



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

No.CPD/RD-07/19557/15

September 03, 2015

Mr. Sohail Muzaffar  
Chairman Transparency International Pakistan  
5-C, 2<sup>nd</sup> floor, Khayaban-e-Ittehad, Phase VII,  
Defence Housing Authority, Karachi.

Dear Sir.

**Complaint against HBL**

Please refer to your complaint dated September 2, 2015 regarding snatching of Rs.600,000/- near Zamzama Boulevard Karachi and alleged involvement of staff of HBL 26<sup>th</sup> Street Badar Commercial Area Karachi.

We vehemently condemn the unfortunate incident and regret for the loss suffered by you. It is to inform you that we have taken up the matter with the bank with the direction to immediately conduct detailed investigation of the matter and submit report.

We will get back to you upon completion of investigation at our end.

Yours truly,

(Syed Salman)  
Assistant Director