**E-Feedback and Complaints**

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| **Complaint** | **Compliment** | **Suggestion** | **Other** |
| Pop up message | Pop up message | Pop up message | Pop up message |
| **We value your feedback**  Thank you for bringing this matter to our attention. We will review your message and shall be in touch with you in due course.  Reference #: WNAYEARMONTHDATE-01 | **We value your feedback**  Thank you for taking time to share your positive feedback with us. We will pass on your message(s) to our respective teams. Thank you! | **We value your feedback**  Thank you for sharing your suggestion(s) with us. It will be passed on to the relevant team(s) for consideration for improving our services. | **We value your feedback**  Thank you for sharing your feedback with us. It will be passed on to the relevant team(s) for consideration or further action if required. |
| Email | Email | Email | Email |
| Subject:  **Your feedback has been received** | Subject:  **Your feedback has been received** | Subject:  **Your feedback has been received** | Subject:  **Your feedback has been received** |
| Dear [Sender Name],  Thank you for contacting the National Ambulance Team and taking the time to bring this matter to our attention.  Your complaint will be investigated thoroughly and we aim to resolve it in an efficient and timely manner. We will contact you if further details are required and a formal response will be provided to you within a maximum of 25 working days.  Reference #: WNAYEARMONTHDATE-01  National Ambulance is always ready to serve the community.  Stay safe. | Dear [Sender Name],  Thank you for contacting the National Ambulance Team and taking the time to share your positive feedback with us. We will pass on your message(s) to our respective team(s). Thank you!  National Ambulance is always ready to serve the community.  Stay safe. | Dear [Sender Name],  Thank you for contacting the National Ambulance Team and taking the time to share your suggestion(s) with us. It will be passed on to the relevant team(s) for consideration for improving our services.  National Ambulance is always ready to serve the community.  Stay safe. | Dear [Sender Name],  Thank you for contacting the National Ambulance Team.  Your message has been forwarded to the concerned team who will evaluate your request and respond accordingly if required.  Stay safe. |

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| **Complaint Acknowledgement Receipt SMS** |
| Sender Name: National Ambulance UAE |
| Thank you for bringing this matter to our attention. We will investigate your complaint thoroughly and aim to resolve it in an efficient and timely manner. We value your feedback.   Reference #: WNAYEARMONTHDATE-01 |

**E-SERVICES**

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| **Supplier Registration Form** | **Event Emergency Medical Coverage Form** | **Non-Emergency Patient Transport Form** | **Contact Us Form** |
| Email | Email | Email | Email |
| Subject:  RE: Supplier Registration Request | Subject:  RE: Event Emergency Medical Coverage Request | Subject:  RE: Non-Emergency Patient Transport Request | Subject: Your message has been received |
| Dear [Sender Name],  Thank you for your interest in becoming a supplier for National Ambulance.  This auto-reply is just to let you know we have received your information and it will be evaluated. Please note that we will only contact you if your request is approved and once the registration process is completed successfully.  Stay safe. | Dear [Sender Name],  Thank you for contacting the National Ambulance Team.  We have received your request and a member of our team will get back to you shortly.  If your request is urgent, call 02-596-8600 during business hours Sunday through Thursday between 8:00 AM and 4:30 PM. We are happy to be of your assistance.  Stay safe. | Dear [ Sender Name],  Thank you for contacting the National Ambulance Team.  We have received your request and a member of our team will get back to you shortly.  If your request is urgent, call 02-596-8600 during business hours Sunday through Thursday between 8:00 AM and 4:30 PM. We are happy to be of your assistance.  Stay safe. | Dear [Sender Name],  Thank you for contacting the National Ambulance Team.  Your message has been forwarded to the concerned team who will evaluate your request and respond accordingly if required.  Stay safe. |
| Confirmation Pop Ups | Confirmation Pop Ups | Confirmation Pop Ups | Confirmation Pop Ups |
| Your submission has been sent  Thank you for taking the time to fill our form and for your interest in becoming a supplier for National Ambulance. | Thank you for requesting our service We are working on your request and will contact you soon. | Thank you for requesting our service We are working on your request and will contact you soon. | Thank you for contacting us We will review your request and be in touch with you shortly. |

**E-Job Requests [Pop Up Messages]**

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| Upload CV (General/ no current vacancy) | Job Application | Job Alerts Subscription | Vacancy Announcement |
| Pop Up Message | Pop Up Message | Pop Up Message | Not Applicable |
| Thank you for sharing your CV with National Ambulance  We will keep it in our database and if any vacancies arise that match your profile, we will contact you to discuss the opportunity further. | Thank you for your interest in working at National Ambulance  Thank you for taking the time to apply for the position of [insert position] at National Ambulance.   Your application will be screened and reviewed and we will contact you if your qualifications match our criteria. | Job Alert Subscription    Thank you for subscribing to our job alerts. Please check your inbox for the confirmation email in order to complete your subscription. |  |

**E-Job Requests [Emails]**

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| --- | --- | --- | --- |
| **Upload CV (General/ no current vacancy)** | **Job Application** | **Job Alerts Subscription** | **Vacancy Announcement Email to Subscribers** |
| EMAIL TEXT | EMAIL TEXT | EMAIL TEXT | EMAIL TEXT |
| **Email subject***:* CV Receipt Confirmation  Dear [Applicant Name],  Thank you for sharing your CV with National Ambulance. We will keep it in our database and if any vacancies arise that match your profile, we will contact you to discuss the opportunity further.  Regards,  National Ambulance Recruitment  ---------------------------------  This is an automatically generated email – please do not reply to it. If you have any queries regarding job opportunities at National Ambulance, please email: [recruitment@nationalambulance.ae](mailto:recruitment@nationalambulance.ae) | **Email subject**: Your application for [insert job title] position*.*  Dear [Applicant Name],   Thank you for your interest in the [insert job title] position at National Ambulance and for taking the time to apply. Your application will be screened and reviewed and we will contact you if your qualifications match our criteria.  Thank you again for your interest in National Ambulance and the time you invested in your application.  With appreciation,  National Ambulance Recruitment   ----------------------------------This is an automatically generated email – please do not reply to it. If you have any queries regarding your application, please email [recruitment@nationalambulance.ae](mailto:recruitment@nationalambulance.ae) | **Email subject**: Please confirm your subscription to National Ambulance’s job alerts   Dear [Applicant Name],  This is to confirm that we have received your request for a subscription to our job alerts.  To confirm your subscription, please click the following button:  Confirm Subscription -->  You will be able to unsubscribe or change job categories at any time.  If you have received this email in error and don’t intend to join our list, no further action is required on your part. You will not be subscribed until you confirm you subscription above.  Regards, National Ambulance Recruitment   ----------------------------------This is an automatically generated email – please do not reply to it. | **Email subject**: National Ambulance New Job  Alert  Dear [Subscriber Name],   You are receiving this email because you have subscribed to receive job alerts when we have new opportunities available.   New vacancy(s) is/ are now available at National Ambulance:   * [Emergency Medical Technician-Basic](.) * [Emergency Medical Technician- Intermediate](.)   Regards, National Ambulance Recruitment     ---------------------------------- This is an automatically generated email – please do not reply to it.  Are you no longer interested in receiving job alerts from National Ambulance? [Unsubscribe here](.) |