



# FEEDBACK AND COMPLAINT

Insurans Islam TAIB Family Takaful Sdn Bhd (IITFT) is committed to providing customers with exceptional service. It is important to us that our customers let us know how we are doing. If you are not satisfied with the products and services you have received from our employees or our authorised agents or any dispute pertaining to your claims, we encourage you to give us your feedback through this Complaints Handling procedure. We want to ensure that your concerns are handled fairly and efficiently.

## STEP 1 Start at the Source

Raise your concerns with the person you are dealing with (e.g our frontliner/our authorised agent or our Takaful planner). If you are dissatisfied, please ask to speak to the Manager. The Manager shall attend to your concerns as soon as possible.

## STEP 2 Complaints Handling Unit

If your concern remains unresolved, kindly file a complaint with our Complaints Handling Unit. They will open a complaint file and assign a representative to investigate your complaint and provide you with a final business decision. We will acknowledge receipt of your complaint within three (3) business days. We will assess your complaint within fourteen (14) business days after acknowledging the complaint and provide you with a response within thirty (30) business days after receipt of such complaint.

**You may reach our Complaints Handling Unit at:**

**Insurans Islam TAIB Family Takaful Sdn Bhd  
Head Office, Bangunan Setia Kenangan II,  
Unit 6, Block A, Kiulap,  
Bandar Seri Begawan BE1518  
Negara Brunei Darussalam**

**Telephone: 222-3006**

**E-mail: [enquiries@insuranstaib.com.bn](mailto:enquiries@insuranstaib.com.bn)**

## STEP 3: External Resource

If you are dissatisfied with the final response from our Complaints Handling Unit, you may escalate your concerns for external review by contacting Brunei Darussalam Central Bank's Financial Consumer Issues:

**Financial Consumer Issues  
Brunei Darussalam Central Bank  
Level 7  
Ministry of Finance and Economy Building  
Commonwealth Drive  
Bandar Seri Begawan  
BB3910 Negara Brunei Darussalam**

**Telephone: 238-0007**

**Email: [fci@bdcb.gov.bn](mailto:fci@bdcb.gov.bn)**

Once again, we thank you for your kind feedback.