

## **Family Takaful Policy Finder Service**

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

To enhance transparency, accessibility, and ease for policyholders and their families, the Securities and Exchange Commission of Pakistan (SECP) has introduced the Family Takaful Policy Finder Service.

This service enables individuals and families to identify whether any Family Takaful policy or membership exists for both living and deceased policyholders with any insurer or takaful operator in Pakistan.

Pak-Qatar Family Takaful Limited, in compliance with SECP directives, participates in this initiative to support the effective implementation of this service.

### **Purpose of the Policy Finder Service**

The primary objectives of this service are to:

- Assist individuals and families in locating existing life insurance or family takaful policies or memberships
- Provide clarity and ease of access to policy-related information
- Reduce uncertainty and inconvenience for policyholders and beneficiaries
- Enable insurers and takaful operators to provide timely guidance and facilitation

### **How the Service Works**

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

#### **Step 1: CNIC Submission**

The individual or family member is required to send the CNIC number via SMS to 99833, using 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 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**

You will be contacted to provide guidance and support on the next steps, where applicable.

- 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 assists only in identifying the existence of a policy or membership. Any claim settlement or benefit disbursement remains subject to policy terms & conditions, applicable documentation, and regulatory requirements. Contact will be initiated only where a valid policy or membership is identified.

### **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)