

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
<b>Commercial Banks</b>						
1	First Women Bank Limited	Sakina Alam	SVP/ Head HRD & SQ	021-35657682	0323-4003568	<a href="mailto:sakina.alam@fwbl.com.pk">sakina.alam@fwbl.com.pk</a>
		Irfan Malik	Head of Operations	021-35655781	0336-2120973	<a href="mailto:irfan.malik@fwbl.com.pk">irfan.malik@fwbl.com.pk</a>
2	National Bank of Pakistan	Anwar Ahmed Qureshi	VP, Complaint Management Division - President Secretariat	021-99220667	0312-2808102	<a href="mailto:anwar.queshi@nbp.com.pk">anwar.queshi@nbp.com.pk</a>
		Sadaf Fatima	VP, Complaint Management Division - President Secretariat	021-99220459	0300-2549460	<a href="mailto:sadaf.fatima@nbp.com.pk">sadaf.fatima@nbp.com.pk</a>
3	The Bank of Khyber	Abdul Salam	Unit Head AVP-I	091-7227020 (9321)	0321-9086515	<a href="mailto:Abdul.salam@bok.com.pk">Abdul.salam@bok.com.pk</a>
4	The Bank of Punjab	Raqia Mansoor Malik	Unit Head CMU	042-35871176	0321-4744447	<a href="mailto:raqia.mansoor@bop.com.pk">raqia.mansoor@bop.com.pk</a>
		Muhammad Rizwan Qureshi	Manager Banking Mohtasib	021-35292377	0333-3778062	<a href="mailto:Rizwan.queshi@bop.com.pk">Rizwan.queshi@bop.com.pk</a>
5	Sindh Bank Limited	Aamir Ali	EVP II /Head of Compliance, Vigilance and Fraud Risk Division	021-35829302	0346-7184481	<a href="mailto:Aamir.A@sindhbankltd.com">Aamir.A@sindhbankltd.com</a>
		Kaleem Mustafa	SVP - II, Compliance Division	021-35829479	0301-2527285	<a href="mailto:Kaleem.mustafa@sindhbankltd.com">Kaleem.mustafa@sindhbankltd.com</a>
6	Zarai Tarqiati Bank Limited	Syed Naeem Mumtaz	Senior President – Branches Operations Department, Head Officer, Islamabad	051-9252739	0333-5155194	<a href="mailto:syed.naeem@ztbl.com.pk">syed.naeem@ztbl.com.pk</a>
		Sarfraz Ahmed	Vice President- Credit Operations Department, Head Office Islamabad	051-9252718	0333-2887724	<a href="mailto:sarfraz.ahmed@ztbl.com.pk">sarfraz.ahmed@ztbl.com.pk</a>
7	Punjab Provincial Cooperative Bank Limited	Muhammad Saleem Tahir	Head Operations	042-99211432-36 (Ext# (241)	0300-4249003	<a href="mailto:Saleem.tahir@ppcbl.com.pk">Saleem.tahir@ppcbl.com.pk</a>
		Asma Shakeel	Head Legal/In charge Complaint Cell	042-99211432-36 (Ext# 268)	0331-4200755	<a href="mailto:Asma.shakeel@ppcbl.com.pk">Asma.shakeel@ppcbl.com.pk</a>
8	Habib Bank Limited	Fasih Ur Rehman	Head Business Intelligence and Analytics	021-32418000	0300-8270821	<a href="mailto:fasih.rehman1@hbl.com">fasih.rehman1@hbl.com</a>
		Qazi Sibghat Ullah	Head Regulatory Complaints	021-32418000	0331-2583729	<a href="mailto:qazi.sibghatullah@hbl.com">qazi.sibghatullah@hbl.com</a>
9	United Bank Limited	Sharjeel Allana	Head Complaint Management	021-990332759	0333-3350671	<a href="mailto:sharjeel.allana@ubl.com.pk">sharjeel.allana@ubl.com.pk</a>
		Saima Salahuddin	Manager Regulatory Complaints	021-990332651	0322-2780551	<a href="mailto:saima.salahuddin@ubl.com.pk">saima.salahuddin@ubl.com.pk</a>
10	MCB Bank Limited	Mariam Hussain	Department Head- Complaint Management, Ethics & Banking Conduct	021-32112728	0340-0007288	<a href="mailto:mariam.hussain@mcb.com.pk">mariam.hussain@mcb.com.pk</a>
		Muhammad Shamail Waseem	Unit Head- Banking Conduct, Ethics & Regulatory Reporting	021-32642513	0347-2091013	<a href="mailto:shamail.waseem@mcb.com.pk">shamail.waseem@mcb.com.pk</a>
