



Your Global Partner.
Your Reliable Bank.

CUSTOMER SUGGESTION/COMPLAINT FORM

Branch: Date: Time:

1. Are You

An existing customer Walk-in customer

2. Purpose of Visit

Cash/Cheque - Deposit/Withdrawal A/C Information Funds Transfer A/C Opening
 Cheque Book Issuance Statement of Account Product Information Enquiry

Any Other (Please specify)

Name of the Officer who attended the complaint (if known):

Suggestion/Complaint Details: _____

Name of the Customer:

Account No.:

Address:

Email Address:

CNIC No.:

Phone No.: Mobile No.:

Signature: _____

Alternatively, you may mail/email or fax your suggestion/complaint, directly at any of the following contact address:

Title/Designation	Phone/Fax/Email	Correspondence Address
Incharge Complaint Management / Manager Legal Internal Control and Compliance Department	021-35208956 / 021-35208930 / complaints@pk.icbc.com.cn	ICBC - Karachi Branch. 16th Floor, Ocean Tower, G-3, Block - 9, Scheme # 5, Main Clifton Road, Karachi. 75600
GM - Banking Department	021-35208966 / 021-35208930 / service@pk.icbc.com.cn	ICBC - Karachi Branch. 15th Floor, Ocean Tower, G-3, Block - 9, Scheme # 5, Main Clifton Road, Karachi. 75600

Note: Please place your suggestion/complaint in the suggestion/complaint box at the customer service area of the Branch/ATM.

Once your complaint is received, you should expect to receive a response as per the following:

Resolution timeline for complaints:	
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 to within 07 working days not longer than 15 days. However, for cases that need detailed scrutiny, will be attended within 30 days.

For Complaints which remain unresolved beyond 45 days, you may write to Banking Mohtasib Pakistan,
Shaheen Complex, M.R. Kiyani Road, Karachi or visit www.bankmohtasib.gov.pk

Call us at (021) 111-195-588 from 9:00am to 5:30pm (Monday to Thursday) and 9:00am to 6:00pm (Friday)