

### **Main Contact Points of Each Category**

<b>Motor Takaful</b>	Farhan Ali	Manager Sales & Development	<a href="mailto:Farhan.ali@pakqatar.com.pk">Farhan.ali@pakqatar.com.pk</a> 0311-4902511
<b>Travel Coverage (Safar Asaan)</b>	Muhammad Qadir Ishaq	Assistant Manager - MISC	<a href="mailto:Qadir.ishaq@pakqatar.com.pk">Qadir.ishaq@pakqatar.com.pk</a> 0321-2877629
<b>Home Coverage (Ashiana Takaful )</b>	Azeem Uddin Quraishi	Vice President – Fire & Engineering	<a href="mailto:Azeemuddin.queshi@pakqatar.com.pk">Azeemuddin.queshi@pakqatar.com.pk</a> 0318-8194425

### **Service: Vehicle Coverage Intimation**

**Delivery TAT: 1 working day**

Action	Motor
<b>Email Subject:</b>	Vehicle Coverage – Motor – (Name of The Vehicle) c/o ICAP
<b>To:</b>	<a href="mailto:Hassan.nasrullah@pakqatar.com.pk">Hassan.nasrullah@pakqatar.com.pk</a> <a href="mailto:Farhan.ali@pakqatar.com.pk">Farhan.ali@pakqatar.com.pk</a> <a href="mailto:Pardeep.iwani@pakqatar.com.pk">Pardeep.iwani@pakqatar.com.pk</a>
<b>CC:</b>	<a href="mailto:Zohaib.khan@pakqatar.com.pk">Zohaib.khan@pakqatar.com.pk</a>

### **Service: Policy Endorsement (Changes in the Policy)**

**Delivery TAT: 2 working days**

Action	Motor
<b>Email Subject:</b>	Policy Endorsement – Motor – PMD No. xxxxx
<b>To:</b>	<a href="mailto:hassan.nasrullah@pakqatar.com.pk">hassan.nasrullah@pakqatar.com.pk</a> <a href="mailto:Pardeep.iwani@pakqatar.com.pk">Pardeep.iwani@pakqatar.com.pk</a>
<b>CC:</b>	<a href="mailto:shoib.ahmed@pakqatar.com.pk">shoib.ahmed@pakqatar.com.pk</a> <a href="mailto:farrukh.adnan@pakqatar.com.pk">farrukh.adnan@pakqatar.com.pk</a> <a href="mailto:zohaib.khan@pakqatar.com.pk">zohaib.khan@pakqatar.com.pk</a> <a href="mailto:Farhan.ali@pakqatar.com.pk">Farhan.ali@pakqatar.com.pk</a>

### **Service: Claim Intimation / Claim Status / Claim Follow up**

**Delivery TAT: Response within 24 hours**

Action	Motor
<b>Email Subject:</b>	Claim Intimation – Motor – Reg. no. / Engine or Chassis no.
<b>To:</b>	<a href="mailto:claims@pakqatar.com.pk">claims@pakqatar.com.pk</a>
<b>CC:</b>	<a href="mailto:zohaib.khan@pakqatar.com.pk">zohaib.khan@pakqatar.com.pk</a> <a href="mailto:Farhan.ali@pakqatar.com.pk">Farhan.ali@pakqatar.com.pk</a> <a href="mailto:Imran.nafees@pakqatar.com.pk">Imran.nafees@pakqatar.com.pk</a>

### **Service: Surveyor Related Issues / Complaints**

**Delivery TAT: Response within 24 hours**

Action	Motor
<b>Email Subject:</b>	Surveyor related issue – Motor – PMD No.
<b>To:</b>	<a href="mailto:claims@pakqatar.com.pk">claims@pakqatar.com.pk</a>
<b>CC:</b>	<a href="mailto:Farhan.ali@pakqatar.com.pk">Farhan.ali@pakqatar.com.pk</a> <a href="mailto:Imran.nafees@pakqatar.com.pk">Imran.nafees@pakqatar.com.pk</a> <a href="mailto:zohaib.khan@pakqatar.com.pk">zohaib.khan@pakqatar.com.pk</a>

## Important Points

For quick execution of your service request, please follow:

- Subject of email should be as suggested against each service type above.
- After receiving service request, concerned representative from Pak Qatar will send back acknowledgement email in a short while.
- In case of no acknowledgement within 24 hours, representative from ICAP will send a reminder email while adding "Reminder" in the subject of email. For example: *Claim Status Request – Motor – PMD No. xxxxx – Reminder*
- Any service request received after 4:00 PM will be considered / entertained in next working date.
- Queries pertaining to Vehicle Coverage Request will be addressed to Mr. Farhan at [Farhan.ali@pakqatar.com.pk](mailto:Farhan.ali@pakqatar.com.pk)

## Escalation Matrix

<b>1<sup>st</sup> point of contact</b>	Farhan Ali	Manager Sales & Development	<a href="mailto:Farhan.ali@pakqatar.com.pk">Farhan.ali@pakqatar.com.pk</a>
<b>2<sup>nd</sup> point of contact</b>	Muhammad Zohaib Ali Khan	Vice President – Channel Development	<a href="mailto:Zohaib.khan@pakqatar.com.pk">Zohaib.khan@pakqatar.com.pk</a>
<b>3<sup>rd</sup> point of contact</b>	Muhammad Raza	Head of Operations	<a href="mailto:Muhammad.raza@pakqatar.com.pk">Muhammad.raza@pakqatar.com.pk</a>