



DAWOOD FAMILY TAKAFUL LIMITED

1701-A, Saima Trade Towers, I.I. Chundrigar Road, Karachi-74000

UAN: 111-DFT-786 (111-338-786) Fax: (92-21) 3227-7188

Email: contactus@dawoodtakaful.com www.dawoodtakaful.com

PROCEDURE FOR COMPLAINT LODGEMENT **DAWOOD FAMILY TAKAFUL LIMITED** **(DFTL)**

In order to provide flawless services to our certificate holders, complaint lodgement can be done through the following procedures and modes;

Required documentation for any complaint to register;

- Complainant Name
- Certificate #
- CNIC #
- Contact details of the complainant
- Detailed complaint
- Any evidence of the alleged complaint

Mode of communication for lodgment of complaint;

- Call on UAN # 111-338-786 (Ext 123, 139, 105)
- Complaint form available online
<https://dawoodtakaful.com/ComplaintForm.aspx#customercomplaint>
- Whatsapp on (+92 309 666 3456 or +92 300 333 1398)
- Email to contactus@dawoodtakaful.com
- Mailing address :- office # 1701-A, Saima Trade Towers, I.I Chundrigar Road Karachi.

Based upon your details provided the Grievance department will send an acknowledgment of the complaint within **2 working days** assigning the complaint # to the certificate holder via SMS on the registered number OR Email on the registered email address OR Letter to the registered address.

Interim response from the Grievance department will be sent to the complainant within the minimum time frame of 7-15 working days. The final response will be provided within 30 working days.

If DFTL fails to respond or satisfy the certificate holder within a period of one month in line with the provision of Section 129(2) of the Insurance Ordinance, the complainant can approach **FEDERAL INSURANCE OMBUDSMAN** for a complaint relating to mal-administration on below mentioned details;

- Website www.fio.gov.pk
- Mailing address
Federal Insurance Ombudsman, 2nd Floor,
PRCS, Annexe Building, Plot # 197/5
Daudpota Road, Karachi
021-99207761-62