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For Complaints / Queries



Visit any branch
/ ATM Hotline



ccu.helpdesk@jsbl.com



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or 051-111-654-321



www.jsbl.com



JS Bank Customer Care Unit,
7th Floor Fakhri Trade Center,
Shahra-e-Liaquat, Karachi.



/jsbankltd



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/company/js-bank



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For Escalation to Regulatory Channels

State Bank of Pakistan (SBP)	BC & CPD - State Bank of Pakistan, Central Directorate, I.I. Chundrigarh Road, Karachi. www.Sbp.org.pk Email: cpd.helpdesk@sbp.org.pk Dedicated helpline: 111-727-273, +92(021) 3245 3555
Banking Mohtasib Pakistan (BMP)	Banking Mohtasib Pakistan Secretariat, 5th floor, Shaheen Complex, MR Kiyani Rd, Karachi. www.bankingmohtasib.gov.pk Email: info@bankingmohtasib.gov.pk Phone: +9221 - 99217334 to 38
Federal Insurance ombudsman (FIO)	Federal Insurance Ombudsman Secretariat 2nd Floor, PRCS Annexe Building, Plot# 197/5, DR Daudpota Road, Saddar, Karachi. www.fio.gov.pk Email: info@fio.gov.pk Phone: 021-99207761 - 021-99207762
Securities & Exchange Commission of Pakistan (SECP)	Securities & Exchange Commission of Pakistan, NIC Building, 63 Jinnah Avenue, Blue Area, Islamabad. www.secp.gov.pk Email: complaints@secp.gov.pk Helpline: 0800-88008
Pakistan Remittance Initiative (PRI)	Pakistan Remittance Initiative Camp Office, State Bank of Pakistan 4th Floor, Main Building, I.I. Chundrigarh Road, Karachi, Pakistan. www.pri.gov.pk Email: info@pri.gov.pk Phone: +92-21-111-727-774
Prime Minister's Performance Delivery Unit (PMDU)	National Productivity Organization, 11th Floor, Shaheed-e-Millat Secretariat, F-6/1, Islamabad, Pakistan. www.pmo.gov.pk Phone: (051)9201637 Email: pmdu@pmo.gov.pk Pakistan Citizen Portal Manual Guide: http://pmdu.pmo.gov.pk/manuals/pakistan-citizen-portal-manual-2.0.pdf