

**PRESIDENT'S SECRETARIAT (PUBLIC)  
PRESS WING**

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**(PR No.188/2018)**

**ISLAMABAD; DECEMBER 07, 2018:** President Dr. Arif Alvi had directed Federal Insurance Ombudsman (FIO) Mr. Muhammad Raeesuddin Paracha to take up the matter with Securities & Exchange Commission of Pakistan (SECP) and Insurance Companies to the effect that while passing orders rejecting insurance claims, the Companies be bound to inform the claimant/policy holder that in case of non-satisfaction, he/she has the remedy to approach FIO to seek redressal of the grievance.

In compliance of the President's advice, SECP has notified policy directions and bound all the Insurers to convey/apprise the policy holder through letter about the respective complaint resolution forums along with their addresses both in English and Urdu languages.

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