

# 01. COMPANY PROFILE

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ANNUAL REPORT/2012

# MISSION AND VISION

## MISSION STATEMENT

TDI aims to be the top class service and product provider and take an eminent position in the general insurance market. It will seize opportunities for profitable growth to generate value for the stakeholders.

## VISION STATEMENT

**TDI will strive to achieve the above by:**

- Introducing the concept of direct insurance through call centre, internet and web based service.
- Prudent underwriting practices with effective risk management.
- Creating synergy and market niche through the groups' customer base.
- High level intake of insurance professionals.
- Settling claims fairly and with promptitude.
- Effective treasury and fund management.

## CORE VALUES

TDI's corporate philosophy ensures a hassle-free claim settlement experience which exhibits speed, convenience, reliability and high standard of customer service. We have a set of pragmatic core values which are reflected in our attitudes, decisions and behavior. These include:

### INTEGRITY

We value honesty. We adhere to the highest ethical standards and aim to give utmost importance in carrying out business with honesty, truth and precision.

### SERVICE BEYOND EXCELLENCE

We endeavor continually to improve, in order to meet and exceed the highest expectations of our customers, business colleagues and co-workers. We teach and encourage our people to improve performance keeping customer satisfaction and convenience foremost.

### NO COMPROMISE

We value the concept of "No Compromise" in all things we do, be it providing timely and stress-free claim settlement experience to our customers or being available to their needs and requirements, even at 2 in the night. Therefore, we strive to communicate clearly TDI's ambitious objectives and our team's personal and combined objectives. Performance is then evaluated against all these objectives, in order to make sure that our customers don't have to compromise at any stage of the process.

# COMPANY INFORMATION

## Board of Directors

Jameel Yusuf	Chairman
Ali Jameel	Director
Saad Nissar	Director / CEO
Syed Kazim Hasan	Director / CFO
Adil Matcheswalla	Director
Syed Nadir Shah	Director
Mustafa Ali	Director

## Chief Executive Officer

Saad Nissar

## Chief Financial Officer

Syed Kazim Hasan

## Company Secretary

Syed Kazim Hasan

## Audit Committee

Syed Nadir Shah	Chairman
Adil Matcheswalla	Member
Ali Jameel	Member
Mohammad Abbas	Secretary

## Human Resources & Remuneration Committee

Adil Matcheswalla	Chairman
Syed Nadir Shah	Member
Ali Jameel	Member
Mustafa Ali	Member & Secretary

## Finance & Investment Committee

Ali Jameel	Chairman
Mustafa Ali	Member
Syed Kazim Hasan	Member & Secretary

## Underwriting Committee

Saad Nissar	Chairman
Syed Kazim Hasan	Member
Farrukh Aamir Beg	Member & Secretary

## Claims Committee

Saad Nissar	Chairman
Syed Kazim Hasan	Member
Naveed Ahsan	Member & Secretary

## Co-Insurance & Re-Insurance Committee

Saad Nissar	Chairman
Syed Kazim Hasan	Member
Farrukh Aamir Beg	Member
Kamran Hanif	Member & Secretary

## Bankers

Habib Metropolitan Bank Limited  
Bank Al Habib Limited  
Dubai Islamic Bank Limited  
National Bank of Pakistan  
KASB Bank Limited  
United Bank Limited  
Faysal Bank Limited  
Sindh Bank Limited  
NIB Bank Limited  
Standard Chartered Bank (Pakistan) Limited

## Auditors

KPMG Taseer Hadi & Co.  
Chartered Accountants

## Legal Advisor

Lari & Co.  
Maritime & Insurance Advocates

## Share Registrar

THK Associates (Pvt) Ltd  
Ground Floor, State Life Building-3  
Dr. Ziauddin Ahmed Road,  
Karachi-75530, Pakistan  
Tel: (021) 35689021, 35686658  
UAN: 111-000-322  
Fax: (021) 35655595

## Registered Office

39-K, Block 6, P.E.C.H.S  
Karachi, Pakistan  
Tel: (021) 34390300-5  
Fax: (021) 34529429

## Web Presence

[www.tplinsurance.com](http://www.tplinsurance.com)

## Contact

UAN: 111-000-301  
Tel: (021) 34322555 & 34315895  
Fax: (021) 34322515

# GEOGRAPHICAL PRESENCE

## Head Office

### Karachi

172-B, 2nd Floor, Najeeb Centre, Block 2,  
P.E.C.H.S., Karachi-75400.  
UAN: (021) 111-000-300  
Fax: (021) 34322515

## Branch Offices

### Lahore

51-M, Denim Road, Quaid-e-Azam,  
Industrial Estate, Kot Lakhpat,  
Lahore.  
UAN: (042) 111-000-300  
Fax: (042) 35157233

### Islamabad

Plot # 211, Street # 07,  
I-9/2, Industrial Area,  
Islamabad.  
UAN: (051) 111-000-300  
Fax: (051) 4443793-5

### Faisalabad

63-X,101, Main Susan Rd,  
Madina Town,  
Faisalabad.  
UAN: (041) 111-000-300  
Fax: (041) 8723406

### Multan

House # 5, Suraj Miani Road,  
Chongi#1, Opp Ashraf Cardic Clinic,  
Multan.  
UAN: (061) 111-000-300  
Fax: (061) 6212196

### Gujranwala

Opp. Jail Town, Chand Da Qila  
By Pass, G.T. Road,  
Gujranwala.  
Tel: (055) 3257333  
Fax: (055) 3252022

### Hyderabad

A-8/9, District Council  
Complex Cantt,  
Hyderabad.  
Tel: (022) 2728676  
Fax: (022) 2783154

# ORGANIZATION STRUCTURE

