



**Meezan Bank**  
The Premier Islamic Bank

# pages

## President & CEO's Message

السلام عليكم ورحمة الله وبركاته

**The banking sector is in for some tough times ahead with net spreads in a very tight squeeze. Alhamdulillah, despite this challenge, Meezan continued breaking all previous records, with net profitability of Rs. 3.5 billion and 36% growth in deposits resulting in a total deposit of Rs. 230 billion. At the same time, with a strong network of 314 branches, we have now moved from being the 9th largest to the 8th largest network in Pakistan.**

Over the first quarter of 2013, our peer group banks have reported an average of 15% decrease in profits compared to the same period last year. Meezan Bank, however, has registered an increase of 9% - an outperformance of 24%. With all of this, we at Meezan Bank must be grateful for the opportunities and the barakah we have been blessed with. As Allah (swt) says in the Qur'aan, "If you are grateful, I will give you more of my blessings" (14:7)

Going forward, the squeeze in spreads will continue to be not just a challenge but a significant threat. Our responsibility is to manage this threat positively and proactively. We must:

- Further improve the quality of our service to both internal and external customers;
- Renew our focus on Current Account mobilization and Trade Finance;
- Book quality assets; and
- Increase efficiency and productivity.
- Be Innovative

We must realize that with the pressure on spreads, all banks - both conventional and Islamic - will now increase their focus on enhancing efficiency in their operations and improving the quality of their services. Simply doing the same is not a solution for Meezan Bank - we must do more! Getting better and better - both from within and in the experience we offer to our customers, is therefore no longer a matter of choice, but of survival.

I am sure that as a team, we will Insha'Allah continue towards excellence, and establish Islamic banking as banking of first choice. May Allah be your protector and your guide. Aameen.

Irfan Siddiqui  
President & CEO

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# From the Desk of Ariful Islam (Deputy CEO)

Dear Meezan Team members,

السلام عليكم ورحمة الله وبركاته

**It is heartening to note that our Bank made excellent progress during the 1st Quarter of 2013. Meezan was one of only a few banks in the country that posted better results for Q1 2013**

**compared to Q1 2012. At the same time, not only has our deposit growth been consistent but the mix of CASA and TDR has also improved. I am confident that deposits under the leadership of our new Group Head of Branch Banking, Mr. Ijaz Farooq, and assets under the leadership of our new Group Head of Corporate and Investment Banking, Syed Amir Ali will surpass previous records.**

**“We need to focus our energies on increasing our Current Account base.”**

I would like to focus my message to you today on two very important points that are critical for our future growth and profitability.

Firstly we need to focus our energies on increasing our Current Account base. To help achieve this objective we have taken the following steps:

- Cheques and Payment Orders have been made free of cost for all customers without any conditions
- A very rewarding Current Account campaign have been launched and the Champion Region will be announced in the first week of August Insha'Allah
- An extensive advertising campaign was launched in print and radio to support the drive of mobilizing Current Accounts
- One additional officer will be posted at selected branches to manage customer traffic and handle customer queries

I urge all staff to make an effort to increase deposit in Current Accounts and, through this effort, make your Region the Champion Region of Meezan Bank. I believe that one of the key factors that will help your Region win the Champion award is the quality of counter-services that you provide to your customers. To enable you to be able to provide the best

possible level of service, I can assure you that we are working day and night at Head Office to ensure that system performance improves. However, a positive mind-set and a pro-active approach can overcome such issues if we have the resolve that customer relationship is both important and our highest priority.

The second important point that I would like to highlight is the need to ensure that we reduce the number of low balance or zero balance customer accounts in the Bank. We currently have a large number of accounts that have very low or zero balances and these accounts are not only expensive to maintain but also one of the causes of slow system performance. This initiative is referred to as 'Tail Management' and gives us the opportunity to deepen or re-activate existing accounts.

I am confident that all of you will focus on the two points highlighted above. Please remember that we are all very fortunate that we are working for a very big cause – that is to make Islamic banking the banking of first choice. Each and every member of Meezan Bank has a role to play in making this dream a reality and with the Blessings of Almighty Allah we will Insha'Allah realize this goal.





## Poll Results

Poll conducted on facebook with a total of 118,000 fans

**What is the best way to balance your financial needs with religious requirements?**

Get a better understanding of Riba-free banking

Bank with a well reputed Islamic financial institution

Say no to conventional banking

## Editorial Team

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# OVER

## 100,000 FACEBOOK

### MEMBERS LIKE MEEZAN BANK!

Sohail Khan, Head of Learning & Corporate Communication

Alhamdulillah, Meezan Bank's Facebook Page, maintained by the Corporate Communication department, has crossed 100,000 Fans (subscribers)! This means that all the communication posted on our Facebook page is viewed by over 100,000 people who have shown an interest in Meezan Bank and an additional over 10,100,000 people who are associated with these Fans.

Meezan Bank's Facebook Page is the most popular Islamic bank page in Pakistan and the 2nd most popular banking page in Pakistan after that of HBL.

I would like to congratulate Mr. Hafidh Jamaluddin (Project Manager, Corporate Communication) and Mr. Kaiwan Jamshed Irani (Asst. Project Manager, Corporate Communication) on this milestone achievement which is a result of their excellent management of our Facebook page and their timely response to the queries and comments posted on the page by these 100,000 subscribers. I would also like to thank the Service Quality Department, Telemarketing Unit and members of the PDSC team for their strong support in regularly responding to leads, complaints and queries sent to them by the Corporate Communication team.

Please do visit the page at [www.facebook.com/meezanbank](http://www.facebook.com/meezanbank) if you have not already seen it.

The screenshot shows the Facebook interface for Meezan Bank. At the top, it says 'Over 100,000 fans' with a large 'Like' button graphic. Below this is the Meezan Bank logo and name. A message from the bank says: 'Thank you for supporting our vision to 'Establish Islamic banking as banking of first choice...'. The page also shows the bank's profile picture, a 'Like' button, and a 'Message' button. At the bottom, there are links to the bank's website, a 'Like' button, and a 'Message' button. The page also features a '118k' like count and a 'Like' button.



## Justice (R) Mufti Muhammad Taqi Usmani addresses Meezan Bank's staff of the North region

Renowned Islamic scholar and Chairman of the Shariah Supervisory Board of Meezan Bank, Justice (R) Mufti Muhammad Taqi Usmani addressed the staff of Meezan Bank at a staff gathering at Islamabad, highlighting the important Islamic values and Shariah guidelines on which Islamic Banking has been developed and promoted in Pakistan. Mufti Muhammad Taqi Usmani's address was followed by an open question & answer session with the speakers that included Dr. Muhammad Imran Usmani - Shariah Advisor of Meezan Bank. Regional Manager - North, Mr. Saleem Khan and Head of PDSC Mr. Ahmed Ali Siddiqui.

Hazrat Mufti Muhammad Taqi Usmani emphasized on the importance of prohibition of Riba in Islam. He highlighted that working in the cause of Islamic banking is indeed working for a great cause and when the people of Meezan Bank do their job with the vision of working in the cause against Riba, their working hours will become an ibadat for them if they work with the right 'niyyat' and follow the right processes.

Justice (R) Mufti Muhammad Taqi Usmani also spoke on the importance of strict adherence to the principles of Islamic Shariah in all operations and business activities for proper implementation of the Islamic Banking model.

## Meezan Bank Limited holds 17th Annual General Meeting of the shareholders



The 17th Annual General Meeting (AGM) of Meezan Bank was held on March 28, 2013 at its Head Office - Meezan House, Karachi. Mr. Irfan Siddiqui (President & CEO) chaired the meeting that was attended by Mr. Ahmed Abdul Rahim Mohammed (Director and Chairman of Audit Committee), Mr. Azfar Qarni representing Islamic Development Bank, Jeddah, Mr. Ariful Islam (Chief Operating Officer & Executive Director), Mr. Shabbir Hamza Khandwala (Chief Financial Officer), Mr. Tasnim-ul-Haq Farooqui (Company Secretary), Mr. Salman Hussain (Partner, External Auditors - A. F. Ferguson & Co.) and Shareholders of Meezan Bank.

Mr. Irfan Siddiqui informed the shareholders that Meezan Bank's performance remained outstanding in all areas of its business activities. The Bank recorded a Profit-after-tax of Rs. 3.5 billion in 2012 (2011: Rs. 3.4 billion), earnings per share (EPS) for the year increased to Rs. 3.88 (2011: Rs. 3.75) and deposits grew by 35% to Rs. 230 billion as at December 2012 (2011: Rs. 170 billion). The Bank opened 35 new branches in 2012 making it the 8th largest banking branch network in Pakistan with 310 branches spread across 90 cities of Pakistan.

The shareholders approved the annual audited accounts of the Bank

for the year ended December 31, 2012 and appreciated the impressive performance of the Bank. The shareholders also approved 11% bonus shares for the year 2013, thus continuing the Bank's unbroken payout record since its date of listing on the Karachi Stock Exchange. The shareholders also approved the 15% interim cash dividend i.e. Rs. 1.5 per share which was paid by the Bank in August 2012, bringing the total payout to 26% for the year 2012. The Bonus shares will increase the Bank's paid up capital to Rs. 10 billion. Accordingly, the Bank will meet State Bank of Pakistan's minimum capital requirement for 2013 of Rs. 10 billion a year in advance.

## MEEZAN BANK'S President & CEO, Mr. Irfan Siddiqui speaks at South Asia Strategic Leadership Summit

Mr. Irfan Siddiqui, President and CEO of Meezan Bank, addressed the audience in a panel discussion at the South Asia Strategic Leadership Summit held at Pearl Continental Hotel - Karachi. The two-day summit held on the 5th and 6th of April 2013, featured presentations, keynote addresses and panel discussions by leaders from the business, media and academia on the theme 'Collaborating for Change'.

Giving his comments during the session 'Innovation, Productivity & Competitiveness',

Mr. Irfan Siddiqui emphasized on the role of innovation at the workplace, which results in improved productivity. He highlighted Meezan Bank's extensive range of Alternate Distribution Channels (ADC) and the current initiative of working towards Branchless Banking as a result of innovation in the Banking industry. Mr. Siddiqui explained that Meezan Bank's products and services provide innovative and competitive banking solutions which are designed to provide Shariah-compliant banking services.





## Pakistan's first Agent network sharing MoU signed between Meezan Bank, monet and warid Telecom

Meezan Bank has announced plans to launch Branchless Banking services throughout Pakistan very soon. The Bank has signed a Memorandum of Understanding with Monet and Warid Telecom as partners for the rollout of this important and exciting initiative that will allow people who do not have access to financial services (85% of Pakistan's population) to avail Islamic banking services. Through this MoU, Meezan Bank has joined Bank Alfalah and Warid Telecom as founding member to create Mobile Money Network which will be subject to SBP approvals under the branchless banking regulations.

The arrangement will give Meezan Bank access to the extensive agent network provided by Monet. Account holders of both Meezan and Monet will be able to send or receive money from each other. This interconnection between the two independent branchless banking platforms would be the first of its kind in Pakistan.

The MoU was jointly signed by Meezan Bank's Chief Operating Officer, Mr. Ariful Islam, Warid Telecom's Chief Commercial Officer, Mr. Younas Iqbal Sheikh and Monet's Chief Executive Officer, Mr. Ali Abbas Sikander.

Meezan's Branchless banking platform will enable customers to make domestic remittances, utility bill payments, mobile top-ups etc. "Meezan Bank, as Pakistan's leading Islamic Bank, endeavours to bring innovative new products and services to its customers and endorses the power of innovation

to drive the long term growth" said Ariful Islam. He further added, "This will drive collaboration between banks, mobile operators, merchants and distribution networks to bridge the financial services divide between the banked and unbanked customers."

Arshad Majeed, Group Head Operations of Meezan Bank said, "At Meezan Bank, we understand that branchless banking will be a critical platform in providing access to financial services in Pakistan. This arrangement will extend benefits of Shariah-compliant branchless banking to millions of Pakistanis."

