

## Summit Bank's Complaint Lodgment Procedure

Dear Valued Customer, at Summit Bank we remain committed to our customers and continue to fulfill our corporate responsibility by giving top priority to your suggestions and complaints. For your convenience, following is the procedure for complaint lodgment.

You may lodge complaints via the below listed complaint channels:

1. 24/7 Helpline (021-111124365)
2. Write a Letter to the Head Office:  
CRMU Dept, 10<sup>th</sup> Floor Summit Tower, Plot # G-2, Block 2,  
Scheme # 5, Clifton, Karachi
3. Email at: [complaint@summitbank.com.pk](mailto:complaint@summitbank.com.pk)
4. Fax (021-32463574)
5. E-Form available on website
6. By visiting any Summit Bank Branch

### Complaint Handling Process

All the complaints received from the above channels will be lodged in Summit Bank's Complaint Management System and sent to the relevant department/branch for investigation.

Meanwhile an acknowledgment SMS/call/will be made on the customer's registered numbers within 48 hours.

Complaint resolution management unit will review and investigate the complaint/matter with the concerned unit and resolve the matter within the assigned turn-around time.

If any complaint exceeds 10 working days, an interim call/letter will be sent to customers to update them on the delay.

Complaint Management Officer will communicate the resolution via SMS/call/letter to the customer and close his/her complaint on system.

If customer is not satisfied with the resolution, he/she may contact Banking Mohtasib Pakistan for readdressing his/her complaint on the below provided contact details.

- To contact Banking Mohtasib Pakistan email: [info@bankingmohtasib.gov.pk](mailto:info@bankingmohtasib.gov.pk)
- Fax: 021-99217375, 99213904
- Tel: 021-99217334-38
- Address: 5th Floor, Shaheen Complex, M.R. Kiyani Road, Karachi.