



## ECIB COMPLAINTS

Dear Customer,

We have proper complaint and redressed mechanism for resolving the complaints related to misreporting in ECIB.

**For Complaints contact following numbers:**

☎ 062-111-011-011    ☎ 051-2650004    ☎ 0800-06777

OR

Drop your Complain in complaint boxes available in Branches.

OR

You can also contact us through Email / Website/Mobile App.

**E-mail :** [complaints@nrspbank.com](mailto:complaints@nrspbank.com)

**Website :** [www.nrspbank.com/complaints-suggestions-0](http://www.nrspbank.com/complaints-suggestions-0)

### ECIB Implications

In accordance with State Bank of Pakistan's directions as per CPD circular letter No.6 of 2021 dated June 22, 2021, we are required to advise you that any history of overdue payment / late payments ("default") and/or any financial relief in the form of write-off and/or reversal of mark-up in respect of such default, will continue to be reflected in your credit report for a period of 2 year from the date of adjustment of such default amount. In case of any query in relation to eCIB reporting beyond a period of two year, please contact us

If you are not satisfied with the services provided you may also contact State Bank of Pakistan on below mentioned contact details.



**Address:** Banking Conduct and Consumer Protection Department State Bank of Pakistan I.I. Chundrigar Road Karachi Pakistan.

Email: [pd.helpdesk@sbp.org.pk](mailto:pd.helpdesk@sbp.org.pk) | Fax no: (021)99221160 | Phone no: (+92-21)-111-727-273