

EXTERNAL CUSTOMER SATISFACTION SURVEY (CSS) 2026 - 2027

Dear Customers,

As per the State Bank of Pakistan's Business Conduct & Fair Treatment of Consumers Regulatory Framework (BC&FRF), issued vide BPRD Circular No. 04 of 2025 dated October 17, 2025, all banks are advised to conduct Customer Satisfaction Survey in order to measure their customer satisfaction.

Therefore, we are initiating the customer satisfaction survey. This survey will be conducted from Mid-May till July, 2026. The results driven from this survey will be used to reinvent our Service Standards. These results will also help us to work on the irregularities or defects in the system, to identify weaknesses and evaluate possible improvements.

We have partnered with one of the leading independent research agencies, Antlere Abacus Consulting, to execute this survey. As per the standards of market research, Antlere Abacus Consulting is legally bound to keep and maintain absolute confidentiality of customers' responses and safeguard their personal information and identity.

To make this survey productive and useful, we will be requesting you to share your candid feedback with the designated research agency's representative.

In case of any ambiguity or complaint regarding this exercise, customers can contact our Contact Center at 042-111-000-622 or email us at info@mcb.com.pk

Regards,
Service Quality Division,
Compliance and Controls Group
MCB Bank

Disclaimer: Antlere Abacus Consulting will not ask for your personal or financial information like (Account Number, Balance, Password, OTP, Debit/Credit Card Number and PIN) via call, SMS, or email. Please do not disclose your sensitive information to anyone.

This survey is conducted via telephone only.