

## **NON-MOTOR CLAIMS REGISTRATION PROCEDURE**

In case of a claim, please lodge your claim pertaining to either of these classes (Fire, Marine, Engineering, Electronic Equipment & Miscellaneous) with following persons:

1. Mr. Anwar Ahmed Siddiqui – Deputy Manager [anwar.ahmed@pakqatar.com.pk](mailto:anwar.ahmed@pakqatar.com.pk)
2. Mr. Muhammad Shoib – Assistance Vice President [muhammad.shoib@pakqatar.com.pk](mailto:muhammad.shoib@pakqatar.com.pk)
3. Mr. Shahzad M. Khan Ghilzai - Vice President [shahzad.ghilzai@pakqatar.com.pk](mailto:shahzad.ghilzai@pakqatar.com.pk)

Telephone Numbers 0092-21-34380357 – 61 Exts. 160, 145 & 117.

Kindly ensure to submit valid PMD (Policy) number along with contact numbers, while intimating a claim.

### **List of Required Claim Documents (Business Classwise)**

#### **FIRE CLAIMS:**

##### **Building**

Takaful PMD No.

Claim form duly filled, signed & stamped.

Insured Statement about occurrence of loss

Statement of Security incharge and eye witnesses

Statement of Manager operation/production

Lay out Plan, marking the affected area

Approved design of the building

Construction cost of the building

Electrical Drawings, if available .

Repairs estimates of damaged building from two construction companies

Copy of Fire Brigade

Copy of Police report

Mortgage details, if applicable

Letter of Acceptance

Loss voucher

## **ANNEXTURE B**

### **FIRE: Plant & Machinery**

Takaful PMD No.

Claim form duly filled, signed & stamped

Insured Statement about occurrence of loss

Statement of Security incharge and eye witnesses

Statement of Manager operation/production

Location of Each Machinery in the lay out Plan,

Market value /NRV of Damaged Machinery

Insured engineering Consultant report in respect of machinery repairs

Electrical Drawings, if available

Repairs Estimate of 2 companies for damaged machinery repairs.

Copy of Fire Brigade

Copy of Police report

Mortgage details, if applicable

Claim Bill

Letter of Acceptance

Loss voucher

## **ANNEXTURE C**

### **FIRE : STOCK**

Takaful PMD No.

Claim form duly filled, signed & stamped

Insured Statement of occurrence of loss

Statement of Security incharge and eye witnesses

Statement of Manager operation/production

Production Capacity, if available

Complete inventory of stock, stock in process, raw material, packing material etc with values as on the date of loss.

Values of the opening stock and value of closing stock on the date of loss.

Costing sheets of affected stock.

Stock receiving register /inward gate passes from last 3 months to the date of loss.

Daily Dispatch from last 3 months to the date of loss.

Copy of order in hand which were affected

Copy of Police Report

Copy of FIRE brigade

Claim Bill & Loss voucher.

## **ANNEXTURE D**

### **FIRE : Textile Mills/ Cotton Bales**

Takaful PMD No.

Claim form duly filled,signed & stamped

Insured Statement of occurrence of loss

Statement of Security incharge and eye witnesses

Statement of Manager operation/production

Inward Gate Pass/Gate Register

Weight note/Bilty/Purchase invoice

Lab Test Report (staple length,strength,Mic-Finess,contamination)

Bank Pledge Report,if applicable

Muqadam Report,if available/applicable

Daily issue Report

Stock Balance Report

Waste Register

Waste sales/Dispatch Register

Copy of Fire Brigade

Copy of Police report

Mortgage details,if applicable

Claim Bill

Loss voucher

## **ANNEXTURE E**

### **FIRE: Ginning and Pressing Factory**

Takaful PMD No.

Claim form duly filled,signed & stamped

Insured Statement of occurrence of loss

Statement of Security incharge and eye witnesses

Statement of Manager operation/production

Gate Inward Register of Raw Cotton

Weighment Register of Raw Cotton

Ginning Register of Raw Cotton

Pressing Register of cotton bales

Sales Tax Register of Bales

Dispatch Register of Bales

Bank Pledge Report (Daily),if applicable  
Bank Delivery Orders ,if applicable  
Bank Muqaddam Register,if applicable  
Weigh note of Cotton Bales  
Bank cash finance statement,if applicable  
Bank Limit Sanction,if applicable  
Letter of Acceptance  
Loss voucher

## **MARINE**

### **IMPORT CARGO CLAIMS (Damaged Consignment /Short landing claims) :**

#### **Containerized Cargo**

Takaful PMD No.  
Bill of lading /Airway  
Commercial Invoice  
Packing list  
Short landing certificate,if applicable  
Bill of Entry copy  
Duty Abatement copy,if short landing claim  
Letter of credit copy,if applicable  
Premium Receipt copy  
Loss Voucher

#### **IMPORT BULK CARGO CLAIMS**

Takaful PMD No.  
Non Negotiable BL in original  
Commercial Invoice in original  
Packing list copy  
Sales contract copy  
Protest letter copy  
Dry tank certificate  
Load port survey report copy  
Letter of credit copy,if applicable.  
Bill of Entry Copy  
Premium Receipt  
Destination Surveyor Survey report in original  
Letter of Subrogation  
Loss voucher.

