

STATE BANK OF PAKISTAN						
CONSUMER PROTECTION DEPARTMENT						
Banks Focal Persons List updated as Of June 5, 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	Mr.Anwar Ahmed Qureshi	VP, Complaint Management Division - President Secretariat	021-99220667	0312-2808102	anwar.qureshi@nbp.com.pk
		Ms.Sadaf Fatima	VP, Complaint Management Division - President Secretariat	021-99220459	0300-2549460	sadaf.fatima@nbp.com.pk
3	The Bank of Khyber	Ms.Fauziah Mahmood	Head Service Quality Department	091-111 265 265	0324-5001188	fauzia.mahmood@bok.com.pk
		Mr.Muhammad Atif Khan	Unit Head Complaint Management	091-111 265 265	0300-9079918	muhammad.Atif@bok.com.pk
4	The Bank of Punjab	Ms.Raqia Mansoor Malik	Unit Head CMU	042-35871176	0321-4744447	raqia.mansoor@bop.com.pk
		Mr. Muhammad Rizwan Qureshi	Manager Banking Mohtasib	021-35292377	0333-3778062	Rizwan.qureshi@bop.com.pk
5	Sindh Bank Limited	Mr.Aamir Ali	EVP II /Head of Compliance, Vigilance and Fraud Risk Division	021-35829302	0346-7184481	Aamir.A@sindhbankltd.com
		Mr.Kaleem Mustafa	SVP - II, Compliance Division	021-35829479	0301-2527285	Kaleem.mustafa@sindhbankltd.com
6	Zari Tarqati Bank Limited	Mr. Syed Naeem Mumtaz	Senior President – Branches Operations Department, Head Officer, Islamabad	051-9252739	0333-5155194	syed.naeem@ztbl.com.pk
		Mr. Sarfraz Ahmed	Vice President- Credit Operations Department, Head Office Islamabad	051-9252718	0333-2887724	sarfraz.ahmed@ztbl.com.pk
7	Punjab Provencial Cooperative Bank Limited	Mr.Muhammad Saleem Tahir	Head Operations	042-99211432-36 (Ext# (241)	0300-4249003	Saleem.tahir@ppcbl.com.pk
		Ms.Asma Shakeel	Head Legal/In charge Complaint Cell	042-99211432-36 (Ext# 268)	0331-4200755	Asma.shakeel@ppcbl.com.pk
8	Habib Bank Limited	Mr.Qazi Sibghat Ullah	Manager Complaint Resolution	021-37137425 Ext:8816	0331-2583729	qazi.sibghatullah@hbl.com
		Mr.Asad Aleem	DGM, Head of Complaint Resolution Unit	021-37137425 Ext:19715	0307-2818053	Asad.aleem@hbl.com
9	United Bank Limited	Mr.Sharjeel Allana	Head Complaint Management	021-990332759	0333-3350671	sharjeel.allana@ubl.com.pk
		Ms.Saima Salahuddin	Manager Regulatory Complaints	021-990332651	0322-2780551	saima.salahuddin@ubl.com.pk
10	MCB Bank Limited	Ms. Mariam Hussain	Department Head- Complaint Management, Ethics & Banking Conduct	021-32112728	0340-0007288	mariam.hussain@mcb.com.pk
		Mr. Muhammad Shamail Waseem	Unit Head- Banking Conduct, Ethics & Regulatory Reporting	021-32642513	0347-2091013	shamail.waseem@mcb.com.pk
11	Allied Bank Ltd	Mr.Shahzad ur Rehman	Divisional Head – Complaint Management	042-35880043 Ext.31334	0300-0458148	Shahzad.Rehman@abl.com
		Mr.Waqas Mazhar	Divisional Head - Centralized Accounts Processing (CP)-BSG	042-35880043 Ext-31566	0321-6560048	waqas.mazhar@abl.com
12	Bank Al-Falah Limited	Mr.Muhammad Ali Vohra	Unit Head Complaint Management	021-3312-2780	0301-8229318	ali.vohra@bankalfalah.com
		Mr.Inam-ul-Haq	Assistant Manager - Complaint Management Unit	021-3312-3228	0331-5693299	inamul.h@bankalfalah.com
