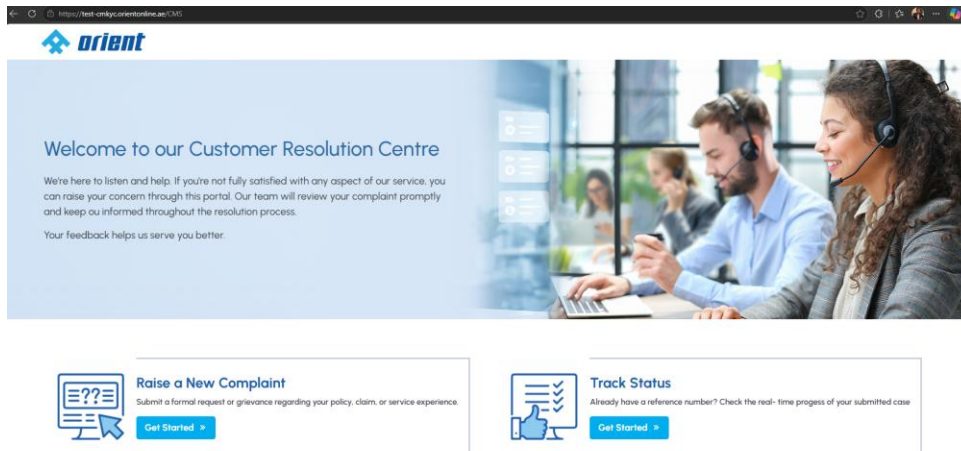


Complaint Management System

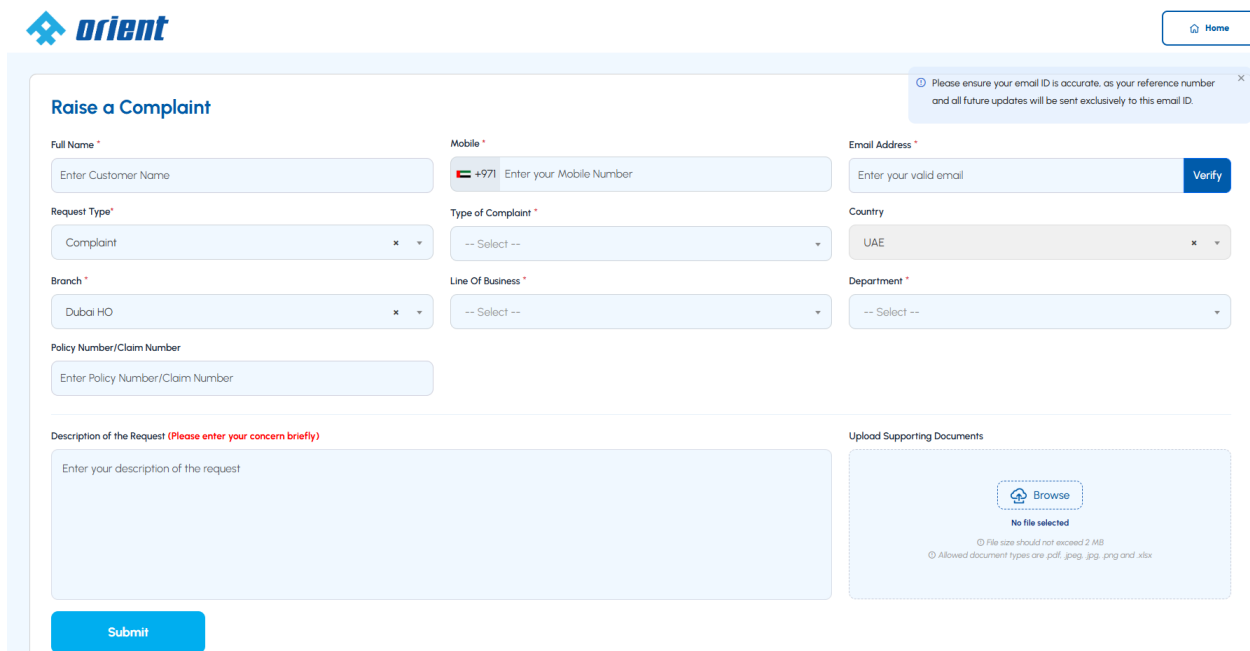
Customer Journey Manual

Step1: Register a New Concern

1. Open the CMS portal by using the link [Complaint Management System](#)
2. Click Get Started from **Raise a New Complaint** – to register a query, feedback or complaint.



3. Enter the complaint details in the form below.



Raise a Complaint

Please ensure your email ID is accurate, as your reference number and all future updates will be sent exclusively to this email ID.

