



East West Insurance Co., Ltd.

GRIEVANCE IN RESPECT OF INSURANCE POLICY

We have established a grievance department comprised of following staff members.

Name	E-mail Address	Contact No.
Mr. Muhammad Shareef	m.shareef@ewi.com.pk	+92-213-56300400-10 Ext. 214
Mr. Imran Ahmed	imran.ahmed@ewi.com.pk	+92-213-56300400-10 Ext. 215
Mr. Muhammad Altaf	m.ataf.ho@ewi.com.pk	+92-213-56300400-10 Ext. 224

The grievance department will resolve the grievance within 10 working days, however, if in an unlikely situation the grievance left unresolved the matter will be forwarded to the Company Secretary (email: info@ewi.com.pk) and in the worst case, the matter will be placed to the CEO for its resolution within next five days.

DISCLAIMER: "In case your complaint has not been properly redressed by us, you may lodge your complaint with Securities & Exchange Commission of Pakistan (the "SECP"). However, please note that SECP will entertain only those complaints which were at first directly requested to be redressed by the company and the company has failed to redress the same. Further, the complaints that are not relevant to SECP's regulatory domain/competence shall not be entertained by the SECP."

GRIEVANCE IN RESPECT OF INSURANCE POLICY

In our continuous commitment to transparency and customer care, we have established a **Grievance Department** to address and resolve concerns in a structured and timely manner.

Grievance Focal Persons:

Name	Email Address	Contact Number
Mr. Muhammad Shareef	m.shareef@ewi.com.pk	+92-213-56300400-10 Ext. 214
Mr. Imran Ahmed	imran.ahmed@ewi.com.pk	+92-213-56300400-10 Ext. 215
Mr. Muhammad Altaf	m.ataf.ho@ewi.com.pk	+92-213-56300400-10 Ext. 224

All grievances submitted will be acknowledged and addressed within **10 working days**. In case a grievance remains unresolved within this timeframe, it will be escalated to the **Company Secretary** for further action:

 **Email:** info@ewi.com.pk

Should the matter still remain unresolved, it will be referred to the **Chief Executive Officer (CEO)**, who will ensure resolution within the subsequent **5 working days**.

Important Notice

Disclaimer:

*If your complaint is not adequately addressed by the Company, you may escalate it to the **Securities & Exchange Commission of Pakistan (SECP)**. Please note that SECP will only process complaints which have first been formally submitted to the Company and remain unresolved. Complaints falling outside SECP's regulatory scope will not be entertained.*