



GOVERNMENT OF PAKISTAN
FEDERAL INSURANCE OMBUDSMAN SECRETARIAT
2ND FLOOR, PRCS ANNEXE BUILDING
PLOT # 197/5, DR DAUDPOTA ROAD
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No.29/FIO/SECP/Aw2025
Date: 29th July, 2025

Chief Executive Officers of Insurers/Takaful Operators

Subject: Awareness among Policyholders about Availability of Forums for Resolution of their Grievances.

Please refer to the Securities and Exchange Commission of Pakistan (SECP) letter No.ID/P&AD/FIO/2025/4143 dated 18.07.2025 and Circular No.5/2016 dated 26.01.2016 (copies enclosed) regarding awareness among policy holders about availability of the Complaint Resolution Forum i.e. Federal Insurance Ombudsman and Small Disputes Resolution Committee (SDRC) for resolution of their grievances.

2. In compliance of the above said Circular, the insurance companies are required to fix the notice boards containing awareness message at their head offices and branch offices as well as upload the same on their website in both Urdu and English languages. Furthermore, to print the awareness message on all the forms i.e. policy illustrations, proposal forms, policy documents and claim forms.

3. In this regard, soft copy of FIO awareness message is hereby forwarded.

4. Forwarded for compliance of the directives of SECP to protect interests of insurance policy holders.

(Aftab Ahmed)
Director

For Federal Insurance Ombudsman

Copy to: Chairman, SECP, Islamabad.