



**Contact Details / Focal Persons Handling Complaints Pertaining to eCIB, Politically Exposed Persons (PEP),
Senior Citizens / Pensioners & Visually Impaired People**

S. No	Officer's Name	Office Address	Designation/Rank	Landline number (Direct)	Mobile Number	Fax No	Email Address
1	Masood Ahmad	159-M/B, 3rd floor, Telenor Head Quarter, Quaid-e-Azam Industrial Estate, Kot Lakhpat, Lahore, Pakistan.	Assistant Director Customer Experience Quality Assurance	-	+923484007721	+922134325551	masood.ahmad@easypaisa.com.pk
2	Muhammad Saeed Memon	Building No A-14, Trade Centre, K.C.H.S, Block 7/8 Karachi Union Karachi.	Executive Manager Regulatory Complaints	-	+923400289546	+922134325551	saeedmemon@easypaisa.com.pk

Focal person for handling issues of Politically Exposed Persons (PEP) - State Bank of Pakistan.

S. No	Name	Department	Designation	Landline	Cell Number	Email
1	Rashid Ullah Khan	Consumer Protection Department	Assistant Director	(021)-3311-5511	0318-2715745	Rashid.khan@sbp.org.pk
2	Haris Nazir	Consumer Protection Department	Assistant Director	(021)-3311-3510	0339-0233240	Haris.nazir@sbp.org.pk

Politically Exposed Persons and senior citizens/pensioners may also contact the consumer protection department (CPD) of SBP if their complaints are not resolved by the bank using the contact details provided below.

PEP Customers

Address:
Rashid Ullah Khan
Assistant Director, Consumer Protection
Department, State Bank of Pakistan,
I.I. Chundrigar Road Karachi
Phone No. +92-21-3311-5511
Fax No. +92-21-99218160
Email address: Rashid.khan@sbp.org.pk

Senior Citizens/ Pensioners & Visually Impaired People

Address:
The Director
Banking Conduct and Consumer Protection Department,
State Bank of Pakistan 5th Floor, I.I. Chundigar Road Karachi
Phone No. +92-21-99221147 / +92-21-99221149
Fax No. +92-21-992221154 / +92-21-99221160
Sunwai Portal Link: <https://sunwai.sbp.org.pk/>

Banking Mohtasib Pakistan Secretariat

Address:
5th Floor, Shaheen Complex,
M R Kiyani Road, Karachi.
Phone No. +92-21-99217334
Fax No. +92-21-99217375
Email address: info@bankingmohtasib.gov.pk