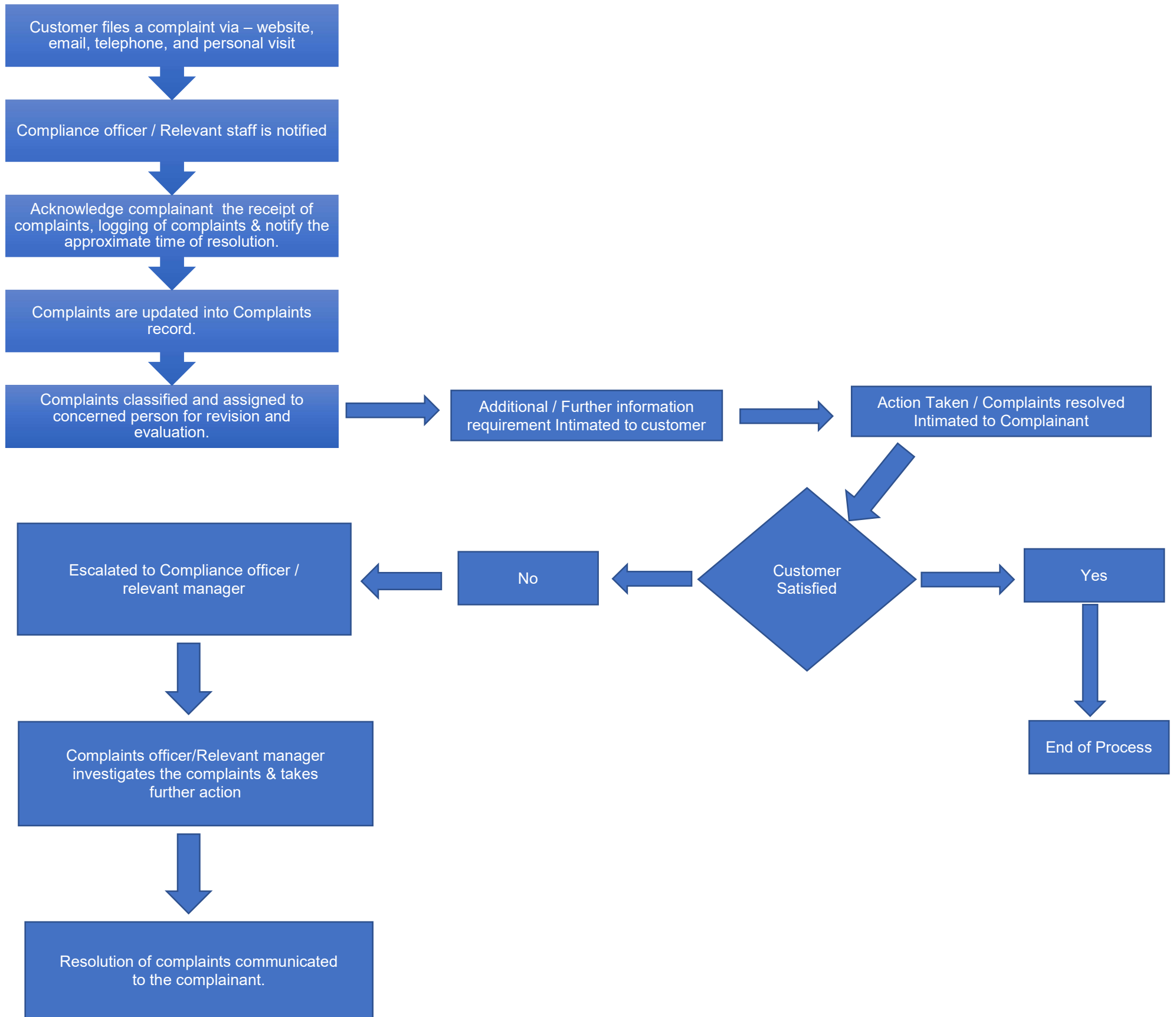


## Complaints Handling Flowchart





### Key Responsibilities / Escalation Points

Name	Designation	Email Id / Tel Number	Responsibility
Mr.Dibey Thomas	Compliance Manager	<a href="mailto:complaints@wehbeinsured.com">complaints@wehbeinsured.com</a> 04-7048615	Overall responsibility for all complaints
Mr.Raja Mohamed	Head of Employee Benefits	<a href="mailto:raja.mohamed@wehbeinsured.com">raja.mohamed@wehbeinsured.com</a> 04-7048631	First Escalation
Mr.David McMorrow	Deputy CEO	<a href="mailto:david.mcmorrow@wehbeinsured.com">david.mcmorrow@wehbeinsured.com</a> 04-7048612	Second Escalation