

## Alternative Forums to lodge Complaints:

Despite our best efforts if you are unable to get satisfactory resolution from us then you may write to below institutions:

### State Bank of Pakistan:

Mailing address:  
The Director  
Banking Conduct & Consumer Protection Department  
State Bank of Pakistan  
5th floor, SBP main Building  
I.I. Chundrigar Road  
Karachi

**Email at:** [cpd.helpdesk@sbp.org.pk](mailto:cpd.helpdesk@sbp.org.pk)

**Electronic complaint from:** <http://www.sbp.org.pk/cpd/CPD-Form.asp>

**Contact No:** +92-21-99218148 & +92-21-32453551 +92-21-99221147

**UAN No:** 111-727-273

### Banking Mohtasib Pakistan Secretariat

5th Floor, Shaheen Complex, M R Kiyani Road, Karachi.

Telephone: +9221-99217334 to 38 (5 lines)

Facsimile: +9221-99217375

Email: [info@bankingmohtasib.gov.pk](mailto:info@bankingmohtasib.gov.pk)

Web site: [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk)

# COMPLAINT FORM

*Handling Customer Complaints*



National Bank of Pakistan  
نیشنل بینک آف پاکستان

Name: Mr. /Mrs. /Ms.			
Father's/Husband's Name:			
CNIC #:			
Complete Mailing Address: ..... ..... Phone / Mobile No.			
E-mail Address (if any)			
Branch Name against which complaint is being lodged: ..... Branch Code			
Nature of Complaint:			
Type of Customer: Walk In <input type="checkbox"/> Account Holder <input type="checkbox"/>			
Account No:			
ATM Card No (In case of complaint related to ATM)			
Complaint in detail: (add page if require)			
Date & Time of Incident: .....			
<b>Attachments:</b> _____			
Date:			
Signature/ Thumb impression of Complainant			

**PROCEDURE FOR FILING OF SUGGESTIONS AND COMPLAINTS**

NBP staff is ready and willing to serve their account holders and walk-in customers. However, possibility exists for valid or invalid reasons, that they may sometime encounter difficulty / delay in getting desired service and may like to put forward suggestions to improve customer services, our procedures and system or in case of distress may like to lodge a complaint.

In such situation they are requested to use any of the following methods to lodge a complaint.

**FIVE SIMPLE METHODS FOR FILING A COMPLAINT**

1. Approach Branch Manager and in his absence the Operations Manager for redressal of complaint.
2. Lodge complaint through call centre 111-NBP-NBP (+92-21-111-627-627)
3. Lodge your complaints/suggestions through complaint form available at website [www.nbp.com.pk](http://www.nbp.com.pk) or email at [cmw.sqd@nbp.com.pk](mailto:cmw.sqd@nbp.com.pk)
4. Lodge your complaint in writing by filling up the complaint form available at the branch or download it from [www.nbp.com.pk](http://www.nbp.com.pk) and mail a copy to  
The Head  
Complaint Management Wing  
7th floor,  
National Bank of Pakistan  
Head Office  
Karachi.
5. Lodge your complaint in writing through complaint drop box available at the branch.

**PROCEDURE TO RESOLVE/ SETTLE COMPLAINTS AT NBP:**

On receipt of complaint at Complaint Management Wing a unique complaint number is assigned to the complaint and an acknowledgement SMS is send at complainant available mobile number. Subsequently based on the nature of complaint, the complaint will be electronically routed to the concerned department at Head Office or Regional Office. The response to the complaint should reach at Complaint Management Wing within seven days and in case complaint required an investigation it may take upto 30 days. The final response / closure SMS will be sent to the complainant at his available address / mobile number.