Mr. Muneer Farooqui, CEO of Warid Telecom said, "Warid is excited to play its role in the development of a first-of-its-kind financial eco-system with partner banks for our customers and distribution networks. The Warid Payment Gateway is the first step to create a bridge between distribution networks and banks with an independent PSP like Monet".

Mr. Younas Iqbal Sheikh of Warid Telecom said, "Cellular technology holds the key to development and growth of the economy in developing nations, since their reach is unmatched in terms of connectivity. The Warid Payment Gateway has the potential to revolutionize the way small & large businesses transact on a daily basis in Pakistan with the ultimate beneficiaries being Pakistani citizens, whether it is a cattle farmer

selling his products to a multinational dairy on a daily basis, a small business owner making routine payments to suppliers, or a large financial institution making large B2B payments."

Ali Abbas Sikander, CEO of Monet said, "We are building an interoperable and collaborative eco-system that benefits all the stakeholders of the financial services in Pakistan to extend outreach to large financially excluded segments. The power of collaboration would allow Financial Institutions to look beyond technology, and focus on utilizing its benefits to offer products that give them access to new customers with a branchless advantage. Monet technology developed in partnership with Fundamo, Access Group, TPS and IBM is robust, secure and scalable to service large branchless banking deployments. The same has been approved by SBP for its existing deployments."



## DR. MUHAMMAD IMRAN ASHRAF USMANI ADDRESSES BANK; STAFF AND FACULTY MEMBERS OF UNIVERSITY OF CENTRAL PUNJAB (UCP)

**Dr. Muhammad Imran Ashraf Usmani, Shariah Advisor of Meezan Bank, addressed the Bank's employees as well as senior faculty members of University of Central Punjab (UCP) at UCP Auditorium, Lahore. The event held on 5th May, 2013, was organized by the Bank's Learning and Development department with the support of the PDSC department at one of the largest private universities of Punjab.**

During his address, Dr. Imran Usmani spoke on the rationale behind Islamic banking and on the need to adopt simplicity in one's life. He appreciated the efforts and contribution of the staff of Meezan Bank towards the establishment and success of Islamic banking in Pakistan. He further emphasized the need to play

our role in making our economy a true Riba-free economy. He answered numerous questions of the participants about Islamic banking, Meezan Bank and the different Shariah-compliant products being offered by the Bank. He emphasized that the system and products of Islamic banking promote equity and justice among the various sections of a society and Allah (swt) has blessed it with "Barkat".

Mr. Ahmed Ali Siddiqui, Head of PDSC was also present at the occasion along with Mr. Ahmed Nauman Anees, Dy. Head, Learning and Development, Mr. Aasim Salim, Regional Manager, Lahore and Sahiwal as well as Area Managers, Branch Managers and Lahore Region staff. Senior faculty members of UCP also attended the talk. Vote of thanks was given by Mr. Aasim Salim, Regional Manager, Lahore and Sahiwal Region.

Meezan Bank is in the process of discussions with UCP for signing a Memorandum of Understanding under which the Bank will provide them support for developing and launching a specialized program on MBA in Islamic Banking and Finance as well as introducing several Islamic banking related courses at the university.





## MEEZAN BANK Conducts Workshop on Islamic Banking for Journalists

In pursuance of its strategy on spreading knowledge and developing an understanding of Islamic banking and finance in Pakistan, Meezan Bank organized an Islamic banking workshop for journalists of leading Business and Finance periodicals at Meezan House in April 2013. The workshop, conducted by Mr. Ahmed Ali Siddiqui (Head of PDSC), covered the concepts and principles of Islamic banking and addressed numerous queries put forward by the media representatives. The participants included representatives from Financial Daily, Express Rozana, Bloomberg, Daily Times, Daily Jehan Pakistan, Pakistan Today and Abtak.

Mr. Farhan Usmani, Unit Head of Islamic Financial Advisory, said that the media plays a critical role in spreading the message of Islamic banking to the masses and this workshop will enable the media representatives to develop a more informed view about Islamic banking.



## Agreement to Standardize FX and interbank Musharakah agreements amongst Banks at the Meezan Bank forum of Shariah Scholars



Meezan Bank invited senior Shariah scholars on 18th April, 2013 at Meezan House to discuss the challenges in Islamic Treasury Operations. Detailed discussion over recent issues in FX Trading and interbank products led to an agreement amongst the representatives to standardize the FX and interbank Musharakah agreements amongst Islamic banks and Islamic banking windows. This move will facilitate availability of Shariah-compliant venues for deployment of excess liquidity of Islamic banks.

The meeting was attended by several prominent Shariah scholars including Dr. Muhammad Imran Ashraf Usmani (Meezan Bank), Mufti Irshad Ahmed Ijaz (Bank Islami), Mufti Khalil Aazmi (Bank Alfalah), Mufti Zahid Siraj (Burj Bank), Mufti Najeeb Khan, Mufti Hasaan Kaleem, Mufti Ebrahim Essaa and Mufti Bilal Qazi (Meezan Bank) along with Product

Development and Treasury professionals of all major Islamic banks and Islamic banking windows of conventional banks. Mr. Ahmed Ali Siddiqui, Head of PDSC said, "This forum brings together extensive knowledge and experience of the industry experts on a single platform and has the potential to play a crucial role in addressing the challenges of the industry."

# Meezan Bank records good growth in first Quarter 2013

**The Board of Directors of Meezan Bank approved the financial statements of the Bank for the quarter ended March 31, 2013 in its meeting held at Dubai on April 30, 2013. H. E. Sheikh Ebrahim Bin Khalifa Al-Khalifa, Chairman of the Board presided the meeting that was also attended by Mr. Abdullateef A. Al-Asfour, (Vice Chairman) and other Directors.**

Meezan Bank recorded 9% growth in its Profit-after-tax which increased to Rs. 982 million compared to Rs. 903 million earned in the corresponding period of 2012. The Earnings per Share of the Bank increased to Rs. 0.98 (March 2012: Rs. 0.90) on the enhanced share capital of Rs. 10 billion. Deposits of the Bank grew to Rs. 235 billion as at March 31, 2013 (Dec 2012: Rs 230 billion)

The increase in profit has been achieved despite the monetary easing of 400 basis points by the State Bank of Pakistan during the last eighteen months. The Bank's share capital increased to Rs. 10 billion with the issuance of 11% bonus shares approved by the shareholders in the Bank's 17th Annual General Meeting held on March 28, 2013.

Accordingly, Meezan Bank has met SBP minimum capital requirement of Rs. 10

billion to be achieved by December 2013, a year in advance.



## Meezan Bank Selects Optcl for its Data Center Services!

**Meezan Bank has signed an agreement with Pakistan Telecommunication Company Ltd. (PTCL) for using PTCL's Data Center Services for the Bank's Disaster Recovery Data Center (DRDC). Meezan Bank's DRDC covers the Bank's branch banking operations encompassing an extensive network of over 300 branches in 90 cities of the country. This service provided by PTCL will be deployed within PTCL's Data Center in Islamabad for ease of maintenance of the IT equipment racks.**

"Our trust and 'customer first' strategy, supported by a complete network end to end with a one window ICT solution provides technology of international standards to Government, Educational and Enterprise markets and the Banking sector in which Meezan Bank is a prominent industry leader," said EVP National Sales PTCL Mr. Zaman Gulzar.

Speaking on the occasion, the Group Head of Information Technology- Meezan Bank, Mr. Faiz ur Rahman said that the synergy of PTCL with Meezan Bank is an ideal combination to achieve our goal of delivering our customers an exceptional experience through improved operational efficiency."

EVP - PTCL, Mr. Zaman Gulzar; GM Corporate Services, Mr. Rizwan Bhutto; Senior Manager M. Harris Bhutto and Account Manager, Mr. Adnan Mohyuddin Sadiq were present at the signing ceremony. Mr. Irfan Siddiqui (President & CEO - Meezan Bank), Mr. Arifur Islam (COO) and senior members of Meezan Bank's IT department including Mr. Iqbal Ahmed (EVP), Mr. Ali Imran (SVP), Mr. Abdul Rauf (SVP), Mr. Kamal Hussain (SVP) and Mr. Syed Qamber Ali (VP), were present at the occasion.



## MEEZAN BANK Conducts Trainings on Islamic Banking products for **Amana Bank** Sri Lanka

**Colombo, Sri Lanka** -The Shariah Advisory division of PDSC department conducted a comprehensive 3 day training on Islamic Banking products for the management team of Amana Bank, Sri Lanka. The training session, held at the Amana Bank head office in Colombo, covered 24 products for financing, liability, treasury, trade finance as well as other Shariah-compliant products.

Mr. Ahmed Ali Siddiqui - Head of PDSC and Mr. Asim Hameed Khan- Islamic Advisory, conducted the trainings which were attended by the senior management, middle management and nationwide branch staff of Amana Bank. Addressing the audience,

Mr. Mohamed Azmeer - COO, Amana Bank appreciated Meezan Bank's trainings and highlighted them as a vital tool in their plans to launch the new Islamic Banking products. Mr. Faizal Salieh - Managing Director / CEO, Mr. Fazly Marikar - Head of New Product Initiative & Gold Unit and Maulavi Siraj Najubdeen - Head of Shariah Supervision were amongst the Amana Bank trainees at the session.

The training was part of an agreement signed earlier in 2011, between the two Banks under which Meezan Bank is providing Technical and Shariah Advisory Services to Amana Bank - Sri Lanka. Meezan Bank's Islamic Financial Advisory function assists Financial Institutions develop Islamic banking alternatives under the guidance of its Shariah Supervisory Board.

## MEEZAN BANK

Disburses the first ever Islamic Agricultural Finance

Meezan Bank has become the first Islamic bank in Pakistan to provide Shariah-compliant Agricultural financing by extending a Shariah-compliant financing facility in the agriculturally rich Central region of Pakistan.

Under the financing arrangement, Meezan Bank will sell DAP, urea, pesticides and seeds to its clients on a Murabaha basis. The Bank is planning to expand the scope of this facility to other geographical areas and has developed a comprehensive Agricultural Financing Policy and detailed procedural manuals for this initiative. The Bank has launched this initiative in order to make the benefits of Islamic financing available to the agriculture industry of Pakistan.



## Meezan Bank supports TCF



THE CITIZENS FOUNDATION

Meezan Bank recently co-sponsored the 9th Annual Golf Tournament held at Karachi Golf Club, Karsaz. The tournament was organized by The Citizens Foundation (TCF) with the objective of raising funds for education of the under privileged children in Pakistan and to spread awareness about TCF and its mission.

TCF is a professionally managed, non-profit organization set up in 1995 by a group of citizens concerned with the dismal state of education in Pakistan. As of 2012, TCF has established 830 purpose-built schools nationwide with an enrolment of 115,000 students.

The Bank is a regular contributor to TCF and other organizations as part of its CSR efforts directed towards promotion of health services and eradication of illiteracy and poverty. As the Diamond Sponsor of the event, Meezan Bank had set up an information stall for its Premium Banking segment at the event where its representatives presented the salient features of the newly launched segment to the participants of the event.

The event was attended by approximately 1,000 golf enthusiasts and spectators. According to the organizers, the event was a major success for TCF and collected record amount of funds at the event. The event also created significant awareness about TCF and its activities.





## FIRST EVER AIR-TIME SUKUK IN PAKISTAN

Approved by the Shariah Supervisory Board of Meezan Bank

The 19th meeting of the Shariah Supervisory Board (SSB) of Meezan Bank was held at Darul Uloom Korangi, Karachi in November 2012. The meeting was chaired by world-renowned Islamic scholar and Chairman of Meezan Bank's Shariah Supervisory Board, Justice (R) Mufti Muhammad Taqi Usmani. Other members of the Shariah Board including Sheikh Essam M. Ishaq, who specially came from Bahrain for this meeting and Dr.

Muhammad Imran Usmani, who is also the Shariah Advisor of the Bank were also present at the meeting. President & CEO of Meezan Bank, Mr. Irfan Siddiqui and Chief Operating Officer, Mr. Ariful Islam also attended the meeting along with Head of PDSC Mr. Ahmed Ali Siddiqui and other team members.

