



**Meezan Bank**  
The Premier Islamic Bank

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# Meezan Bank's Intranet Portal

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## From the Desk of Ariful Islam (Deputy CEO)

Dear Meezan Team Members,

السلام عليكم ورحمة الله وبركاته

Alhamdulillah, Meezan Bank's performance during the current year has been excellent. The Bank has achieved growth in its geographical footprint through expansion of its branch network and its profitability has consistently improved over the year. We are now the 8th largest bank of Pakistan in terms of the size of our branch network and have the third highest Return on Equity among all banks in Pakistan in our September accounts. Our continuous success has only been possible, after the help of Allah (SWT) because of the hard work of all members of the Meezan Team.

The real indicator of the success or failure of any business is its profitability. The times ahead are clearly challenging, both from the perspective of the economy and of competition in the Islamic banking industry. We, therefore, need to focus on a business strategy that will help us capitalize on the size of our network and the diversity of our product-menu to improve our profitability.

One clear strategy that we now need to focus on is Cross-selling. For decades, cross-selling has been a strategic priority of banks since earning more business from current customers is the most efficient way of achieving growth. At the same time research has proved that a customer who has multiple product relationship with a bank (i.e. the customer uses more than one product like savings account, Car Ijarah, internet banking, Easy Home etc.) very rarely changes banks. So if we want to increase customer loyalty we must try to sell more than one product to the customer and this creates a win-win situation for everyone.

From the branches' perspective -The income being

generated through the consumer products being sold through a branch is allocated to that branch, thus improving the branch's profitability.

From the customer-retention perspective - In today's competitive banking scenario, retaining the customer is half the challenge; cross-selling improves customer retention since it engages the customer through increasing the number of products that the customer takes from us, this increases customer loyalty and makes it difficult for competitors to take the customer away.

From the Customer's perspective - A customer with multiple relationships will as a result be a more valuable customer for the Bank and as a result enjoy better service and pricing. He would also have established a track record with the Bank which will help him in the event of any financing requirement whether it is for personal reasons (Car Ijarah or Easy Home) or for business reasons (short term or long term financing needs). This track record will give the customer a better chance getting his financing application approved.

Meezan Bank has a large and diverse products menu that can cater to the banking needs of both our corporate and individual customers. It is now up to us to capitalize on this strength and turn it to our advantage.

From Meezan Bank's perspective, one additional achievement that cross-selling will gain for us is that the more products a customer takes from Meezan Bank, the farther away will he move from conventional, Riba-based banking. Effective cross-selling of our products will therefore help us move closer to achieving our Vision of establishing 'Islamic banking as banking of first choice'.

May Allah accept our efforts in His cause.

الْحَمْدُ لِلَّهِ  
CELEBRATING  
102  
CITIES  
351 BRANCHES

## Meezan Bank's 102

In 2002, with a network of 6 branches in only 4 cities, we were one of the smallest banks in the country. **Alhamdulillah** today, with a vast network of 351 online branches spread across 102 cities nationwide, we are constantly striving to bring Islamic banking close to each and every Pakistani on the way to achieving our Vision of establishing Islamic banking as banking of first choice **Insha'Allah**.



**Meezan Bank**  
The Premier Islamic Bank

## Meezan Bank receives 'Best Research and Development in Islamic Finance 2013' award by Global Islamic Finance Awards (GIFA)

Meezan Bank has received 'Best Research and Development in Islamic Finance' award by Global Islamic Finance Awards (GIFA), London.

This award was presented at the 5<sup>th</sup> World Islamic Retail Banking Conference organized by Fleming Gulf in Dubai. Mr. Irfan Siddiqui, President & CEO of Meezan Bank, collected the award. This event was also graced by former Prime Minister of Pakistan, Mr. Shaukat Aziz, President of the Republic of Indonesia, HE Mr. Susilo Bambang Yudhono and HRH Raja Dr. Nazrin Shah, Crown Prince of State of Perak, Malaysia.

Global Islamic Finance Awards are one of the most prestigious awards in the global Islamic financial services industry. GIFA aims to recognize the success and achievements of institutions and individuals who have contributed to the growth of the industry.



