



**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	Farooq Ejaz	Building No A-14, Trade Centre, K.C.H.S, Block 7/8 Karachi Union Karachi.	Unit Manager Complaint Management	-	+923411991025	+922134325551	farooq.ejaz@telenorbank.pk
2	Muhammad Saeed Memon	Building No A-14, Trade Centre, K.C.H.S, Block 7/8 Karachi Union Karachi.	Assistant Manager Complaint Management	-	+923400289546	+922134325551	saeedmemon@telenorbank.pk

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

**PEP Customers**

Address:

The Joint Director

Special Unit, Consumer Protection Department,  
State Bank of Pakistan,

I.I. Chundrigar Road Karachi

Phone No. +92-21-99221935

Fax No. +92-21-99218160

Email address: [cpd.helpdesk@sbp.org.pk](mailto:cpd.helpdesk@sbp.org.pk)

**Senior Citizens/ Pensioners & Visually Impaired People**

Address:

The Director

Banking Conduct and Consumer Protection Department,  
State Bank of Pakistan 5<sup>th</sup> Floor, I.I. Chundrigar 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:

5<sup>th</sup> Floor, Shaheen Complex,

M R Kiyani Road, Karachi.

Phone No. +92-21-99217334

Fax No. +92-21-99217375

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