



Policy No		Claim No		Date of Expiry	
Name of Participant					
Date of Accident		Where did the accident happened?			
Sequence of events leading to the accident.					
Names and address of (a) witnesses and (b) owner of other machines/equipments involved. Had claim been made against such owner					
Description of machine/equipment, including type, maker's name and serial number, date of make					
What work was the machine/equipment doing at the time of accident?					
What load conditions ?			Whose employees were operating it ?		
Particulars of accident including its cause.			If other machines/equipments involved, give details.		
Action taken to prevent/minimise the loss or damage.					
Detailed description of loss/damage. Sketches and photographs are usually helpful. Distinguish between					
parts of machine/equipment which broke down, failed or exploded					
parts damaged by impact.					
Details of type and extent of repairs considered necessary. Isolate any matters (e.g. indentations) which do not impair the machine's functioning.					
Where can repairs be effected, given due consideration to quality and cost ?					
If repair considered impracticable, why ? (Is a machine/ equipment of similar type and size known to be available ?)					
Estimated cost of repairs. Any salvage value ? (market available ?)					
Recommendations for preventing a recurrence.					

Is the Insured the owner or hirer of the machine; If he is the hirer, what liability has he for loss/damage to the machine e.g. under hiring agreement ? If Insured hired out machine to another party, what liability has			
If machine/equipment was being transported, what rights exist against carriers ? Has claim been made			<input type="checkbox"/> Yes <input type="checkbox"/> No
In event of loss by theft or otherwise what steps have been taken to recover ?			
Have police been notified ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If, yes give FIR No.	
How long are you the owner of the damaged machine?			
Was the machine new or used when you become its owner?			
What is the new price of the machine including freight, foundations, custom duties and erection costs?			
Do the damaged sections show traces of casting defects, material defects or previous repairs?			
What is in your opinion the amount of damage including freight, custom duties and erection costs?			
Did you already ask for cost estimated? If yes, please state the estimated amount.			
Was the damaged part repaired previously?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, type of previous repairs	If yes, when was the damage reported?
To which company do you intend to order the repairs (Address)			
Is there a valid manufactures' guarantee for the damaged machine?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
When did last periodical inspection conducted?			
In case of Electronic Equipment was UPS and Stabilizer being used? If yes, give detail.		<input type="checkbox"/> Yes <input type="checkbox"/> No	

I/We do hereby declare that the foregoing statement are true to the best of my/our knowledge and belief that the articles and property described on the other side hereof were lost/stolen or damaged under the circumstances above described, and that such articles and property belong to the persons named, no other person having any interest therein whether as Owner, Mortgagee or otherwise.

Date: _____

Signature of Authorise Official: _____

P.S. Attach copy of Log Book

Address: Suite # 402- 404, Business Arcade, P.E.C.H.S. Block 6, Sharah-e-Faisal, Karachi
 Phone: (0092) 21- 34380357-61, Fax: (0092) 21 – 34386453

FOR INDIVIDUAL PARTICIPANT	
1	<p>Are you or any of your associate (immediate family member) affiliated with any Political Party, or works for the Judiciary, Armed Forces, Law Enforcement Agency or Bureaucracy in any possible way?</p> <p>If the reply to the aforementioned has been given in affirmation then Provide complete details.</p>
2	Do you have any criminal record or have any criminal proceedings pending against you before any adjudicating forum(s) or are you a part of any banned outfit as per the prevailing laws of the Land?

