

Customer Guide to Complaints Procedure

Who should I contact if I have a complaint or feedback?

If you have a complaint or feedback regarding our products or services, you can contact us by phone, email, or write to us.

Our contact details are:



Phone: +971 4 610 9666



Timing: Monday to Friday between 8:00 AM and 5:00 PM local time



Email: damaneos@daman.ae



Website: <https://daman.ae/end-of-service>

Our complaints team will acknowledge your complaint within two working days and conduct a full investigation. Every effort will be made to resolve a complaint in 10 working days. The complainant will be kept informed of the progress and anticipated resolution timeline throughout the process. If your complaint is complex and requires more time for a full investigation, we will inform you accordingly.

What are the next steps if I'm not happy with the response you provide?

In the event that the complainant is dissatisfied with the initial resolution, an appeals process is available. The appeal should be submitted via email, outlining the reasons for disagreement with the initial resolution. A separate review committee will assess the appeal and provide a final decision.

Escalation to SCA:

In cases where an amicable resolution is not achievable after the appeal process and if you are not satisfied with your complaint response, you may raise an escalation to the competent authorities as required by applicable regulations. This step ensures compliance with legal standards and regulatory guidelines.

SCA Contact Details



Phone: 800 SCAUAE(722823)



Email: contactus@sca.ae



Website: www.sca.gov.ae



P.O Box 33733, Abu Dhabi, United Arab Emirates



Address: 13th Floor, Al Gaith Tower, Hamdan Street, Abu Dhabi

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The correspondence address for Daman is P.O. Box 9436, Suite 600, 6th Floor, Sheikh Rashid Tower, Dubai World Trade Centre, Dubai, United Arab Emirates. The email address for Daman is cs@daman.ae and landline number is +971 4 332 4140.

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Portfolios Management | Investment Fund Management | Promotion

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