**COMPLAINTS/FEEDBACK FROM POLITICALLY EXPOSED PERSON (PEP)**

In order to provide the best of services to our valued customers, our skilled staff is available to assist you in all manners and you can contact us if you have any queries, complaints and feedback at the below mentioned touch points.

**Head Complaint Management Unit**

Write to us at: 2nd Floor, Faysal House, ST-02,  
Shahrah-e-Faisal, Karachi, Pakistan

Contact Number: 021-111-747-747 IP: 5411

Fax Number: 021-32800014

Email address: [customercomplaint@faysalbank.com](mailto:customercomplaint@faysalbank.com)

If you are not satisfied with our response to your complaint, please write:

**Banking Mohtasib Pakistan**

Email: [info@bankingmohtasib.gov.pk](mailto:info@bankingmohtasib.gov.pk)

Address:  5th Floor, Shaheen Complex, M.R. Kiyani Road, Karachi

Contact Number: 021-99217334

**SBP Contact, The Joint Director**

Special Unit, Consumer Protection Department

State Bank of Pakistan, I.I Chundrigar Road Karachi Pakistan

Phone Number: 021-99221935

Fax Number: 021-99221154/021-99218160

Email: cpd.helpdesk@sbp.org.pk