

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 – Customer Experience

Write to us at: 6th Floor, Faysal House, ST-02, Shahrah-e-Faisal, Karachi, Pakistan

Focal Person details are as mentioned below:

Contact Number: 021-111-747-747 IP: 5567

Fax Number: 021-32800014

Email Address: customercomplaint@faysalbank.com

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

Banking Mohtasib Pakistan

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

Contact Number: 021-99217334

Fax Number: 021- 99217375

Email: info@bankingmohtasib.gov.pk

SBP Contact, The Joint Director

Address: Special Unit, Consumer Protection Department, State Bank of Pakistan, I.I Chundrigar Road Karachi Pakistan

Contact Number: 021-99221935

Fax Number: 021-99221154/021-99218160

Email: cpd.helpdesk@sbp.org.pk