11	Allied Bank Limited	Shahzad ur Rehman	Divisional Head – Complaint Management	042-35880043 Ext.31334	0300-0458148	<a href="mailto:Shahzad.Rehman@abl.com">Shahzad.Rehman@abl.com</a>
		Waqas Mazhar	Divisional Head - Centralized Accounts Processing (CP)-BSG	042-35880043 Ext-31566	0321-6560048	<a href="mailto:waqas.mazhar@abl.com">waqas.mazhar@abl.com</a>
12	Bank Al-Falah Limited	Farhat Yasmeen	Unit Head Complaint Management Unit	021-3312-3501	0371-0024155	<a href="mailto:farhat.yasmeen@bankalfalah.com">farhat.yasmeen@bankalfalah.com</a>
		Fahad Rayaz	Manager Complaint Management Unit	021-3312-1385	0333-3099330	<a href="mailto:fahad.rayaz@bankalfalah.com">fahad.rayaz@bankalfalah.com</a>
13	Bank Al-Habib Limited	Muhammad Ismail Khan	Senior Chief Manager	021-32464271	0333-1026704	<a href="mailto:ismail.khan@bankalhabib.com">ismail.khan@bankalhabib.com</a>
		Shahid Abbas Dodhiya	Deputy General Manager	021-32270681	0336-2372183	<a href="mailto:dodhiya@bankalhabib.com">dodhiya@bankalhabib.com</a>

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S.No	Bank /DFIs/MFBs Name	Name	Designation	Direct Number	Cell Numbers	E-Mail Address
14	Habib Metropolitan Bank Limited	Asif Raza	Head SBP Cordination Unit - Compliance	021-32644483	0322-2540201	<a href="mailto:a.raza@habibmetro.com">a.raza@habibmetro.com</a>
15	JS Bank Limited	Maha Dev	Assistant Manager - Customer Care Unit	021-38904372	0346-5550555	<a href="mailto:dodhiya@bankalhabib.com">dodhiya@bankalhabib.com</a>
		Rida Fatima	Head - Customer Care unit	021-38904333	0345-2276230	<a href="mailto:Shoaib.jafri@habibmetro.com">Shoaib.jafri@habibmetro.com</a>
16	Faysal Bank Limited	Mr. Muhammad Ali Vohra	Head - Complaint Management Unit	021-32795584	0301-8229318	<a href="mailto:AliVohra@faysalbank.com">AliVohra@faysalbank.com</a>
		Ms. Mehreen Sangani	Unit Head - Complaint Management Unit	021-32795411	0306-1346238	<a href="mailto:mehreen.sangani@faysalbank.com">mehreen.sangani@faysalbank.com</a>
		Mr. Muhammad Hammad Siddiqui	Team Manager - Complaint Management Unit	021-111-112-233 Ext: 4731	0333-2167058	<a href="mailto:HammadSiddiqui@faysalbank.com">HammadSiddiqui@faysalbank.com</a>
17	Askari Bank Limited	Adnan Aslam Sandhu	Head Complaint Management	051-8101080	0333-0175068	<a href="mailto:adnan.sandhu@askaribank.com.pk">adnan.sandhu@askaribank.com.pk</a>
		Usman Fayyaz	Manager Complaints Operations	051-8101073	0302-8420879	<a href="mailto:usman.16482@askaribank.com.pk">usman.16482@askaribank.com.pk</a>
18	Standard Chartered Bank (Pakistan) Limited	Syed Jaffer Ali	Senior Manager -Individual Banking / G-6 (VP)	021-32452489	0334-3182970	<a href="mailto:Syed-Jaffer.Ali@sc.com">Syed-Jaffer.Ali@sc.com</a>
		Mazhar Ali	Senior Manager -Individual Banking / G-6(VP)	021-32452356	0333-2355204	<a href="mailto:Mazhar.Ali2@sc.com">Mazhar.Ali2@sc.com</a>
19	Soneri Bank Limited	Mateen Mahmood	Head of Service Quality & Officiating Head of Operations	021 111567890 Ext.2414	0333-8388272	<a href="mailto:mateen.mahmood@soneribank.com">mateen.mahmood@soneribank.com</a>
		Tazeen Fatima	Unit Head - CMU, Regulatory & Ethics	021 35171925-26 Ext:104	0331-0372827	<a href="mailto:tazeen.fatima@soneribank.com">tazeen.fatima@soneribank.com</a>
