

STATE BANK OF PAKISTAN						
CONSUMER PROTECTION DEPARTMENT						
Banks Focal Persons List updated as Of March 12, 2025						
S.No	Bank /DFIs/MFBs Name	Name	Destination	Direct Number	Cell Numbers	E-Mail Address
1	First Women Bank Limited	Ms. Sakina Alam	SVP/ Head HRD & SQ	021-35657682	0323-4003568	sakina.alam@fwbl.com.pk
		Mr. Irfan Malik	Head of Operations	021-35655781	0336-2120973	irfan.malik@fwbl.com.pk
2	National Bank OF Pakistan	Anwar Ahmed Qureshi	VP, Complaint Management Division - President Secretariat	021-99220667	0312-2808102	anwar.queshi@nbp.com.pk
		Sadaf Fatima	VP, Complaint Management Division - President Secretariat	021-99220459	0300-2549460	sadaf.fatima@nbp.com.pk
3	The Bank of Khyber	Masood Khalid	Head Service Quality Department	091-5284909	0332-9975367	muhammad.hassan@bok.com.pk
		Muhammad Atif Khan	Unit Head Complaint Management	091-5253867	0300-5950032	muhammad.awais@bok.com.pk
4	The Bank of Punjab	Raqia Mansoor Malik	Unit Head CMU	042-35871176	0321-4744447	raqia.mansoor@bop.com.pk
		Muhammad Rizwan Qureshi	Manager Banking Mohtasib	021-35292377	0333-3778062	Rizwan.queshi@bop.com.pk
5	Sindh Bank Limited	Aamir Ali	EVP II /Head of Compliance, Vigilance and Fraud Risk Division	021-35829302	0346-7184481	Aamir.A@sindhbankltd.com
		Kaleem Mustafa	SVP - II, Compliance Division	021-35829479	0301-2527285	Kaleem.mustafa@sindhbankltd.com
6	Zari Tarqiati Bank Limited	Syed Naeem Mumtaz	Vice President /Home Remittance Department/ Operation Division	051-9252739	0333-5155194	syed.naeem@ztbl.com.pk
		Sanaulah	Senior Vice President- Credit Operations Department, Head Office Islamabad	051-9252718	0300-5105586	svp.cod@ztbl.com.pk
7	SME Bank Ltd	Syed Zubair Shah	VP/Deptt.Head vigilance	051-9206652	0321-6164712	zshah@smebank.org
		Azhar Javed	AVP/Deptt Head Operations	051-9206647	0333-5205027	ajaved@smebank.org
8	Punjab Provencial Cooperative Bank Limited	Muhammad Saleem Tahir	Head Operations	042-99211432-36 (Ext# 241)	0300-4249003	Saleem.tahir@ppcbl.com.pk
		Asma Shakeel	Head Legal/In charge Complaint Cell	042-99211432-36 (Ext# 268)	0331-4200755	Asma.shakeel@ppcbl.com.pk
9	Industrial Development Bank of Pakistan Limited	Muhammad Naeem Khalid	AVP/Head of Operations & Investment Department	021-99213652	0333-2196018	operations@idbl.com.pk
		Muhammad Bilal Siddiqui	Officer Grade-III Operations& Investment Department	021-99213633	0335-0365017	operations@idbl.com.pk
10	Habib Bank Limited	Qazi Sibghatullah	Manager Complaint Resolution	021-37137425 Ext:8816	0331-2583729	gazi.sibghatullah@hbl.com
		Asad Aleem	DGM, Head of Complaint Resolution Unit	021-37137425 Ext:19715	0307-2818053	Asad.aleem@hbl.com
11	United Bank Limited	Sharjeel Allana	Head Complaint Management	021-990332759	0333-3350671	sharjeel.allana@ubl.com.pk
		Saima Salahuddin	Manager Regulatory Complaints	021-990332651	0322-2780551	saima.salahuddin@ubl.com.pk
12	MCB Bank Limited	Mariam Hussain	Department Head- Complaint Management, Ethics & Banking Conduct	021-32112728	0340-0007288	mariam.hussain@mcb.com.pk
		Muhammad Shamail Waseem	Unit Head- Banking Conduct, Ethics & Regulatory Reporting	021-32642513	0347-2091013	shamail.waseem@mcb.com.pk
13	Allied Bank Ltd	Shahzad ur Rehman	Divisional Head – Complaint Management	042-35880043 Ext.31334	0300-0458148	Shahzad.Rehman@abl.com
		Waqas Mazhar	Divisional Head - Centralized Accounts Processing (CP)-BSG	042-35880043 Ext-31566	0321-6560048	waqas.mazhar@abl.com