13	Bank Al-Habib Limited	Mr. Muhammad Ismail Khan	Senior Chief Manager	021-32464271	0333-1026704	ismail.khan@bankalhabib.com
		Mr. Shahid Abbas Dodhiya	Deputy General Manager	021-32270681	0336-2372183	dodhiya@bankalhabib.com
14	Habib Metropolitan Bank Limited	Mr.Syed Shoaib Ali Jafri	Unit Head CFT	021-3264-8025	0343-2071156	Shoaib.jafri@habibmetro.com
		Mr. Anjum Amin Siddiqui	Head Regulatory Risk & Compliance	021-32644422	0300-8271467	anjum.amin@habibmetro.com
15	JS Bank Limited	Mr.Maha Dev	Assistant Manager - Customer Care Unit	021-38904372	0346-5550555	maha.dev@jsbl.com
		Ms.Rida Fatima	Head - Customer Care unit	021-38904333	0345-2276230	Fatima.rida@jsbl.com

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16	Faysal Bank Limited	Mr.Muhammad Uzair Faruqi	Head - Complaint Management Unit	021-32795584	0333-2374231	UzairFaruqi@faysalbank.com
		Ms.Mehreen Sanghani	Unit Head- Complaint Management Unit	021-32795411	0306-1346238	mehreen.sangani@faysalbank.com
17	Askari Bank Limited	Mr.Adnan Aslam Sandhu	A/Head Complaints – AVP	051-8101080	0333-0175068	Adnan.sandhu@askaribank.com.pk
		Mr.Usman Fayyaz	Sr. Officer Customer Complaints	051-8101073	0302-8420879	Usman.16482@askaribank.com.pk
18	Standard Chartered Bank (Pakistan) Limited	Mr.Syed Jaffer Ali	Senior Manager -Individual Banking / G-6 (VP)	021-32452489	0334-3182970	Syed-Jaffer.Ali@sc.com
		Mr.Mazhar Ali	Senior Manager -Individual Banking / G-6(VP)	021-32452356	0333-2355204	Mazhar.Ali2@sc.com
19	Soneri Bank Limited	Mr. Mateen Mahmood	Head of Service Quality & Officiating Head of Operations	021 111567890 Ext.2414	0333-8388272	mateen.mahmood@soneribank.com
		Ms.Tazeen Fatima	Unit Head - CMU, Regulatory & Ethics	021 35171925-26 Ext:104	0331- 0372827	tazeen.fatima@soneribank.com
20	Bank Makramah Ltd Formaly Summit Bank Limited	Mr. Mir Mohsin Talpur	Officiating Group of Compliance	021-32468400 (Ext: 2880)	0300-3259990	Mir.mohsin@summitbank.com.pk
		Mr.Atif Iqbal	Head of Regulatory Compliance	021-32468400 (Ext: 2827)	0301-6154825	atif.iqbal@summitbank.com.pk
21	Samba Bank Limited	Mr.Clifford Lucas	SVP - Head QA & Customer Care, Phone Banking & Tele Sales	021-38246146	0300-8222129	clifford.lucas@samba.com.pk
		Mr.Ammar Navid Rizvi	Manager & AVP Customer Care	021-38246162	0335-0222041	ammar.rizvi@samba.com.pk
22	Easy Paisa Digital Bank Limited	Mr. Farooq Ejaz	Unit Manager - Customer Services & Quality Assurance		0341-1991025	farooq.ejaz@easypaisa.com.pk
		Mr.Muhammad Saeed Memon	Manager Complaint Management		0340-0289546	saeed.memon@easypaisa.com.pk
23	Meezan Bank Limited	Mr.Ali Raza Khan	Manager CCU	021-38103500,Ext: 2457	0343-2201739	Khan.ali@meezanbank.com
		Mr.Muhammad Zaighum Hussain	Assistant Manager	021-38103500, 3746	0336-2098562	zaighum.hussain@meezanbank.com
24	Al-Baraka Bank (Pakistan) Limited	Mr. Aziz Reimoooh	Unit Head, Complaint Resolution Unit	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