20	Bank Makramah Limited Formerly Summit Bank Limited	Syed Kashif Iqbal	Unit Head Customer Experience & Service Monitoring	021-32468400 (Ext: 2851)	0321-2393938	<a href="mailto:svedkashifiqbal@bankmakramah.com">svedkashifiqbal@bankmakramah.com</a>
		Ishrat Hussain	Head Regulatory Compliance	021-32468400 (Ext: 2938)	0322-2009073	<a href="mailto:ishrat.hussain@bankmakramah.com">ishrat.hussain@bankmakramah.com</a>
21	Samba Bank Limited	Clifford Lucas	SVP - Head QA & Customer Care, Phone Banking & Tele Sales	021-38246146	0300-8222129	<a href="mailto:clifford.lucas@samba.com.pk">clifford.lucas@samba.com.pk</a>
		Ammar Navid Rizvi	Manager & AVP Customer Care	021-38246162	0335-0222041	<a href="mailto:ammar.rizvi@samba.com.pk">ammar.rizvi@samba.com.pk</a>
22	EasyPaisa Digital Bank Limited	Farooq Ejaz	Unit Manager - Customer Services & Quality Assurance		0341-1991025	<a href="mailto:farooq.ejaz@easypaisa.com.pk">farooq.ejaz@easypaisa.com.pk</a>
		Muhammad Saeed Memon	Manager Complaint Management		0340-0289546	<a href="mailto:saeed.memon@easypaisa.com.pk">saeed.memon@easypaisa.com.pk</a>
23	Meezan Bank Limited	Ali Raza Khan	Manager CCU	021-38103500,Ext: 2457	0343-2201739	<a href="mailto:Khan.ali@meezanbank.com">Khan.ali@meezanbank.com</a>
		Muhammad Zaighum Hussain	Assistant Manager	021-38103500, 3746	0336-2098562	<a href="mailto:zaighum.hussain@meezanbank.com">zaighum.hussain@meezanbank.com</a>
24	Al-Baraka Bank (Pakistan) Limited	Aziz Reimoooh	Unit Head, Complaint Resolution Unit	021-35301864	0345-2484417	<a href="mailto:aziz.reimoooh@albaraka.com.pk">aziz.reimoooh@albaraka.com.pk</a>
		Israr Ahmed	Head of Customer Services, Research & Analytics	051-2805181	0334-3404168	<a href="mailto:lsrar.ahmed@albaraka.com.pk">lsrar.ahmed@albaraka.com.pk</a>
25	Bank Islami Pakistan Limited	Muhammad Somy	Manager-CRU	021-32116000 Ext 7565	0345-2544373	<a href="mailto:muhammad.somy1@bipl.io">muhammad.somy1@bipl.io</a>
		Shomaila Mobeen	Assistant Manager-CRU	021-32116000 Ext 7566	0324-2674514	<a href="mailto:shomaila.mobeen@bipl.io">shomaila.mobeen@bipl.io</a>
26	MCB Islamic Bank Limited	Brain Bernard D'Souza	Head -Service Quality	021-34837013	0333-3111322	<a href="mailto:brian.dsouza@mcbislamicbank.com">brian.dsouza@mcbislamicbank.com</a>
		Mirza Muhammad Nadir Ali	Manager Complaint Resolution Department	021-34837013	0312-2093199	<a href="mailto:nadir.ali@mcbislamicbank.com">nadir.ali@mcbislamicbank.com</a>
27	Dubai Islamic Bank Limited	Aisha Kiran	Unit Head	021-35693889	0336-2065316	<a href="mailto:aisha.kiran@dibpak.com">aisha.kiran@dibpak.com</a>
		Rana Irfan Butt	Complaint Resolution Officer	021-35693894	0336-8294280	<a href="mailto:rana.butt@dibpak.com">rana.butt@dibpak.com</a>
		Syed Muhammad Baqar Zaidi	Complaint Resolution Officer	021-35693895	0336-2356629	<a href="mailto:baqar.zaidi@dibpak.com">baqar.zaidi@dibpak.com</a>

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28	Citi Bank	Wilson Gill	Executive Assistant / CCO Office	92 21 32598676	0300-2540057	<a href="mailto:Wilson.gill@citi.com">Wilson.gill@citi.com</a>
		Asad Sarfaraz	Franchise Governance Officer	92 21 32598982	0321-4518197	<a href="mailto:asad.sarfaraz@citi.com">asad.sarfaraz@citi.com</a>
