

## 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  
☐ Locker Operation ☐ 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 addresses:

Title/Designation	Phone/Fax/Email	Correspondence Address
Unit Head – Complaint Resolution and Management Unit	021-32463500, 021-32463553, complaints@summitbank.com.pk	Summit Bank Ltd., Service Quality Department - Arif Habib Centre, 23 M.T. Khan Road, Karachi – 74000, Pakistan.
Head – Service Quality	021-32463500, 021-32463553, servicequality@summitbank.com.pk	Summit Bank Ltd., Service Quality Department - Arif Habib Centre, 23 M.T. Khan Road, Karachi – 74000, Pakistan.

**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.

(You can track your complaint through our Call Center by the complaint number provided to you).