25	Bank Islami Pakistan Limited	Mr.Muhammad Somy	Manager-CRU	021-32116000 Ext 7565	0345-2544373	muhammad.somy1@bipl.io
		Ms.Shomaila Mobeen	Assistant Manager-CRU	021-32116000 Ext 7566	0324-2674514	shomaila.mobeen@bipl.io
26	MCB Islamic Bank Limited	Mr.Brain Bernard D'Souza	Head -Service Quality	021-34837013	0333-3111322	brian.dsouza@mcbislamicbank.com
		Mr.Mirza Muhammad Nadir Ali	Manager Complaint Resolution Department	021-34837013	0312-2093199	nadir.ali@mcbislamicbank.com
27	Dubai Islamic Bank Pakistan	Ms. Aisha Kiran	Manager Complaint Resolution	021-35203899	0336-2065316	aisha.kiran@dibpak.com
		Ms.Mehwish Yaseen	Complaint Resolution Officer	021-35203895	0301-2321361	Mehwish.yaseen@dibpak.com
28	Citi Bank N.A	Mr.Wilson Gill	Executive Assistant / CCO Office	92 21 32598676	0300-2540057	Willson.gill@citi.com
		Mr.Asad Sarfaraz	Franchise Governance Officer	92 21 32598982	0321-4518197	asad.sarfaraz@citi.com
29	Deutsche Bank AG	Mr.Naveed Asghar	Head of Corporate Coverage-Pakistan	042-36026240	0333-7869836	naveed.asghar@db.com
		Ms.Sarah Tariq	Head of Compliance	021-35207373	0321-2566340	sarah.tariq@db.com
30	Industrial &Commercial Bank of China	Mr.Shamwail Sohail	Head of Compliance	021-35208968 Ext:968	0317-4185930	Shamwail.Sohail@pk.icbc.com.cn
		Mr.Tabish Abbas	Regulatory Compliance Officer	021-35208955, Ext: 955	0332-2563745	tabish.abbas@pk.icbc.com.cn
31	Bank of China Limited	Mr.Syed Waqas Ali	Operation Manager	021-33110688 Ext 695	0345-2157217	syedwaqasali@bank-of-china.com
		Mr.Muhammad Shariq Rasheed	Head Compliance	021-33110688 Ext 664	0336-2179169	shariq.rasheed@bankofchina.com
Development Finance Institutions						
1	Pakistan Kuwait Investment Company Limited	Mr.Naveed Lodhi	Group Head of Compliance / EVP	021-35641964	0337-8205797	naveed.lodhi@pkic.com
		Mr.Syed Azmat Ali	Manager Regulatory Compliance / AVP	111-611-611 Ext 225	0301-2244207	azmat.ali@pkic.com
2	Pak-Oman Investment Company Limited	Mr.S. Abdullah Jamal Ahmed	Head of Internal Audit	(021) 35630971-75 Ext. 151	0321-2405844	abdullah.jamal@pakoman.com
		Mr.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	Mr.Syed Kashif Ali	Manager Credit Risk Reporting, Credit Risk and Monitoring Department	021-35361215-9 Ext 167	0332-3492126	syed.kashif@pakbrunei.com.pk
		Mr.Nadeem Akhtar	Senior Manager, Credit Risk Assesment &SME	021-35361215-9 Ext-157	0321-8913476	nadeem.akhtar@pakbrunei.com.pk
4	Pak-Libya Holding Company Limited	Mr.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	Mr.Syed Afak Hussain Shah Musavi	Chief Compliance Officer	021-35829647	0333-2177324	afak.shah@pairinvestment.com
		Mr.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	Mr.Muhammad Faisal Khan	Head of Compliance	021-35641711-15 (Ext. 777)	0333-2443693	faisal.khan@hbfc.com.pk
9	Pakistan Mortgage Refinance Company Limited	Mr.Syed Arsalan	Asst. Manager Compliance	021-35633366-8-Ext :138	0330-2899016	syed.arsalan@pmrc.com.pk
