

## INTEGRATED MANAGEMENT SYSTEMS (IMS) POLICY STATEMENT

At **Al Wathbah National Insurance Company (AWNIC)**, we are committed to delivering high-quality insurance products and services while minimizing our environmental impact and ensuring customer satisfaction through effective complaints handling.

- **Quality Management:** We aim to meet and exceed customer expectations by providing reliable, competitive, and high-quality insurance services, while continuously improving our processes.
- **Environmental Responsibility:** We strive to reduce our environmental footprint by implementing sustainable practices across all operations and ensuring full compliance with applicable environmental regulations.
- **Customer Satisfaction and Complaints Handling:** We value customer feedback and are dedicated to resolving complaints promptly and fairly, using feedback to improve our services and enhance the customer experience.
- **Information Security Management:** we strive to ensure that information assets are protected against unauthorized access, disclosure, alteration, or destruction. Through continual improvement, adherence to security best practices, and proactive risk management, AWNIC aims to maintain a robust ISMS that aligns with legal, regulatory, and client expectations.

We are committed to full compliance with all legal and regulatory requirements, continual improvement of our management systems, and the ongoing engagement of our employees and partners to achieve excellence in every aspect of our operations. This policy will be communicated to all stakeholders and regularly reviewed to ensure it remains effective and aligned with our business goals.




**Muralikrishnan R**  
Chief Financial Officer




### AL WATHBA NATIONAL INSURANCE COMPANY P.J.S.C

Paid-up Capital: AED 207,000,000  
UAE Central Bank Reg No: 10  
Trade License No: CN-1001776

قيمة رأس المال المدفوع: 207,000,000 درهم إماراتي  
رقم القيد لدى المصرف المركزي: 10  
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