

**PRESIDENT'S SECRETARIAT (PUBLIC)**  
**AIWAN-E-SADR, ISLAMABAD**

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**Rep. No. 09/FIO/2022**  
**Dated of Decision: 31.01.2023**

Javed Iqbal                      Vs                      M/s Jubilee Life Insurance Company Ltd.

SUB: **REPRESENTATION FILED BY JAVED IQBAL AGAINST ORDER OF THE FEDERAL INSURANCE OMBUDSMAN DATED 16.09.2022 IN COMPLAINT NO. 1709/2022**

Kindly refer to your representation addressed to the President in the background mentioned below: -

2. This representation has been filed by Javed Iqbal (the Complainant) assailing the letter dated 16.09.2022 of the Federal Insurance Ombudsman whereby it has been stated as under:-

*“You had filed your complaint with this forum for redressal of grievance without fulfilling the legal requirements as per provision of Section 129(1)&(2) of the Insurance Ordinance, 2000. You were repeatedly advised to comply these requirements so that your complaint could be processed further but you have failed to do so which shows that either your grievance has been redressed or you are no more interested in pursuing your complaint.*

*Therefore, your complaint has been disposed of on non-compliance of the requirements under Section 129 of the Insurance Ordinance, 2000.”*

3. The complainant had alleged that he had obtained a life insurance policy from M/s Jubilee Life Insurance Company Ltd. (the respondent company) on 15.06.2012 for sum assured of Rs. 1,500,000/- and annual premium of Rs. 100,000/-. According to him, he was told by a representative of the respondent company that after expiry of ten years, an amount of Rs. 2,000,000/- would be paid to him. According to him, when he contacted the respondent company after expiry of ten years, an amount of Rs. 865,000/- had been paid to him against his deposited premium of Rs. 1,000,000/-.

4. Feeling aggrieved, the complainant approached the learned Ombudsman who has written the impugned letter, hence the instant representation.

5. The hearing of the case has been held on 18.01.2023. No one appeared on behalf of the complainant despite notice while Muhammad Junaid Ahmed, Departmental Head (Complaints and Compliance), Zahir Shah (Manager Legal and Compliance) along with Muhammad Faisal Malik advocate have attended the hearing on behalf of the respondent company.

6. During the course of proceedings, the learned counsel for the respondent company has stated that after filing of instant representation, an amount of Rs. 135,000/- has been paid to the complainant on 21.11.2022 and the matter has been settled amicably.

7. The perusal of the record shows that the complainant had filed the complaint before the learned Ombudsman with the prayer that the respondent company be directed to reimburse the full amount of his paid premiums with profit. The complainant has filed the instant representation on 26.10.2022 and during the pendency of this representation, the respondent company had reimbursed an amount of Rs. 135,000/- to him on 21.11.2022. The complainant had also stated on judicial paper that he had received the said amount and the matter had been settled.

8. Accordingly, the Hon'able President has been pleased to dispose of the instant representation as fructified.

Sd/-  
**(Muhammad Saleem)**  
**Director (Legal-I)**

- 1) Mr. Javed Iqbal  
S/o Hafiz Sher Deen,  
R/o Mozaz Wanaik, P.O. Sher Garh,  
Tehsil Deepalpur, District **Okara.**
- 2) The Managing Director/Chief Executive,  
M/s Jubilee Life Insurance Company Limited,  
Head Office: 74/1-A, Lalazar,  
M.T. Khan Road, **Karachi**

***Copy to:-***

The Insurance Ombudsman, Insurance Ombudsman's Secretariat, PRCS Annexe Building, Plot No. 197/5, 2<sup>nd</sup> Floor Dr. Daud Pota Road, Near Cantt. Station, **Karachi.**