a formal complaint on any of the available channels

Submit a complaint by any means

Online

Submit a complaint

Email

complaints.team@gig-gulf.com

MYGIG App

Telephone

800 292

Walk-in/visit one of our branches

Gulf Insurance Group (Gulf) B.S.C. (c)
Floor 39, Churchill Executive Tower, Business Bay
P.O. Box 5862, Dubai - United Arab Emirates

Locate our other branches

We will acknowledge your complaint within one working day and provide you with your Complaint Reference Number

We will investigate the matter

We will strive to resolve your complaint within 7 (calendar/ business) days, in line with respective regulatory standards

Complaint closed

Dissatisfied with response or delay

If you are dissatisfied with our response or a delay on our part, you can refer the matter to the relevant regulator