



## HOW TO GO ABOUT LAUNCHING A COMPLAINT/GRIEVANCE

In case you want to lodge a complaint regarding any area of our services/operations to us, the following detail will guide you through the process.

### Complaints/Grievance

- You may lodge your complaint with issue(s) faced, date of occurrence, cause and other relevant details through email ( [complaints@pakqatar.com.pk](mailto:complaints@pakqatar.com.pk) ), letter or Complaint Form (available on our website) addressed to Compliance/PBS Department, Pak-Qatar Family Limited, Head Office Karachi (address provided at the bottom of the page).
- We will acknowledge the request receipt within 03 working days.
- After necessary internal fact finding we will give you our feedback as soon as possible not later than 30 days.

### Feedback

You may also give us your feedback suggesting any improvement in any service areas through email (addresses given at the bottom of the page) or letter. Your feedback will help us to ascertain that our team is geared up to meet your expectations. Taking this opportunity we would like to express our gratitude for choosing Pak-Qatar Family Takaful Limited to provide Takaful Coverage to you and your loved ones. We are also promising to try our best to continue providing you the immaculate services backed up by dedicated personnel and hopefully the relationship thus ensuing will be mutually beneficial in the times to come.

Complaint Form can be downloaded from the following web address:

<http://pakqatar.com.pk/downloads/forms/Complaint-Form.pdf>

#### Head Office:

102-105, Business Arcade,  
Block # 6, P.E.C.H.S., Shara-e-Faisal,  
Karachi – 75400  
Phone (92-21) 34311747-56  
Fax (92-21) 3486451

#### Email Addresses:

For Individual Takaful:  
[iftakaful@pakqatar.com.pk](mailto:iftakaful@pakqatar.com.pk)  
For Bancatakaful:  
[bancatakaful@pakqatar.com.pk](mailto:bancatakaful@pakqatar.com.pk)

For Group Life Takaful:  
[gterm.operation@pakqatar.com.pk](mailto:gterm.operation@pakqatar.com.pk)  
For GroupHealth Takaful:  
[ghealth.operation@pakqatar.com.pk](mailto:ghealth.operation@pakqatar.com.pk)