29	Deutsche Bank AG	Naveed Asghar	Head of Corporate Coverage-Pakistan	042-36026240	0333-7869836	<a href="mailto:naveed.asghar@db.com">naveed.asghar@db.com</a>
		Sarah Tariq	Head of Compliance	021-35207373	0321-2566340	<a href="mailto:sarah.tariq@db.com">sarah.tariq@db.com</a>
30	Industrial & Commercial Bank of China	Shah Zeeshan Rafiq	Chief Compliance Officer	-	0344-0226967	<a href="mailto:zeeshan.rafiq@pk.icbc.com.cn">zeeshan.rafiq@pk.icbc.com.cn</a>
31	Bank of China Limited	Syed Waqas Ali	Operation Manager	021-33110688 Ext 695	0345-2157217	<a href="mailto:syedwaqasali@bank-of-china.com">syedwaqasali@bank-of-china.com</a>
		Muhammad Shariq Rasheed	Head Compliance	021-33110688 Ext 664	0336-2179169	<a href="mailto:shariq.rasheed@bankofchina.com">shariq.rasheed@bankofchina.com</a>
Development Finance Institutions						
1	Pakistan Kuwait Investment Company Limited	Naveed Lodhi	Group Head of Compliance / EVP	<a href="tel:021-35641964">021-35641964</a>	0337-8205797	<a href="mailto:naveed.lodhi@pkic.com">naveed.lodhi@pkic.com</a>
		Syed Azmat Ali	Manager Regulatory Compliance / AVP	<a href="tel:111-611-611 Ext 225">111-611-611 Ext 225</a>	0301-2244207	<a href="mailto:azmat.ali@pkic.com">azmat.ali@pkic.com</a>
2	Pak-Oman Investment Company Limited	Sajjad Arif	Head Of Compliance	021-36493054 Ext 1063	0334-3404562	<a href="mailto:sajjad.arif@pakoman.com">sajjad.arif@pakoman.com</a>
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	<a href="mailto:syed.kashif@pakbrunei.com.pk">syed.kashif@pakbrunei.com.pk</a>
		Nadeem Akhtar	Senior Manager, Credit Risk Assesment &SME	021-35361215-9 Ext-157	0321-8913476	<a href="mailto:nadeem.akhtar@pakbrunei.com.pk">nadeem.akhtar@pakbrunei.com.pk</a>
4	Pak-Libya Holding Company Limited	Atif Mahmud	SVP – Risk Management & Regulatory Compliance (Compliance Function)	021-111-111-115 Ext-349	0300-2503993	<a href="mailto:atif@paklibya.com.pk">atif@paklibya.com.pk</a>
		Tasneem Lotia	SVP & Acting HOD – Risk Management & Regulatory Compliance	021-111-111-115 Ext-333	0302-6562244	<a href="mailto:tasneem@paklibya.com.pk">tasneem@paklibya.com.pk</a>
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	<a href="mailto:afak.shah@pairinvestment.com">afak.shah@pairinvestment.com</a>
		Khurram Faizyab	Head of Corporate & Investment Banking / CIBG	021-35829683	0300-2336142	<a href="mailto:khurram.faizyab@pairinvestment.com">khurram.faizyab@pairinvestment.com</a>
7	Pak China Joint Investment Company Limited	Khurram Shahzad	Group Head - Compliance & HR	051-2099616	0321-5097885	<a href="mailto:Khurram.shahzad@pakchinainvest.com">Khurram.shahzad@pakchinainvest.com</a>
		Muhammad Bilal	Manager - Compliance	051-2099619	0333-0540444	<a href="mailto:muhammad.bilal@pakchinainvest.com">muhammad.bilal@pakchinainvest.com</a>
8	House Building Finance Company Limited	Muhammad Faisal Khan	Head of Compliance	021-35641711-15 (Ext. 777)	0333-2443693	<a href="mailto:faisal.khan@hbcf.com.pk">faisal.khan@hbcf.com.pk</a>
9	Pakistan Mortgage Refinance Company Limited	Syed Arsalan	Asst. Manager Compliance	021-35633366-8-Ext :138	0330-2899016	<a href="mailto:syed.arsalan@pmrc.com.pk">syed.arsalan@pmrc.com.pk</a>
