

# Jubilee

LIFE INSURANCE

JLICL/PSX/0055/2024  
August 06, 2024

THROUGH PUCAR/COURIER

The General Manager,  
Pakistan Stock Exchange Limited  
Stock Exchange Building,  
Stock Exchange Road,  
Karachi.

**SUBJECT:- MAJOR BUSINESS SYSTEM UPGRADATION**

Dear Sir,

This is to inform that Jubilee Life Insurance Company Limited is implementing a major business system's upgradation commencing from Friday, 9<sup>th</sup> August 2024 (9:00 p.m.) which will culminate on Sunday, 18<sup>th</sup> August 2024 (midnight). Therefore, the Company's operations for individual customers / policyholders / members / participants will remain close during this period.

Systems at our branches, service and sales outlets will not be available for public servicing during this period. Operational activities including premium collection, policy issuance, policy and claim payments & disbursements, fund pricing etc. will also be on hold and all transactions will be processed after System upgrade effective the next business working day. Furthermore, limited access to our customer portals, Website, Mobile applications, WhatsApp and SMS, would only be possible during this period.

Jubilee Life has always been at the fore front of providing quality service to its valuable policyholders / takaful members / participants / existing clients and prospective customers. This System upgrade is another endeavour to further enhance the range and efficiency of our services. Therefore, we request all stakeholders to kindly bear with us during this phase and any inconvenience that may be caused is sincerely regretted.

In case of any change in the implementation plan or alteration in timelines, it will be communicated accordingly.

Sincerely Yours,



**NAJAM UL HASSAN JANJUA**  
Company Secretary

**CC to:**

- > Executive Director, Insurance Division, SECP, Islamabad.
- > Deputy Director, SECP, Policy Regulation & Development, Insurance Division, Islamabad.

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