## Meezan Bank awarded 'Best Islamic Bank in Pakistan' by

# ASIAMONEY

Hong Kong

Meezan Bank has been awarded 'Best Islamic Bank in Pakistan' for 2013 by Asiamoney magazine, Hong Kong. This is the fourth time and the third consecutive year that Meezan Bank has been recognized by Asiamoney for its excellence in Islamic banking, with previous awards received for 2009, 2011 and 2012.

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



## Meezan Bank wins multiple awards for 2012 by Asset Triple A – Hong Kong



Meezan Bank has been awarded Pakistan's 'Best Islamic Bank', 'Best Islamic Retail Bank' and 'Best Islamic Trade Finance Bank' by Asset Triple A Awards, Hong Kong. The Bank has also been awarded, 'Best Highly Commended Islamic Deal – Pakistan' as a Joint Lead Advisor and Arranger for Pakistan Mobile Communications.

The Triple A Awards - an integrated multi-media company serving the community of leading corporate and financial decision makers in Asia since 1999 - recognizes Asia's top financial institutions

for excellence in the industry. It has a reputation for delivering authoritative unbiased coverage and independent research of Asia's financial industry.

This is the third consecutive year in which Meezan Bank has been awarded Best Islamic Bank in Pakistan and Best Trade Finance Bank in Pakistan by Asset Triple A. These awards highlight Meezan Bank's continuous growth and successful year of 2012 in which Meezan Bank deposits increased by 36% to Rs. 230 billion and it moved from having the 9<sup>th</sup> to the 8<sup>th</sup> largest branch network in Pakistan.





## Meezan Bank awarded **'Islamic Bank of the Year'** & **'Corporate Finance House of the Year'**

for 2012 by CFA Society Pakistan

Meezan Bank has been awarded 'Islamic Bank of the Year' and 'Corporate Finance House of the Year (Fixed Income)' – 2012 award by the CFA Society Pakistan at its 10<sup>th</sup> Annual Excellence Awards. This was the fourth consecutive year that Meezan Bank was awarded 'Islamic Bank of the Year' by CFA Society Pakistan.

The 'Corporate Finance House of the Year' award was given in recognition of Meezan Bank's Investment Banking performance in 2012, where the Bank successfully provided various ground-breaking tailored solutions to blue chip corporate clients and arranged structured financing of over Rs. 42 billion. Some of the eminent transactions during the year included advisory and arrangement of Short Term Sukuks for HUBCO, KAPCO, and Engro Fertilizer, Certificates of Leasing for SSGC and Ghani



Glass and Syndicated Financing for Mobilink and Shifa Hospital. Meezan Bank has advised and arranged Islamic financing transactions of over Rs. 150 billion till date through its Investment Banking department and has clearly established itself as a market leader in providing structured Islamic financing solutions to its extensive corporate client base.

The CFA Awards are given to best performing banks to recognize excellence in the commercial banking industry. The CFA Society Pakistan is a non-profit professional organization of local investment professionals, and a member society of CFA Institute, USA, which is the largest global association of investment professionals having more than 116,000 members in 137 countries across the globe.

## Meezan Bank continues growing in third quarter 2013

The Board of Directors of Meezan Bank in its meeting held in Karachi on October 30, 2013 approved the financial statements of the Bank for the nine months ended September 30, 2013. The meeting was presided by H E Sheikh Ebrahim Bin Khalifa Al-Khalifa, Chairman of the Board. The Vice Chairman of the Board, Mr. Abdullateef A. Al-Asfour also attended the meeting.

The Bank achieved growth in all business segments and consolidated its position as the leading Islamic bank in Pakistan. Total assets of the Bank crossed the Rs. 300 billion mark to close at Rs. 314 billion while deposits grew by 16%, closing at Rs. 268 billion.

The Bank recorded 8% growth in its Profit-after-tax which increased to Rs. 2,877 million, as compared to Rs. 2,663 million earned in the corresponding period last year. During the same period, Earnings per share (EPS) increased to Rs. 2.87 from Rs 2.66, on enhanced share capital of Rs. 10 billion.

