

STATE BANK OF PAKISTAN						
CONSUMER PROTECTION DEPARTMENT						
Banks PEP Focal Persons List						
S.No	Bank / DFIs/MFBs Name	Name	Designation	Direct Number	Cell Numbers	E-Mail Address
Commercial Banks						
1	First Women Bank Limited	Ms. Zarina Sial	Head Compliance & Off. Head HRD	021-35655780	0333-2288601	zarina.sial@fwbl.com.pk
		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.qureshi@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	Abdul Salam	Unit Head AVP-I	091-7227020 (9321)	0321-9086515	Abdul.salam@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.qureshi@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	Zarai Tarqiyati Bank Limited	Syed Naeem Mumtaz	Senior President – Branches Operations Department, Head Officer, Islamabad	051-9252739	0333-5155194	syed.naeem@ztbl.com.pk
		Sarfraz Ahmed	Vice President- Credit Operations Department, Head Office Islamabad	051-9252718	0333-2887724	sarfraz.ahmed@ztbl.com.pk
7	Punjab Provincial 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
8	Habib Bank Limited	Fasih Ur Rehman	Head Business Intelligence and Analytics	021-32418000	0300-8270821	fasih.rehman1@hbl.com
		Qazi Sibghat Ullah	Head Regulatory Complaints	021-32418000	0331-2583729	gazi.sibghatullah@hbl.com
9	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
10	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
11	Allied Bank Limited	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
12	Bank Al-Falah Limited	Muhammad Atif Sarwar	Head- Governance Control and Diligence Division	021-3820-7860	-	Atif.sarwar@bankalfalah.com
13	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

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14	Habib Metropolitan Bank Limited	Asif Raza	Head SBP Cordination Unit - Compliance	021-32644483	0322-2540201	a.raza@habibmetro.com
15	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	0345-2276230	fatima.rida@jsbl.com
16	Faysal Bank Limited	Mr. Muhammad Ali Vohra	Head - Complaint Management Unit	021-32795584	0301-8229318	AliVohra@faysalbank.com
		Ms. Mehreen Sangani	Unit Head - Complaint Management Unit	021-32795411	0306-1346238	mehreen.sangani@faysalbank.com
		Mr. Muhammad Hammad Siddiqui	Team Manager - Complaint Management Unit	021-111-112-233 Ext: 4731	0333-2167058	HammadSiddiqui@faysalbank.com
17	Askari Bank Limited	Adnan Aslam Sandhu	Head Complaint Management	051-8101080	0333-0175068	adnan.sandhu@askaribank.com.pk
		Usman Fayyaz	Manager Complaints Operations	051-8101073	0302-8420879	usman.16482@askaribank.com.pk
18	Standard Chartered Bank (Pakistan) Limited	Syed Jaffer Ali	Senior Manager -Individual Banking / G-6 (VP)	021-32452489	0334-3182970	Syed-Jaffer.Ali@sc.com
		Mazhar Ali	Senior Manager -Individual Banking / G-6(VP)	021-32452356	0333-2355204	Mazhar.Ali2@sc.com
19	Soneri Bank Limited	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
20	Bank Makramah Limited Formerly Summit Bank Limited	Syed Kashif Iqbal	Unit Head Customer Experience & Service Monitoring	021-32468400 (Ext: 2851)	0321-2393938	svedkashifiqbal@bankmakramah.com
		Ishrat Hussain	Head Regulatory Compliance	021-32468400 (Ext: 2938)	0322-2009073	ishrat.hussain@bankmakramah.com
21	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
22	EasyPaisa Digital Bank Limited	Farooq Ejaz	Unit Manager - Customer Services & Quality Assurance		0341-1991025	farooq.ejaz@easypaisa.com.pk
		Muhammad Saeed Memon	Manager Complaint Management		0340-0289546	saeed.memon@easypaisa.com.pk
23	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
24	Al-Baraka Bank (Pakistan) Limited	Aziz Reimoooh	Unit Head, Complaint Resolution Unit	021-35301864	0345-2484417	aziz.reimoooh@albaraka.com.pk
		Israr Ahmed	Head of Customer Services, Research & Analytics	051-2805181	0334-3404168	lsrar.ahmed@albaraka.com.pk
25	Bank Islami Pakistan Limited	Muhammad Somy	Manager-CRU	021-32116000 Ext 7565	0345-2544373	muhammad.somy1@bipl.io
		Shomaila Mobeen	Assistant Manager-CRU	021-32116000 Ext 7566	0324-2674514	shomaila.mobeen@bipl.io
26	MCB Islamic Bank Limited	Brain 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
27	Dubai Islamic Bank Limited	Aisha Kiran	Unit Head	021-35693889	0336-2065316	aisha.kiran@dibpak.com
		Rana Irfan Butt	Complaint Resolution Officer	021-35693894	0336-8294280	rana.butt@dibpak.com
		Syed Muhammad Baqar Zaidi	Complaint Resolution Officer	021-35693895	0336-2356629	baqar.zaidi@dibpak.com