## **Marine Inland Transit Claims(Other than theft & snatching)**

Takaful PMD No.  
Truck Bilty  
Commercial Invoice Copy  
Packing List Copy  
Gate Passes  
FIR copy,if loss is of a huge amount.  
Truck Registration copy  
Driving License copy  
Truck Route Permit  
Truck Fitness Certificate  
Truck Driver License copy  
Premium Receipt Copy  
Claim Bill  
Loss voucher

## **Marine Inland Transit Claims (Theft & Snatching)**

Takaful PMD No.  
Commercial invoice  
Packing list  
Driving license copy  
Vehicle Regd Copy  
Truck Bilty in original  
Driver Statement  
Police Final Investigation Report  
Survey Report  
Survey fee bill  
Claim Bill  
Loss voucher  
Subrogation on stamp paper  
Premium Receipt

## **Exports**

Original Takaful PMD No.  
Original Packing list  
Original Commercial Invoice  
Original Non Negotiable Bill of Lading  
Proceed realization certificate  
Form E copy  
Letter of Credit copy ,if applicable  
Bill of Entry copy  
Premium Receipt  
Letter of Subrogation & Loss voucher

## **General Average**

GA Bond ,duly signed by shipper.

GA Guarantte by the insurers

Original Insurance policy.

Original Packing list

Original Commercial Invoice

Original Non Negotiable Bill of Lading

Letter of Credit copy ,if applicable

Bill of Entry copy

Premium Receipt

## **Annexure I**

### **Engineering Claims**

Takaful PMD No.

Claim form duly filled , signed & stamped

Repairs estimate

NRV value damaged Machinery

Quotation for New replacements

Bills/invoices

Statement of insured about loss

Insured Engineering Consultant report

Loss voucher

## **MISCELLANEOUS ACCIDENT CLAIMS:**

### **Burglary Claims**

Takaful PMD No.  
Claim form duly filled and stamped by participant  
Authenticated copy of FIR  
Police Final Investigation report  
Insured statement of occurrence of loss  
Statement of security incharge  
Complete inventory of stock on the date of loss  
Daily Dispatch from the last 3 months to the date of loss  
Stock Sales Register copy from last 3 months to the date of loss.  
Risk inspection report,if applicable  
Bank Muqadam Register ,if applicable  
Loss voucher  
Subrogation on stamp paper  
Premium Receipt

### **Cash in Safe & In Transit**

Takaful PMD No.  
Claim form duly filled , signed & stamped  
FIR & Final Investigation report  
Insured/Manager statement of occurrence of loss  
Statement of security incharge  
Bank Statement for last 3 months  
Cash and Cheques deposits /withdrawal ledger for 3 months  
Cash handling person statement  
Loss voucher  
Letter of Subrogation on stamp paper

### **ATM withdrawl Claims**

Takaful PMD No.  
Claim form duly filled , signed & stamped  
FIR  
Final Investigation report  
Nic copy of the insured  
Bank statement copy  
Atm withdrawl slip  
Loss voucher  
Letter of subrogation on stamp paper

### **Other Sub classes of Miscellaneous Accident**

1. Takaful PMD Nos.
2. Claim form duly filled & signed by the Participant
3. Authenticated copy of Police F.I.R./Roznamcha (where applicable)
4. Self-Inspection Report (where applicable)
5. Survey Report
6. Survey fee bill
7. Letter of Subrogation (where applicable)
8. Letter of Acceptance (where necessary)
9. Final Police Report (where necessary)
10. Undertaking in lieu of Police Final Report (If applicable)
11. Undertaking of missing documents

Note: Requirement of documents may vary on case to case basis depending upon the nature of case



# **Pak Qatar General Takaful Limited**

## **How To Go About Registering A Complaint / Grievances Of Non Motor Claims**

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

### **Complaint/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) or letter to Head of Operation / Deputy Chief Executive, Pak Qatar General Takaful Limited, Head Office, Karachi.
- We will acknowledge the request receipt within 3 working days.
- After necessary internal fact finding we will give you our feedback as soon as possible not later than 15 (Fifteen) days.

### **Feedback**

You may also give us your feedback suggesting any improvement in any service areas through email [generaltakaful@pakqatar.com.pk](mailto:generaltakaful@pakqatar.com.pk) or through letter. Your feedback will help us to make sure that our team is geared up to meet your expectations. Taking this opportunity we would like to express our gratitude for choosing Pak Qatar General Takaful Limited to provide Takaful Coverage for you / your Company. We are also assuring you that we shall try our best to ensure second to none services backed up by our dedicated personels.