



Customer Queries/ Complaints / Feedback

We are committed to dealing with customers' queries/complaints positively, sympathetically and in a supportive manner. We aim to put things right at the earliest opportunity. It is always our intention to deliver a high standard of customer service support to our valued clients at all times.

For Queries / Information (during working office hours):

Our Customer Care Contact Center facilitates and responds to your queries regarding policy coverage benefits/limits details, claim status update, insured card status/ additions deletions update, pre authorization case status details and various different product/ policy information.

Our Call Center Representatives are pleased to assist and provide the latest accurate and updated information to all your queries in a prompt manner.

Customer Care Center: (021) 111 4357 00

After office hours, you may seek guidance for policy coverage details/procedures on our Customer Service Hotline or in case of any Emergency/ admissions for Hospitalization cases you may also contact on our Medical Emergency Hotlines (Karachi, Lahore & Islamabad) accordingly:

Customer Services Hotline: 0300 8208555

Medical Emergency Hotline (Karachi): 0300 8207000

Medical Emergency Hotline (Lahore): 0300 8483818

Medical Emergency Hotline (Islamabad): 0300 8508550

Complaints/Feedback:

We have established simple and effective complaints procedure so that your concerns can be resolved timely, efficiently and to your utmost satisfaction.

For complaints, you should initially notify our Customer Relations Management Team as soon as reasonably practical at earliest possible either by email, call or in writing. Our CRM Team will determine whether it can be resolved immediately or will require further investigation. We will acknowledge to your complaints queries and respond back accordingly.

Customer's Feedback:

We value customer feedback as an important contributor to our objective to continuously improve our customer support services. We urge you to let us hear your views/feedback and help us to take the initiative in facilitating beyond the high standard level of our customer service support which we have set for ourselves. We are certain to remain your best service provider of choice ahead. Your trust and confidence in us is indeed encouraging.

Correspondence Contact Details:

Email: customer.relations@efuhealth.com

Customer Care Center: (021) 111 4357 00 / 111432 584 Ext. 410/412/236

Customer Service Hotline: 0300 8208555

Postal Address: 37-K Block 6, P.E.C.H.S, Karachi 75400.