



## External Relations Department

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June 1, 2016

### **SBP asks banks to facilitate senior citizens without discrimination**

State Bank of Pakistan has advised all banks including microfinance banks to facilitate opening of bank accounts and provide banking facilities including ATM card, credit card, etc. to the senior citizens/pensioners without any discrimination vide its circular issued on June 1, 2016. It has been emphasized that senior citizens are an important and priority segment of our society who deserve special and dignified conduct.

Banks including microfinance banks have been advised to ensure high level conduct by their employees while dealing with the senior citizens/pensioners and any violation of SBP instructions would be dealt with in accordance with the relevant provisions of Banking Companies Ordinance, 1962.

It may be mentioned here that SBP has been receiving complaints that some banks were reluctant in opening bank accounts and providing banking facilities including ATM card, credit card, etc. to the senior citizens/pensioners on one pretext or another. Such discriminatory practices have been viewed seriously by State Bank of Pakistan.

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