

Press Release

Watania attains ISO 10004 for “Monitoring and Measuring Customer Satisfaction”

Abu Dhabi- UAE:

National Takaful Company "Watania" announces the successful certification of ISO 10004:2018 for “Monitoring and Measuring Customer Satisfaction”, which is an international standard for best practices concerned with customer satisfaction and happiness.

Watania is one of the leading companies to obtain this certificate in UAE, which highlights Watania’s commitment to Customers and Business Partners. The Company conducts transparent service feedback surveys and ensures that the integrity of the processes are not compromised. Watania believes that feedback from its customers and business partners is critical to ongoing improvement in its service levels and addressing emerging needs.

Watania has done this by identifying various touchpoints in customers’ journey, which provided comprehensive customer satisfaction feedback and initiated improvement plans. In addition to the internal teamwork this exercise could not have been completed successfully without the support of our customers and business partners.

The vision and directives of Dr. Ali bin Harmal Al Dhaheeri, Chairman of "Watania" has been to focus on growth through enhanced levels of service and ensuring that in time Watania would become the insurer of choice in its chosen segment. It is this vision and focus that has led to Watania achieving this prestigious certification.

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Watania strives to deliver customer satisfaction through digitalizing of processes and adopting innovative solutions to make the customers journey hassle-free. Watania's launching of "MYCONNECT" portal earlier in June 2020 allowed customers to issue their Takaful Policies through the internet within 4 minutes, without any physical interaction.

National Takaful Company PJSC (Watania) was founded in 2011, the vision of the Company is to create a leading Takaful Operator which could meet the demand of UAE market for Sharia-compliant insurance products,

The Company focuses on Personal and Commercial insurance business lines and its operation is in full compliance of Sharia regulations. Watania differentiates itself by treating its Customers/Policyholders with respect and fairness by providing the appropriate protection at a competitive price and in the event of a loss – fast and hassle-free claims settlement.,

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