

How to Make a Complaint before Federal Insurance Ombudsman

1. You are hereby informed to follow the following procedure as laid down under Section 129 of the Insurance Ordinance, 2000 before filing a complaint: -
 - a) To send **One month's notice** to the concerned insurance company under registered cover or through Courier stating your grievance or claim before filing a complaint before this forum.
 - b) You are required to state in the said notice that if your grievance is not redressed by the concerned insurance company within the above specified period of one month, you may **file a complaint before the Hon'ble Federal Insurance Ombudsman** for redressal of your grievance.
 - c) If your grievance is not redressed despite notice issued, **you may file a complaint before the Hon'ble Federal Insurance Ombudsman, within a period of three (03) months after expiry of the notice period.**
 - d) Please note that copy of your complaint should be **verified on Oath or accompanied by a duly sworn and attested affidavit that such matter has neither been decided nor pending before any other court or forum.**
 - e) Copy of the notice sent to the insurance company **alongwith postal / courier receipt** should also be attached with your complaint.
 - f) In all **two (02) complete sets of complaint** are required to be filed.
2. For your convenience specimen copy of Affidavit is also enclosed. You may file such affidavit in Urdu or English Language.