		Shaheryar Shakeel	Senior Manager- Operations	021- 35633366-8 Ext: 134	0300-2138964	<a href="mailto:shaheryar.shakeel@pmrc.com.pk">shaheryar.shakeel@pmrc.com.pk</a>
10	Export Import Bank of Pakistan	Muhammad Asghar	Head of Caompliance (Acting)	051-9170147	0331-2763068	<a href="mailto:muhammad.asghar@eximbank.gov.pk">muhammad.asghar@eximbank.gov.pk</a>
		Kashif Ahmed	Manager Communication	051-9170144	0333-5354510	<a href="mailto:kashif.ahmed@eximbank.gov.pk">kashif.ahmed@eximbank.gov.pk</a>

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S.No	Bank /DFIs/MFBs Name	Name	Designation	Direct Number	Cell Numbers	E-Mail Address
<b>Microfinance Banks</b>						
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 Hamid Anwar	Head Compliance	062-2285126 Ext. 716	0331-5699951	muhammad.hamid01@nrspbank.com
		Muhammad Kashif	Senior Manager System Support & CAD	062- 22 85 126 Ext. 337	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	<a href="mailto:ilyas.ali01@ubank.com.pk">ilyas.ali01@ubank.com.pk</a>
		Maryam Batool	CFT Desk In-charge		0311-5162218	<a href="mailto:Maryam.batool@ubank.com.pk">Maryam.batool@ubank.com.pk</a>
6	Mobilink Microfinance Bank Limited	Fahad Hayat	MANAGER COMPLAINT UNIT		0301-8563027	<a href="mailto:Fahad.Hayat@mobilinkbank.com">Fahad.Hayat@mobilinkbank.com</a>
		Shabbana Javad	HEAD CX		0301-3248022	<a href="mailto:Shabbana@mobilinkbank.com">Shabbana@mobilinkbank.com</a>
7	Apna Microfinance Bank Limited	Arif Aziz	Compliance Officer	042-35761288-89 Ext 158	0300-6033195	<a href="mailto:Arif.aziz@apnabank.com.pk">Arif.aziz@apnabank.com.pk</a>
		Usman Zahoor	Compliance Officer	042-35761288-89 Ext 197	0306 – 8696000	<a href="mailto:Usman.zahoor@apnabank.com.pk">Usman.zahoor@apnabank.com.pk</a>
		Muhammad Arslan	Manager Compliance	042-35761288-89 Ext 197	0332-4559159 0333-4663719	<a href="mailto:m.arslan@Apnabank.com.pk">m.arslan@Apnabank.com.pk</a>
		Naveed Ahmad	Head Compliance	042-35761288-89 Ext 108	0300-6338196	<a href="mailto:Naveed.ahmad@apnabank.com.pk">Naveed.ahmad@apnabank.com.pk</a>
8	Halan Microfinance Bank Limited Formerly Advans Pakistan Microfinance Bank Limited	Muhammad Farhan Babar	Head of Compliance	021-35303557-61 Ext: 10042	0322-2009112	<a href="mailto:farhan.babar@halan.com.pk">farhan.babar@halan.com.pk</a>
		Mahmood Suleman Maayet	Manager – Compliance	021-35303557-61 Ext: 10037	0309-1024462	<a href="mailto:mahmood.maayet@halan.com.pk">mahmood.maayet@halan.com.pk</a>
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	Muhammad Rehman Sarwar	Manager AML & CFT	-	033-25999203	<a href="mailto:m.rehman@abhibank.com">m.rehman@abhibank.com</a>
		Tahira Faiz	Dy. Manager-AML & CFT Desk	-	0321-1405923	<a href="mailto:tahira.faiz@abhibank.com">tahira.faiz@abhibank.com</a>
11	ASA Microfinance Bank Limited	Murtaza Hanif	Manager Regulatory Compliance	021-35211431-33 (Ext: 121)	0310-3300044	<a href="mailto:murtaza.hanif@asapakistan.com">murtaza.hanif@asapakistan.com</a>
		Muhammad Moiz	AML/CFT Officer	021-35211431-33 (Ext: 116)	0319-3884000	<a href="mailto:muhammad.moiz@asapakistan.com">muhammad.moiz@asapakistan.com</a>
<b>State Bank of Pakistan PEP Focal Person</b>						
1	State Bank of Pakistan	Rashid Ullah Khan	Assistant Director	021-32455511	-	<a href="mailto:rashid.khan@sbp.org.pk">rashid.khan@sbp.org.pk</a>