

Banks Resource Persons list updated as of September 24, 2019

Bank/DFI Name	Name of Focal Person	Designation and Department/Division	Contact 1 (Direct Line)	Contact 2 (Cell Number)	Email	Name of Back-up	Designation and Department/Division	Contact 1 (Direct Line)	Contact 2 (Cell Number)	Email of Back-up Officer
Advans Pakistan Microfinance Bank Limited	Asad Ali	Officer, Risk & Compliance / Risk & Compliance Department	021-35643671 Ext: 10037	0334-3895452	asad.ali@advanspakistan.com	Syed Abbas Haider Zaidi	Head of Risk & Compliance / Risk & Compliance Department	021-35643671 Ext: 10042	0335-3035478	abbas.zaidi@advanspakistan.com
AL Baraka Bank (Pakistan) Ltd.	Rahila Esmail	Head of Corporate Communication	021-32637174 - 75 – Ext 2018	0300-2000016	rahila.esmail@albaraka.com.pk	Masroor Hussain Rao	Chief Compliance Officer	021-34307029	0321-2438557	masroor.hussain@albaraka.com.pk
Allied Bank Ltd¹	Omer Rashid Puri	Group Head Service Standards & Quality, SEG	042-35880043 Ext. 31510	0300-2135762	Omer.puri@abl.com	Mr. Irfan Saeed Dar	Group Head Banking Operations, BSG	042-35880043 Ext-31179	0321-4018124	irfan.dar@abl.com
Apna Microfinance Bank	M. Usman Saeed	Assistant Manager Compliance/Compliance	042-36286294	0332-4117829	usman.saeed@apnabank.com.pk	Najmul Ul Hassan	RH Compliance	021-35865333	0308-8886032	najmul.hassan@apnabank.com.pk
Askari Bank Limited	Syed Zarrar Hussain	SVP/Trade, Forex Control & Customer Experience Division	051-2857414	0300-8542902	zarrar.hussain@askaribank.com.pk	Farooq Zia	AVP/Trade, Forex Control & Customer Experience Division	051-8101081	0300-8542904	farooq.zia@askaribank.com.pk
Bank AL Habib Limited	Akbar Raza Khan	General Manager, Customer Services Division	021-35243568	3333537028	akbar@bankalhabib.com	Kamran Himayat	Deputy General Manager, Customer Services Division	021-35247208	0333-24045646	kamran.himayat@bankalhabib.com
Bank Alfalah	Mr. Sajid Ahmed Khan ²	Unit Head – Complaint Management	+92 (21) 38203518	0300-2354808	sajid.ahmed@bankalfalah.com	Suhail Siddiqui	Head of Customer Experience	021-35822715	0322-4051000	Suhail.siddiqui@bankalfalah.com
Bank of Khyber	Iftikhar Yaseen	In charge Complaint Management Unit, Service	091-5253867	0345-9421085	iftikhar.yaseen@bok.com.pk	Farooq Ahmad Khan	Head, Service Quality Department	091-5284909	0321-9001415	Farooq.khan@bok.com.pk
Bank Of Tokyo – Mitsubishi UFJ	Abi Zar	Interim Compliance Officer, Compliance Department.	021-32272685	0345-2301235	abi_zar@pk.mufg.jp , compliance@tls.pk.mufg.jp	Syed Salman Ahmed	Assistant Compliance Officer, Compliance Department	021-32272685	0321-2362232	salman_ahmed@pk.mufg.jp , compliance@tls.pk.mufg.jp
BankIslami	Mr. M. Asadullah Chaudhry	Head - Service Quality and	021-35290127	0333-1209899	massadullah.chaudhry@bankislami.com.pk	Syed Imran Ali	Section Head - Service	021-35290127	313-2537707	imran.ali@bankislami.com.pk
Citibank N.A., Pakistan	Babar Kohati	Assistant Vice President /	021-32598234	0302-8287059	babar.kohati@citibank.com	Salman Rehmat	Manager	021-32598233	0346-2670167	Salman.Rehmat@citibank.com

