



## Initial Disclosure Document

### AIG MEA Limited (QFC Branch)

Business address: Office No. 402, 4<sup>th</sup> Floor, Qatar Financial Centre, Tower 1, Westbay, P.O. Box 23043, Doha, Qatar

**Effective date: 1<sup>st</sup> January 2020**

**Who Regulates Us:** AIG MEA Limited (QFC Branch), QFC No. 00035 is a general insurance company authorised by the Qatar Financial Centre Regulatory Authority to effect and carry out non-investment contracts of insurance. Our regulated activities are not conducted in accordance with Shari'a. You can check our registration here: <http://www.qfcra.com/sites/publicregisternew/SitePages/SearchAuthorisedInsurerFirms.aspx>

**Which Services We Provide to You:** AIG MEA Limited (QFC Branch) is a company of American International Group Inc. (US), a leading international insurance organization serving customers in more than 90 countries and jurisdictions. AIG MEA Limited (QFC Branch) provides a range of general (non-investment) insurance products and services to businesses and retail clients. For more information about our Products and Services please visit: <https://www.aig.com.qa/home>

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|---------------------------|---|
| <b>For Retail Clients</b> | Travel and Personal Accident Products   |
| <b>For Businesses</b>     | <b>Products:</b><br>Financial Lines; Commercial Property; Casualty; Energy; Marine Cargo; SME , Aviation        |
|                           | <b>Services:</b><br>Energy Loss Control and Engineering; Marine Loss Control Services; Property Loss Prevention |

You will not receive advice or a recommendation from us for your insurance needs. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice on how to proceed.

**Your Right to Complain:** We believe you deserve a courteous, fair and prompt service. If there is any occasion when our service does not meet your expectations please contact us using the appropriate contact details below, providing the Policy/Claim Number and the name of the Policyholder/Insured Person to help us deal to with your comments quickly.

### AIG MEA Limited (QFC Branch)

PO Box 23043, Doha, Qatar

Attn: Customer Care Manager, Phone: 00974 4496 7428, Email: [servicecenter-me@aig.com](mailto:servicecenter-me@aig.com)

You will receive a written acknowledgement within five (5) days of the date of notification of the complaint. Within four (4) weeks of the date of notification of the complaint the Customer Care Manager will provide either a final response or a written explanation as to why it has not been possible to resolve the matter, with an indication of when you will next be contacted regarding the complaint. A final response or a written explanation for the further delay, plus an indication of the date of resolution, will be given to you within eight (8) weeks of the date of notification of the complaint.

For customers within the scope of dispute resolution as defined by the Qatar Financial Centre's customer dispute resolution scheme: if you are dissatisfied with the Customer Care Manager's response to the complaint or with the second expected date of resolution, you have the right to refer your complaint to the Qatar Financial Centre's customer dispute resolution scheme which is an independent body authorised to arbitrate between companies regulated by the QFCRA and their clients/customers. You may contact the customer dispute resolution scheme either by e-mail to [complaints@cds.org.qa](mailto:complaints@cds.org.qa) or by post to The Customer Dispute Resolution Scheme, P.O. Box 22989, Doha, Qatar

Sincerely,

Marwan Nour  
General Manager, AIG Qatar