



بینکنگ محاسب پاکستان Banking Mohtasib Pakistan

PRESS RELEASE

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Banking Mohtasib Provides Relief of Rs 539.72 million to Banking Customers during First Half of 2023

Karachi: The Banking Mohtasib Pakistan has granted monetary relief amounting to Rs 539.72 million to the banking customers by disposing of 12,015 complaints during the first half (January to June) of the current calendar year, 2023. About 98 % (11,731) complaints were resolved amicably while only 2 % (284) complaints required resolution through formal Orders from Banking Ombudsman.

There is no letup in the number of complaints being lodged against commercial banks as Banking Mohtasib had received 14,863 new complaints, including 4,057 from Prime Minister's Portal, during the last six months (1st January to 30th June, 2023).

With a view to protecting the banking customers from fraud and forgeries, the Banking Mohtasib Pakistan, Mr. Muhammad Kamran Shehzad has re-emphasized on banking customers not to disclose their personal and financial information to any third person and on receipt of suspicious calls they should immediately approach the nearest branch of their bank or contact the helpline of the bank, he added.



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