FOR CORPORATE PARTICIPANT	
1	Is your company/establishment/entity aware about and subsequently compliant as per the Anti-Money laundering/CFT laws prevalent in Islamic republic of Pakistan? If No, then why?
2	Is your company exposed to any risk determined as per the AML/CFT Laws? If yes, then please share the details.
3	Does your company have any AML/CFT related Policy in the field? Yes <input type="checkbox"/> No <input type="checkbox"/>
4	<p>Is any of your Director or Member of the Senior Management a Politically Exposed Person (PEP)? If yes, then please share the details of the respective individual(s).</p> <p><i>For this question PEP means individuals who are or have been entrusted domestically with prominent public functions, for example Heads of State or of government, senior politicians, senior government, judicial or military officials, senior executives of state owned corporations, important political party officials.</i></p>
5	<p>Is any of your Director or Member of the Senior Management a Foreign National? If yes, then please also inform us that if any of your foreigner Director or Senior Management is Foreign Politically Exposed Person? If yes, then please share the details of the respective individual(s).</p> <p>Foreign PEPs, individuals who are or have been entrusted with prominent public functions by a foreign country, for example Heads of State or of government, senior politicians, senior government, judicial or military officials, senior executives of state owned corporations, important political party official</p> <p style="text-align: center;">AND</p> <p>Persons who are or have been entrusted with a prominent function by an international organization, means members of senior management and members of the board or <i>equivalent functions</i></p>
6	<p>Has your company/institution/entity been the subject of any money laundering or terrorist financing-related proceedings, investigations, sanctions, punitive actions indictment, had fines, conviction or civil enforcement action imposed on your company/institution/entity or Directors or member of your senior management by a regulator or law enforcement body during the last five years?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
7	Does your company/institution/entity receives any kind of funding/donations/charities received from any sources which are under investigation locally or from any sources which are based in foreign? If yes, then please share the details.
8	Has your company/institution/entity, to your knowledge, been the subject to any investigation, indictment, penalty, fine, conviction or civil enforcement action related to terrorism financing in the past five years? Yes <input type="checkbox"/> No <input type="checkbox"/>
9	<p>Is your company/institution/entity engaged in any sort of business activities with the countries being marked as AML non-compliant by the FATF or UN? If Yes, then please share the details.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

I/We do hereby declare that the foregoing statement are true to the best of my/our knowledge and belief that the articles and property described on the other side hereof were lost/stolen or damaged under the circumstances above described, and that such articles and property belong to the persons named, no other person having any interest therein whether as Owner, Mortgagee or otherwise

Date: _____

Signature of Authorized Official: _____

Complaints in Respect of Takaful Membership

تکافل ممبر شپ کے متعلق شکایات



PAK-QATAR
GENERAL TAKAFUL

If you have any complaint or grievance against the Takaful Company, agent, or bank representative in respect of your Takaful Membership, you may file your complaint directly with the Takaful Company at the following address:

آگر آپ کو اپنی تکافل ممبر شپ کے حوالے سے تکافل کمپنی، ایجنٹ یا بینک نمائندے سے کوئی شکایت ہو تو سب سے پہلے متعلقہ تکافل کمپنی کو براہ راست اپنی شکایت درج ذیل پتہ پر بھیجیں

Pak-Qatar General Takaful Limited

پاک قطر جنرل تکافل لمیٹڈ

Mr. Kashif Rasheed
Incharge Complaint Cell
402-404, Business Arcade, Plot # 27-A, Block 6, P.E.C.H.S., Sharea Faisal, Karachi. 75400. **Phone:** 021-38798550
Email: kashif.rasheed@pakqatar.com.pk, complaints@pakqatar.com.pk

جناب کاشف رشید صاحب
انچارج مرکز شکایت
لیگل اینڈ کیپالٹنس ڈیپارٹمنٹ 402-404، بزنس آرکیڈ، پلاٹ نمبر 27-A، بلاک 6، P.E.C.H.S.، شہرہ فیصل، کراچی 75400۔ فون: 021-38798550
ای میل: kashif.rasheed@pakqatar.com.pk, complaints@pakqatar.com.pk

However, in case if the insurance company fails to address your grievance, you may file your complaint with other external independent forums at the following addresses:

اگر انشورنس کمپنی آپ کی شکایت کا ازالہ کرنے میں ناکام رہے یا آپ کمپنی کے جواب سے مطمئن نہ ہوں تو آپ مندرجہ ذیل انڈیپنڈنٹ فورم کے ساتھ اپنی شکایت کا اندراج کروا سکتے ہیں

Federal Insurance Ombudsman

وفاقی انشورنس محتسب

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/

سیکنڈ فلور، ریڈ کریسنٹ سوسائٹی
ایکسی بلڈنگ، پلاٹ نمبر 197/5 ڈاؤد پوتا روڈ، کراچی۔
فون: 021-99207761-62 | ویب سائٹ: www.fio.gov.pk/

