

Contact us

Questions concerning our insurance?

For 24-hour Emergency Medical Assistance please contact

Allianz Travel Emergency Assistance (24 hours) at: +9714270 8717

For Travel Claims, non-emergency:

NEXtCARE Claims Management L.L.C
Eiffel Boulevard Limited Building (Eiffel 2) 1st floor,
Umm Al Sheif, Sheikh Zayed Road
PO80864
Dubai-UAE

Contact Number:

Travel Claims +97142708705

From Sunday to Thursday 09:00 to 05:30 pm (UAE time)

Or email to: travel.claims@nextcarehealth.com

Making a complain

We aim to provide you with a first class policy and service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem. If you make a complaint your legal rights will not be affected.

In the first instance, please contact:

Customer Services Manager NEXtCARE Claims Management L.L.C, Eiffel Boulevard Limited Building (Eiffel 2), Umm Al Sheif, Sheikh Zayed Road, PO80864 Dubai UAE Telephone: UAE +971 4 270 8705 Email: travel@nextcarehealth.com

Please supply us with your name, address, policy number and claim number where applicable and enclose copies of relevant correspondence as this will help us to deal with your complaint, in the shortest possible time.