¹ Updated September 2019

² As amended on March 20, 2019

Deutsche Bank AG, Pakistan	Waqar A Rizvi	Chief Operating Officer	021-35207250	-	Waqar-a.rizvi@db.com	Wajahat Kazmi	Head of Compliance	021-35207370	0300-8298871	Wajahat.kazmi@db.com
DIBPL	Mr. Tariq Abbasi	Head - Service and Quality	021-35203897	0316-7774272	tariqa@dibpak.com	Mr. Babar Baig	Manager - Problem Resolution Unit	021-35203889	0334-3501107	babarb@dibpak.com
Faysal Bank Limited	Sharleen Ansari	Head Customer Care Unit	021-32799870	0321-2100877	SharleenAnsari@faysalbank.com	Wasif Islam	Head Complaint management Unit	021-32799812	0333-2014693	wasifislam@faysalbank.com
FINCA Microfinance Bank Ltd	Malik Waheed Atta	Assistant Manager Customer Complaint Cell	+92-423-713-2656 Ext 135	0335-4006825	malik.waheed@finca.org.pk	Ayaz Qayyum	Officer Customer Complaint Cell	+92-423-713-2656 Ext 135	0335-4006207	ayaz.qayyum@finca.org.pk
FWBL	Shaheen Zamir	Marketing & Service	021-35657630	0301-8288740	Shaheen.zamir@fwbl.com.pk	Zarin Tahir	Officer – Operation	021-34386382	3132746606	zarin.tahir@fwbl.com.pk
Habib Metropolitan Bank Limited	Syed Hasnain Haider Rizvi	Chief Compliance Officer	021-32644205	3352800225	hasnain.rizvi@habibmetro.com	Mr Yawer Ali Gulani	SVP Head of Systems, Policies & Procedures	2132644314	3212005731	yawer.gulani@habibmetro.com
HBFCL	Khawaja Ehrar ul Hassan	Group Head Risk & Compliance	2135641734	0333-3675705	Khawaja.ehrar@hbfc.com	Mr. Asad Ullah	VP - Compliance	3564-1710	0336-2359417	Asad.ullah@hbfc.com
HBL	Syed Irtiza Najib	Head Complaint	021-37137425	0300-8282565	irtiza.najib@hbl.com	Qazi Sibghat Ullah	Team Leader Service Quality	021-37137425	0331-2583729	qazi.sibghatullah@hbl.com
Industrial and Commercial Bank of China	Ms. Zhi Wenting	GM - Banking	021-35208966	0312-2545865	zhiwenting@pk.icbc.com.cn	Mr. Liu Zu Wang	DGM - Banking	021-35208985	0313-5138242	liuzuwang@pk.icbc.com.cn
Industrial Development Bank Limited	Muhammad Naeem Khalid	AVP/Head of Operations & Investment Department	99213652	0333-2196018	operations@idbl.com.pk	Muhammad Bilal Siddiqui	Officer Grade-III Operations & Investment Department	99213633	0335-0365017	operations@idbl.com.pk
JS Bank Limited	Fasih Ur Rehman	Head of Problem Resolution Unit & Process Management	021-38907315	0300-8270821	Fasih.rehman@jsbl.com	Muhammad Ayub	Head of Service Quality- Service Management	021-38907392	0320-1111032	muhammad.ayub@jsbl.com
Khushali Microfinance Bank	Misbah Huma	Assistant Manager Service Quality	051-111-092-092-Ext 377	0301-8597753	Misbah.Huma@kb.com.pk	Muhammad Haroon ³	Manager Operations Assurance	051-111-092-092-Ext 157	0300-5186500	Muhammad.Akhtar@kb.com.pk
MCB Bank Limited	Kamran Jawaid	Unit Head, Service Quality	021-32270119 / 021-32642513	0300-2557757	kamran.jawaid@mcb.com.pk	Kashif Qadeer	Analyst, Complaint Resolution Unit, Service Quality	021-32270072 / 021-32641169	0345-3181043	kashif.qadeer@mcb.com.pk

