



**STATE BANK OF PAKISTAN**  
**BANKING CONDUCT & CONSUMER PROTECTION DEPARTMENT**  
**I.I. CHUNDRIGAR ROAD**  
**KARACHI**

No. BC & CPD/OSSD/ 26716 /17

November 15, 2017

The Presidents/ Chief Executives  
All Banks

Dear Sirs/Madams,

**AWARENESS OF FEDERAL INSURANCE OMBUDSMAN**

The Federal Insurance Ombudsman (FIO) has desired that State Bank of Pakistan, being regulator for banks, may direct all banks dealing in Bancassurance to display the awareness messages regarding FIO as competent grievance resolution forum, as per enclosed specimen, in order to promote awareness and facilitate the general public.

In this regard, all banks are advised to display the enclosed awareness messages, in English and Urdu languages, at prominent places in their branches that deal with Bancassurance and place the same on their websites as well for consumer awareness.

Please acknowledge receipt.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Zehra Rizvi'.

(Zehra Rizvi)  
Joint Director

Encl: 02