

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

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

Web site: www.bankingmohtasib.gov.pk

COMPLAINT FORM

Handling Customer Complaints



NBP



NBP

National Bank of Pakistan
نیشنل بینک آف پاکستان