³ Amended July 25, 2019

MCB Islamic Bank⁵	Brian Bernard D' Souza	Head Service Quality; Service Quality Department	021-34837012	0333-3111322	brian.dsouza@mcbislamicbank.com	Muhammad Somy	Manager complaint resolution- Service Quality Department	021-34837013	0345-2544373	muhammad.somy@mcbislamicbank.com
Meezan Bank	Muhammad Rizwan ul Haq	Team Leader - Complaint Management Unit, Service Quality	021-38103500, Ext:2464	3002122376	rizwan.ulhaq@meezanbank.com	Syed Muhammad Adil	Manager Complaint- Management Unit, Service Quality	021-38103500, Ext: 3111	0345-2080334	syed.adil@meezanbank.com
Mobilink Microfinance Bank Ltd	Farhan Mustafa	Sr. Manager Service Quality/Service Quality	051-2817070-77	0302-5032000	Farhan.mustafa@mobilinkbank.com	Umer Farooq Khattak	Manager Service Quality/Service Quality	051-2817070-77	0301-8506319	Umer.Farooq@mobilinkbank.com
NBP	Syed Khurram Hussain	SVP/Service Quality Division	021/99220143	99062261	khurramnbp@nbp.com.pk	Sadaf Fatima	AVP/Complaint Management Wing, SQD	021/99220459	021/9922540	Sadaf.fatima@nbp.com.pk
NRSP Microfinance Bank Limited	Kamran Hussain Soomro ⁶	Head of Risk & Compliance	062-2285126X114	0333-3656530	Kamran.Soomro@nrspbank.com	Mr. Tanveer Hussain	Head Operations	062-2285126X103	0343-5060000	tanveer.hussain@nrspbank.com
PAIR Investment Company Limited	Syed Afak Hussain Shah Musavi	Head of Compliance / Compliance	021-35829647	0333-2177324	Afak.shah@pairinvest.com	Abdus Sami Shaikh	Head – Credit & Investment Banking	021-35829683	0300-8249539	Sami.Shaikh@pairinvest.com
Pak Brunei	Syed Kashif Ali	Credit Analyst, Credit Risk Management Department	35361215-9, Ext 167	0332-3492126	syed.kashif@pakbrunei.com.pk	Talha Zafar	Sr. Credit Analyst, Credit Risk Management Department	35361215-9, Ext 154	0321-2996996	talha.zafar@pakbrunei.com.pk
Pak China Investment	Khurram Shahzad	Head of Compliance	051-2099616	0321-5097885	Khurram.shahzad@pakchinainvest.com	Ms. Rabia Lodhi	Officer, Compliance Department	051-2800281	0312-5554357	Rabia.lodhi@pakchinainvest.com
Pakistan Kuwait Investment	Mazhar Sharif	SEVP- Head of Compliance	35630929	0301-8271100	mazhar.sharif@pkic.com					
Pak-Libya Holding Company	Syed Ghazanfar Ali	Executive Vice President, Corporate & Investment Banking Division	021-35630635	0321-2448715	ghazanfar.ali@paklibya.com.pk	Mohammad Sabihuddin	Executive Vice President, Compliance & Regulatory Reporting Division	021-35630653	0321-2448708	sabih@paklibya.com.pk
Pak-Oman Investment Limited	Mohammed Sajjad	Head of Compliance	021-35641993	0334-3404562	Sajjad.arif@pakoman.com	Zafar Sattar	Manager – Compliance	021 - 35630971	0333 - 3271485	Zafar.sattar@pakoman.com
Pak Oman Microfinance Bank Limited	M. Jawaid Anwar	Head of Compliance/Compliance Department	021-35630946	0347-3771159	jawaid.anwar@pomicro.com	Rajesh Kumar	Compliance Officer/Compliance Department	021-35630941 - 4 Ext 142	0321-8746166	Rajesh.Kumar@pomicro.com

