

Banks Resource Persons List updated as of April 1, 2021

S.No	Bank Names	Names	Destination	Direct Number	Cell Numbers	E-Mail Address
Public Sector Commercial Banks						
1	First Women Bank Limited	Ms. Shaheen Zameer	SVP/ Head Marketing, & Service Quality Division	021-35657630	0301-8288740	shaheen.zamir@fwbl.com.pk
		Syeda Shama Suhail	Head of Operations	021-35655781	0300-2481196	shama@fwbl.com.pk
2	National Bank OF Pakistan	Anwar Ahmed Qureshi	AVP, Complaint Management Division - SQG	021-99062159	0312-2808102	anwar.qureshi@nbp.com.pk
		Sadaf Fatima	VP, Complaint Management Division - SQG	021-99220459	0300-2549460	sadaf.fatima@nbp.com.pk
3	The Bank of Khyber	Muhammad Hassan Khan	Incharge, Service Quality Department	091-5284909	0332-9975367	muhammad.hassan@bok.com.pk
		Syed Muhammad Awais	Incharge, Complaint Management Unit	091-5253867	0300-5950032	muhammad.awais@bok.com.pk
4	The Bank of Punjab	Raqia Mansoor Malik	Unit Head CMU	042-35871176	0321-4744447	raqia.mansoor@bop.com.pk
		Jonathan.D Silva	Team Leader- CMU	021-35862377	0333-3158793	jonathan.dsilva@bop.com.pk
5	Sindh Bank Limited	Mir Mohsin talpur	V.P-1,Compliance Division	021-35829480	0301-8220646	Mohsin.talpur@Sindhbankltd.com
		Kaleem Mustafa	V.P-2,Compliance Division	021-35829479	0301-2527285	Kaleem.mustafa@sindhbankltd.com
Specialized Banks						
1	Zari Tarqiati Bank Limited	Chaudhary Adeel Ashraf	Vice President /Business process & Services Department/ Operation Division	051-9253137	0300-5136536	chaudhary.adeel@ztbl.com.pk
		Sanaullah	Senior Vice President- Credit Operations Department, Head Office Islamabad	051-9252718	0300-5105586	svp.cod@ztbl.com.pk
2	SME Bank Ltd	Fakhra Jabeen	SVP/Divisional Head SAMD	051-9206653	0321-5269064	fjabeen@smebank.org
		Azhar Aaved	AVP/Deptt Head Operations	051-9206647	0333-5205027	ajaved@smebank.org
3	Punjab Provincial Cooperative Bank Limited	Saifullah	A. Manager AML/CFT Desk	042-99211432-36 Ext. 225	0334-4776845	aml.cftdesk@gmail.com
		Iqbal Jafari	Dy. Head AML./CFT desk Incharge	042-99211432-36	0301-6544326	iqbal.jafari@ppcbl.com.pk
4	Industrial Development Bank of Pakistan Limited	Muhammad Naeem Khalid	AVP/Head of Operations & Investment Department	021-99213652	0333-2196018	operations@idbl.com.pk
		Muhammad Bilal Siddiqui	Officer Grade-III Operations & Investment Department	021-99213633	0335-0365017	operations@idbl.com.pk
Local Private Banks						
1	Habib Bank Limited	Syed Irtiza Najib	Head Complaint management Unit	021-37137425	0300-8282565	irtiza.najib@hbl.com
		Qazi Sibghatullah	Manager Complaint Resolution	021-37137425 Ext:8816	0331-2583729	qazi.sibghatullah@hbl.com
2	United Bank Limited	Khizer Sikander	Head Service Quality,Service Quality Department	021-990332948	0300-8263994	Khizer.sikander@ubl.com.pk
		Saira Mughal	Head Complaint management Unit	021-990332442	0302-2878761	saira.mughal@ubl.com.pk
3	MCB Bank Limited	Kamran Jawaid	Unit Head, Service Quality	021-32642513	0300-2557757	kamran.jawaid@mcb.com.pk
		Kashif Qadeer	Analyst, Complaint Resolution Unit, Service Quality	021-32270072/021-32641169	0345-3181043	kashif.qadeer@mcb.com.pk
4	Allied Bank Ltd	Omer Rashid Puri	Group Head Service Standards & Quality, SEG	042-35880043 Ext.31510	0300-2135762	Omer.puri@abl.com