Several important matters related to Islamic financial products and processes were discussed in the meeting. The SSB approved

the concept for the first ever Air-time based Sukuks to be issued in Pakistan. The Board also approved detailed guidelines for Islamic banks related to sharing of security with other banks for long term Islamic project & structured financing. A summary of the Bank's Shariah Audit was also presented to the SSB.

The Shariah Supervisory Board praised the performance of Meezan Bank and showed overall satisfaction with the Shariah-conformity of the products and overall business and transactions of Meezan Bank.



## MEEZAN BANK AWARDED 'BEST ISLAMIC BANK' in Pakistan' by **ASIAMONEY** Hong Kong

Meezan Bank has been awarded 'Best Islamic Bank in Pakistan' for 2012 by Asiamoney magazine, Hong Kong. This is the third time Meezan Bank has been recognized by Asiamoney for its excellence in Islamic Banking, with previous awards received for 2009 and 2011.

This award is presented after conducting an extensive research and analysis of Islamic financial institutions in the main markets of Asia and the Gulf States over the past 12 months. Meezan Bank was awarded the 'Best Islamic Bank' in Pakistan for its commitment to quality, customer satisfaction, innovation and reliability.

## MEEZAN BANK Recognized for 'Best Deals of the Year - 2012' **Islamic Finance news Awards**

Meezan Bank has been awarded 'Pakistan Deal of the Year' and 'Musharakah Deal of the Year' for 2012 by Islamic Finance News of REDmoney Group, Malaysia. The Islamic Finance News (IFN) Awards honour the best in the Islamic financial industry and are among the most prestigious and recognized awards in the global Islamic financial markets.

'Sui Southern Gas Company (SSGC) - Rs. 2.0 billion Certificates of Leasing (Sukuk)' advised and arranged by Meezan Bank was highlighted as 'Pakistan Deal of the Year'. Meezan Bank developed

a unique and tax efficient financing structure for SSGC based on Ijarah.

The 'Musharakah Deal of the Year' for the Liberty Mills Rs. 500 million Running Musharakah was awarded to Meezan Bank for its first ever transaction of Running Musharakah in the Textile Sector.

IFN has recognized Meezan Bank as the Best Islamic Bank for seven consecutive years (2005 - 2011) and has been awarded the Best Deal of the Year in 2008, 2009 and 2011.



# MEEZAN BANK & Mashreq Bank sign accord



**Meezan Bank has entered into an agreement with Mashreq Bank PSC, UAE, under which Meezan Bank will earn Shariah-compliant profit on its US Dollar clearing account balance held with Mashreq Bank. This innovative arrangement works under the Shariah-compliant principle of Wakala.**

Aimed at facilitating the growing market of Islamic financial institutions, this innovative product was initially developed to cater to Meezan Bank's requirement of earning Shariah-compliant profits on its US Dollar clearing account. This product was developed and launched by Mashreq Bank in a record time and was later commercialized and made available to clients globally across Mashreq's network. The product is approved by the Shariah divisions of both the Banks.

Speaking at the occasion, Mr. Ariful Islam, Chief Operating Officer and Executive Director of Meezan Bank, commented: "The US Dollar Islamic arrangement with Mashreq Bank will prove to be a significant

positive development in our attempt to provide the best clearing arrangements to our clients worldwide while ensuring that our ultimate objective of Shariah-compliance is achieved at the same time."

Mr. Faisal Lalani, Head of Financial Institutions Division at Mashreq Bank said, "I sincerely thank Mr. Ariful Islam for enabling the development and finalization of this product. Mashreq Bank has benefited greatly by incorporating this product into our list of product offerings, which we will now propose to our other clients as well".

"Mashreq Bank has always been one of

our valued correspondent banks and it gives us immense pleasure to be the first bank to sign up for this innovative product which is a one-of-a-kind arrangement", said Abdullah Ahmed, SEVP & Group Head of Treasury & Financial Institutions at Meezan Bank.

Mr. Fawad Taufique, Director Islamic Treasury and Capital Markets at Mashreq Bank said, "We are thankful to Meezan Bank for having faith in us and giving us an opportunity to service them. Mashreq Bank is one of the most innovative and leading provider of Islamic Treasury and Capital Markets solutions to Islamic Institutions. We look forward to doing more for Islamic banks in Pakistan."



## MEEZAN BANK SIGNS MoU

with Journal of Islamic Banking and Finance for Research on Islamic Finance

**Meezan Bank signed an MoU with the Journal of Islamic Banking and Finance (JIBF), one of the oldest Islamic finance research publications of Pakistan (1984), under which the Bank will contribute its research and articles on Islamic Banking & Finance to JIBF for publication.**



With the objective to bridge the gap between academia and industry, Meezan Bank, with its largest research team across all Banks in Pakistan, will share case studies, research papers and articles with JIBF.

The agreement was jointly signed in a ceremony in March 2013 by Meezan Bank's Head of Consumer Banking & Marketing, Mr. Muhammad Raza and Unit Head Shariah Audit, Mr. Farhan Ul Haq Usmani with JIBF's Chairman, Mr. Basheer Ahmed Chowdry and Chief Editor, Mr. Aftab Siddiqui. Mr. Ahmed Ali Siddiqui, Head of PDSC said "Meezan Bank's efforts are focused towards its vision to establish Islamic banking as banking of first choice and this initiative is an example of the Bank's dedication towards this cause."





## MEEZAN BANK'S Additional UAN Number!

111-331-332 is Meezan Bank's Call Center's 2nd UAN number. This was made available to customers earlier this year in line with the Bank's efforts in ensuring that it provides uninterrupted banking services to customers 24 hours a day, 7 days a week! The Bank now has two UAN numbers for customers to access the 24/7 Call Center.

### Meezan Bank & POP join hands for the Bank's consumer product 'Laptop Financing'



Meezan Bank Limited has joined hands with Pakistan Office Products (POP) in order to add "Apple" & "HP" brand to the menu of consumer product of 'Laptop Financing'.

Meezan Bank's Laptop Financing product "Meezan Laptop Ease" is a Riba Free facility, based on Shariah concept of 'Musawamah' whereby Meezan Bank provides laptops to the prospective users at very easy installments for a period ranging from 3 to 24 months. Now through "Meezan Laptop Ease" customers will also have selection choice of Apple and HP brand of laptops in addition to the already available DELL brand.

The ceremony of signing the agreement between Meezan Bank and Pakistan Office Products (POP) was held at Meezan Bank's Premium Banking Center DHA on Tuesday, 19th March, 2013. Mr. Muhammad Raza, Head of Consumer Banking & Marketing - Meezan Bank and Mr. Hassan Asif of POP signed the MoU.



## SEMINARS ON ISLAMIC BANKING

**Meezan Bank has recently conducted a series of public awareness seminars on Islamic banking in Okara, Sahiwal, Gujrat, Kamoki, Lahore and Raiwind. The Bank has been conducting similar seminars on a regular basis for several years now. The purpose of these seminars is to spread the word of Islamic banking to the masses at all levels and to convey to them the benefits of Riba-free banking.**

Alhamdulillah, all these events were well attended by the residents and traders of the locality who have also expressed their appreciation of this initiative and have requested the Bank to continue conducting these sessions. Members of local trade bodies and Chambers also attended and appreciated this initiative and have invited Meezan Bank to conduct such awareness sessions in their respective unions. Staff members of Meezan Bank also arranged lectures on "Introduction to Islamic Finance" at COMSATS Lahore and Sahiwal, which were attended by the faculty and students of these Institutes.



## ISLAMIC BANKING INTRODUCED TO THE AGRICULTURAL TOWN OF KAMOKE!

Muhammad Usman, Branch Manager, Kamoke Branch

Meezan Bank introduced Islamic Banking to the agricultural town of Kamoke with the opening of its Kamoke Branch, the Bank's 301st branch. Being amongst the biggest grain-markets of Asia, with major commodity trade in rice, Kamoke is known as 'Hub of Rice' in Pakistan. The town is situated at the Gujranwala - Lahore section of G.T. Road, and is one of the biggest towns of the district.

The Branch was inaugurated by Mr. Ifran Siddiqui, President & CEO of Meezan Bank, who was accompanied by Mr. Shoaib Gureshi, Group Head Commercial & Risk Management.

Mr. Anwar-ul-Haq, Regional Manager Faisalabad & Multan Regions, and Mr. Ehmer Hamad, Area Manager Gujranwala Area, were also present at the occasion.



## MEEZAN BANK HOLDS SESSION FOR STUDENTS OF

**I Q R A**  
UNIVERSITY **IU**

Aqeel Ahmed, Branch Manager, D.H.A Phase IV Branch

Mr. Farhan ul haq Usmani, Vice President - PDSC was invited to speak to MBA students of Iqbal University, Karachi in mid-April 2013. In his talk, Mr. Usmani shared Meezan Bank's strategy behind its consistent growth and also spoke about the development and challenges of the Islamic banking sector. Students and faculty appreciated the engaging session, in which Mr. Farhan ul Haq Usmani, responded to students' concerns and queries with detailed explanations and practical examples. The session was so well-appreciated that the university has requested for further detailed sessions by Meezan Bank's speakers.

## GLOBAL BTL MIX PROVIDES INSIGHT TO DIGITAL AND BTL MARKETING TO MEEZAN BANK

Shahbaz Chagani (Manager Vendor Management - Marketing) & Kaiwan Jamshed Irani (Manager - Web Technologies)

Following a seminar titled 'Global BTL Mix', Meezan Bank's Marketing and Corporate Communication teams will use new marketing methods for BTL and online marketing activities. Mr. Shahbaz Chagani, (Manager Vendor Management - Marketing Department), Mr. Syed Saad Yusoof (AVP - Marketing) and Mr. Kaiwan Irani (Manager - Web Technologies) attended the seminar lead by Mr. Serge Vincart, Vice President - Starflex Co and Managing Director WYSE S.A. Mons, Belgium. The seminar discussed innovative prospects,



and insights on the latest products and processes used in the field of marketing.

The seminar highlighted the fact that Marketing practices have dramatically shifted with the rise of digital media in past few years as it is an emerging need of brand communication to shift towards more eco-friendly solutions.

Meezan Bank utilizes online digital marketing opportunities to the maximum and is one of the largest users of online social digital media in the banking industry of Pakistan with presence on Facebook, YouTube, Twitter and LinkedIn.



# 3 DAYS

## MEEZAN BANK SPONSORS YES'13 Youth Entrepreneurial Summit



Mr. Omer Ashraf Nizami, Branch Manager, C - Block Model Town, Lahore

Meezan Bank sponsored the "YES' 13 Youth Entrepreneurial Summit" in January 2013 as a part of its efforts to promote education and develop an entrepreneurial mindset in the youth of Pakistan. This 3-day summit is designed to promote 'Out-of-the-box' thinking by providing a platform for students

to test their creativity and expand their knowledge and skills.

Meezan Bank's staff actively participated in the event by setting up a stall and providing information to the participating students and visitors. Mr. Faisal Iqbal, Meezan Bank's Corporate Head - Central was invited to distribute prizes in the awards ceremony. Organizers of the event appreciated the Bank's efforts and contribution.



## MEEZAN BANK PROMOTES ISLAMIC BANKING TO KIDS AT THE



The Kidz Xpo event held at Expo Centre, Karachi in December 2012 attracted thousands of children with their parents and guardians. Meezan Bank participated at the Kidz Xpo and promoted Islamic banking and the importance of saving through numerous activities. Alhamdulillah, the team benefited through leads which matured into customers at branches across the city. This activity was jointly led by Mr. Hasan Amir and Mr. Mehdi Abbas Naqvi.



# 1st

## PRESIDENT CUP INTER REGIONAL CRICKET TOURNAMENT 2013

Mohammed Adil Sami, Vice President - Marketing

Meezan Bank's first-ever Meezan Bank President Cup Inter Regional Cricket Tournament 2013 held on March 23, 2013 was a great success. The tournament was marked by excellent weather, great atmosphere and some nail-biting clashes, and will be remembered for the great hospitality extended by the Multan Region team.

