

FAQs: How to Use the SBP Sunwai Portal

1. What is the SBP Sunwai Portal?

The Sunwai Portal is an online platform provided by the **State Bank of Pakistan (SBP)** for lodging complaints related to banking services, including **JazzCash** and **Mobilink Bank**.

2. How can I access the Sunwai Portal?

You can visit the portal directly at:

 <https://sunwai.sbp.org.pk>

Or download the **Sunwai App** from **Google Play Store** or **Apple App Store**.

3. What types of complaints can I register?

You can register complaints related to:

- JazzCash services
- Mobilink Bank products and services
- Any banking-related issue under SBP's jurisdiction

4. Do I need to create an account to lodge a complaint?

Yes, you need to **sign up** on the Sunwai Portal using your valid CNIC and contact details before submitting a complaint.

5. What information should I provide when lodging a complaint?

Ensure you include:

- Your full name and CNIC
- Contact details (mobile number, email)
- Detailed description of the issue
- Relevant transaction details or reference numbers

6. How will my complaint be handled?

- **Step 1:** Complaint is registered on the Sunwai Portal.

- **Step 2:** Mobilink Bank's **Customer Management Unit (CMU)** reviews and routes it to the concerned department.
- **Step 3:** The department investigates and resolves the complaint within the specified **TAT**.
- **Step 4:** CMU follows up and communicates the resolution through the same channel.

7. How can I track my complaint status?

You can log in to the Sunwai Portal anytime to check the status of your complaint or contact our helpline:

- **MMBL:** 051-111-962-962
- **JazzCash:** 111-124-444

8. Is there any cost for using the Sunwai Portal?

No, the service is **completely free of charge**.

Complaint Via Branches

Customers can lodge complaints directly at the branch through any of the following ways:

- With the branch staff
- Via the ATM hotline
- Through the complaint drop box

Complaint Handling Process

1. **Complaint Submission:** Customers submit a written complaint at the branch.
2. **Logging in CMS:** Upon receipt, the branch staff logs the complaint in the **Complaint Management System (CMS)**. System generated complaint tracking number is cascaded via SMS/Email.
3. **Escalation:** If the complaint cannot be resolved at the branch, it is routed in CMS to the concerned department for resolution.

4. **Investigation & Resolution:** The concerned department investigates and resolves the complaint within the specified **Turn-Around-Time (TAT)**.
5. **Status Inquiry:** Customers can inquire about the status of their submitted complaint through the same channel they used for lodging the complaint or can contact on helpline

051-111-962-962.