⁴ Amended August 9, 2019

⁵ Amended September 24, 2019

⁶ Amended July 25, 2019

PPCBL	Mr. Ijaz Bashir Sheikh	SVP/Head Operations Division	4299211441	3004326726	ijaz.bashir@ppcbl.com.pk	Mr. Nasir Abbas Gardezi	VP/Head Legal & Secretary to BOD	042 99211432 - 36 Ext: 268	33376 33214	nasir.gardezi@ppcbl.com.pk
Samba	Clifford Lucas	VP - Head QA & Customer Care, Phone Banking & Tele Sales	2138246146	0300-8222129	clifford.lucas@samba.com.pk	Arshad Anwar	Manager - Employee Relations	2138246159	0333-2387590	arshad.anwar@samba.com.pk
Saudi Pak Industrial Company Limited	Mr. Yawar Khan Afridi	Executive Vice President / Group Head Operations.	051-2800093	0300-8554845	yawar.afri@saudipak.com	Mr. Khawar Ashfaq	Vice President, Finance Division	051-111-222-003, Ext 3016	0333-5399766	khawar.ashfaq@saudipak.com
SCBPL	Raja Adil	Manager Client Care Unit	021-32452762	+92 300 9239770	Raja.adil@sc.com	Rida Fatima	Team Leader CCU	021-32452615	-	Rida.fatima@sc.com
Silkbank	Mallick Mustafa Imam	Head PR & SQ	0213432-1566	0300-8220958	mustafa.imam@silkbank.com.pk	Farahnaz Sohani	Team Leader Complaint Management Unit	0213432-1612	0336-3407789	farah.naz@silkbank.com.pk
Sindh Bank	Mir Mohsin Talpur	VP-II, Compliance Division	021-35929652	0301-8220646	mohsin.talpur@sindhbankltd.com	Kaleem Mustafa	VP-II, Compliance Division	021-35829479	0301-2527285	kaleem.mustafa@sindhbankltd.com
Sindh Microfinance Bank	Syed Wajid Hussain	Company Secretary	021-34168125	0302-8293422	wajid.hussain@sindhmf.com	Nasir Hussain Qazi	Officer - Risk & Compliance	021-34168125	0301-2425306	nasir.hussain@sindhmf.com
SME Bank Ltd	Fakhra Jabeen	VP/Deptt Head Vigilance	051-9206652	0321-5269064	fjabeen@smebank.org	Azhar Javed	AVP/Deptt Head Operations	051-9206647	0333-5205027	ajaved@smebank.org
Soneri Bank	Memoona Afridi	Head - Service Quality Department	021-32458462	0301-8238640	memoona.afri@soneribank.com	Tazeen Fatima	Manager - Complaint Management Unit	021-32436298	0331-0372827	tazeen.fatima@soneribank.com
Summit Bank Ltd	Muhammad Farhan Babar	Head of Compliance	021-38798196	0322-2009112	farhanbabar@summitbank.com.pk	Syed Kalimullah Shah	Unit Head-Regulatory Compliance	021-32468539	0320-2220441	syedkalimullahshah@summit.com.pk
Telenor Microfinance Bank Ltd	Muhammad Aslam Hayat ⁷	Chief Compliance Officer	021-38118632	0345-5139333	aslam.hayat@telenorbank.pk	Suresh Badiya	Head of AML/CDD& CFT	021-38118632	0340-0289784	sureshbadiya@telenorbank.pk
The Bank of Punjab	Shahrukh Butt	Manager Complaint Management Unit	042-35817517	3464888880	shahrukh.butt@bop.com.pk	Jonathan D Silva ⁸	Complaint Handling Officer/CMU	021-35242377		
The First MicroFinance Bank Ltd	Mr.Imran Bhutta	Sr. Manager Business Planning & Analysis	92 51 2824450 Ext 605	0300-0553907	Imran.Bhutta@mfb.com.pk	Muhammad Irfan	Senior Executive KYC/AML	051-111-362-362 Ext 878	0302-8110146	Muhammad.irfan@mfb.com.pk
U Microfinance Bank Ltd.	Muhammad Javed	Chief Compliance Officer	051-111-182-265 Ext. 160	0331-5699947	Muhhammad.Javed@ubank.com.pk	Ehsan Javed	Manager Compliance	051-111-182-265 Ext. 130	0332-6115424	Ehsan.Javed@ubank.com.pk

⁷ Amended August 17, 2019

⁸ Amended July 25, 2019

UBL	Hassan Abbas	Head Complaint Management &BPR	021-990332761	0300-2019832	abbas.hassan@ubl.com.pk	Syed Mubasher Hassan	Manager Regulatory Complaints BPR & Complaint Management	990332760	0333-3053867	mubasher.hassan@ubl.com.pk
ZTBL	Muhammad Ismail	Senior Vice President, Business Development & Marketing Department	051/9253139	0321-4423270	ismailm@ztbl.com.pk	Mr. Sanaullah Hanif	Senior Vice President, Credit Operations Department	051/9252718	0300-5105586	ch.sanaullah@ztbl.com.pk , svp.cod@ztbl.com.pk