		Mr. Irfan Saeed Dar	Group Head Banking Operations, BSG	042-35880043, Ext-31179	0321-018124	irfan.dar@abl.com
5	Bank Al-Falah Limited	Muhammad Ali Vohra	Unit Head Complaint Management	021-3312-2780	0301-8229318	ali.vohra@bankalfalah.com
		Yasir Rafiq	Manager - Complaint Management	021-3312-3540	0345-2247249	yasir.rafiq@bankalfalah.com
6	Bank Al-Habib Limited	Akbar Raza Khan	General Manager, Customer Services Division	021-35243568	0333-3537028	akbar@bankalhabib.com
		Kamran Himayat	Deputy General Manager, Customer Services Division	021-35247208	0333-2405646	kamran.himayat@bankalhabib.com
7	Habib Metropolitan Bank Limited	Mr. Nasir Mehmood	Head CFT, Sanctions Surveillance & LEA Investigations	021-32648249	0333-5545315	nasir.mahmood@habibmetro.com
		Mr. Anjum Amin Siddiqui	Head Regulatory Risk & Compliance	021-32644422	0300-8271467	anjum.amin@habibmetro.com
8	JS Bank Limited	Muhammad Ausaf	Officer - CCU Analyst Customer Experience	021-38904316	0316-2801490	m.ausaf@jsbl.com
		Nasir Hanif	Officer - CCU Analyst Customer Experience	021-38904346	0300- 7088721	nasir.hanif@jsbl.com
9	Faysal Bank Limited	Umair Idrees Mangrio	Head - Customer Experience	021-32795436	0300-8233388	UmairIdrees@faysalbank.com
		Wasif Islam	Head Complaint management Unit	021-32799817	0333-2014693	wasifislam@faysalbank.com
10	Askari Bank Limited	Syed Zarrar Hussain	SVP/Head OF complaints	051-2857414	0300- 8542902	zarrar.hussain@askaribank.com.pk
		Farooq Zia	VP/ManagerFTC &CAF	051- 8101081	0300-8542904	farooq.zia@askaribank.com.pk
11	Standard Chartered Bank (Pakistan) Limited	Raja Adil Khan	Manager Client Experience	021-32452762	0300-9239770	raja.adil@sc.com
		Rida Fatima	Team Leader CCU	021-32452507	0345-2276230	rida.fatima@sc.com

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12	Soneri Bank Limited	Tazeen Fatima	Unit Head- CMU,Regulatory and Ethics	021-32436298	0331-0372827	tazeen.fatima@soneribank.com
		Memoona Afridi	Head - Customer Experience	021-32436298	0301-8238640	memoona.afridi@soneribank.com
13	SILK Bank Limited	Asim Ghouri	Team Leader Complaint Management Unit	021-34321612	0331-2425073	asim.ghouri@silkbank.com.pk
		Marium Hussain	Head Complaint Management Unit	021-34321772	0300-8212815	mariam.hussain@silkbank.com.pk
14	Summit Bank Ltd	Muhammad Farhan Babar	Head of Compliance	021-38901100 Ext:2880	0322-2009112	farhanbabar@summitbank.com.p k
		Siraj Ahmed Siddiqui	Team Leader - AML Unit	021-38901100 Ext:2873	0332-3532363	sirajahmedsiddiqui@summitbank.com.pk
15	Samba Bank Limited	Clifford Lucas	VP - Head QA & Customer Care, Phone Banking & TeleSales	021-38246146	0300-8222129	clifford.lucas@samba.com.pk
		Ammar Navid Rizvi	Manager & AVP Customer Care	021-38246162	0335-0222041	ammar.rizvi@saba.com.pk
Islamic Banks						
1	Meezan Bank Limited	Syed Muhammad Adil	Unit Head Customer Care Unit	021-38103500,Ext: 3111	0345-2080334	syed.adil@meezanbank.com
		Muhammad Hashim	Manager Customer Care unit	021-38103500,Ext: 2451	0345-2165274	muhammad.hashim@meezanbank.com
2	Al-Baraka Bank (Pakistan) Limited	Rahila Esmail	Head of Corporate Communication & Marketing	021- 32637174-75 ext: 2018	0300-2000016	rahila.esmail@albaraka.com.pk
		Syed Ali Adil Rizvi	Unit Head, Complaint Management Unit & Ethics Cont	021-35301864	0345-2822472	syed.ali@albaraka.com.pk
