

**Complaint / Grievance Handling Forum**

**How to Complain**

If you have any grievance / complaint against the company, broker, agent, or bank representative in respect of your insurance policy, coverage terms, benefits or if you are not satisfied with the decision taken upon your claim, then you may kindly lodge your complaint in either of the following ways:

- By email at: [complaint@allianz-efu.com](mailto:complaint@allianz-efu.com)
- By telephone: Call center at 021 111 HELP 00 (111-4357-00) / 021 111 HEALTH (111-432584) Ext. 214
- On Cell number at: 03008208555
- By Fax at: 02135864020
- By letter to:

Sohail Adam Baloch  
The Head of Grievance Function  
Allianz EFU Health Insurance Limited  
D-136, Block-4, KDA Scheme-5, Clifton, Karachi.

If you are our insured member, kindly quote your policy details which include your policy number and name of the policyholder on all your correspondence. Prospective insured member / policyholder may kindly mention the contact details which includes correspondence address, telephone number and CNIC / NTN number as reference.

**Head Office:**

D-136, Block-4, KDA Scheme-5,  
Clifton, Karachi-75600  
Tel: 021-111-HEALTH (111-432-584)  
Call Centre: 021 111-HELP-00  
(111-4357-00)  
Fax: (021) 3586-4020, 3586-0403

**Central Marketing  
& Sales Office:**

Suite # 103 & 104, 1st Floor,  
Fayyaz Centre, Main Shakra-e-Faisal  
Karachi-74400  
Tel: 021-3455-0995-8  
Fax: (021) 3455-0974

**Islamabad Office:**

Suite # 103, 1st Floor,  
Muhammad Gulistan Khan House,  
82-East, Fazal-e-Haq Road,  
Blue Area, Islamabad-44000  
Tel: 051-111-HEALTH (111-432-584)  
Fax: (051) 280-2202

**Lahore Office:**

Office No. 28A, 2nd Floor  
I.T. Tower, Hali Road,  
Gulberg-III, Lahore-54000  
Tel: 042-111-HEALTH  
(111-432-584)  
Fax: (042) 3587-0651

