

**Annexure A\***

**PSD Circular No. 02 of 2020**

**Customer Complaints Status Reporting Form**

**Name of the Reporting Bank:** \_\_\_\_\_

**Report for the week ended:** \_\_\_\_\_

<b>Date</b>	<b>Opening Balance (Number of unresolved complaints from previous day)</b>	<b>New Complaints registered during the day</b>	<b>No. of Complaints resolved</b>	<b>No. of Complaints Outstanding</b>

\*The report of the preceding week shall be submitted on the first working day of the next week, via email at: [PSDoversight@sbp.org.pk](mailto:PSDoversight@sbp.org.pk)