3	Bank Islami Pakistan Limited	Muhammad Somy	Manager Complaint Resolution unit-Service Quality	021-35839906 Ext 6735	0345-2544373	Muhammad.somy@bankislami.com.pk
		Asif Nazir	Head-Service Quality	021-35839906 Ext 6700	0331-4440435	Asif.nazir@bankislami.com.pk
4	MCB Islamic Bank Limited	Brain Bernard D'Souza	Head -Service Quality	042-34501000, IP(1185)	0333-3111322	brian.dsouza@mcbislamicbank.com
		Kashif Ahmed	Group Head - Compliance & Controls	021-34972155	0333-2372049	kashifahmed@mcbislamicbank.com
5	Dubai Islamic Bank Pakistan	Mr. Tariq Abbasi	Head - Service and Quality	021-85203897	0316-8774272	tariqa@dibpak.com
		Mr. Babar Baig	Manager - Problem Resolution Unit	021-85203889	0334-8501107	babar@dbpak.com
Foreign Banks						
1	Citi Bank N.A	Sehar Badakhshan	Executive Assisatnt / CEO Office	021-32598222	0345-3048128	sehar.naqvi@citi.com
		Wilson Gill	Executive Assisatnt / Banking Department	021-32598676	0300-2540057	willson.gill@citi.com
2	Deutsche Bank AG	Waqar ul Hassan Rizvi	Chief Operating Officer &Head of HR	021-85207250	0311-0655515	Waqar-a.rizvi@db.com
		Zeeshan Waheed	Head of Compliance & Anti Financial Crime	021-35207371	0333-4480897	Zeeshan.waheed@db.com
3	Industrial &Commercial Bank of China	2-Hyder Ali Talpur	Senior Manager compliance &VP	021-35208912	0300-2359003	hyder.talpur@pk.icbc.com.cn
		Muhammad Adeel Aleem Siddiqui	Manager,AVP - AML & Compliance	Tel: 021-35208984, Ext: 984	0333-2375046	adeel.siddiqui@pk.icbc.com.cn
4	Bank of China	Syed Ali Talib	Operataion Manager	021-33110688-690/695	0334-3103010	klqyyb@bank-of-china.com
		Cao Zhenkun	Banking Head	021-33110688-671	0312-2133775	klqyybczk@bank-of-china.com
Development Finance Institutions						
1	Pakistan Kuwait Investment Company Limited	Naveed Lodhi	Head of Compliance / EVP	021-35641964	0333-9992907	naveed.lodhi@pkic.com
		Syed Azmat Ali	Manager Regulatory Compliance / AVP	111-611-611 Ext 225	0301-2244207	azmat.ali@pkic.com
2	Pak-Oman Investment Company Limited	S. Abdullah Jamal Ahmed	Head of Compliance	(021) 35630971-75 Ext. 151	0321-2405844	abdullah.jamal@pakoman.com
		Sajjad Arif	Head of Internal Audit	(021) 35630971-75 Ext. 109	0334-3404562	Sajjad.arif@pakoman.com
3	Pak Brunei Investment Company Limited	Syed Kashif Ali	Credit Analyst, Credit Risk and Monitoring	021-35361215-9	0332-8492126	syed.kashif@pakbrunei.com.pk
		Nadeem Akhtar	Senior Credit Analyst	021-35361215-9 Ext-157	0321-8913476	nadeem.akhtar@pakbrunei.com.pk
4	Pak-Libya Holding Company Limited	Atif Mahmud	S.V.P – Risk Management & Regulatory Compliance	021-111-111-115 Ext-349	0300-2503993	atif@paklibya.com.pk
		Abdul Latif Memon	Senior Executive Vice President & HOD – Risk Management & Regulatory Compliance	021-111-111-115 Ext-358	0321-2448709	latif.memon@paklibya.com.pk
5	Saudi Pak Industrial & Agricultural Investment Company Limited	Saudi Pak Industrial & Agricultural Investment Company Limited being a DFI does not provide any product or service to individuals including Politically Exposed Persons				
6	PAIR Investment Company Limited	Syed Afak Hussain Shah Musavi	Chief Compliance Officer	021-35829647	0333-2177324	afak.shah@pairinvestment.com