		Mr.Shaheryar Shakeel	Senior Manager- Operations	021- 35633366-8 Ext: 134	0300-2138964	shaheryar.shakeel@pmrc.com.pk
10	Export Import Bank Of Pakistan	Mr.Muhammad Asghar	Head of Caompliance (Acting)	051-9170147	0331-2763068	muhammad.asghar@eximbank.gov.pk
		Mr.Kashif Ahmed	Manager Communication	051-9170144	0333-5354510	kashif.ahmed@eximbank.gov.pk
Microfinance Banks						
1	HBL Microfinance Bank Limited	Mr.Saeed Ahmed	Manager Financial Crime Compliance	051-111-425-632 Ext. 946	0321-5585470	Saeed.ahmed5@hblmfb.com
		Mr.Mudassar Iqbal	Assistant Manager AML	051-111-425-632 Ext. 936	0345- 5285820	mudassar.iqbal@hblmfb.com
2	NRSP Microfinance Bank Limited	Mr.Muhammad Hamid Anwar	Head Compliance	062-2285126 Ext. 716	0331-5699951	muhammad.hamid01@nrspbank.com
		Mr.Muhammad Kashif	Senior Manager System Support & CAD	062- 22 85 126 Ext. 337	0342-5222252	Muhammad.Kashif@nrspbank.com
3	Khushhali Microfinance Bank Limited	Ms.Misbah Huma	ManagerService Quality & Complaint Cell	051-2334659	0301-8597753	misbah.huma@kb.com.pk
		Ms.Najmi Rizwan	Unit Head Quality and Diversity	051-2334596	0322-2258666	najmi.rizwan@kb.com.pk
4	LOLC Microfinance bank formally Pak Oman Microfinance Bank Limited	Mr.Shahid Muhammad Khan Ghauri	Head of Operation		0332-7442874	shahid.ghauri@lolc.com.pk
		Mr.Mohsin Yasin	Unit Head (Financial Crime Compliance Management)		0300-6556429	mohsin.yasin@lolc.com.pk
5	U-Microfinance Bank Limited	Mr.Ahmad Hussain	CFT Desk In-charge	051-111-182-265	0330-4922806	ahmad.hussain01@ubank.com.pk
		Mr.Muhammad Rehman Sarwar	Manager AML & CFT	051-111-182-265	0332-5999203	rehman.sarwar01@ubank.com.pk
6	Mobilink Microfinance Bank Limited	Ms.Shabbana Javed	Head Customer Experience	051-2817070-7	0301-3248022	Shabbana@mobilinkbank.com
		Mr.Fahad Hayat	Executive Manager Customer Support & Services	051-2817070-7	0301-8563027	fahad.hayat@mobilinkbank.com
7	Apna Microfinance Bank Limited	Mr.Muhammad Abbas	Assistant Manager Compliance	042-36286293 Ext:115	0300-2000973	muhammad.abbas@apnabank.com.pk
		Mr.Hassan Majeed	Compliance Officer	042-36286485 Ext:151	0304-0105336	hassan.majeed@apnabank.com.pk
8	Halan Microfinance Bank Limited Formaly Advans Pakistan	Muhammad Farhan Babar	Head of Compliance	021-35303557-61 Ext: 10042	0322-2009112	farhan.babar@halan.com.pk
		Mahmood Suleman Maayet	Manager – Compliance	021-35303557-61 Ext: 10037	0309-1024462	mahmood.maayet@halan.com.pk
9	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
10	ABHI Microfinance Bank Limited Formaly FINCA Microfinance Bank	Mr.Qasim Ali Shah	Unit Head Regulatory Compliance	042-36667903 Ext – 322	0330-6010551	Qasim.shah@finca.pk
		Mr.Muhammad Saad Ul Haq	Unit Head AML	042-36667903 Ext – 322	0310-9304767	Saad.UlHaq@finca.pk
11	ASA Microfinance Bank (Pakistan) Ltd.	Mr.Murtaza Hanif	Manager Regulatory Compliance	021-35211431-33 (Ext: 121)	0310-3300044	murtaza.hanif@asapakistan.com
		Mr.Muhammad Moiz	AML/CFT Officer	021-35211431-33 (Ext: 116)	0319-3884000	muhammad.moiz@asapakistan.com