Note: Policyholders from any part of Pakistan, AJK/Gilgit Baltistan may approach FIO

نوٹ: پاکستان کے کسی بھی علاقے تعلق رکھنے والے پالیسی ہولڈرز، آزاد جموں کشمیر/گلگت بلتستان وفاقی انشورنس محتسب (ایف آئی او) سے رجوع کر سکتے ہیں۔

Official Coordinator, Small Disputes Resolution Committee – Karachi

دفتری رابطہ کار - سال ڈسپوٹس ریزولوشن کمیٹی، کراچی

Specialized Companies Division, 5th Floor, State Life Building No. 2, Wallace Road, Off. I. I. Chundrigar Road, Karachi.
Direct No.: 021-99002021 | **UAN:** 021-111-117-327
Email: sdrc.khi@secp.gov.pk

اسپیشلائزڈ کمپنیز ڈویژن 5th فلور، اسٹیٹ لائف بلڈنگ نمبر 02، ولاس روڈ، آئی آئی چندریگر روڈ، کراچی۔
ڈائریکٹ نمبر: 021-99002021 | یو اے این: 021-111-117-327
ای میل: sdrc.khi@secp.gov.pk

Note: Policyholders belonging to provinces of Sindh and Balochistan may approach this Committee.

نوٹ: صوبہ سندھ اور بلوچستان سے تعلق رکھنے والے پالیسی ہولڈرز کراچی میں قائم کمیٹی سے رجوع کریں۔

Official Coordinator, Small Disputes Resolution Committee – Lahore

دفتری رابطہ کار - سال ڈسپوٹس ریزولوشن کمیٹی، لاہور

Company Registration Office – Lahore, Associate House, 3rd & 4th Floor, 7-Egerton Road, Lahore. **Direct No.:** 042-99014050
UAN: 042-111-117-327 | **Email:** sdrc.lhr@secp.gov.pk

کمپنی رجسٹریشن آفس، لاہور، ایسوسی ایٹ ہاؤس، 3rd اینڈ 4th فلور 7 ایگرتون روڈ، لاہور۔
ڈائریکٹ نمبر: 042-99014050 | یو اے این: 042-111-117-327
ای میل: sdrc.lhr@secp.gov.pk

Note: Policyholders from all districts of Punjab except Bhakkar, Khushab, Mianwali, Jhelum, Chakwal, Rawalpindi and Attock may approach this Committee.

نوٹ: بھکر، خوشاب، میانوالی، جہلم، چکوال، راولپنڈی اور اٹک کے سوا پنجاب کے تمام اضلاع کے پالیسی ہولڈرز لاہور میں قائم کمیٹی سے رجوع کر سکتے ہیں۔

Official Coordinator, Small Disputes Resolution Committee – Islamabad

دفتری رابطہ کار - سال ڈسپوٹس ریزولوشن کمیٹی، اسلام آباد

Insurance Division, 3rd Floor, NIC Building, 63-Jinnah Avenue, Blue Area, Islamabad. **Direct No.:** 051-9195391 | **UAN:** 051-111-117-327
Email: sdrc.isb@secp.gov.pk

سیکیورٹیز اینڈ ایکسچینج کمیشن آف پاکستان 3rd فلور، این آئی سی بلڈنگ 63 جناح ایونیو، بلیو ایریا، اسلام آباد۔
ڈائریکٹ نمبر: 051-9195391 | یو اے این: 051-111-117-327
ای میل: sdrc.isb@secp.gov.pk

Note: Policyholders belonging to Islamabad Capital Territory, Khyber Pakhtunkhwa, Gilgit Baltistan, Azad Jammu & Kashmir and the western side of Punjab (i.e. Bhakkar, Khushab, Mianwali, Jhelum, Chakwal, Rawalpindi and Attock districts) may approach this Committee.
Complaint against Takaful Company may also be filed with Securities and Exchange Commission of Pakistan (insurance regulator in Pakistan) at the following address:

