



National Bank of Pakistan
نیشنل بینک آف پاکستان

Press Release

April 2, 2026

NBP Launches WhatsApp Banking Service to Enhance Customer Convenience

Karachi, April 2, 2026: National Bank of Pakistan proudly announces the launch of its WhatsApp Banking service, marking a significant step forward in delivering seamless, accessible, and customer-centric digital banking solutions. With this new service, NBP customers can now conveniently access essential banking features through WhatsApp, one of the most widely used messaging platforms in the country.

The service enables users to perform balance inquiries, view mini statements, request full account statements, and explore additional banking options, all from the ease of their mobile devices. Customers may register now at 111-NBP-NBP (+92 111-627-627).

Speaking on the launch, Mr. Rehmat Ali Hasni, President NBP said, "At National Bank of Pakistan, we are committed in making banking more accessible, secure, and customer friendly. The launch of WhatsApp Banking reflects our vision to embrace digital innovation and bring banking services closer to millions of Pakistanis in the simplest possible way."

Mr. Adnan Nasir, Chief Digital Officer, NBP added, "This milestone is part of our broader digital transformation journey. By integrating banking services into WhatsApp, we are bringing convenience for customers and ensuring that financial access is just a message away. This is only the beginning, and we look forward to expanding features to further enrich the customer experience."

The introduction of WhatsApp Banking reinforces NBP's commitment to innovation and its ongoing efforts to enhance digital engagement, improve service delivery, and expand financial inclusion across Pakistan.