



SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN INSURANCE DIVISION

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Circular No. 18 of 2011

Subject: **Product Information on websites**

It has been observed that many insurance policyholders do not have the requisite information about the policies before and after they sign off the proposal forms. The lack of information about the product causes a number of difficulties for policyholders in case they want to renew, or surrender their contracts, take loans thereupon, approach for claims or maturity etc.

2. Therefore the managements of all the insurance companies are hereby advised to exhibit the necessary information regarding all their products on the company websites in an easy-to-follow manner and in both the English and Urdu languages.
3. The information material, in case of life insurance products, should include the benefit structure of the products, death benefit, surrender cash values and maturity value, plan terms, eligible ages and claim filing instructions etc.
4. The information material related to claim/grievance handling mechanism/procedure in detail.
5. All the required material should be readily exhibited on the websites by 15 January, 2012 and this must get a priority focus of the managements.


(Tariq Hussain)
Director

Distribution:

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