

**‘Biometric verification’**

APROPOS the letter ‘Biometric verification’ (June 11). The State Bank of Pakistan has already allowed banks to utilise the National Database and Registration Authority’s Verisys system instead of biometric verification for customers facing genuine issues, including senior citizens with uneven texture/ unclear fingerprints.

However, it has come into the notice of SBP that during the ongoing drive for biometric verification, some customers are facing problems due to genuine reasons. Accordingly, SBP has again instructed banks on June 3 that they may use Nadra’s Verisys for the purpose of identity verification.

However, such customers are required to provide an undertaking to their bank declaring that the particulars provided to the bank are correct. If any customer faces problems in identity verification due to genuine reasons already explained above, they can file complaint with SBP through the Banking Conduct and Consumer Protection Department (<http://www.sbp.org.pk/cpd/CPD.asp>) for timely resolution.

Abid Qamar  
Karachi