14	Bank Al-Falah Limited	Muhammad Ali Vohra	Unit Head Complaint Management	021-3312-2780	0301-8229318	ali.vohra@bankalfalah.com
		Inam-ul-Haq	Assistant Manager - Complaint Management Unit	021-3312-3228	0331-5693299	inamul.h@bankalfalah.com
15	Bank Al-Habib Limited	Muhammad Ismail Khan	Senior Chief Manager	021-32464271	0333-1026704	ismail.khan@bankalhabib.com
		Shahid Abbas Dodhiya	Deputy General Manager	021-32270681	0336-2372183	dodhiya@bankalhabib.com
16	Habib Metropolitan Bank Limited	Syed Shoab Ali Jafri	Unit Head CFT	021-3264-8025	0343-2071156	Shoabib.jafri@habibmetro.com
		Anjum Amin Siddiqui	Head Regulatory Risk & Compliance	021-32644422	0300-8271467	anjum.amin@habibmetro.com
17	JS Bank Limited	Maha Dev	Assistant Manager - Customer Care Unit	021-38904372	0346-5550555	maha.dev@jsbl.com
		Rida Fatima	Head - Customer Care unit	021-38904333	-	Fatima.rida@jsbl.com

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18	Faysal Bank Limited	Muhammad Uzair Faruqi	Head - Complaint Management Unit	021-32795584	0333-2374231	UzairFaruqi@faysalbank.com
		Mehreen Sanghani	Unit Head- Complaint Management Unit	021-32795411	0306-1346238	mehreen.sangani@faysalbank.com
19	Askari Bank Limited	Adnan Aslam Sandhu	A/Head Complaints – AVP	051-8101080	0333-0175068	Adnan.sandhu@askaribank.com.pk
		Usman Fayyaz	Sr. Officer Customer Complaints	051-8101073	0302-8420879	Usman.16482@askaribank.com.pk
20	Standard Chartered Bank (Pakistan) Limited	Syed Jaffer Ali	Senior Manager -Individual Banking / G-6 (VP)	021-32452489	3343182970	Syed-Jaffer.Ali@sc.com
		Mazhar Ali	Senior Manager -Individual Banking / G-6(VP)	021-32452356	3332355204	Mazhar.Ali2@sc.com
21	Soneri Bank	Mr. Mateen Mahmood	Head of Service Quality & Officiating Head of Operations	021 111567890 Ext.2414	0333-8388272	mateen.mahmood@soneribank.com
		Tazeen Fatima	Unit Head - CMU, Regulatory & Ethics	021 35171925-26 Ext:104	0331- 0372827	tazeen.fatima@soneribank.com
22	SILK Bank Limited	Margaret Clements	Officiating Head - CMU/ Info	021-34321772	3362769459	margaretsandra@silkbank.com.pk
		Nadia Raza	Senior Officer -CMU	021-34321612	3151102384	nadia.raza@silkbank.com.pk
23	Bank Makramah Ltd Formaly Summit Bank Ltd	Mir Mohsin Talpur	Officating Group of Compliance	021-32468400 (Ext: 2880)	0300-3259990	Mir.mohsin@summitbank.com.pk
		Atif Iqbal	Head of Regulatory Compliance	021-32468400 (Ext: 2827)	0301-6154825	atif.iqbal@summitbank.com.pk
24	Samba Bank Limited	Clifford Lucas	SVP - Head QA & Customer Care, Phone Banking & Tele Sales	021-38246146	0300-8222129	clifford.lucas@samba.com.pk
		Ammar Navid Rizvi	Manager & AVP Customer Care	021-38246162	0335-0222041	ammar.rizvi@samba.com.pk
25	Meezan Bank Limited	Ali Raza Khan	Manager CCU	021-38103500,Ext: 2457	0343-2201739	Khan.ali@meezanbank.com
		Muhammad Zaighum Hussain	Assistant Manager	021-38103500, 3746	0336-2098562	zaighum.hussain@meezanbank.com
26	Al-Baraka Bank (Pakistan) Limited	Mr. Aziz Reimoooh	Unit Head, Complaint Management Unit & Ethics Controls	021-35301864	0345-2484417	aziz.reimoooh@albaraka.com.pk
		Mr. Israr Ahmed	Head of Customer Services, Research & Analytics	051-2805181	0334-3404168	Israr.ahmed@albaraka.com.pk
27	Bank Islami Pakistan Limited	Muhammad Somy	Manager Complaint Resolution	021-32116000 Ext 7565	0345-2544373	muhammad.somy1@bankislami.com.pk
		Asif Nazir	Head-Service Quality	021-32116000 Ext 6700	0331-4440435	Asif.nazir@bankislami.com.pk