All the 5 Regional Teams played well and after a lot of twists and turns, Lahore and Faisalabad teams met in the final, which was won by Lahore and they became the First Champions of the Annual Meezan Bank

President Cup Cricket Tournament. The Runners-Up trophy was handed over to Faisalabad. The other teams, South, North and Multan also played well and provided the crowd with great entertainment.

This tournament will Insha'Allah be an Annual event at Meezan Bank and it will be played at a different venue each year. As of now the next tournament will be hosted by the North Region.

Congratulations to the Champions, the Lahore team for excellent performance and remaining unbeaten throughout the

tournament and well done to the Runners-up team Faisalabad.





# 6 DAY ADVANCE LEVEL COURSE ON ISLAMIC BANKING HELD IN LAHORE

Usama Bin Tariq, Product Development & Shariah Compliance

The PDSC department conducted an 'Advance Level 6 Day course' on Islamic banking for the staff of Multan and Faisalabad Regions. The course, specially designed for front line managers, was attended by 43 participants and provided a

unique learning mix of both theoretical and practical aspects of Islamic banking. The course included presentations, case studies and the participants were graded on group activities and individual assignments, etc.

We congratulate all the position holders and other participants who have successfully completed this course for the hard work put in by them; and expect them to implement and share the knowledge gained in their respective areas.

## Position Holders for the Course

POSITION	NAME	LOCATION
1st Position	Aamir Sohail	Wazirabad Branch
2nd Position	Shahid Khurshid	Area Office, Sargodha
3rd Position	Nadeem Khan	Kotwali Road Branch, Faisalabad

## 2nd Liability Sales Conference 2012

Rizwan Jaffery- RSM Lahore Region & Khawaja Tariq- RSM North Region

The Liability Sales Manager Conference for the year 2012 was held during 26 - 28 August, 2012 at Training Center, Gulberg, Lahore.

The Liability Sales Conference, a highly interactive forum provided a platform to the sales managers for mutually devising future strategy. Subsequently, performance reviews were also conducted by Mr. Kamran Zaffar (National Sales Manager) along with respective Regional Managers. On this 7th Sales Manager Conference of the Bank, the presence of Mr. Rizwan Atta (Ex-Branch Banking Head) proved to be extremely beneficial for Liability Sales Team and allowed Sales Managers to get guidance and motivation from his thought provoking address.

Kamran presented an overview of the Liability sales performance with emphasis on the importance of KPI's and to raise per BDO productivity along with close sales monitoring and strong follow-ups. He shared his dynamic banking exposure and presented sales tips to the audience.



Mr. Rizwan appreciated the overall contribution of sales in banks deposit and asset products. He also highlighted on

monitoring of sales performance by respective Team Leaders & Area Sales Managers, both quantitatively as well as qualitatively.

Mr. Ahmed Nauman Ahmed, Manager L&D conducted a motivational Training on Service Excellence with key focus on the importance of services in Customer Relationship Management.

A comprehensive group discussion was conducted in order to share multi facet ideas and devised sales strategies to cope up aggressive targets of the Bank.

Performance reviews of the Regional Sales Managers and presentations by Area Sales Managers of their respective areas were also part of the event flow.



## IMPLEMENTATION OF GUIDELINES FOR PROFIT & LOSS DISTRIBUTION AND POOL MANAGEMENT FOR ISLAMIC BANKING INSTITUTIONS (IBIs)

Aiman Ali Shaikh, Product Development & Shariah Compliance

SBP has issued comprehensive guidelines for Profit & Loss distribution and Pool Management to bring standardization in the Islamic banking industry practices. Meezan Bank played a significant role in the development and drafting of these guidelines as the Bank had already formulated solutions to the issues identified by SBP; SBP advised other Islamic banks to follow the practices used by Meezan Bank.

Following are some of the key highlights:

- There will be no regulatory restriction for minimum rate of return
- For Rupee deposits maximum share of Mudarib will not be more than 50%
- The maximum weightage of deposit of any nature, tenor and amount shall not exceed 3 times the weightages assigned to saving deposits
- Profit Sharing Ratios and weightages shall be announced at least 3 working days before start of month
- Profit and Loss on deposit will be computed on the basis of Average Balance (Daily Product)
- IBIs will gradually phase-out the practice of offering special or individual Hiba to priority customers

## Refinements in Meezan Business Plus Prove Successful!

Saqib Zia & Hassan Amir, Product Development & Shariah Compliance

**Meezan Business Plus (MBP) account structure was refined jointly by the efforts of the Retail Team, PDSC and Branch Banking Group with the objective to increase the attractiveness of the product offering to customers.**

**These refinements were:**

- Reduction of account opening balance and average balance requirement for free services to PKR 25,000
- Offering of two free additional services - Pay Order cancellation and Balance Certificate

Alhamdulillah, the year-end deposit of MBP is at Rs. 5,708 million, which translates into YOY growth of 85% (Rs. 2,623 million). Further the Branch Banking team and Sales team opened over 3,000 accounts post refinement, which have contributed to over Rs. 1,400 million till December 31, 2012 to the total deposit portfolio of MBP.





میزان



Meezan, the Arabic word for 'Balance' has been taken from Surah-e-Rahman.

At Meezan Bank, we believe in maintaining a balance between the needs of our shareholders, our customers, our staff and other stakeholders. This approach will Insha'Allah help us achieve our Vision of 'providing a strong foundation for establishing a fair and just society for mankind'. Our identity is derived from this. In the following pages, we are pleased to present an overview of the history of Meezan Bank.

## History of Meezan Bank

**Establishment of Al Meezan Investment Bank**

Riba-Free Certificates of Islamic Investment launched

Al Meezan Investment Management Ltd. becomes a subsidiary of Meezan Bank through acquisition of majority shares

**EasyHome**  
Pakistan's first Shariah-compliant housing finance product is launched

Branch network reaches 10 branches nationwide while the deposit base grows to Rs.7.7 billion

Meezan Bank wins **Best Islamic Bank in Pakistan** *Islamic Finance News Awards*

Deposit base grows to Rs. 22 billion  
Number of branches reaches 28

Meezan Islamic Institution Deposit Account launched as a product tailored for Islamic Financial Institutions enabling them to manage their excess liquidity through a checking account with Meezan Bank

Dollar Mudarabah Certificates and Special Musharakah Certificates launched for liquidity management and inter-bank market are launched

Branch network reaches the milestone number of 100 branches in 31 cities

Import/Export business reaches Rs. 70 billion  
Deposit base grows to Rs. 54 billion

**Best Islamic Bank in Pakistan** *Islamic Finance News Awards*

Introduction of Istisna financing for the working capital needs of customers

Deposit base crosses Rs. 100 billion  
Bank handles more than Rs. 100 billion of Import/Export business

Meezan **VISA** Debit Cards launched

**CIFA** *Association of Islamic Banks in Pakistan*  
Islamic Bank of the Year

**ASIAMONEY**  
Best Islamic Bank in Pakistan

*Islamic Finance News Awards*  
Best Islamic Bank in Pakistan

Profit/Return earned on financing and investment activities exceeds Rs. 10 billion

Meezan **launched** **TEMENOS**  
The leading software company implementing of new core banking application T24

**Meezan House Inaugurated**

The Bank is now the 9th largest bank in Pakistan in terms of branch network

Total assets of the Bank cross Rs. 200 billion

Meezan Bank becomes the Advisor and Lead Arranger for the first ever short-term Sukuk

Best Islamic Bank in Pakistan  
Best Islamic Trade Finance Bank in Pakistan  
Best Islamic Deal - Pakistan

*Islamic Finance News Awards*  
Best Islamic Bank in Pakistan  
Best Islamic Financial Institution in Pakistan

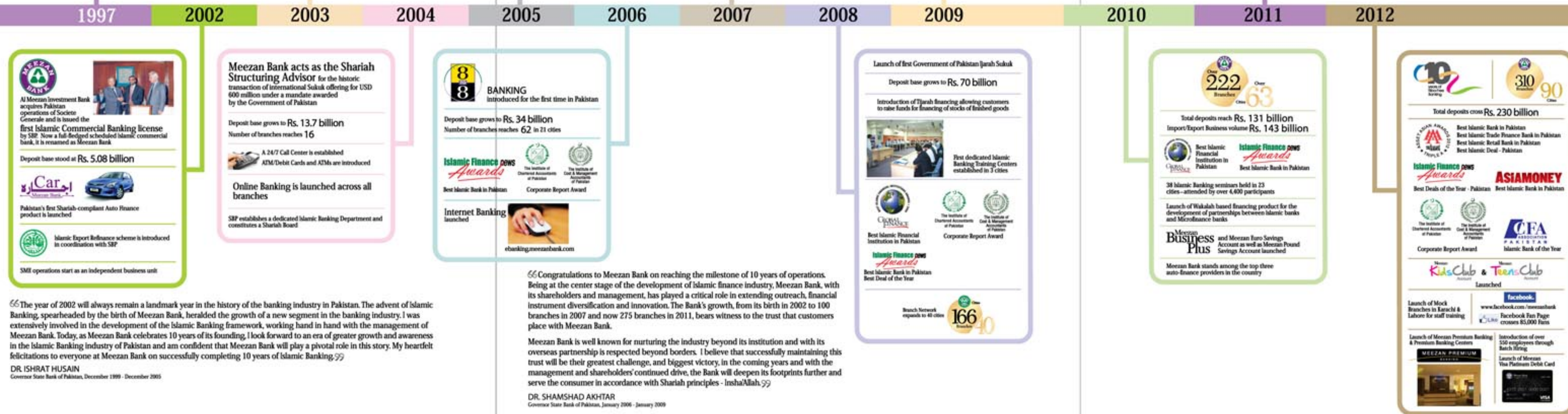
Technical services and support agreement with **Amanat Bank** in Sri Lanka

Launch of **Western Union** money remittance service available at all branches

Launch of Running Musharakah for working capital requirements of corporate customers

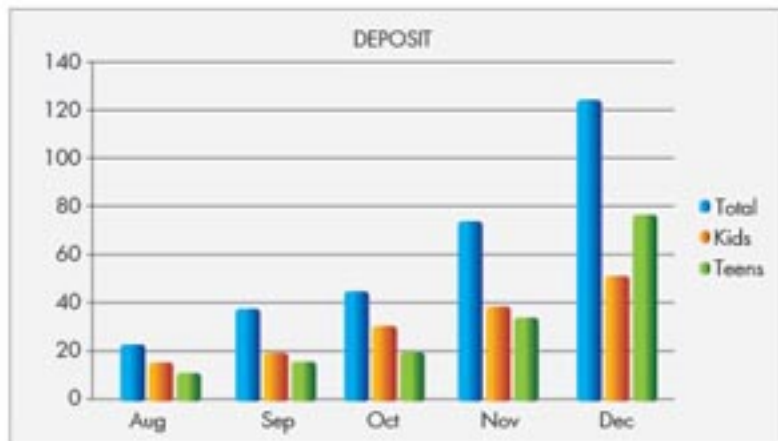


The journey continues towards establishing Islamic banking as banking of first choice... Insha'Allah





## OUTSTANDING PERFORMANCE OF Kids Club AND Teens Club ACCOUNT



Meezan Kids Club and Meezan Teens Club Accounts have proven to be a success with an average balance of more than Rs. 33,000 versus industry average of Rs. 2,000. The number of accounts has crossed 4,000 and continues to rise exponentially! Congratulations to the Product team for the development of this successful product and to the sales team and branches which have marketed this product effectively, resulting in its impressive performance.

## THE HOME REMITTANCE UNIT PROCESSES OVER 133,000 TRANSACTIONS IN

# 2012

Tarveer Ahmed Mumtaz, Manager - Home Remittances, Operations Department

The dedicated Home Remittance unit serves Non-Resident Pakistanis (NRPs), to make Home Remittances through the legal banking channels. Meezan Bank's Home Remittance Unit (HRU) has entered into agreements with 18 International Remittance Companies including Western Union and Ria Financial Services. The unit is also proud to highlight its specialized automated systems which process Home Remittances in efficient, secure and timely manner.