نوٹ: اسلام آباد کیپیٹل ٹیریٹری، خیبر پختونخوا، گلگت بلتستان، آزاد جموں کشمیر، اور صوبہ پنجاب کے مغربی حصے (یعنی بھکر، خوشاب، میانوالی، جہلم، چکوال، راولپنڈی اور اٹک اضلاع) سے تعلق رکھنے والے پالیسی ہولڈرز اسلام آباد میں قائم کمیٹی سے رجوع کر سکتے ہیں۔
انشورنس کمپنی کے خلاف شکایت سیکیورٹیز اینڈ ایکسچینج کمیشن آف پاکستان (جو کہ پاکستان میں انشورنس رگولیٹر ہے) کے پاس بھی درج ذیل ایڈریس پر دائر کی جاسکتی ہے۔

Securities and Exchange Commission of Pakistan (SECP)

سیکیورٹیز اینڈ ایکسچینج کمیشن آف پاکستان

NIC Building, 63-Jinnah Avenue, Blue Area, Islamabad - 4400, Pakistan.
Phone: Toll free 080088008
Email: complaints@secp.gov.pk
Website: https://sdms.secp.gov.pk/ (for online filing of complaints)

این آئی سی بلڈنگ 63 جناح ایونیو، بلیو ایریا، اسلام آباد - 4400، پاکستان۔
فون: ٹول فری 080088008
ای میل: complaints@secp.gov.pk
ویب سائٹ: https://sdms.secp.gov.pk/ (شکایات کی آن لائن فائلنگ کے لیے)

Note: Policyholders from any part of Pakistan, AJK/Gilgit Baltistan may approach SECP.

نوٹ: پاکستان کے کسی بھی علاقے سے تعلق رکھنے والے پالیسی ہولڈرز، آزاد جموں کشمیر/گلگت بلتستان ایس ای سی پی سے رجوع کر سکتے ہیں۔

Insurance Tribunal

انشورنس ٹریبونل

SR#	COMPLAINT PROVINCE	JURISDICTION
1	Sindh	District & Session Judge Karachi (Central)
2	KPK	District & Session Judge Peshawar
3	Punjab	District & Session Judge (All Districts)

نمبر شمار	شکایت کا صوبہ	دائرہ کار
۱	سندھ	ڈسٹرکٹ اینڈ سیشن جج کراچی (مرکزی)
۲	خیبر پختونخوا	ڈسٹرکٹ اینڈ سیشن جج پشاور
۳	پنجاب	ڈسٹرکٹ اینڈ سیشن جج (تمام اضلاع)

بیمہ پالیسی کے متعلق شکایات

اگر آپ کو اپنی بیمہ پالیسی کے متعلق انشورنس کمپنی، بروکر، ایجنٹ، سرویئر یا بینک نمائندے کے خلاف کوئی شکایت ہو تو آپ درج ذیل دفاتر میں رابطہ کر سکتے ہیں:-

وفاقی انشورنس محتسب،
سیکٹر فلور، پاکستان ریڈ کریسنٹ سوسائٹی، انٹیکس بلڈنگ،
پلاٹ نمبر 197/5، ڈاکٹر داؤد پوتا روڈ، کراچی
فون: 021-99207761-62
www.fio.gov.pk

دفتری رابطہ کار (لاہور)
سمال ڈسپوٹس ریزولوشن کمیٹی
سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان
ایسوسی ایٹ ہاؤس، 3rd فلور، 07 - ایگریٹن روڈ، لاہور۔
فون نمبر: 042-99204962-66 (Ext 28)
ای میل: complaints@secp.gov.pk

دفتری رابطہ کار (اسلام آباد)
سمال ڈسپوٹس ریزولوشن کمیٹی
سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان
تھرڈ فلور، این آئی سی ایل بلڈنگ، اسلام آباد
فون: 051-9207091-4 ایکسٹنشن 439
ای میل: complaints@secp.gov.pk

دفتری رابطہ کار (کراچی)
سمال ڈسپوٹس ریزولوشن کمیٹی
سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان
5th فلور، اسٹیٹ لائف بلڈنگ 02، ولاس روڈ،
آف آئی آئی چندریگرہ روڈ، کراچی۔ فون 021-32414204
ای میل: complaints@secp.gov.pk