

## Family Takaful Policy Finder Service

### An Initiative of the Securities and Exchange Commission of Pakistan (SECP)

In order to facilitate families during difficult times and to ensure transparency and accessibility, the Securities and Exchange Commission of Pakistan (SECP) has introduced the Family Takaful Policy Finder Service.

This service is designed to help legal heirs and family members identify whether a deceased individual held any Family Takaful Policy with any takaful operator in Pakistan.

Pak-Qatar Family Takaful Limited, in compliance with SECP directives, actively participates in this initiative to ensure timely support and guidance for affected families.

#### Purpose of the Policy Finder Service

The primary objective of this service is to:

- Assist you in locating existing family takaful policies of deceased individuals
- Eliminate uncertainty and confusion during emotionally challenging times
- Ensure rightful beneficiaries are informed about available coverage
- Enable Takaful operators to provide prompt guidance and facilitation

#### How the Service Works

The process has been designed to be simple, secure, and user-friendly.

#### Step 1: CNIC Submission

The family member or legal heir is required to send the CNIC number of the deceased individual via SMS to 99833 through the officially designated channel under the SECP Policy Finder Service.

#### Step 2: Automated Verification

Once the CNIC is submitted, an automated system check is conducted to determine whether any life insurance or family takaful policy or membership exists against the provided CNIC.

The requester receives a system-generated response indicating the availability of any policy or membership.

#### Step 3: Takaful Operator Assistance

If a policy or membership with Pak-Qatar Family Takaful Limited is identified, the Company will reach out to the concerned family member or legal heir to:

- Provide necessary information
- Guide them regarding required documentation
- Explain the next steps in the claim or facilitation process
- Offer support in line with regulatory and Shariah guidelines

#### Important Note

The Policy Finder Service is informational in nature and helps identify the existence of a policy or membership. Any claim settlement or benefit disbursement remains subject to policy terms & conditions, required documentation, and regulatory requirements. Pak-Qatar Family Takaful Limited will only contact individuals where a valid policy or membership exists.

#### For Further Assistance

For additional information or guidance, you may contact:

#### Pak-Qatar Family Takaful Limited

**UAN:** 021 111 725 728

**Website:** [www.pqftl.com.pk](http://www.pqftl.com.pk)

**Email:** [info@pakqatar.com.pk](mailto:info@pakqatar.com.pk)