

5. Collection/Recovery Process

- 5.1 Banks/DFIs need to ensure that recovery letters issued to Credit Card holders bear the Designation, Contact Number (s) and Office Address of the concerned official(s).
- 5.2 Banks/DFIs should respond to the queries arising out of the recovery letters within a reasonable time period. The time period must be specifically defined in Banks/ DFIs public policy and should be communicated properly to the customers.
- 5.3 Banks/DFIs must ensure that their recovery/collection officers should not resort to any verbal or physical harassment of the delinquent Credit Card holder, their family members, referees and friends during recovery/collection efforts. Recovery/Collection officers should also not humiliate publicly or in private or intrude the privacy of the Credit Card holder's family members, referees and friends.
- 5.4 Telephone calls and visits to Credit Card holders for recovery of unpaid dues should be restricted to a convenient time and the same may be defined in the Bank/ DFIs public policy and should be properly communicated to customers at the time of issuance of Credit Card.
- 5.5 Recovery should only be made from principal cardholder and in no case supplementary cardholders shall be resorted to any sort of pressure to pay the unpaid amount. However, supplementary cardholders may be contacted only to enquire about the whereabouts of the principal cardholder.
- 5.6 Banks/DFIs should not start recovery process for reported disputed transactions until the investigation carried out by Card Issuing Bank/DFI/Banking Ombudsman/State Bank of Pakistan is completed. In case of wrong/ inappropriate basis of rejection of customer claim, Bank/ DFI would be liable for penalty.