

# Complaints in Respect of Insurance Policy

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

## 1. Federal Insurance Ombudsman

2<sup>nd</sup> Floor, Pakistan Red Crescent Society, Annexe Building, Plot# 197/5, Dr. Doud Pota Road, Karachi.  
Phone: 021-99207761-62  
Website: [www.fio.gov.pk/](http://www.fio.gov.pk/)

## 2. Official Coordinator, Small Disputes Resolution Committee -Karachi

The Deputy Director, Specialized Companies Division  
5<sup>th</sup> Floor, State Life Building No. 2, Wallace Road,  
Off. I.I. Chundrigar Road, Karachi.  
Direct no.: 021-99002021  
UAN: 021-111-117-327  
Email: [complaints@secp.gov.pk](mailto:complaints@secp.gov.pk)

## 3. Official Coordinator, Small Disputes Resolution Committee -Lahore

The Deputy Registrar of Companies, Company Registration Office, Lahore.  
Associate House, 3<sup>rd</sup> & 4<sup>th</sup> Floor, 7-Egerton Road, Lahore.  
Direct no.: 042-99014050  
UAN: 042-111-117-327  
Email: [complaints@secp.gov.pk](mailto:complaints@secp.gov.pk)

## 4. Official Coordinator, Small Disputes Resolution Committee-Islamabad

The Management Executive, Insurance Division  
3<sup>rd</sup> Floor, NICL Building, Islamabad.  
Direct no.: 051-9195391  
UAN: 051-111-117-327  
Email: [complaints@secp.gov.pk](mailto:complaints@secp.gov.pk)

## 5. Securities and Exchange Commission of Pakistan

Toll-Free No.: Toll free 080088008