

PROCEDURE TO LODGE SUGGESTION/COMPLAINT

Dear Valued Customer,

At Summit Bank, we remain committed to our customers and continue to fulfill our corporate responsibility by giving importance to your suggestion/complaint.

For your convenience, following are the channels through which you may lodge your suggestion/complaint:

1. Call our 24/7 Summit Bank Call Centre helpline at 021-1111-24365.
2. Lodge online complaint via Summit Bank website www.summitbank.com.pk.
3. Email us on complaints@summitbank.com.pk.
4. Fax us on 021-32463553.
5. Write to us by sending your complaint on the following address or you may place your suggestion/complaint in suggestion boxes available at your nearest branch/ATM.

Complaint Resolution and Management Unit, Summit Bank Limited.
Service Quality Department, 11th Floor, Summit Plaza, Plot #8-C/1, Mumtaz Hassan Road, Off I.I Chundrigar Road, Karachi -74000, Pakistan

(Suggestion/Complaint forms are also available at branch counters).

To enable us to address your suggestion/complaint, please provide the following information along with your details:

- Name
- Mailing Address/Contact No.
- CNIC/Account No.
- Brief Description
- Supporting Documents (if any)

You should expect to receive:

Resolution timeline for Complaint:

Acknowledgement	Within 48 hours of the receipt of the complaint.
Interim Reply	After 10 working days in case the matter requires detailed scrutiny.
Final Reply	Cases of minor nature will be attended within 07 working days not longer than 15 days. However, for cases that need detailed scrutiny, will be attended within 30 days.

If you are not satisfied with our response to your complaint or for complaints which remain unattended/unresolved beyond the defined timeline mentioned above, you may approach the Head of Service Quality at servicequality@summitbank.com.pk. If still not satisfied, you may then approach directly to Banking Mohtasib Pakistan on below mentioned details:

Banking Mohtasib Pakistan

Address: 5th Floor, Shaheen Complex, M.R Kiyani Road, Karachi.
Email: info@bankingmohtasib.gov.pk
Fax: 021-99217375, 021-99213904
Telephone: 021-99217334-38
Website: www.bankingmohtasibpakistan.gov.pk

(To contact Banking Mohtasib Pakistan, complaint forms are available on Summit Bank website and at branch counters).
(You can track your complaint through our Call Centre by the complaint number provided to you).