## Meezan Bank to assist Ethical Finance Limited for establishing first Islamic commercial bank in Republic of Mauritius



Meezan Bank has entered into an agreement with Ethical Finance Limited (EFL), a limited liability company set up by a team of professionals with the objective of setting up Republic of Mauritius' first retail Islamic bank.

Under this Agreement, Meezan Bank will support EFL by sharing its expertise, knowledge & experience in the areas of Islamic banking product development, Shariah controls, training and other Shari'ah related technical services and support.

Mr. Irfan Siddiqui, President & CEO and Mr. Ariful Islam, Deputy CEO of Meezan Bank and Mr. Ismael I. Bahemia & Mr. Osman Rajack, Directors of Ethical Finance Limited signed the agreement on behalf of their respective organizations.

This agreement reiterates Meezan Bank's commitment towards its Vision of establishing Islamic banking as banking of first choice. Previously, Meezan Bank has provided similar services to Amana Bank Sri Lanka in 2011 – 2012.



## Government of Pakistan nominates **Mr. Irfan Siddiqui & Dr. Muhammad Imran Usmani** as members of steering committee on Islamic financing

The Finance Minister, Mohammad Ishaq Dar, has constituted a 10-member steering committee including Mr. Irfan Siddiqui - President & CEO - Meezan Bank and Dr. Muhammad Imran Usmani - Shariah Advisor & Group Head, PDSC Department - Meezan Bank to formulate a comprehensive policy framework for the Islamic financial system, and sought its recommendations by December 31, 2014. This committee comprises of Mr. Saeed Ahmad, Mufti Muneebur Rehman, Mr. Waqar Masood Khan - Finance Secretary, renowned bankers and the Director of Islamic Banking Department at the State Bank.

The committee will suggest practical steps needed to be taken to implement

Shariah-based financial system, find out practical ways and means to maximize equity-based financing instead of the widespread debt-based system, and propose the government solutions for Islamic secondary market and money market for liquidity management.

The committee will also chalk out a roadmap and propose a time plan for progression of different phases of Islamic banking, study international implications of converting conventional banking into Shariah-compliant banking and conduct an analysis of the possible legal obstacles in converting conventional banking into Shariah-compliant banking, and the changes required to remove these obstacles.

According to the terms and references, the committee will also review the existing research and training facilities available in the country for Islamic finance and suggest measures for further reinforcement and new initiatives in this regard.

The committee will review all previous official reports on Islamic banking, including reports of the Council of Islamic Ideology, the 'Commission for Islamisation of Economy', 'Self Reliance Commission', and the Commission of the State Bank of Pakistan. The report of the SBP's commission was prepared in pursuance of the judgment of the Supreme Court.

## Meezan Bank and MasterCard sign agreement to launch **MasterCard Titanium Debit Card**



Meezan Bank has entered into an agreement with MasterCard to launch the MasterCard Titanium Debit Card for its customers.

Meezan Bank's collaboration with MasterCard will cater to the specific demands of its high net worth customers and offer a vast range of benefits including free access to airport lounges across the Middle East, as well as numerous other rewards.

The signing ceremony was attended by Mr. Irfan Siddiqui, President & CEO - Meezan Bank, Mr. Ariful Islam, Deputy CEO - Meezan Bank, Mr. Omer Salimullah, National Manager Alternate Delivery Channels – Meezan Bank, Mr. Raghu Malhotra, Divisional President - MasterCard & Mr. Aurangzaib Khan, Country Manager - MasterCard.

Speaking at the occasion, Mr. Irfan Siddiqui said: "The MasterCard Titanium debit card will be a significant addition to the Bank's portfolio and provide a wide range of additional benefits to our customers within the bounds of Shariah."

Mr. Raghu Malhotra said: "We are very pleased to collaborate with Meezan Bank to introduce the MasterCard Titanium Debit Card for the Bank's affluent customers. At MasterCard, we strive to deliver customized payment solutions that provide real value and rewards along with the global acceptance benefits that MasterCard cardholders have access to."



## Meezan Bank to support Akhuwat for implementation of **Islamic Microfinance Musharakah**



Meezan Bank and Akhuwat, country's leading non-profit organization that provides interest-free microfinance facility to micro-businesses, recently signed a Memorandum of Understanding (MoU) for facilitating the implementation of a Musharakah-based financing model.

