

# Common Questions

Learn about better, simpler care from Elite Insurance Brokers

## What policy changes can I make online?

You can do a lot online with your Elite account, including:

Payments: Make payments and view billing history

Policy Updates: Update drivers, vehicles, license holders and personal information

Documents: Get your ID card, declarations page, notices, contracts and more

Claims: Report and track a claim online

Log in to your account

## How do I report or get information on a claim?

To report a claim: [Log in to your policy](#) or call 04 236 4000

If you paid your bill in full directly and need to request a reimbursement, you will need to complete a claim form and mail it to us with a copy of your itemized medical bill and any additional supporting documentation requested.

If you see an in-network provider, your healthcare provider or pharmacy will bill your insurance company directly. In this case, you will not have to file a claim yourself.

Report or Track a Claim >

## How do I see my bill and make payments?

[Log in to your account](#) and go to the Payments section where you can see your bills, payment history and amount due. There are several ways you can pay for your policy:

- Credit Card, at our [offices](#)
- Check or money order
- Bank transfer from your checking account

## How long does the application approval process take? How can I track the status of my application?

It usually takes about two weeks for your application to be processed and approved by the insurance company after submitting your application online. You'll get an email from us once your application has been approved to make the payment and receive your policy.

## Can an insurance company reject my application? For what reasons?

The main reasons an insurance company would deny your application is if you provide fraudulent or incomplete information on your application. An insurance company will not reject your application as a result of any preexisting health condition, and they will not reject you as a result of any health information you provide to us.

## Can I change my application after it is submitted?

No, you cannot change your application after submission for approval. If you inputted data incorrectly and absolutely must revise your application, then contact us right away and we'll help out.

## I want to renew my policy for another year. Why did my premium rate change?

When you purchase insurance, your pricing is set for the current year. Once your policy expires at the end of the year, you have the option of renewing your plan to extend your coverage for another year, or to look for different plans or new options that have come on the market.

We'll always look around for better rates for you, because sometimes carriers raise their premiums based on several factors. These include:

- Your insurance history (like lapses in coverage or a claim)
- The type of car you drive
- Your coverages and deductibles

The best way to understand a rate change is to call us at 04 236 4000.

## How can I cancel my insurance plan?

We understand your needs can change. Call us at 04 236 4000 to cancel your policy and get answers to any questions you have.

## With whom do you share my private information?

We take your privacy very seriously. We only share personally identifiable information with third parties who need it to process your insurance purchase transactions or where you have specifically asked that we do so. We will never sell your information to third parties.

## I don't know what these insurance terms mean. What is a "deductible"?

We know these terms are pretty technical and hard to get, so we've put together an [Insurance Terms guide](#) to help define some of these confusing terms in plain English.

A "**deductible**" is the amount you spend before insurance pays most or all of your bills. You will pay most medical costs until your deductible is reached, except for "preventative" visits for which many health plans will pay for in full.

## Contact Us

Can't find your answer? Give us a call at 04 236 4000 or [email us](#) to get help.

# Contact Us

We'd love to hear from you! Heres how you can contact us

## Get in Touch

By Email

By Phone

By Mail

Visit Us



**Request a call back**

## To email us, simply fill out this form

General questions about an insurance product



Auto Insurance



City



Name

Email Address

Your Message

Send Email

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By Phone

By Mail

Visit Us



Request a call back

## For General Inquiries

Call us at 04 236 4000

### Office Hours

Sunday – Thursday  
8:30 am – 4:30 pm

## Customer Service

04 236 4000 Extension 123

## Auto Insurance Quotes, Policies and Claims

04 236 4000 Extension 123

## Health and Life Insurance Quotes, Policies and Claims

04 236 4000 Extension 123

## For all other lines of Insurance

04 236 4000 Extension 123

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**Request a call back**

## Please send all correspondence regarding your policy to:

### Auto Insurance

**Elite Insurance Brokers LLC**  
ATTN Auto department  
Wasl Business Central, Office 1103  
PO BOX 36118  
Dubai, UAE

### Health and Life Insurance

**Elite Insurance Brokers LLC**  
ATTN Health department  
Wasl Business Central, Office 1103  
PO BOX 36118  
Dubai, UAE

### For all other lines of Insurance

**Elite Insurance Brokers LLC**  
ATTN General department  
Wasl Business Central, Office 1103  
PO BOX 36118  
Dubai, UAE

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**Request a call back**

## Our Location



### Address

Wasl Business Central  
Office 1103  
Port Saeed, Dubai  
United Arab Emirates  
PO Box 36118

### Office Hours

Sunday – Thursday  
8:30 am – 4:30 pm

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**Request a call back**

## Leave your contact info and we'll give you a call

General Subject



Full name

City



Phone Number

Email Address

Submit