

We value your relationship at LIC International. Should you have a complaint about the service you have received, please use either of the undermentioned channels to provide us with your feedback.

We have a Complaint Handling process well in place, details of which are provided herein below:

- ✓ Visit one of our branches on the address given below or email us on the respective email ids or call us on numbers depending on your location or convenience:

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| <p>Bahrain Branch Address: 1st Floor, Ali Al Wazzan Bldg, Al Khalifa Avenue, P.O Box 584, Manama, Kingdom of Bahrain.</p> | <p>+973-17210610 bah.lici@licinternational.com</p> |
| <p>Dubai Branch Address: Kingstar Insurance Agencies LLC, P.O Box 60793 Office 102, 1st Floor, Baituti Bldg, Karama, Dubai.</p> | <p>+971-43354858 dubai.lici@licinternational.com</p> |
| <p>Abu Dhabi Branch Address: 404, Al Maheri Bldg, Near NMC Hospital, Madinat Zayed, P.O Box 35310, Abu Dhabi, UAE.</p> | <p>+971-26399133 dubai.lici@licinternational.com</p> |
| <p>Oman Branch Address: Gulf Insurance Agencies Co.LLC, Jasmine Bldg, Mezn Floor, Near Al Jadeed Stores, Muscat, Oman.</p> | <p>+968-24700441 oman.lici@licinternational.com</p> |
| <p>Kuwait Branch Address: Warba Insurance Co. KSC, P.O Box 24282, Safat 13103, Kuwait.</p> | <p>+965-22914245 rm.kuwait@licinternational.com</p> |

✓ **Write to us:**

Visit www.licinternational.com and click on “Grievance Redressal” under “Services”. Kindly provide your feedback and click “send”. We will revert to you within two working days.

In case we are unable to provide an immediate resolution to the complaint, we will revert with the approximate time frame required to resolve the matter. You shall be contacted by the committed date with a full response.

✓ **Escalation of a Complaint:**

If you are not satisfied with the response you have received by lodging your complaints through the available channels or if you do not receive a response within the time frame communicated, you may escalate the issue to the Customer Complaints Officer:

Customer Complaints Officer

Ali Al-Wazzan Building,
Al-Khalifa Avenue, P.O Box 584,
Manama, Kingdom of Bahrain

☎ +973-17210610

✉ ramkrishna@licinternational.com

We shall contact you within two working days following the receipt of your correspondence.

✓ **Customer not satisfied with the Company’s Response:**

If you do not receive a reply from the Company within 2 weeks from the Customer Complaints Officer or you are not satisfied with the Company’s final decision, you have the right to refer the case to Consumer Protection Unit of Central Bank of Bahrain. You can submit the case through the ‘Complaint Form’ on the Central Bank of Bahrain’s website www.cbb.gov.bh.