28	MCB Islamic Bank Limited	Brian Bernard D'Souza	Head -Service Quality	021-34837013	0333-3111322	brian.dsouza@mcbislamicbank.com
		Mirza Muhammad Nadir Ali	Manager Complaint Resolution Department	021-34837013	0312-2093199	nadir.ali@mcbislamicbank.com
29	Dubai Islamic Bank Pakistan	Aisha Kiran	Manager Complaint Resolution	021-35203899	0336-2065316	aisha.kiran@dibpak.com
		Mehwish Yaseen	Complaint Resolution Officer	021-35203895	0301-2321361	Mehwish.yaseen@dibpak.com
30	Citi Bank N.A	Wilson Gill	Executive Assistant / CCO Office	92 21 32598676	3002540057	Willson.gill@citi.com
		Asad Sarfaraz	Franchise Governance Officer	92 21 32598982	0321 4518197	asad.sarfaraz@citi.com
31	Deutsche Bank AG	Naveed Asghar	Head of Corporate Coverage-Pakistan	042-36026240	0333-7869836	naveed.asghar@db.com
		Sarah Tariq	Head of Compliance	021-35207373	0321-2566340	sarah.tariq@db.com
32	Industrial &Commercial Bank of China	Shamwail Sohail	Head of Compliance	021-35208968 Ext:968	0317-4185930	Shamwail.Sohail@pk.icbc.com.cn
		Tabish Abbas	Regulatory Compliance Officer	021-35208955, Ext: 955	0332-2563745	tabish.abbas@pk.icbc.com.cn
33	Bank of China Limited	Mr. Kashif Abbas	Operation Manager	021-33110688 Ext 695	0332-2469082	Kashif_pk@bank-of-china.com
		Muhammad Shariq Rasheed	Head Compliance	021-33110688 Ext 664	0336-2179169	shariq.rasheed@bankofchina.com
Development Finance Institutions						
1	Pakistan Kuwait Investment Company Limited	Naveed Lodhi	Group Head of Compliance / EVP	021-35641964	0337-8205797	naveed.lodhi@pkic.com
		Syed Azmat Ali	Manager Regulatory Compliance / AVP	111-611-611 Ext 225	0301-2244207	azmat.ali@pkic.com
2	Pak-Oman Investment Company Limited	S. Abdullah Jamal Ahmed	Head of Internal Audit	(021) 35630971-75 Ext. 151	0321-2405844	abdullah.jamal@pakoman.com
		Sajjad Arif	Head of Compliance	(021) 35630971-75 Ext. 109	0334-3404562	Sajjad.arif@pakoman.com

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3	Pak Brunei Investment Company Limited	Syed Kashif Ali	Credit Analyst, Credit Risk and Monitoring Department	021-35361215-9 Ext 167	0332-3492126	syed.kashif@pakbrunei.com.pk
		Nadeem Akhtar	Senior Manager, Credit Risk Assessment &SME	021-35361215-9 Ext-157	0321-8913476	
4	Pak-Libya Holding Company Limited	Atif Mahmud	SVP – Risk Management & Regulatory Compliance (Compliance Function)	021-111-111-115 Ext-349	0300-2503993	atif@paklibya.com.pk
		Ms. Tasneem Lotia	SVP & Acting HOD – Risk Management & Regulatory Compliance	021-111-111-115 Ext-333	0302-6562244	tasneem@paklibya.com.pk
5	Saudi Pak Industrial & Agricultural Investment Company Limited	Saudi Pak Industrial & Agricultural Investment Company Limited being a DFI does not provide any product or service to individuals including Politically Exposed Persons				
6	PAIR Investment Company Limited	Syed Afak Hussain Shah Musavi	Chief Compliance Officer	021-35829647	0333-2177324	afak.shah@pairinvestment.com
		Khurram Faizyab	Head of Corporate & Investment Banking / CIBG	021-35829683	0300-2336142	khurram.faizyab@pairinvestment.com
7	Pak China Joint Investment Company Limited	Mr. Khurram Shahzad	Group Head - Compliance & HR	051-2099616	0321-5097885	Khurram.shahzad@pakchinainvest.com
		Mr. Muhammad Bilal	Manager - Compliance	051-2099619	0333-0540444	muhammad.bilal@pakchinainvest.com
8	House Building Finance Company Limited	Muhammad Faisal Khan	Head of Compliance	021-35641711-15 (Ext. 777)	0333-2443693	faisal.khan@hbfc.com.pk
