

PRESIDENT'S SECRETARIAT

PRESS WING

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Islamabad; April 20, 2021: President Dr Arif Alvi has directed Federal Insurance Ombudsman (FIO), Dr Muhammad Khawar Jameel, to ensure protection of the interest of insurance policyholders and provide them prompt justice against the maladministration of the Insurance Industry. The President gave these directions at a meeting with FIO, who called on him, at Aiwan-e-Sadr, today.

The FIO presented Annual Report to the President for the year 2020 and briefed him about the achievements of his organization. He highlighted that FIO, on the directions of the President of Pakistan, had provided monetary relief amounting to Rs. 2.13 Billion to the aggrieved policy holders during 2020. He informed that FIO received 3,107 complaints from policy holders against 2,441 during 2019. He apprised that 2,427 complaints had been processed while 2,183 had been disposed of in the same year. The FIO stated that despite the pandemic his organizations continued to provide services to protect the rights of policy holders by disposing of 2,183 complaints and providing Rs. 2.13 Billion as monetary relief to the aggrieved beneficiaries.

The President lauded the achievements of FIO and advised him to create awareness among people about the role of FIO in providing prompt and free-of-cost justice to aggrieved insurance policy holders against maladministration of insurance companies. He directed the FIO to increase the outreach of the Insurance Ombudsman so as maximum people could benefit from its services. The FIO requested the President to inaugurate the regional office at Quetta during the first week of May and the President acceded to his request. He assured FIO of his full support and cooperation in the performance of his duties and responsibilities.
