

Frequently Asked Question

1. Why Do I Need EFU Transactional Shield Plan?

A plan providing financial and takaful protection benefits (Transactional Takaful/Term Takaful) aims to offer coverage to HBL customers in the event of fraudulent transactions and death due to any cause.

2. How does this Plan work?

EFU Transactional Shield Plan provides coverage in case of loss of cash from the account/card of the participant due to fraudulent/unauthorized transaction into the accounts.

This plan has a term takaful cover benefit as well which will provide complete financial security by paying a defined amount as per the selected option to the family in case of a customer's death due to any cause.

3. How will I know that I am enrolled under EFU Transactional Shield Plan?

Upon contribution deduction, you will get the purchase SMS, in addition to that you can see your policy details anywhere and anytime by simply clicking on the Policy Link on SMS.

4. Under what circumstances will I be covered?

In case of loss of cash from the account/card of the participant due to fraudulent/unauthorized transaction into the accounts or death.

5. What will I get on maturity under EFU Transactional Shield Plan?

You will not receive anything as this is not investment linked product. The only benefit you gain is the coverage for Fraudulent Transaction and Death benefit.

6. Is there any age restriction?

Yes, for Fraudulent Transaction Coverage, the age restriction is 18 and above. However, for Term Takaful coverage, enrolment is available for individuals aged 18-64.

7. Can I buy this product for one year only?

Yes, you can only avail this product for one year. However, this product is auto renewable, and the contribution will be automatically deducted next year (kindly ensure to maintain sufficient balance for deduction).

8. Can I buy 2 policies?

No, you can only purchase 1 policy on one CNIC.

9. How do I view my PMDs?

EFU Life –WTO and EFU General – WTO will provide you the PMD within 07 working days from your contribution deduction.

10. What is Free Look up Period “FLP”?

FLP is a period during which you can cancel your policy and get the full refund, it's start from contribution deduction and FLP period of this product us 14 days.

11. What is the claim process?

In case of any claim with regards to the plan, please contact the insurers on below address:

EFU Life House Contact Details: EFU Life House - Claims Department, Plot No 112, 8th East Street, DHA Phase 1, Karachi. Phone: +92-21-111-338-111, Email to EFU: claims@efulife.com

The Participant can also contact HBL at: (021)-111-111-425.

12. What is the procedure in case I want to cancel my EFU Transactional Shield plan?

You can contact the above-mentioned number to cancel your plan.