



## Communication channels, an update

As of 17 April 2026, HAYAH no longer uses WhatsApp or other instant messaging applications for any communication involving your policy, your claim, or your personal information.

The change follows Central Bank of the UAE Notice CBUAE/MCS/2026/2058 on Instant Messaging Applications, which applies to all licensed financial institutions in the UAE. It is designed to protect customer data, prevent fraud and impersonation, and ensure that personal information stays in channels that are secure, auditable, and stored within the UAE.

We agree with the principle behind it. Your information belongs in channels we can stand behind.

### How to reach us

You can always contact HAYAH through:

- [www.hayah.com](http://www.hayah.com)
- General inquiries: [contact@hayah.com](mailto:contact@hayah.com)
- Media & press: [media@hayah.com](mailto:media@hayah.com)
- National callers: 800 HAYAH (800 42924)
- International callers: [+971 800 42924](tel:+97180042924)
- Your usual HAYAH contact

### What this means in practice

We will not request, receive, share, or process any of the following through WhatsApp or similar messaging applications:

- Personal or policy-related information
- ID documents; Emirates ID, passport copies, residence visas
- Medical reports, claim forms, or policy documents
- Premium payments, renewals, or claim settlements
- Verification codes, OTPs, passwords, or security details

If any of these reach us through WhatsApp, our team will not download them, open them, or act on them. We will ask you to resend through one of our official channels.

### A word on suspicious messages

If you ever receive a WhatsApp message from someone claiming to be HAYAH, about a policy, a claim, a payment, or a verification code, please don't reply, and don't share any information. Reach us through one of the official channels above and we will help you confirm.

We never contact customers about policies, payments, or verification codes via WhatsApp or messaging apps.

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