

CUSTOMER INFORMATION

Full Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Mobile \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

What is the best way to contact you? Phone/Mail/E-mail. What is the best time to contact you? Morning/Afternoon/Evening.

COMPLAINT INFORMATION

Nature of complaint \_\_\_\_\_

DESCRIBE THE COMPLAINT AND ATTACH ALL THE SUPPORTING DOCUMENTS

Please be specific \_\_\_\_\_

\_\_\_\_\_

DESCRIBE WHAT ACTION FROM AL SAGR COOPERATIVE WOULD RESOLVE THIS MATTER TO YOUR SATISFACTION

Please be specific \_\_\_\_\_

\_\_\_\_\_

In the event that any amount is paid or credited to me/us upon a claim made by me/us should, upon investigation by Al Sagr Cooperative, be subsequently determined by Al Sagr Cooperative to have been erroneous or to be otherwise invalid or fraudulent, then and in such event, I hereby authorize Al Sagr Cooperative, in its absolute discretion, to debit my/our customer account for such sum to indemnify Al Sagr Cooperative for such payment made to me/us or credit made to my/our account.

Customer Signature \_\_\_\_\_

FOR AL SAGR USE ONLY

Complaint Number \_\_\_\_\_ Date \_\_\_\_\_  
Acknowledged by \_\_\_\_\_ Signature of employee \_\_\_\_\_

Our Commitment

At Al Sagr Cooperative Insurance Company, we are committed to provide our customers with exceptional products and services. If we fail to deliver on our promise, we want you to tell us to make it right for you. This part of our "COMPLAINTS ACTIONLINE" commitments.

How to contact us:

Talk to your local Al Sagr Cooperative Branch Manager.

Call our Customer Service:

From land line at **92 000 1043** or from the mobile at **03-8302294**  
Send us a fax at **03-8302296**

Send us a letter at Al Sagr Cooperative Insurance Company - 31952 Al Khobar, P.O. Box: 3501

Lodge a complaint online by visiting

[www.alsagr.com](http://www.alsagr.com) → "Suggestions & Complaints" - Email us at [customer@alsagr.com](mailto:customer@alsagr.com)

We aim to resolve your complaint on the spot else our representative from the Customer Service will contact you to acknowledge your complaint and let you know about the expected time to resolve it.