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28	Citi Bank	Wilson Gill	Executive Assistant / CCO Office	92 21 32598676	0300-2540057	Willson.gill@citi.com
		Asad Sarfaraz	Franchise Governance Officer	92 21 32598982	0321-4518197	asad.sarfaraz@citi.com
29	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
30	Industrial & Commercial Bank of China	Shah Zeeshan Rafiq	Chief Compliance Officer	-	0344-0226967	zeeshan.rafiq@pk.icbc.com.cn
31	Bank of China Limited	Syed Waqas Ali	Operation Manager	021-33110688 Ext 695	0345-2157217	syedwaqasali@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	Sajjad Arif	Head Of Compliance	021-36493054 Ext 1063	0334-3404562	sajjad.arif@pakoman.com
3	Pak Brunei Investment Company Limited	Syed Kashif Ali	Manager Credit Risk Reporting, Credit Risk and Monitoring Department	021-35361215-9 Ext 167	0332-3492126	syed.kashif@pakbrunei.com.pk
		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	Atif Mahmud	SVP – Risk Management & Regulatory Compliance (Compliance Function)	021-111-111-115 Ext-349	0300-2503993	atif@paklibya.com.pk
		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	Khurram Shahzad	Group Head - Compliance & HR	051-2099616	0321-5097885	Khurram.shahzad@pakchinainvest.com
		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

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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 Ali	Head Risk and Compliance	-	0301-8118111	Muhammad.Ali36@nrspbank.com
		Muhammad Kashif	Manager Centralized Operations	-	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	LOLC Microfinance Bank Limited formerly Pak Oman Microfinance Bank Limited	Shahid Muhammad Khan Ghauri	Head of Operation		0332-7442874	shahid.ghauri@lolc.com.pk
		Mohsin Yasin	Unit Head (Financial Crime Compliance Management)		0300-6556429	mohsin.yasin@lolc.com.pk
5	U Microfinance Bank Limited	Ilyas Ali	Manager AML/CFT	0333-1016470	0333-1016470	Ilyas.ali01@ubank.com.pk
		Tasneem Wajid	Manager CFT Compliance	0333-1174690	0333-1174690	tasneem.wajid@ubank.com.pk
6	Mobilink Microfinance Bank Limited	Fahad Hayat	MANAGER COMPLAINT UNIT		0301-8563027	Fahad.Hayat@mobilinkbank.com
		Shabbana Javad	HEAD CX		0301-3248022	Shabbana@mobilinkbank.com
7	Apna Microfinance Bank Limited	Arif Aziz	Compliance Officer	042-35761288-89 Ext 158	0300-6033195	Arif.aziz@apnabank.com.pk
		Usman Zahoor	Compliance Officer	042-35761288-89 Ext 197	0306 – 8696000	Usman.zahoor@apnabank.com.pk
		Muhammad Arslan	Manager Compliance	042-35761288-89 Ext 197	0332-4559159 0333-4663719	m.arslan@Apnabank.com.pk
		Naveed Ahmad	Head Compliance	042-35761288-89 Ext 108	0300-6338196	Naveed.ahmad@apnabank.com.pk
8	Halan Microfinance Bank Limited Formerly Advans Pakistan Microfinance Bank Limited	Nasir Hussain	Head of Compliance	021-35303557-61 Ext: 10093	0301-2425306	hussain.nasir@halan.com.pk
		Iqra Naz	Senior Officer – Regulatory Compliance	021-35303557	0301-0239823	iqra.naz@halan.com.pk
9	Sindh Microfinance Bank Limited	Sajid Mirza	Head - Complaint	021-34168125	0317-3172940	sajid.mirza@sindhmfmb.com
		Nasir Hussain Qazi	Head Risk & Compliance	021-34168126	0301-2425306	nasir.hussain@sindhmfmb.com
10	ABHI Microfinance Bank Limited Formerly FINCA Microfinance Bank Limited	Mateen Altaf	Asst. Manager AML & CFT	-	0332-4631864	mateen.a@abhibank.com
		Muhammad Rehman Sarwar	Unit Head AML & CFT	-	0331-0103821	m.rehman@abhibank.com
11	ASA Microfinance Bank Limited	Murtaza Hanif	Manager Regulatory Compliance	021-35211431-33 (Ext: 121)	0310-3300044	murtaza.hanif@asapakistan.com
		Muhammad Moiz	AML/CFT Officer	021-35211431-33 (Ext: 116)	0319-3884000	muhammad.moiz@asapakistan.com
State Bank of Pakistan PEP Focal Person						
1	State Bank of Pakistan	Rashid Ullah Khan	Assistant Director	021-3311-5511	0318-2715745	rashid.khan@sbp.org.pk