## ****Consumer Protection****

Faysal Bank Management is committed towards creating a culture of fairness in customer dealing and has therefore developed a Consumer Protection Framework that clearly states the protocols that needs to be followed to ensure Fair Treatment of Customers (FTC).

Consumer Protection framework identifies the factors that can contribute to achieving adequate levels of satisfaction and protection that characterizes the relationship between consumer and financial entity, which intend to ensure;

* Customers are provided quality and innovative range of banking products without discrimination.
* To ensure that FTC (Fair Treatment of Customers) values are understood and practiced by all staff across the bank.
* To ensure that promotional material is clear, simple and appropriately designed for the intended consumer group.
* To ensure that sales staff has thorough training on all products they advise on or sell, understanding the customer needs.
* Ensuring that customer inquiries related to banks products and services are addressed with clarity.
* Protect the interests of our customers at each stage of the Product life cycle and notify them in the change in product offering.
* Developing service culture and designing effective grievance handing mechanism.
* To ensure that customer complaints are assessed fairly, promptly and impartially and in line with SBP guideline.
* To keep detailed and secured records of customer information and instructions.

Contact Us for your valuable suggestions and feedback