

COMPLAINT LODGMENT / RESOLUTION PROCEDURE

Dear Customer,

The Bank of Punjab, attach great importance to your complaints and suggestions, as we aim to achieve excellence through the highest standards of customer service.

You can lodge your complaints / suggestions through any of the following channels:-

- Discuss the problem with Manager / Operation Manager for resolution.
- Write your complaint on a plain piece of paper or fill the form and drop your complaint / suggestion into the complaint box available in your nearest branch. (Form is available with branch).
- You can lodge your complaints / suggestions to head office at
Complaint Management Unit 7th Floor, Big City Plaza, Near Liberty Round about Gulberg III Lahore.
- Call us at 111-267-200
- Enter your complaint at our website: <http://www.bop.com.pk> or you can also sent us your complaints as: complaints@bop.com.pk

Please provide the following information for your complaint.

- Your Name
- Mailing Address and Contact #
- Photo Copy of CNIC
- Account #
- Branch Name and City
- Supporting Documents

You should expect to receive following documents from branch /bank:

- Acknowledgment of the complaint within 2 working days.
- Intimation of the complaint resolution within 7 days of the lodgment.
- An interim Response. In case your complaint requires further probing.