AIG

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

If you are dissatisfied with any of our products or services and require an escalation, you can raise a formal complaint through any of the channels below

Submit complaint via the 03 channels

Online
Submit a complaint

Telephone
800 1 AIG (800 1 244)

In writing or in person at our location

AIG General Insurance,
American Home Assurance Company (Dubai Br),
One Sheikh Zayed Road, Trade Center First,
27th Floor, The H Hotel Complex,
P.O. Box 40569, Dubai - UAE

We will acknowledge your complaint within **two working days** and provide you with your **Complaint Reference Number**

We will investigate the matter

We will endeavor to resolve and share the findings within a maximum of 03 weeks from complaint acknowledgement.

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.