

JSBL/COMP/JA/ 88 /2022
Jan 07, 2022

The Director
Banking Conduct & Consumer Protection Department
State Bank of Pakistan,
I.I Chandigarh Road,
Karachi

JS Bank Limited
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Dear Sir,

Change in Key Contact Person and Contact Details for Dealing with Customer Complaints

With reference to BC&CPD Circular No. 01 of 2016 & our letter # JSBL/COMP/FM/2772/20 dated Sept 23, 2020, please find herewith a change in details of the Key Contact Persons for dealing with customer complaints;

Primary Contact

a) Muhammad Tahir Senior Analyst- Customer Care Unit
Telephone No. 0213-8904372
Mobile No. 03453751161
E-mail m.tahir@jsbl.com

b) Ahsan Ali Khan Team Leader - Customer Care Unit
Telephone No. 0213-8904626
Mobile No. 0334-3894239
E-mail ahsan.khan@jsbl.com

c) Nasir Hanif Team Leader- Customer Care Unit
Telephone No. 0213-8904367
Mobile No. 0300-7088721
E-mail nasir.hanif@jsbl.com

Backup

a) Errol Smith Manager – Customer Care Unit
Mobile No. 0314-2049088
E-mail errol.smith@jsbl.com

b) Shehryar Sheikh Group Head Customer Experience
Telephone No. 0213-8904101
Mobile No. 0302-8204932
E-mail Shehryar.Sheikh@jsbl.com

Best Regards,

Obaid Ullah Naqib
Manager SBP Coordination Unit
Contact: 021-38907451
Email: Obaid.Naqib@jsbl.com



Asif Raza
Unit Head SBP Coordination
Contact: 021-38907490
E-mail: Asif.R@jsbl.com