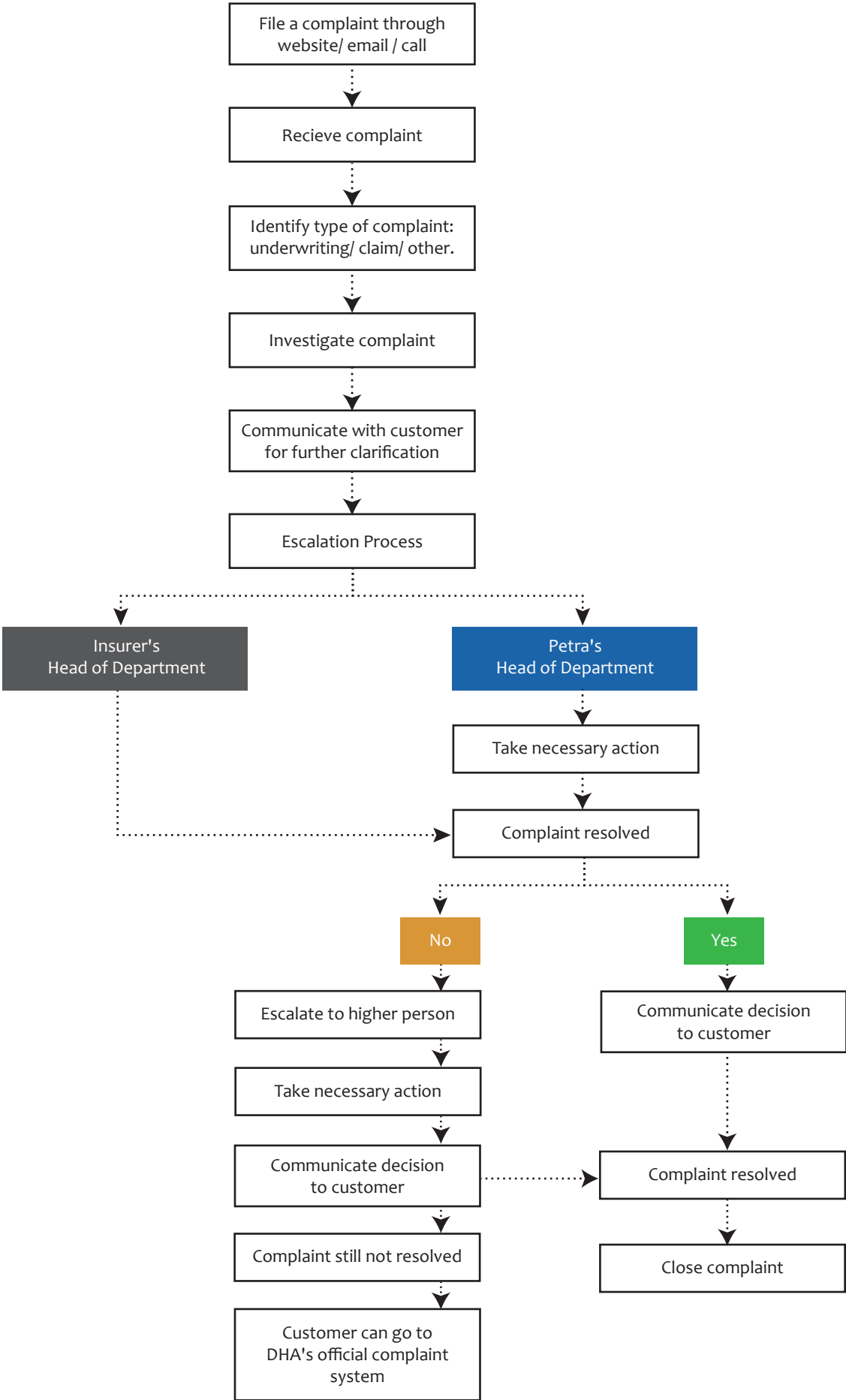


PETRA INSURANCE MEDICAL COMPLAINT HANDLING PROCEDURE



KEY RESPONSIBILITIES

NAME DESIGNATION	EMAIL ID	RESPONSIBILITY
Ms. Rebecca Gigi	rgigi@insurewithpetra.com	Overall responsibility for all complaints of medical department
Ms. Afreen Shaikh	ashaikh@insurewithpetra.com	First escalation
Ms. Shoma Roshan	sroshan@insurewithpetra.com	Second escalation
Mr. Adnan Khalid	akhalid@insurewithpetra.com	Third escalation



IF YOU WOULD LIKE TO REACH US:

 800-PETRA

 clarity@insurewithpetra.com