		Khurram Faizyab	Head of Corporate & Investment Banking / CIBG	021-35829683	0300-2336142	khurram.faizyab@pairinvestment.com
7	Pak China Joint Investment Company Limited	Khurram Shahzad	Head of Compliance	051-8099616	0321-8097885	Khurram.shahzad@pakchinatest.com
		Muhammad Bilal	Assistant Manager-Compliance	051-2800273	0300-0555891	muhammad.bilal@pakchinatest.com

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Microfinance Banks						
1	First Microfinance Bank Limited	Muhammad Irfan	Manager Financial Crime	051-111362362 (Ext:1212 &1230)	0300-2444760	muhammad.irfan@mfbc.com.pk
		Muhammad Ali Akram	Incharge CFT Desk	051-111362362 (Ext:1221)	0342-1112288	muhammad.akram@mfbc.com.pk
2	NRSB Microfinance Bank Limited	Muhammad Hamid Anwar	Manager Compliance/ Compliance Department	062-2285126 Ext. 716	0331-5699951	muhammad.hamid01@nrspbank.com
		Muhammad Waqas Ashraf	Head of Compliance &Risk	062-2285126 Ext:155	0321-7070407	waqas.ashraf@nrspbank.com
3	Khushhali Microfinance Bank Limited	Misbah Huma	Assistant Manager Complaint Handling-Operation	051-2334659	0301-8597753	misbah.huma@kb.com.pk
		Muhammad Haroon Akhtar	Manager Operations Assurance	051-2334655	0300-5186500	muhammad.akhtar@kb.com.pk
4	Telenor Microfinance Bank Limited	Mehmood Khan	Unit Manager - Customer Services & Quality Assurance	042-111-00-37-37	0340-0289195	mehmood@telenorbank.pk
		Abdul Razzaq	Team Lead Complaint Management AND Customer Service & Quality Assurance	042-111-00-37-37	0346-6447991	abdul.razzaq1@telenorbank.pk
5	Pak Oman Microfinance Bank Limited	Noor Muhammad	Senior Officer / Compliance Department	021-35172381-5	0332-3091838	noor.muhammad@pomicro.com
		Kamran Muqeem	Officer /Compliance	021-35172381-5	0300-2406108	kamran.muqeem@pomicro.com
6	U-Microfinance Bank Limited	Mohsin Yasin	CFT Desk In-charge/Compliance Head Office	051-111-182-265 Ext:366	0330-5251168	Mohsin.Yasin@ubank.com.pk
		Raja Anjum Shafi	AML Analyst	051-111-182-265 Ext:130	0331-5699971	anjum.shafi@ubank.com.pk
7	Mobilink Microfinance Bank Limited	Farhan Mustafa	Head Service Quality	051-2817070-7	0302-5032000	Farhan.mustafa@mobilinkbank.com
		Fahad Hayat	Manager Customer support & Services	051-2817070-7	0301-8563027	fahad.hayat@mobilinkbank.com
8	Apna Microfinance Bank Limited	Waqas Javaid	Assistant Manager AMLT	042-36286519 Ext:222	0311-4999281	waqasjaved@apnabank.com.pk
		Ammad Shafiq	Compliance Officer	042-36286519-20 Ext:222		ammad.shafiq@apnabank.com.pk
9	Advans Pakistan Microfinance Bank Limited	Murtaza Hanif	Asst. Manager AML/CFT & Compliance / Risk & Compliance Department	021- 35643671 Ext: 10037	0310-2626227	murtaza.hanif@advanspakistan.com
		Zubair Hafeez	Head of Risk & Compliance /Risk & Compliance Department	021-35643671 Ext: 10042	0332-2311221	zubair.hafeez@advanspakistan.com
10	Sindh Microfinance Bank Limited	Imran Ghouri	Head - Risk & Compliance	021 34168125-6 (109)	0316-2328338	m.ghouri@sindhmfbc.com
		Mr. Nasir Hussain Qazi	Officer, Risk & Compliance	021-34168125-6 (Ext. 112)	0301-2425306	nasir.hussain@sindhmfbc.com
11	FINCA Microfinance Bank Limited	Qasim Ali Shah	Unit Head Regulatory Compliance	042-36667903 Ext – 322	0330-6010551	Qasim.shah@finca.org.pk
		Ali Azizi	Manager Compliance	042-36667903 Ext – 323	0333-0522922	Ali.azizi@finca.org.pk