Alhamdulillah, in 2012 the unit has processed more than 133,000 transactions amounting to US \$80 million making Meezan Bank one of the most active Home Remittance processing banks in Pakistan.

## ISLAMABAD BRANCHES CONTINUE OPERATIONS THROUGH TESTING TIMES

Bina Junaid, Relationship Associate - Corporate Banking (Islamabad)

The long march in January which lasted four days almost shut down the city with next to no business activity, deserted roads and police blockades. With the procession camping on the road in front of Meezan Bank's Regional Office - North, the Regional Office took steps to continue operations outside its office premises. The Consumer center and Jinnah Avenue branch

operations were shifted to alternate offices in other Islamabad branches to ensure continuation of business. These steps proved very effective and enabled the continuation of consumer and corporate banking in the Region. These efforts were appreciated by President & CEO, Mr. Irfan Siddiqui, and by the COO, Mr. Ariful Islam.



# Launch of International Bank Account Number (IBAN)

Kashif Zaidi, SVP - Manager Methods & Procedures, Operations Department

**Meezan Bank's Operations and Information Technology departments successfully implemented International Bank Account Number (IBAN) for Meezan Bank's account numbers. The IBAN is an international**

**standard of writing bank account numbers into standardized format. IBAN includes details about the country, bank, branch and local account number, making it globally unique and recognizable and is primarily used for foreign remittances.**

For customers, the IBAN has been printed on Statement of Accounts (Jul-Dec 2012) and information regarding the IBAN has been provided in the footnote of SOA and on the Bank's website. Further, the Corporate Communication team developed and placed a web-utility for customers to generate and validate their IBAN using their T-24 Account number on the Bank's website.

([www.meezanbank.com/iban.aspx](http://www.meezanbank.com/iban.aspx)).

IBAN Generator

IBAN Validator

Select a branch from the drop down list

Cities :

Branches:

Address : Ground floor at 37- A, Lalazar Area, Off M.T. Khan Road

Branch Code : 0101

Account Number :  Enter your 10 digit MBL Account Number (Numeric Only)

Note: This calculator generates IBAN for MBL accounts only.

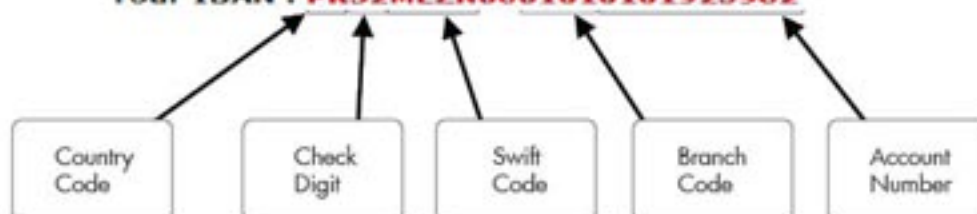
**Disclaimer :** This tool only converts the entered number into IBAN format. The generation of correct IBAN is dependent on the correct selection of your branch and input of your existing MBL account number. If incorrect details are entered, the calculator will provide incorrect IBAN. MBL shall not be liable for any damages which may arise due to incorrect selection of branch and / or incorrect account number entered at your end.

☒ I have read, understood and agree to terms outlined in the disclaimer above.

Generate IBAN

Reset

**Your IBAN : PK32MEZN0001010101925982**







## SHUTTLE & SMS ALERT SERVICES FOR MEEZAN BANK'S HEAD OFFICE STAFF

Munawar Rizvi, Head of Administration & Branch Expansion

The Meezan House shuttle service was setup by the Administration department for the Bank's Head Office staff to facilitate their daily commute to and from office. The service currently facilitates approximately 225 employees through its 9 shuttles, routing to different areas of the city and include security personnel for the protection of the staff. The cost of this service is shared equally between the bank and employees on a monthly basis. In addition to the shuttle services, arrangements have been made to drop staff who sit beyond 7 pm to selected drop off points.

In light of recent traffic and safety concerns, the Administration department has also launched an SMS alert system for staff members about the traffic and safety situation near Meezan House. SMS alerts are sent to staff in the morning between 7:45 am to 8:00 am.

Congratulations to the Administration department on the successful setup of this shuttle service which has received positive feedback from all Head Office employees!



## PREPARING OUR FIRE FIGHTING & EMERGENCY Response Unit

**Meezan Bank's Fire Fighting & Emergency Response Unit is the Bank's team of voluntary staff which is prepared to assist and respond in case of an emergency or calamity at the Head Office location.**

Alhamdulillah, on Saturday, April 6, 2013, an in-house fire fighting training was arranged at Meezan House by our Emergency Response Team (ERT). The training was led by Mr. Rizwan Abbas, Fire and Safety Officer and organized by Mr. Muhammad Waseem, VP Administration. The exercise included classroom trainings followed by physical training on emergency response and trainings on equipment such as fire extinguishers, hose reels and fire hydrants. It is pertinent to mention that the checking and testing of our Fire Fighting System takes place on a regular basis including the Fire Alarm System, fire pumps, fire extinguishers, fire hydrants, etc.

We appreciate our ERT members for their participation in the activity.

Meezan Bank plans to conduct more physical Fire Fighting Trainings on a regular basis to keep our ERT members more vigilant and active.

The following are the valued members of our Emergency Response Team who attended the training.



NAME	DEPARTMENT
Muhammad Waseem	Administration Department
Qazi Nadir	Administration Department
Rizwan Abbas Chattha	Fire & Safety
Malik Shiraz Ahmed	Control Room
Faisal Qayoom	Incharge Technical
Saleem Daya	Administration Department
Umair Raza	Administration Department
Naveed Ahmed Khan	Administration Department (BCP)
Shiraz Muhammad Khan	Control Room
Syed Hamid	Security
Tariq Karim	Security
Mansoor Ali Sheikh	Human Resource Department
Asim Hussain	Human Resource Department
Syed Usama	Finance Department
Uzair Dar	Corporate Department
M Rasheed	Operations Department
Usama Hussain	Legal Department
Muhammad Daniyal Akbar	Learning & Development Department
S. Ghous	GulBai Branch
Kashif Shah	Electrician - Administration Department
Muhammad Nabeel	Fire Fighting Assistant
Mukarram Saleem	Audit Department



## SESSION ON "OPERATIONAL RISK STRATEGY & INFORMATION SECURITY"



Syed Fowad Ahsan, AM – Operational Risk

An awareness session was conducted at Meezan House for Operational Risk coordinators to raise awareness level of different operational and technology related risks. This session was conducted as part of the Integrated Risk Assessment Program (IRAP), a joint initiative of both departments. The session by Mr. Javed Ahmed Sheikh, SVP and Mr. Waqas Haider VP, Risk Management highlighted the action points for effective implementation of ORM strategy which was prepared by the RMD and approved by the Board of Directors. The IT security policy was also discussed during the session by Mr. Syed Fahd Azam, AVP - Information Security.

## OPENING OF THE 1<sup>st</sup> BRANCH OF 2013



Noman Ahmed, SME & Commercial, Regional Office South - II

The Region - South II, opened its first branch of 2013 - Soldier Bazar, Gulshan Area, Karachi under supervision of Mr. Mashkoor A.G. Khan. This branch was the 311th branch of the Bank and this was the third consecutive time that Region South II had opened Meezan Bank's first branch of the year.

Earlier in 2012, the Light House branch was the first branch of 2012 which was opened under the supervision of Mr. Mashkoor A.G. Khan and in the North Nazimabad, Block-M branch was the first branch opened in 2011 setup under Mr. Mashkoor A.G. Khan.

## HIGHLIGHTS OF THE PERFORMANCE BONUS SCHEME-2012 (QUARTER - 3)

Mohammad Nameer Siddiqui & Malik Imran, Consumer Banking Department

Performance Bonus Scheme Awards for the Third Quarter-2012 were won by a whopping 220 branches, constituting to 73% of the Branch network, highlighting the outstanding performance by branches in the quarter.

With 53 branches from the North Region winning awards, the North Region dominates the scheme with the maximum number of awards! The Lahore Region followed suite with 43 branches winning awards, South II Region with 36 branches, South I Region with 33 branches, Faisalabad Region with 31 Branches, Multan Region with 17 Branches and the Hyderabad Region with 7 Branches.

Amongst these awards it is noteworthy to mention that 2 branches achieved 3 cross selling targets and 5 branches achieved two cross sell targets.

### The following areas won awards in different categories:

AREA NAME	AWARDS DETAILS
Site Industrial Area	Area with Highest Incremental Deposit in a Quarter
Site Industrial Area	Area with Highest Profit
Rawalpindi Area	Area with Highest Deposit Acceleration in term of Growth Rate
Business Area	Area with Highest Return on Asset
Gulberg Area	Area with Highest Percentage Growth Profit
Peshawar Area II	Area with Highest Percentage Reduction in cost of fund
Faisalabad Area	Area with Maximum Contribution in current + Meezan Business Plus Volume
Islamabad Area	Area with Maximum Disbursement in the cross selling targets for the Consumer Finance



## SUNDAY BRUNCH - To Celebrate the Achievements of 2012

A Sunday Brunch was arranged by the Region South II, at Arena Club, on March 31st, 2013. Mr. Ejaz Farooq, Group Head Branch Banking & SME/Commercial graced the occasion, along with Mr. Tariq Mahboob, RGM South II. Participants of the brunch were Area Managers of South II, All Branch Managers, RSM and all Staff of Regional & Area Offices. During his address to the team of the Region Mr. Farooq highlighted past performance/ achievement of Region South II. He also emphasized on the participants for the upcoming challenges of 2013 like (Tail Management, Zero balances, Credit & Trade business, Cross selling products -Car Ijarah, Housing, Laptop) & TAT issues. The entire team showed their commitment to Mr. Farooq that all targets will be achieved well before time.

## President FPCCI Highlights the Value of Establishing Islamic Banking as Banking of First Choice...

Muhammad Azeem, Product Development & Shariah Compliance

While attending the meeting of the standing committee of Islamic banking and Takaful at the Federation of Pakistan Chambers of Commerce and Industries (FPCCI), the President FPCCI said that the concept and products of Islamic Banking & Finance should be made available to the common people so that the positive impact of Islamic finance and the message of prohibition of "Riba" should reach every common man. Meezan Bank representatives Mr. Ahmed Ali Siddiqui (Head of PDSC) and Mr. Farhan ul Haq Usmani (Vice President, PDSC) participated in the meeting and highlighted Meezan Bank's initiatives in the light of the President's statement. Later, the representatives of Meezan Bank presented him with a token of appreciation for attending this session.



## MEEZAN BANK HOSTS DELEGATION

## from Rasheed Bank - Iraq

Muhammad Azeem, Product Development & Shariah Compliance

The PDSC department has consistently networked and reached out to representatives outside the borders of Pakistan in an effort to promote Islamic banking and build new professional relations. A delegation comprising of officials from Ministry of Finance, Iraq representing Rasheed Bank - Iraq, visited Meezan House. Mr. Khudair H. Hussain, Assistant Director General of Rasheed Bank and Mr. Esam J. Muhammad, Head of International Division were amongst the noted dignitaries.

Meezan Bank's President & CEO, Mr. Irfan Siddiqui, Mr. Abdullah A. Muhammad, Group Head Treasury and Mr. Farhan ul Haq Usmani - Vice President - PDSC, were among the hosts at Meezan House. The dignitaries showed great interest in the growth of Meezan Bank and agreed on building relations to assist in the Bank's development and promotion of Islamic banking outside the country.





## ANNUAL FINANCIAL STATEMENT DISCLOSURE FOR ISLAMIC BANKS FURTHER IMPROVED BY SBP ON MEEZAN BANK'S INITIATIVE

Obaid Usmani, Product Development & Shariah Compliance



The State Bank of Pakistan (SBP) has issued guidelines for a revised format of Annual Financial Statements for full fledged Islamic banks and Islamic banking windows. This revision was made following Meezan Bank's suggestions to SBP based on Meezan Bank's research conducted by its PDSC & Finance Departments. The revision will replace the "Financing Section" with "Islamic Financing & Related Asset" which will result in clear representation of the financing position of an Islamic financial institution. Advance to suppliers and trade inventories will be consolidated under this new heading presenting a fair picture of Islamic banking ADR and will contribute to a better tax treatment for the institution.

