

Following SBP Response to the Letter to Editor published in Daily Dawn on June 13, 2019

Dear Sir,

Apropos the 'Letter to the Editor' entitled 'Biometric verification' published in your esteemed newspaper on June 11, 2019. State Bank of Pakistan has already allowed banks to utilize NADRA Verisys instead of biometric verification for customers facing genuine issues, including senior/ old age citizens with uneven texture / unclear fingerprints. However, it has come into the notice of SBP that during the ongoing drive for biometric verification, some customers are facing problems due to genuine reasons. Accordingly, SBP has again instructed banks on June 03, 2019 that they may use NADRA Verisys for the purpose of identity verification. However, such customers are required to provide an undertaking to their bank declaring that the particulars provided to the bank are correct. If any customer faces problems in identity verification due to genuine reasons already explained above, they can file complaint with SBP through the Banking Conduct & Consumer Protection Department (<http://www.sbp.org.pk/cpd/CPD.asp>) for timely resolution.

Abid Qamar

Chief Spokesman

State Bank of Pakistan

Following "Letter to Editor" published in Daily Dawn, Karachi on June 11, 2019

Biometric verification

I WOULD like to draw attention to problems faced by the elderly with regards to biometric verification of bank accounts as directed by the State Bank of Pakistan.

Fingerprints of the elderly very often do not scan (particularly when one is diabetic). We took my mother, with great difficulty and in a wheelchair, to the bank for her biometric verification, but unfortunately her fingerprints would not scan. It is requested that the SBP exempts biometrics for the elderly as is the practice in Canada and the US for persons over 79.

Faiza Kazi

Karachi

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