

FAQs Complaint Management Unit.

Q: What is the procedure to lodge a complaint to Silkbank Complaint Management Unit (CMU)?

Answer: Customers can file a complaint via Phone Banking, Branches, Asset Help Desk, Info channel via e-mail, online portal by themselves through WhatsApp Banking and SMS options.

Q: What types of issues can I report to the Complaint Management Unit?

Answer: Any type of Issue Branch/ Consumer Assets/ Credit Card/ SME can be reported to Silkbank Complaint Management Unit

Q: Is there a specific timeframe within which my complaint will be resolved?

Answer: A minimum of 7 working days & a maximum of 15 working days, however if the nature of complaint concerns a fraud or dispute element than it will take up to a maximum of 30 working days.

Q: Can I expect confidentiality when I submit a complaint?

Answer: Yes

Q: How will the CMU acknowledge receipt of my complaint?

Answer: Confirmatory SMS bearing complaint tracking # auto triggered to the customer, however where mobile number is not provided than we will acknowledge via e-mail or mail.

Q: Are there any fees or charges related to filing a complaint?

Answer: No

Q: How can I track the status of my complaint?

Answer: A Customer can track his complaint on online portal via his/her CNIC number or call on helpline along with his tracking number provided via SMS.

Q: Are there any specific guidelines or forms for submitting a complaint?

Guidelines to register complaints are available on the Silkbank Website.