Full Name *
Enter Customer Name

Mobile *
+971 Enter your Mobile Number

Email Address *
Enter your valid email Verify

Request Type *
Complaint

Type of Complaint *
-- Select --

Country
UAE

Branch *
Dubai HO

Line Of Business *
-- Select --

Department *
-- Select --

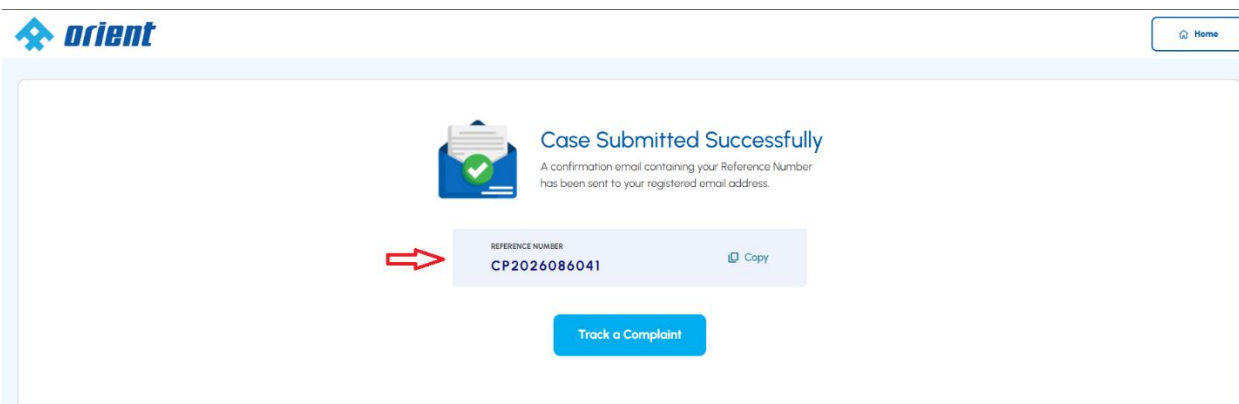
Policy Number/Claim Number
Enter Policy Number/Claim Number

Description of the Request (Please enter your concern briefly)
Enter your description of the request

Upload Supporting Documents
Browse
No file selected
File size should not exceed 2 MB
Allowed document types are pdf, jpeg, jpg and xlsx

Submit

4. Upload supporting documents if available.
5. Verify your email address and Complete OTP verification by email.
6. Click Submit.
7. Note the complaint reference number received on screen and email.



Customer Complaint Fields

Field Name	Mandatory
Customer Name	Yes
Email Address	Yes (to be verified to receive OTP to proceed)
Contact Number	Yes
Request Type	Yes
Type of Complaint	Yes, mandated if it is a complaint
Branch	Yes
Line Of Business	Yes, where applicable
Department	Yes, where applicable
Description of the Request	Yes (briefly enter your concern)
Document Upload	Optional (File size should not exceed 2 MB Allowed document types are .pdf, .jpeg, .jpg, .png and .xlsx)

OTP Verification for Complaint Submission

OTP Parameter	Rule
OTP Validity	5 minutes
Delivery Method	email address entered and verified
Usage	One time only
Maximum Attempts	3 attempts
Generate OTP Again	Allowed after 5 minutes with timer displayed

Raise a Complaint

and all future updates will be sent exclusively to this email ID.

Full Name *
Enter Customer Name

Mobile *
[Country Code] [Mobile Number]

Email Address *
[Email Address] [Verify](#)

Request Type *
Complaint

Branch *
Dubai HO

Policy Number/Claim Number
Enter Policy Number/Claim Number

Description of the Request (Please enter your concern briefly)
Enter your description of the request

Country
UAE

Department *
-- Select --

Upload Supporting Documents
[Browse](#)
No file selected
(The size should not exceed 2 MB)

Verify OTP

Enter the code sent to [Mobile Number]

[] [] [] []

OTP Expires in 04:56

[Verify](#)

Didn't receive the code? [Resend code](#)

Step 2: Track an Existing Complaint

1. Open the CMS portal.
2. Select "Get Started" under Track Status.



Welcome to our Customer Resolution Centre

We're here to listen and help. If you're not fully satisfied with any aspect of our service, you can raise your concern through this portal. Our team will review your complaint promptly and keep you informed throughout the resolution process.

Your feedback helps us serve you better.





Raise a New Complaint

Submit a formal request or grievance regarding your policy, claim, or service experience.

[Get Started »](#)

➔



Track Status

Already have a reference number? Check the real-time progress of your submitted case.

[Get Started »](#)

3. Enter the registered email address and complaint ID. (The complaint ID is also shared with customer via email once the complaint is recorded.)


[Home](#)



Search with your Reference Number and Email ID

(E.g. : Enter the reference no. For Complaint - CPYYYYMMXXXX / For Feedback - FBYYYYMMXXXX / For Enquiry - EQYYYYMMXXXX)

Retrieve Complaint Status

4. Complete OTP verification.
5. View complaint status in the popup or status screen.

Case Summary

CP2026086040

Case Logged

25-Aug-2026

Assigned

Work In Progress

Resolved

Recent Updates

Case Created by zzzzz

25-Aug-2026 at 5:11 PM

Case Details

Customer Name

xxxxxxx xxxxx

Email

xxxxxx@gmail.com

Mobile

Country

UAE

Request Type

Complaint

Type of Complaint

Customer Service

Branch

Dubai HO

Line of Business

General Insurance

Department

Engineering

Policy Number/Claim Number

Status

Reported

Description of the Request

test for auto email

Notes

Documents

Date

Name

Description

No records to show.

Step 3: Submit a Follow-Up Request

The Follow-Up button is available 24 hours after a complaint being recorded.

1. Track the complaint.
2. Clicking Follow-Up My Case allows customers to write additional remarks to be sent to the Orient case handler.
3. System records the follow-up as an external note and notifies the relevant users.

Recent Updates

Case Created by zzzzz

25-Aug-2026 at 5:11 PM

Case Details

Customer Name

xxxxxxx xxxxx

Email

xxxxxx@gmail.com

Mobile

Country

UAE

Request Type

Complaint

Type of Complaint

Customer Service

Branch

Dubai HO

Line of Business

General Insurance

Department

Engineering

Policy Number/Claim Number

Status

Reported

Description of the Request

test for auto email

Notes

Documents

Date

Name

Description

No records to show.

Important Notes:

- 1) You will receive email updates at every stage of your complaint's progress.
- 2) We strive to resolve all concerns within **48 working hours**, excluding weekends and public holidays. In case of any further delay, we will inform you promptly.
- 3) Your trust matters to us. We are committed to resolving every concern promptly, fairly, and transparently.