

PAK-QATAR GENERAL TAKAFUL LIMITED

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 complaint with issue(s) faced, date of occurrence, cause and other relevant Details through email (claims@pakqatar.com.pk), letter or Complaint Form (available on our website) addressed to Compliance/Claims Department, Pak-Qatar General Takaful Limited, Head Office Karachi (address provided at the bottom of the page).
- We will acknowledge the request receipt within 24 hours.
- After necessary internal fact finding we will give you our feedback as soon as possible.

Feedback

You may also use your feedback suggesting any improvement in any service area 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 General Takaful Limited to provide Takaful Coverage to you. 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 time to come.

Complaint Form can be download from the following web address:

<http://Pakqatar.com.pk/download/forms/Complaint-Form.pdf>

Head Office:

402-403, Business Arcade,

Block # 6, P.E.C.H.S., Shara-e-Faisal,

Karachi-75400

Phone (92-21) 34380357-61, 34386451-52

Fax (92-21) 34386451