

6. Complaint Resolution Process

- 6.1 Banks/DFIs should have an appropriate complaint resolution structure in place commensurate with the volume of complaints and better service consideration.
- 6.2 Credit Card complaints resolution mechanism must be prominently disclosed on the official website of the Bank/DFI. The Bank/DFI may also arrange online complaint registration on their websites. Complaint number should be provided to each complaint submitted to Bank/DFI and same should be communicated to the Credit Card holder.
- 6.3 Bank/ DFI should prepare MIS on complaints received against Credit Card operations and it should be submitted to Board of Directors or to the Country Management team, in case of branches of foreign banks, on quarterly basis for taking necessary action.
- 6.4 Banks/DFIs must resolve the disputed Transactions/complaint of the Credit Card holder promptly and as per the franchise rules of VISA, MasterCard, AMEX or any other international card association, taking into account nature of the transaction, distances, time zones, etc. However, in no case complaint resolution time should exceed 45 days from the date of complaint for the transaction(s) under dispute originated within Pakistan.
- 6.5 Banks/DFIs should clearly communicate to Credit Card holders that in case of any dispute, whether they will get temporary credit during investigation period.
- 6.6 Interest amount should not be charged to customer during investigation period. Bank/DFI will recover interest amount accumulated during investigation period only when the dispute is settled in favour of Bank/DFI. If decision turns in favour of the customer, the bank/DFI needs to refund the amount of disputed transactions, even to those customers who had made the payment of disputed transaction and cancelled the card after lodging complaint.
- 6.7 Bank/ DFI should provide related evidence to customer without any charges, if complaint turns to be in favor of Bank /DFI.
- 6.8 Banks/DFIs will be responsible to get reversed the erroneous information provided to e-CIB or any other approved credit bureau, within reasonable time period.