

## **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**

2nd 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 (Islamabad)**

The Management Executive, Insurance Division,  
3rd Floor, NIC Building, 63-Jinnah Avenue,  
Blue Area, Islamabad.  
Phone: 051-9207091-4 (Ext. 439)  
Email: [complaints@secp.gov.pk](mailto:complaints@secp.gov.pk)

(3) **Official Coordinator, Small Disputes Resolution Committee (Karachi)**

The Deputy Director, Specialized Companies Division,  
5th Floor, State Life Bilding No. 2,  
Wallace Road, Off. I.I. Chundrigar Road, Karachi.  
Phone: 021-32414204  
Email: [complaints@secp.gov.pk](mailto:complaints@secp.gov.pk)

(4) **Official Coordinator, Small Disputes Resolution Committee (Lahore)**

The Deputy Registrar of Companies, Company Registration Office - Lahore,  
Associate House, 3rd & 4th Floor, 7-Egerton Road, Lahore.  
Phone: 042-99204962-66 (Ext. 28)  
Email: [complaints@secp.gov.pk](mailto:complaints@secp.gov.pk)