

AWARENESS ABOUT GRIEVANCE HANDLING

You can file your complaint with the company in the following procedure:

Please elaborate completely about your grievance and attach any other documentary evidence which can substantiate your case. Further, also provide membership number, CNIC number and contact details of complainant or any other pertinent details.

You can expect an acknowledgment of your complaint / grievance within two working days along with any other requirements which need to be completed by complainant. The final response of the complaint will be issued not later than 30 days from the date of lodgment of the complaint.

Following are the options available to lodge your complaint with the company.

- **Email:** Send your complaint to grievance@5thpillartakaful.com
- **Letter:** Mail your complaint letter to the **Claims Handling Department, 5th Pillar Family Takaful Limited, SF 01-06, 2nd Floor Emerald Tower, Clifton -5, Karachi.**
- **Telephone:** You can call us at **021-111-786-573 Ext.847** or at **021-36492847**
- **Complaint Form:** You can access and complete our dedicated complaint form available on our website on the following link. (<https://synite.digital/5thpillar/online-complaint-form/>)

Nonetheless, should 5th Pillar Takaful Family Limited fail to address your grievance within the stipulated timeframe, you are entitled to lodge your complaint with independent external forums at provided contact information.

Federal Insurance Ombudsman	Official Coordinator, Small Disputes Resolution Committee – Karachi
2 nd Floor, Pakistan Red Crescent Society, Annexe Building, Plot # 197/5, Dr. Doud Pota Road, Karachi Direct no.: 021-99207761-62 Website: www.fio.gov.pk	5th Floor, State Life Building No. 2, Wallace Road, off I. I. Chundrigar Road, Karachi. Direct no.: 021-99002021 UAN: 021-111-117-327 Email: sdrc.khi@secp.gov.pk
Official Coordinator, Small Disputes Resolution Committee – Lahore	Official Coordinator, Small Disputes Resolution Committee – Islamabad
Associate House, 3rd & 4th Floor, 7-Egerton Road, Lahore. Direct no.: 042-99014050 UAN: 042-111-117-327 Email: sdrc.lhr@secp.gov.pk	Insurance Division, 3rd Floor, NIC Building, 63-Jinnah Avenue, Blue Area, Islamabad. Direct no.: 051-9195391 UAN: 051-111-117-327 Email: sdrc.isb@secp.gov.pk

Securities and Exchange Commission of Pakistan (SECP)
NIC Building, 63-Jinnah Avenue, Blue Area, Islamabad. Toll-free No.: 080088008 Email: complaints@secp.gov.pk https://sdms.secp.gov.pk/ (for online filing of complaints)