



SALAAM TAKAFUL LIMITED

QUALITY POLICY

Salaam Takaful Limited has the capacity to underwrite risks in all avenues of General Business (Classes: Motor, Health, Marine, Fire, Engineering and Miscellaneous). In addition, the Company has arrangements with local and foreign Re-Takaful operators enabling it to offer comprehensive coverage for specialized risks, umbrella covers, infrastructure projects, commercial risk and consumers. We also provide specifically tailored takaful solutions for Islamic banking operations as well as for large corporate groups.

Salaam Takaful Limited strives to be the top of the mind Takaful Brand for its customers in all spheres including but not limited to competitiveness, service standards and business ethics – we also aspire to grow beyond borders and become a global takaful operator.

We remain focused on exceeding our customer expectations in delivering exceptional services and peace of mind, by providing quality services on time, and work with honesty, diligence and responsibility.

We firmly believe that excellence in service quality is the result of collective effort and commitment from all team members. Salaam Takaful Limited has continual commitment to:

- Treat our Participants how we would like them to treat us;
- Employ the best and brightest people;
- Strive to deliver on time for all participants;
- Promote open and effective communication with our participants;
- Promote the use of a process approach and risk-based thinking;
- Be the market leader in every market we serve;
- Establish and regularly review quality objectives, in order to monitor our performance;
- Communicate and emphasize our Quality Policy to all our esteemed stakeholders;
- Fully comply with the requirements of ISO 9001:2015.

Salaam Takaful Limited is committed to comply with all applicable legislations relevant to its industry and seeks continual improvement of its Quality Management System.

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Syed Rizwan Hussain
Managing Director & CEO