Name: Mr. /Mrs. /Ms.	
Father's/Husband's Name:	
CNIC #:	
Complete Mailing Address:	
4	
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 Account Holder	
Account No:	
ATM Card No (In case of complaint related to ATM)	
Complaint in detail: (add page if require)	
Date & Time of Incident:	
Attachments:	
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 encouter 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 or email at complaint@nbp.com.pk
- 4. Lodge your complaint in writing by filling up the complaint from available at the branch or download it from 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 investingation it may take upto 30 days. The final response / closure SMS will be sent to the complainant at his available address / mobile number.

## Alternative Forums to lodge Complaints:

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

## **State Bank of Pakistan:**

Mailing address:

The Director TOTAL TOTAL TOTAL TOTAL TOTAL AND TOTAL T

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, MR 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** 





National Bank of Pakistan نیشنل بینک آف پاکستان