9	Pakistan Mortgage Refinance Company Limited	Syed Arsalan	Asst. Manager Compliance	021-35633366-8-Ext :138	0330-2899016	syed.arsalan@pmrc.com.pk
		Shaheryar Shakeel	Senior Manager- Operations	021- 35633366-8 Ext: 134	0300-2138964	shaheryar.shakeel@pmrc.com.pk
10	Export Import Bank Of Pakistan	Muhammad Asghar	Head of Caompliance (Acting)	051-9170147	0331-2763068	muhammad.asghar@eximbank.gov.pk
		Kashif Ahmed	Manager Communication	051-9170144	0333-5354510	kashif.ahmed@eximbank.gov.pk
Microfinance Banks						
1	HBL Microfinance Bank Limited	Saeed Ahmed	Manager Financial Crime Compliance	051-111-425-632 Ext. 946	0321-5585470	Saeed.ahmed5@hblmfb.com
		Mudassar Iqbal	Assistant Manager AML	051-111-425-632 Ext. 936	0345- 5285820	mudassar.iqbal@hblmfb.com
2	NRSP Microfinance Bank Limited	Muhammad Hamid Anwar	Head Compliance	062-2285126 Ext. 716	0331-5699951	muhammad.hamid01@nrspbank.com
		Muhammad Kashif	Senior Manager System Support & CAD	062- 22 85 126 Ext. 337	0342-5222252	Muhammad.Kashif@nrspbank.com
3	Khushhali Microfinance Bank Limited	Misbah Huma	ManagerService Quality & Complaint Cell	051-2334659	0301-8597753	misbah.huma@kb.com.pk
		Najmi Rizwan	Unit Head Quality and Diversity	051-2334596	0322-2258666	najmi.rizwan@kb.com.pk
4	Telenor Microfinance Bank Limited	Farooq Ejaz	Unit Manager - Customer Services & Quality Assurance		03411991025	farooq.ejaz@telenorbank.pk
		Muhammad Saeed Memon	Manager Complaint Management		03400289546	saeed.memon@telenorbank.pk
5	LOLC Microfinance bank formally Pak Oman Microfinance Bank Limited	Sultan Muhammad	Head of Operation		0335-53000002	'sultan.muhammad@lolc.com.pk'
		Zaheer Ahmed	Unit Head (Financial Crime Compliance Management)		0321-5165710	
6	U-Microfinance Bank Limited	Ahmad Hussain	CFT Desk In-charge	051-111-182-265	0330-4922806	ahmad.hussain01@ubank.com.pk
		Muhammad Rehman Sarwar	Manager AML & CFT	051-111-182-265	0332-5999203	rehman.sarwar01@ubank.com.pk
7	Mobilink Microfinance Bank Limited	Shabbana Javed	Head Customer Experience	051-2817070-7	0301-3248022	Shabbana@mobilinkbank.com
		Fahad Hayat	Executive Manager Customer Support & Services	051-2817070-7	0301-8563027	fahad.hayat@mobilinkbank.com
8	Apna Microfinance Bank Limited	Muhammad Abbas	Assistant Manager Compliance	042-36286293 Ext:115	0300-2000973	muhammad.abbas@apnabank.com.pk
		Ms. Hassan Majeed	Compliance Officer	042-36286485 Ext:151	0304-0105336	hassan.majeed@apnabank.com.pk
9	Halan Microfinance Bank Limited Formaly Advans Pakistan	Mr. Muhammad Farhan Babar	Head of Compliance	021-35303557-61 Ext: 10042	0322-2009112	farhan.babar@halan.com.pk
		Ms. Ilsa Zafar	Officer – Regulatory Compliance	021-35303557-61 Ext: 10037	0336-2825414	compliance@halan.com.pk
10	Sindh Microfinance Bank Limited	Mr.Sajid Mirza	Head - Complaint	021-34168125	0317-3172940	sajid.mirza@sindhmf.com
		Mr. Nasir Hussain Qazi	Head Risk & Compliance	021-34168126	0301-2425306	nasir.hussain@sindhmf.com
11	FINCA Microfinance Bank Limited	Qasim Ali Shah	Unit Head Regulatory Compliance	042-36667903 Ext – 322	0330-6010551	Qasim.shah@finca.pk
		Muhammad Saad Ul Haq	Unit Head AML	042-36667903 Ext – 322	0310-9304767	Saad.UlHaq@finca.pk

12	ASA Microfinance Bank (Pakistan)	Murtaza Hanif	Manager Regulatory Compliance	021-35211431-33 (Ext: 121)	0310-3300044	murtaza.hanif@asapakistan.com
	Ltd.	Muhammad Moiz	AML/CFT Officer	021-35211431-33 (Ext: 116)	0319-3884000	muhammad.moiz@asapakistan.com

