

FAQs – Complaints Process

Nexus Financial Services W.L.L – Bahrain

1. How can I submit a complaint?

You can submit a complaint through any of the following channels:

- **Email:** Nexushotline Bahrain Nexushotline.bahrain@nexusadvice.com
- **In person:** Visit our office in Seef Area during working hours. BNH Tower, 4th Floor | Building No.2491 | Road 2832 | Block 428 | Seef District | Kingdom of Bahrain
- **Online:** Through our website's [Contact Us | Nexus Insurance Brokers](#)
- **By post:** P.O. Box: 20218

2. What information should I include in my complaint?

To help us resolve your concern efficiently, please include:

- Your full name and contact details
- Policy or reference number
- Details of your complaint
- Any supporting documents

3. What happens after I submit my complaint?

- Acknowledgment timelines require that complaints related to Non-Life Insurance are acknowledged on the same day and those related to Life Insurance within 5 business days.
- Your complaint will be reviewed and investigated by the Compliance Department.
- Response timelines require that complaints related to Non-Life Insurance are responded to within 1 week and those related to Life Insurance within 2 weeks.

4. Who handles complaints at Nexus Insurance Brokers?

All complaints are managed by the Complaint Officer, which operates independently to ensure fair and transparent handling of all client concerns.

5. What if I am not satisfied with the outcome?

If you are not satisfied with our final response, you may escalate your complaint to the Central Bank of Bahrain (CBB) or the relevant regulatory authority as per applicable regulations.

Analyst, Consumer Protection Central Bank of Bahrain

King Faisal Highway, Diplomatic Area Building 96, Road 1702, Block 317

Manama, Kingdom of Bahrain

Email: m.salah@cbb.gov.bh **Telephone:** +973 1754 7789

<https://www.cbb.gov.bh/complaint-form/>

6. Is there any fee for filing a complaint?

No, filing a complaint with Nexus Insurance Brokers is free of charge.

7. How does Nexus use my information during the complaints process?

All personal information provided is handled in accordance with our data protection and privacy policies and is used solely for the purpose of investigating and resolving your complaint.