## A DISCUSSION ON ISLAMIC BANKING AT

Ali Raza Nemati, Learning Manager-North Region, Learning & Development Department



Meezan Bank sponsored the National Solutions Convention (NASCON) 2013, an annual FAST NUCES - Islamabad event which has been held regularly since the past twelve years. For the first time in NASCON history, a discussion on 'Islamic Finance: Misconceptions, Opportunities and Challenges' was held for participants to attend so that they may clearly understand the principles and operations of Islamic Banking

NASCON is a platform where solutions to national level problems are discussed by bringing in young talent, academicians and professionals from across the country on a single platform. Various events are held under the umbrella of NASCON which include areas of Management

Sciences, Computer Sciences and Engineering.



Mr. Ali Raza Nemati (Learning, Manager-North Region) gave an interactive introductory presentation of Meezan Bank & Islamic Banking. Mr. Mustafa Rabbani, Regional Corporate Head North, was among the panel speakers where he shared his valuable expertise. The session was followed by an hour long comprehensive Q&A session, contributing to the informative and interactive sessions which were

appreciated by the attendees. Meezan Bank's sales team including Mr. Khawaja Tariq, Regional Sales Manager and Mr. Ejaz Shah Area Sales Manager, arranged for a stall at the location and provided support in logistics and coordination throughout the 3-day event.

Alhamdulillah, the popularity and success of the event is evident with the request for similar sessions by the management of Foundation University and the International Islamic University to be held at their campuses.



## MEEZAN BANK CONDUCTS 3-DAY WORKSHOP ON ISLAMIC BANKING & FINANCE FOR TEMENOS INTERNATIONAL

Muhammad Azeem, Product Development & Shariah Compliance



TEMENOS

The Banking Software Company

Meezan Bank's Islamic Financial Advisory Services unit conducted a 3-day workshop on Islamic Banking concepts and products for National Data Consultants (Pvt.) Ltd., a partner company of Temenos International - a leading global IT solution company.

Held on April 17 to April 19, 2013, the workshop was designed to facilitate the company's technical and business consultants to have a better understanding of the concepts of Islamic banking and finance to assist them in developing IT systems for their Islamic financial institutions clients. The facilitators of the workshop included members of the PDSC team including Mr. Muhammad Farhan ul Haq Usmani, Mr. Muhammad Fahim Siddiqui, Mr. Suleman Muhammad Ali and Mr. Shaikh Muhammad Asif.



## PERFORMANCE RECAP OF SOUTH REGION SALES - 2012

Mehdi Abbas Naqvi, Regional Sales Manager - South

**As a result of the Bank's Business Development Strategy and support of the Branches, Alhamdulillah Year 2012 saw numerous milestone achievements for the South Region Sales Team which include South I, South II and Hyderabad Region.**

Alhamdulillah, collectively the South Region was the first Region of the Bank in Year 2012 to achieve the milestone Rs.102 billion, resulting from the Rs. 43.3 billion contribution by the Region South I, the Rs. 50.44 billion by Region South II and Rs. 8.89 billion by the Hyderabad Region under the supervision of the respective Regional Managers & Area Managers.

It is pertinent to mention that South Region Sales Team have played a pivotal role in

supplementing the Deposit Mobilization Momentum and achieving the budgeted targets of the Regions. A few highlights from South Region Sales Team performance in Year 2012 are:

1. The South Region Sales Team, consisting of 252 Business Development Officers (BDO), performed the highest per BDO monthly productivity in year 2012 with Rs. 4.5 Million/BDO.
2. Collective Target vs. Achievement of South Region remain 120% over and above the target
  - a. South I Sales Team achieved a positive variance of 126%
  - b. South II Sales Team achieved a positive variance of 115%
  - c. Hyderabad Region Sales Team has achieved a positive variance of

3. 110% Over all collective incremental growth of South Region during the Year 2012 recorded 13 B resulted in increasing the YTD South Sales portfolio upto 33 Billion i.e. 32% contribution to the total Deposit of South Region (102 B).
4. During the Year-2012, significant change in performing BDOs KPI (on Target & Off Target) have been witnessed and improved from 38% to 60% during just 12 Months of Year 2012.
5. A part from above also extended time to time support to branches in Relationship Management, Tail Management Exercises and added notable contributions towards Cross Sell as well specially (AMM & Laptops Ease Sales).

## SALES ACTIVITIES SOUTH - 2012

Mehdi Abbas Naqvi, Regional Sales Manager - South

**Sales activities have always been a Key initiative of the South Region Sales Team and the team has actively participated in numerous different Sales and Marketing activities during 2012. These activities were organized in consultation with respective Area and Regional Managers planned against a Sales Activities Calendar for the year. The Key focus during 2012 was to remain on our vibrant 'Feet on Street' driven sales activities. Activities were organized in different branches including those in the distant cities of South Region including South I, South II, Hyderabad Region and covered all areas from Quetta and Karachi to interior Sindh and Sukkur.**

**All initiatives were organized with support and coordination with respective Branches, Marketing Department, Corporate Communication Department and the Sales Management team.**

Key Sales & Marketing Activities included the Mega Sales Blitz across Quetta Area, CFO Conference at Marriot Karachi, International Convention at Expo (PIMA), Hari Mela Mir Pur Khas, Dawn Life Style Exhibition at Expo Centre, Post Budget Seminar at KCCI, My Karachi-Oasis Harmony Exhibition at Expo Centre, Kids Expo at Expo Center Karachi, Logistic Seminar at Pearl Continental, TIE Conference at Sheraton Karachi, Open Conference at KSBL, Golf Club Event for Premium Banking and the CEO Summit at Marriot Hotel.

All achievements and initiatives would not have been possible without the tireless efforts of all Business Development Staff including BDOs and TIs. I would like to extend the appreciation to all South Area

Sales Managers specially Mr. Shahid Hafeez - ASM Interior Sindh, Mr. Junaid Chohan- ExASM NIN-Gulshan Area, Mr. Kamal Hashmat - Ex ASM Society Area, Mr. Mehmood Alam- ASM Society Area, Mr. Sohail Akhter- DHA Area, Mr. Ayaz Ahmed Dhar- ASM Site Area, Mr. Bilal Malik - ASM Hyderabad Area, Mr. Obaid Khan - ASM Business Area and Mr. Najeebullah - ASM Quetta Area for holding excellent sales activities in Quetta. I am extremely grateful for the ongoing guidance and support of all South Area Managers and Regional Managers specially Mr. Tariq Mehboub - RGM South II, Mr. Muhammad Abid - RGM South I, Mr. Tanveer Zaman RGM-Hyderabad Region, Mr. Kazi Amir - Ex RGM and the leadership and guidance of Mr. Kamran Zaffar - National Sales Manager.

As per the agreed commitments in our recent offsite meeting for Year 2013, we all shall raise the bars together as a Team in 2013 as well. Insha'Allah!



## RESTRUCTURING OF THE LIABILITY SALES TEAM

Kamran Zaffar, National Sales Manager

Alhamdulillah, in line with the Bank's strategy to strengthen the liability Sales Structure to foster a Sales Culture across all our "Branch Network" I am delighted to announce the creation of two new Regional Sales Manager positions in the Liability Sales structure for the South-II Region and for the Hyderabad Region. With this revised structure, we will now have Regional Sales Managers and Area Sales Managers in 7 Regions and 27 Areas across the country. This restructuring has enabled us in making the Liability Sales Structure the most comprehensive Sales Structure of the Banking Industry.

The new restructuring allowed for the elevation of our top performing Team Leaders to take new seats across the board with new roles and placement. Insha'Allah we are confident that these additions will certainly play a positive critical role in establishing better controls and effective sales management.

### ANNOUNCEMENTS

Region South-1 is headed by Mr. Mehdi Abbas Naqvi

Region South-2 is managed by Mr. Sohail Akhtar

Region Hyderabad will be managed by Mr. Shahid Hafeez.

This announcement also gives us an opportunity to thank Mr. Mehdi Abbas Naqvi for his dedicated contribution towards establishing and strengthening the sales structure specially in Southern Regions. Mehdi will now be working as RSM - South I and at the very same time will assist the National Sales Manager as his back-up, towards devising future sales strategies and plans to attain the targeted results.

### Elevations/Transfers/Posting of ASMs & RSMs

S. No	Name	Present Position	Previous Position
1.	Mr. Shahid Hafeez	Regional Sales Manager - Hyderabad Region	Area Sales Manager - Interior Sindh Area Hyderabad
2.	Mr. Sohail Akhtar	Regional Sales Manager - South II Region	Area Sales Manager - Gulshan-e-Iqbal Area Karachi
3.	Mr. Amjad Mehmood	Area Sales Manager - DHA Area Karachi	Team Leader - DHA Shahbaz Branch Karachi
4.	Mr. Zeeshan Abbas	Area Sales Manager - Business Area Karachi	Team Leader - New Chali Branch Karachi
5.	Mr. Syed Rayyan Hashmi	Area Sales Manager - Society Area Karachi	Team Leader - FTC Branch Karachi
6.	Mr. Qaiser Majeed	Area Sales Manager - Commercial Area Karachi	PBO - DHA Bukhari Commercial Branch Karachi
7.	Mr. Anil Kumar	Area Sales Manager - Interior Sindh Area Hyderabad	Team Leader - Garden West Branch Karachi
8.	Mr. Kashif Maqsood	Area Sales Manager - Downtime Area Lahore	Team Leader - Azam Cloth Market Branch Lahore
9.	Mr. Syed Hasnain Raza	Area Sales Manager - Gulberg Area Lahore	Team Leader - Urdu Bazaar Branch Lahore
10.	Mr. Qaiser Jadoon	Area Sales Manager (Acting) - Hazara Area Abbottabad	Team Leader - Conitt. Branch Abbottabad
11.	Mr. Saddam Hussain	Area Sales Manager - Peshawar II Area Peshawar	Area Sales Manager - Hazara Area Abbottabad
12.	Mr. Najam Tariq Saeed	Area Sales Manager - Model Town Area Lahore	Area Sales Manager - Gulberg Area Lahore
13.	Mr. Obaid Aslam Khan	Area Sales Manager - Nazimabad Area Karachi	Area Sales Manager - Commercial Area Karachi
14.	Mr. Mehmood Alam	Area Sales Manager - Gulshan-e-Iqbal Area Karachi	Area Sales Manager - Society Area Karachi

## CUSTOMER APPRECIATION DAY AT F-11 MARKAZ BRANCH, ISLAMABAD

Muhammad Jaffar Ashraf, Branch Manager, F-11 Markaz Branch, Islamabad

A Customer Appreciation Day at F-11 Markaz Branch, Islamabad was celebrated in December 2012, to thank our clients for their support throughout the year. As part of the celebration the F-11 Markaz branch was decorated to attract a large number of existing valued clients and general public to our branch who were further given a Red Carpet welcome.

Valued customers participated in a cake cutting ceremony and prayed for the Bank's success and its contribution in developing a Riba-free economy in the country. Customers were served with high tea and were joined in discussions pertaining to branch service levels and ideas for the enhancement of the Bank's product offerings.

Special Thanks to our Regional Manager, Mr. Saleem Khan & our Area Manager Mr. Nisar Kiani for their continued support & guidance.





## NEW BRANCH-RECORD STORAGE FACILITY AT ISLAMABAD

Nisar Kiani, Area Manager - Islamabad Area 1

The Islamabad Area-I is the largest Area of the North Region. In order to address the increasing storage requirements for branch records and related data, a new storage location is being setup. The Area Manager Mr. Nisar Ahmed Kiani on the direction of RM North Mr. Saleem Khan has arranged a new storage location for the Area's records in the vicinity of Barakahu. Racks have been procured and installed at the location by M/S Hussain Safe & Company and Alhamdulillah Branches have begun moving their vouchers and records to the allocated Area.

