

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

Rep. No. 12/FIO/2022
Dated of Decision: 27.01.2023

Parveen Khatoon Vs M/s EFU Life Assurance Limited

SUB: REPRESENTATION FILED BY PARVEEN KHATOON AGAINST ORDER OF THE FEDERAL INSURANCE OMBUDSMAN DATED 26.10.2022 IN COMPLAINT NO. 2119/2021

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

2. This representation has been filed by Mst. Parveen Khatoon (the Complainant) assailing the order dated 26.10.2022 of the Federal Insurance Ombudsman whereby it has been held as under:-

“The matter was discussed and examined in detail. During the hearing, the representative of the Respondent Company informed that they had already reimbursed Rs. 1,000,000/- to the complainant and the case was settled amicably. The representative of the Respondent company also provided the proof of payment and the complainant telephonically accepted the aforesaid reimbursement.

It is evident that both the parties have settled the matter amicably by agreeing on the payment to the complainant amounting to Rs. 1,000,000/- (Rupees One Million Only). Keeping in view the above facts, the complaint is disposed of being settled amicably and the case file consigned to office record.”

3. The complainant had alleged that her deceased husband Ijaz Ahmed Khan had obtained a life insurance policy from M/s EFU Life Assurance Limited (the respondent company) on 01.08.2013 for a period of ten years with annual premium of Rs. 100,000/- for sum assured of Rs. 1,000,000/-. The deceased policy holder died on 30.04.2021 due to Covid-19 after eight years of the issuance of the policy. The complainant filed the death insurance claim to the respondent company but due to inaction by the respondent company, she approached the learned Federal Insurance Ombudsman who passed the impugned order, hence the instant representation.

4. The hearing of the case has been held on 18.01.2023. No one appeared on behalf of the complainant despite notice while Ahsan ur Rehman, Manager Legal on behalf of the respondent company has attended the hearing.

5. The perusal of the record shows that the deceased husband of the complainant has obtained an insurance policy from the respondent company on 27.06.2013 against an annual premium of Rs. 100,000/- for a period of 10 years. The deceased expired during 8th year of the policy on 30.04.2021 due to Covid-19. Upon receipt of the death insurance claim, the respondent company had paid the sum assured worth Rs. 1,000,000/- to the complainant through cheque dated 26.05.2021. The contention of the complainant is that she is entitled to receive an amount of Rs. 2,000,000/- as her deceased husband was told by a representative of the respondent company that upon completion of the policy period, an amount of Rs. 2,000,000/- would be paid to him. There is nothing on record to support the stance of the complainant. The perusal of the policy agreement shows that the policy was obtained for sum assured of Rs. 1,000,000/- and the policy holder had died before completion of 10 years of the policy and the respondent company had paid the amount of sum assured to the complainant. However, it is unfortunate that payment was withheld for some time and thus full payment has to be made with profits added on for the period payment was not made.

6. Accordingly, the Hon'able President of Pakistan has been pleased to dispose of the instant representation in the above terms.

Sd/-

(Muhammad Saleem)
Director (Legal-I)

- 1) The Managing Director/Chief Executive,
M/s EFU Life Assurance Limited,
EFU Life House, Plot No. 112, 8th East Street,
Phase-I, DHA, **Karachi**
- 2) Mst. Parveen Khatoon
R/o Old Billu Khel Mohallah Alam Khel,
Tehsil & District **Mianwali**.

Copy to: -

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