COMPLAINTS PROCESS WORKFLOW



1

COMPLAINT SUBMISSION

You can submit your complaint directly through the following channels:

Email: complaint@globemedgulf.com
Toll Free Number: 800 369

2

ACKNOWLEDGEMENT OF COMPLAINT

Complaints are received and escalated to the Complaints team.

An acknowledgement email will be sent to you within 1 business day.

3

INVESTIGATION

We will conduct a thorough investigation into your concerns and a response will be provided within **5 business days.** Should your complaint require additional time for investigation we will inform you and keep you updated as to our progress until the complaint has been resolved in full.

4

ESCALATION TO REGULATORS

If you feel our response did not completely satisfy your request you can escalate further to the relevant regulators

(Details found on our website under Complaint Channels and Workflow section).