The Opening ceremony of the record rooms was held at the Barakahu Branch on 4th March, 2013 where Mr. Saleem Khan, Mr. Mustafa Rabbani - Corporate Head North graced the occasion along with Mr. Nisar Kiani. The opening ceremony was also attended by Branch Managers of the area.

## OUTSTANDING PERFORMANCE OF GULSHAN AREA IN 2012

Muhammad Wahab, Area Coordinator - Gulshan, Finance & Trade

We are delighted to share that Alhamdulillah the Gulshan Area, under Mr. Mashkoor A.G. Khan, has not only achieved the deposits and profit targets of 2012 but has surpassed the targets with heavy margin.

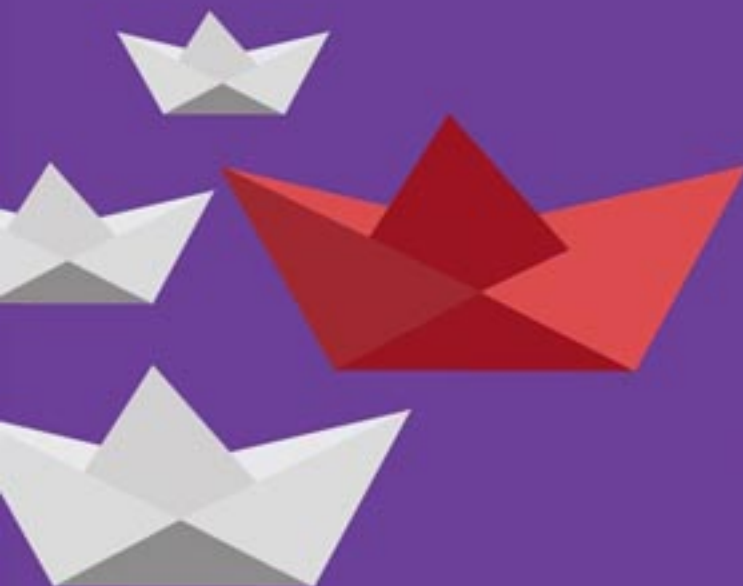
Alhamdulillah all 20 branches of the area have achieved their deposit targets and have set a unique record in the Bank's history. Adding to milestones, the Gulshan branch crossed the Landmark of Rs. 5 billion in 2012. It is pertinent to mention that in past 3 years, with exception to one branch, all branches of the Gulshan Area have met their deposit targets every year.

The Gulshan Area has witnessed the highest growth in volume among all the areas across the country. The Area has also surpassed its profit target by nearly 11% for the year.

**In addition to the milestones in Deposits and Profits, the Gulshan Area also made the following achievements:**

- Highest SMS Alerts & Internet Sign Ups across Pakistan for the 3rd consecutive year
- 7 branches are rated 'Above Average' in Shariah Audit
- 16 branches are rated 'Satisfactory' in Internal Audit

These milestones have been achieved by the dedicated and committed hard work of each branch banking team including Branch Managers, Operation Managers, Personal Bankers, Operation Officers, BDOs and TIs under the supervision of the Area Manager, Regional Manager and the Senior management of the Bank.





# HISTORY OF THE HIJRI CALENDAR - CALENDAR

Hafidh Jamaluddin, Assistant Vice President, IT



**Meezan Bank's calendar 2013 is a valuable giveaway designed by the Bank for distribution to consumer and corporate customers as well as to the Bank's staff. The calendar for 2013 was built on the theme of the history of the Hijri Calendar. A total of 160,000 table and wall calendars were produced for distribution this year.**

The Islamic 'Hijri' calendar is a twelve-month lunar calendar with each month's beginning determined by the

sighting of the crescent moon. Introduced by the close companion of the Holy Prophet Muhammad (P.B.U.H), Hazrat Umar ibn Al-Khattab (R.U) during his Khilafat, the Hijri calendar counts the years after the event of Hijrah - a turning point for the Muslim community. The Arabs named the months in their calendar based on either the climate at the time, a prominent event, or their traditions, many which date back to the time of Hazrat Ibrahim (A.S).

The calendar was designed by Meezan Bank's in-house project team after extensive research from printed

publications and online resources. The calendar, under supervision of Mr. Sohail Khan (Head of Learning & Corporate Communication), was researched and managed by Mr. Hafidh Jamaluddin (AVP, Corporate Communication) and designed by Mr. Faisal Saleh Paliyo (Designer, Marketing Department). Mufti Bilal Qazi (PDSC) assisted in research and vetting of information published in this calendar.





# Recap of Learning Activities-2012 and Outlook for 2013

Ahmed Nauman Anees, Deputy Head - Learning and Development

Alhamdulillah, 2012 turned out to be extremely productive and learning year for the Meezan Bank family as Learning & Development Department facilitated more than doubled the activity as compared to 2011 in terms of numbers and many more times in terms of intellectual addition. The year witnessed hiring and training 50 different batches and sub-batches on pan Pakistan basis by the Learning and Development Department with HR and other key stakeholders. Three new major Batch Training initiatives-Trainee Cash Officers, Business Development Officers and Management Trainee Officers were commenced and concluded by the Learning and Development Department with active support of HR, Operations, PDSC and all other relevant stakeholders. To transform this young talent into true Islamic Bankers, Learning & Development chalked out detailed and rigorous classroom and rotational learning programs comprising of 524 learning days, benefitting 557 fresh entrants. On an overall count, a total of 362 in-house learning programs were offered, encompassing 884 learning days benefitting 10,277 Meezan Bank employees nationwide. In addition, 137 ex-house local and international learning opportunities were provided to MBL staff, benefitting 234 participants comprising of over 254 learning days. The internal and external offerings were organized in a wide range of areas including Orientation Learning Programs, branch banking operations, Product launch/refresher, Shariah and Islamic banking, regulatory compliance including SBP Prudential Regulations, AML and KYC and soft skills. We congratulate MBL team in partnering with Learning and Development Department in capacity and skills enhancement.

During 2013, Learning and Development department is rolling out many new initiatives including the launch of second batch of Trainee Cash Officers Batch and Trainee Banking Officers Batch. It is also planned to renovate the Islamabad Learning facility in line with Learning Center, Lahore facility and make it a true modern learning center. Enhanced focus on regulatory compliance and Shariah related courses will be made in addition

to offering more branded offerings in Service Excellence Mindset.

## Renovated Learning and Development Center at Lahore inaugurated by President and CEO

With the growing expansion of the Bank's branch network in the Central Regions, a need for a suitable learning facility was being immensely felt. To improve the learning infrastructure, the Learning Center at Lahore is now fully renovated to a brand new and modern facility at Jauhar Town, housing a large-sized classroom and the Bank's second Mock Branch which provides a base for simulation center on a real time basis and contributes towards enhancing the operational understanding and capabilities of the staff. Alhamdulillah.

On October 03, 2012, Mr. Irfan Siddiqui, President and CEO formally inaugurated the refurbished facility. Mr. Shoaib Qureshi, Head of Branch Banking (by that time), Mr. Aasim Salim, Regional Manager, Lahore, Mr. Ahmed Nauman Anees, Dy. Head, Learning and Development, all Area Managers of Lahore and Sahiwal Region, key Branch Managers of Lahore Region, all senior Department representatives in Lahore and other members of the teams were also present on this auspicious occasion. Speaking on the occasion, Mr. Irfan Siddiqui hailed the efforts of the Learning team and prayed to Allah SWT for the success of Islamic banking and learning culture in the Bank. The Learning Center, Lahore will offer batch learning programs for the entire Central Regions while introducing a learning culture in the Lahore and Sahiwal Region. Similar to the learning programs being offered at Head Office, Lahore is shouldering equally in terms of major learning initiatives in line with the Learning Needs Identification of various Departments and functions. This latest addition in the learning infrastructure bespeaks of Management's continued resolve to provide the best learning opportunities and environment to the entire Meezan family in every corner of the country and will Insha'Allah usher in a new era and a new push in the learning programs. We congratulate the

entire Central Regions teams for this addition and pray to Allah SWT to give us the right direction and courage to establish Islamic banking as banking of first choice.

## First MT Batch Learning Plan Concluded

Learning and Development Department recently concluded the learning program of first ever batch of Management Trainees at Meezan Bank. To match the specific requirements of the Head Office Departments, Learning & Development tailored a very comprehensive learning program for the MTs to impart the necessary learning and skills that will enable them to serve the Bank very effectively. After a detailed and rigorous classroom and rotational learning of three months, these MTs have been finally placed at their respective departments. The learning program was concluded after a comprehensive Islamic Banking Knowledge Test.

## Comprehensive Learning Program for BDOs on Pan Pakistan basis

At Meezan Bank, Business Development Officer is the key front line business development position and carries pivotal importance in terms of winning desired business and cross selling objectives. In order to streamline the learning process of BDOs and address the shortage of skilled BDOs at Meezan Bank, Learning & Development has designed a tailor-made and detailed learning program with the National Sales Team. The 5-day rigorous learning program includes areas ranging from Islamic Banking Introduction, Sales Management Process, Relationship

Management, Systems and Control and Service Excellence. In addition to the classroom learning, the BDOs were given pre-course assignments to enhance their learning process. This program was successfully conducted at Lahore (for Central Regions) and Karachi (South Regions) and similar offering is planned at Islamabad soon (North Region).



### TO Batch VIII for Lahore, Sahiwal and Faisalabad Regions

In continuation of the existing Trainee Officers programs, Learning & Development introduced the Learning Plan for Batch-VIII of Trainee Officers for Lahore and Sahiwal Region along with Gujrat and Gujranwala Areas. This comprehensive learning program is expected to develop the new trainees into sound Islamic Banking professionals as Operations Officers, Personal Bankers and few as credit analysts and Shariah-compliance Officers. Overall, the program will encompass over 72 learning days, aiming at developing the new comers into true Islamic banking professionals. A detailed 4 day Orientation Program was also made part of their learning chain to introduce the fresh graduates to Islamic banking, Meezan Bank and banking in general. Moreover, the Trainee Officers attended an enlightening session on Strategic Vision and HR Policies.

The trainee officers have gained firsthand experience in the branches including the modules of Account opening, Clearing, Remittances, Cash Counter, Personal Banking and TDRs, etc. To make this exercise even more fruitful, the trainees were also assigned challenging tasks during their branch rotation. Moreover, an extensive classroom learning program covering a wide range of areas including General banking, Islamic Banking, Compliance, Personal Banking, hands-on T-24 training, Audit, Risk Management, ADC, Service Quality, Service Excellence and soft skills is also provided to these youngsters. It is expected that this program will equip the new comers in being converted to "all-rounder" Islamic branch bankers.

### Article by Mr. Ahmed Nauman Anees and Mr. Ali Raza Nemati published in World Islamic Banking, Finance and Investment Conference at Kuala Lumpur, Malaysia

A recent joint academic effort by Mr. Ahmed Nauman Anees, Dy. Head, L & DD and Mr. Ali Raza Nemati, Learning Manager, Islamabad has been acknowledged by international researchers. The two gentlemen contributed a well documented research paper on "Determinants of Brand Management and its Impact on Customer Satisfaction-Evidence from Islamic Banking Sector of Pakistan". They presented their research at World Islamic Banking, Finance and Investment Conference at

Kuala Lumpur, Malaysia in December, 2012. It is indeed a matter of great delight that two of our Learning Department team members got an opportunity to present Islamic Banking related research study at an international forum, relevant to Meezan Bank. Their paper is also cited in the international refereed Conference Proceedings, published online with ISBN via website [www.wbiconpro.com](http://www.wbiconpro.com). The published material provides great visibility to Meezan Bank. We congratulate both gentlemen on highlighting Meezan Bank amongst global Islamic scholars.

