Complaints in respect of Insurance Policy

If you have any complaint or grievance against the insurance company, agent, or bank representative in respect of your insurance policy, you may file your complaint directly with the insurance company at the following address:

EFU LIFE ASSURANCE LTD.
Akbar Hussain Qazilbash - Manager Complaints
akbarhusain@efulife.com | 021-111-338-111 | 0300-079377
EFU Life House, Plot No. 112,
8th East Street, DHA Phase 1, Karachi

However, in case if the insurance company fails to address your grievance, you may file your complaint with other external independent forums at the following addresses:

FEDERAL INSURANCE OMBUDSMAN
2nd Floor, Pakistan Red Crescent Society, Annexe Building
Plot # 1975, Dr. Daud Pota Road, Karachi
Phone: 021-9920761-22
Website: www.fio.gov.pk
Note: Policyholders from any part of Pakistan, AJK/Gilgit Baltistan may approach FIO

OFFICIAL COORDINATOR, SMALL DISPUTES RESOLUTION COMMITTEE
(KARACHI)
Specialized Companies Division
5th Floor, State Life Building No. 2, Wallace Road
Off. I. I. Chundgar Road, Karachi
Phone: 021-32414204
Email: sdrc.kha@secg.gov.pk
Note: Policyholders belonging to provinces of Sindh and Baluchistan may approach this Committee

OFFICIAL COORDINATOR, SMALL DISPUTES RESOLUTION COMMITTEE
(LAHORE)
Company Registration Office – Lahore
Associate House, 3rd & 4th Floor, 7-Egerton Road, Lahore
Phone: 042-99204962-68
Email: sdrc.lhr@secg.gov.pk
Note: Policyholders from all districts of Punjab except Bhakkar, Khushab, Mianwali, Jhelum, Chakwal, Rawalpindi and Attock may approach this Committee

OFFICIAL COORDINATOR, SMALL DISPUTES RESOLUTION COMMITTEE
(ISLAMABAD)
Insurance Division, 3rd Floor, NIC Building
63-Jinnah Avenue, Blue Area, Islamabad
Phone: 051-9207091-4
Email: sdrc.isb@secg.gov.pk
Note: Policyholders belonging to Islamabad Capital Territory, Khyber Pakhtunkhwa, Gilgit Baltistan, Azad Jammu & Kashmir and the western side of the province of Punjab (i.e. Bhakkar, Khushab, Mianwali, Jhelum, Chakwal, Rawalpindi and Attock districts) may approach this Committee.

Complaint against an insurance company may also be filed with Securities and Exchange Commission of Pakistan (insurance regulator in Pakistan) at the following address:

SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN (SECP)
NIC Building, 63-Jinnah Avenue, Blue Area, Islamabad
Phone: Toll free 0800800800 / 051-9207091-4
Email: complaints@secg.gov.pk
https://sdms.secg.gov.pk/ (for online filing of complaints)
Note: Policyholders from any part of Pakistan, AJK/Gilgit Baltistan may approach SECP