### Meezan Bank signs Memorandum of Understanding (MoU) with University of Central Punjab, Lahore

As a major initiative, Learning & Development department has recently approached a number of key business schools in the Central Regions such as LUMS, University of Central Punjab (UCP) and Hailey College etc. to spread various dimensions of Islamic banking and finance. After a series of deliberations, MOU was recently signed between MBL and UCP at UCP, Lahore. Under different clauses of MOU, Meezan Bank and UCP will jointly partner in mutually beneficial programs and activities relating to Islamic Banking and Finance and will collaborate in offering of MBA Electives/Program in Islamic Banking and Finance. MBL will further provide assistance to UCP in designing and development of teaching methodology, course curriculum and resources, aiding UCP in faculty development and research initiatives in Islamic banking & Finance. On the other hand, UCP will provide the campus facilities besides co-branding and marketing this program at its own platform, thereby improving Meezan Bank's visibility markedly in the Central Punjab and Punjab Group of Colleges. MBL and UCP will also collaborate in holding Islamic banking public awareness seminars and workshops for the students, faculty of UCP and public at large to spread the cause of Islamic banking. For this purpose, MBL will provide its support through its experienced and knowledgeable faculty in Islamic and General Banking.

Established in 2002, UCP is recognized by HEC as a degree awarding University, situated at a key location opposite to Shaikat Khanam Hospital with a covered area of approximately 500,000 square feet and facilitating more than 7,500 students directly. UCP is a chartered university of the renowned Punjab Group

of Colleges (PGC) which has its roots in a Commerce College set up in Lahore in mid 80s. Since then, the Group has grown into the largest educational network in Pakistan with approximately 144,000 students nationwide. The key faculties of UCP include Management Studies, Information Technology, Commerce, Law, Engineering, Faculty of Arts and Social Sciences.

The MOU was signed by Mr. Ahmed Nauman Anees, Dy. Head of Learning and Development from Meezan Bank while Dr. Zafar Iqbal Jadoon, Dean, Business School, UCP signed the document on behalf of UCP. The signing ceremony was also attended by Pro-rector of UCP, Prof. Dr. Muhammad Zafarullah, Professor Khalil Ahmed Rao, Program Director MBA (Banking & Finance), Ms. Chemaine Majid, Director External Linkages and Mr. Waryyam Iqbal, Associate Director Corporate Connections, University of Central Punjab.

This MOU will Insha'Allah serve as a platform for developing future Islamic bankers with specialized skills set and knowledge in Central Punjab. This collaboration will also prove to be greatly beneficial for Meezan Bank and UCP alike in terms of spreading Islamic banking knowledge and awareness besides significantly improving our brand name in the academic and literary circles of Punjab.

### Revitalization of Personal Bankers Learning Program

In an attempt to develop and expand loyal customer base, boost customer retention and endorse customer relationship management, Meezan Bank is in the process of enhancing the existing role of Personal Bankers at branches. To facilitate this revitalization, Learning & Development has customized two-staged thorough class room and pre-course learning tasks for the existing Personal Banking Officers. This learning plan has been finalized with active collaboration with Commercial Banking Group and will Insha'Allah aid the personal bankers in performing their new roles in the branches professionally while expanding the business both in assets and liabilities. In addition to the two-staged classroom learning plan, Personal Bankers will be evaluated on the basis of out-of-class assignments to gauge the success of execution of this plan.



## SYED AMIR ALI ADDS ICAEW MEMBERSHIP TO HIS CREDENTIALS!

Congratulations to Syed Amir Ali, Head of Corporate and Investment Banking on the addition of membership from the Institute of Chartered Accountants in England and Wales (ICAEW) to his credentials. Mr. Amir Ali has a list of qualifications behind him including CFA, FCA, FCCA and MBA. Mr. Amir is also a winner of three gold medals namely J P Patel, ICAP and CBP from the Institute of Chartered Accountants of Pakistan and was also awarded the Shaheed Hakim Mohammad Saeed gold medal for securing first position in MBA from Hamdard University. We wish him all the best for his recent achievement and expect his continued contribution towards Islamic banking in coming future.

## GOING FORWARD WITH EXCELLENCE!

Bina Junaid, Relationship Associate – Corporate Banking (Islamabad)

**All the Regional and Area Managers across the country got together at a meeting on 10 and 11 January, 2013 at PC Hotel - Muzaffarabad, themed 'Going Forward with Excellence'. The meeting was headed by Group Head, Branch Banking & Risk Management and focused on Region wise performance in the year 2012 and targets for 2013.**

Detailed presentations were given by the AMs and RMs highlighting their respective Region/Area's performance in the preceding year and targets for the year 2013. This was followed by an open and extensive discussion covering opportunities and challenges in each business segment including deposits, Trade and SME/Commercial. Some of the key challenges discussed were staff retention, reducing spreads and core banking system support.

The meeting ended with a fully motivated and charged commitment by all AMs and RMs for meeting the targets within the prescribed time frame. The Head Office staff members present at the meeting also reciprocated by showing positive commitment and ensured utmost support towards the achievement of Meezan Bank's overall targets and profitability.

## The Story of a Rider Who Rode to Success!

What it takes to climb the ladder of success? Three words having the same connotation; inspiration, motivation and appreciation. The same applies to Asad Naseer who has been performing the job of "rider" in Meezan Bank, Hall Road Branch since 2010 under 3rd party contract. Coming from an underprivileged background having 9 siblings, Asad had never imagined that one day, he will be considered the most educated and fortunate amongst his family. Asad shares his success story, "I belong to one of those deprived families who strongly believe in providing education to their children not as their right but to groom them to a level of responsible citizens. However, financial impediments usually put up barriers in materialising these dreams. The same happened to my family and despite having the potential to excel, my elder brothers discontinued education in order to support the family. One of my elder brothers is a "Tea Boy" at MBL, Azam Cloth Market. I was blessed to have the support of my family and

got a graduation degree from University of Punjab."

"I often used to think that I am educated but will live the rest of my life in riding my bike ... moving to and fro...delivering messages from one place to another. One day to my utter surprise, the BM motivated me to continue my education. I had mixed feelings of happiness and reservation as I thought my hectic routine would not let me concentrate on studies. His motivation gave me new energy for continuing education and I finally decided to get in PMSAT, Lahore for Master in Business Administration.

Alhamdulillah, I graduated from MBA with a CGPA of 3.66. I am really thankful to my seniors and colleagues for their support and indebted to my parents whose sacrifice and prayers brought this moment of success in my life. I am hopeful that if I'm selected for an "Officer" level position in Meezan Bank Limited on merit, I will put my utmost efforts to

exceed the desired level of performance. My message for others is to opt for education with dedication and persistence and start the journey of life from despair to hope".



## THE GROWING ACCA FRATERNITY AT MEEZAN BANK

Zaki Alam, Product Development & Shariah Compliance

Mr. Sheikh Muhammad Shahjahan, Team Leader - Shari'ah Audit & Islamic Financial Advisory has successfully been admitted to the Association of Chartered Certified Accountants (ACCA), UK Membership in July 2012. Our heartiest congratulations to our fellow colleague on this achievement and sincere prayers for success ahead.

**ACCA**

## REPRESENTATION AT ACCA GLOBAL FORUM

Mr. Syed Muhammad Fahad - Finance Department, who is also the Vice Chairman of ACCA Pakistan Members' Panel presided a high level meeting of ACCA Pakistan and ACCA Global officials. This meeting was attended by the CEO-ACCA Global, Ms. Helen Brand along with Head of ACCA Pakistan. Presenting the forum as Chairman ACCA Pakistan Members' Panel, Fahad presented on the performance of ACCA Pakistan Members Panel and issues faced by the ACCA Members and Students in Pakistan.

We congratulate Mr. Fahad on this distinguished achievement that will promote the growing ACCA fraternity at Meezan Bank.



## MR. YASIR WASEEM - THE 2ND CIPA Qualified Banker In Pakistan

Saad Naqi Khan, Senior Officer - Internal Audit Department

**Mr. Yasir Waseem of the Internal Audit Department of Meezan Bank is the 2nd person in the banking industry of Pakistan to have obtained AAOIFI's esteemed qualification CIPA (Certified Islamic Professional Accountant). Mr. Yasir completed this certification in the first attempt which is another feather in his cap.**

The Graduation Ceremony and World Bank annual conference on Islamic Finance was held in Manama, Bahrain. Mr. Yasir received his certificate from H.E Shaikh Ebrahim Bin Khalifa Al Khalifa who is the Chairman Board of trustee – AAOIFI and the Chairman Board of Directors Meezan Bank. This qualification adds on to Mr. Yasir's list of previous certifications including ACA, ACCA, CIA and CISA.

The Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) is an International Islamic autonomous

non-profit organization that prepares accounting, auditing, governance, ethics and Shariah standards for Islamic financial institutions.



## MR. ALI RAZA NEMATI COMPLETES his MS Management



Congratulations to Mr. Ali Raza Nemat, Learning Manager - North Region, Learning and Development department on his completion of MS Management from Riphah International University. Mr. Ali Raza's distinction in his course work and thesis on 'Branch Loyalty' has earned him a 'Certificate of Merit' which was awarded to him by the Ex-Chairman H.E.C Dr. Alta Ur Rehman and Professor Dr. Anis Ahmed on the occasion of the 7th Convocation of Riphah International University.

## Meezan Bank's Dealing Room Gets Two More Certified ACI Dealers!

Abdullah Ahmed Muhammad, Group Head of Treasury & Financial Institutions

**Two more dealers from Meezan Bank's dealing room have recently achieved the ACI dealing certification. Mr. Umair Mustafa from the Treasury-Branch sales desk and Mr. Talha Shabih from the Treasury-Corporates desk have passed the examination.**

The ACI Dealing Certificate is a foundation program that allows candidates to acquire a working knowledge of the structure and operations of the major foreign exchange and money markets, including the ability to apply the fundamental mathematics used in these markets, and their core products (cash, forwards and derivatives), and the basic skills required for competent participation. This examination is administered by

Association Cambiste Internationale-Paris, France, the apex body of dealers in money and foreign exchange markets globally.

Currently, Meezan Bank's Treasury group comprises of 6 ACI - certified dealers, which reflects the professional acumen of its front office dealing personnel in the market.





# ANNUAL REPORT 2012

## A NEW BENCHMARK IN PRINTED AND VIDEO REPORTS!

Hafidh Jamaluddin, Assistant Vice President, IT

Meezan Bank's Annual Report is the single most comprehensive publication which depicts the Bank's performance, operations, on-going and future initiatives and financial condition. The project team of Hafidh Jamaluddin (Project Manager) and Kaiwan Jamshed Irani (Assistant Project Manager) headed by Mr. Sohail Khan is pleased to highlight the Annual Report 2012 as a document of unmatched detail, design, content and research beyond any of the previous Reports published by the Bank. A special note of appreciation for Mr. Tamim Shabbir (Finance Department) and Mr. Usama Siddiqui (Legal Department) for their valuable contribution and assistance in this project.

Our theme for the Annual Report 2012 is Evolution, the gradual development and improvement - from a simple to a more refined form. Banking too is no more than an evolution in the field of commerce - of developing better and better ways to facilitate economic activity and trade. Through the report, we walk our readers through time revisiting this evolution from exchanging physical livestock to banking and even further to Islamic banking - the pinnacle of this evolutionary development!



The 2012 Annual Report has been redesigned with a new layout and includes new sections to provide further details and insight into Meezan Bank's operations, management, financials, CSR and Sustainability initiatives. We have gone the extra mile by building this year's report after research of local and international Annual Reports, information from the State Bank of Pakistan Museum and online and print publications.

The Annual Report is available on the website and is supported by a video of the CEO discussing the Bank's Annual Performance for 2012. The Video covers the financial highlights, operations, CSR and future strategy of the Bank.

"The 2012 Annual Report has chosen the theme of 'Evolution' of money and banking through the ages. I believe this year's report sets even higher standards of presentation and quality reporting for which the Corporate Communications and Finance teams need to be commended. Significant improvement has been achieved by adding a lot of additional information which will be useful to all stakeholders. I would like to thank all concerned for their hardwork and commitment to quality work and am confident that this will be a prize-winning report." - Ariful Islam, Deputy CEO

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