Under this MoU, Meezan Bank will support Akhuwat through providing Shariah advisory services as well as professional support in areas such as training, technical assistance, feasibility analysis, market research and development of business models and policies. Akhuwat will provide the facilities after conducting proper credit analysis of the business. Meezan Bank will also monitor the Musharakah's performance and conduct its Shariah audit at regular intervals.

Mr. Ahmed Ali Siddiqui, Head of Product Development & Shariah Compliance at Meezan Bank and Dr. Muhammad Amjad Saqib, Executive Director of Akhuwat signed the MoU. The ceremony was also attended by Mr. Irfan Ali Bostan, Director of Pakistan Currency Exchange Co. Ltd. as Akhuwat's representative and Mr. Ijaz Farooq, Group Head Branch Banking, Commercial & SME Business at Meezan Bank.

Both Meezan Bank & Akhuwat started their journeys during the early years of this millennium in the field of Islamic banking & micro-financing respectively. Currently, Meezan Bank is Pakistan's 8<sup>th</sup> largest bank in terms of branch network and 11<sup>th</sup> largest in terms of deposits and is recognized as Pakistan's Islamic banking icon, both locally and internationally, while Akhuwat is currently operating the country's largest Qarz-e-Hasna program and its contributions have been recognized at both national and international levels.

## Meezan Bank addresses International Centre for Education in Islamic Finance (INCEIF) on Shariah-compliance Framework



Officers from Meezan Bank visited the International Centre for Education in Islamic Finance (INCEIF) at Kuala Lumpur, Malaysia for sharing insights on the development of the Islamic finance industry in Pakistan.

Mr. Ahmed Ali Siddiqui, Executive Vice President and Mr. Suleman Muhammad Ali, Vice President from Meezan Bank attended this meeting with Mr. Daud Vicary Abdullah, President & CEO of INCEIF, Mr. Zainal Abidin, Dy. Head – Certified Islamic Finance Professionals (CIFP) and Mr. Ezamshah Ismail, Head-CIFP from INCEIF.

The participants explored possibilities of supporting each other

for the benefit of the Islamic finance industry throughout the globe. Mr. Ahmed Ali offered support to INCEIF in the form of case study development through visiting Meezan Bank and articleship placements to INCEIF students. Meezan Bank's efforts in the field of education were acknowledged by INCEIF and the meeting concluded with an understanding to enter into collaborations in future.

Speaking at the session later on Shariah-compliance mechanism of Islamic banks that was attended by the senior management, faculty members and students of INCEIF, Mr. Ahmed Ali – Meezan Bank, spoke on Islamic banking in Pakistan, especially the role of Meezan Bank in adhering to Shariah-compliance.

## Zakat awareness and education session for NGOs

Meezan Bank recently conducted a detailed session focused on educating welfare organizations about the proper collection and utilization of funds collected through Zakat contributions.

The session was conducted by a team of Shariah research scholars at Meezan Bank headed by Mufti Bilal Ahmed Qazi and Mufti Naveed-ul-Alam. Mr. Ahmed Ali Siddiqui, Head of Product Development and Shariah Compliance at Meezan Bank was also present at the session.

Representatives from numerous prominent not-for-profit organizations including, SIUT, LRBT, HAWA Trust, HOPE, Green

Crescent Trust, Rashid Memorial Welfare Organization, Child Life Foundation, Muslim Aid, Marie Adelaide Leprosy Centre, Omair Sana Foundation, Memon Medical Institute, Burns Centre, Afzaal Memorial Thalassemia Foundation and The Medical Aid Foundation attended the session.

During the session, the participants benefitted greatly from the informative discussions with the Shariah research scholars about matters pertaining to the proper collection and management of Zakat funds. The session was followed by a detailed question and answer session to clarify the numerous case-specific questions of the participants.



## Meezan Bank at the 3<sup>rd</sup> Global Islamic Microfinance Forum in Dubai

The 3<sup>rd</sup> Global Islamic Microfinance Forum held at Dubai, comprising of prominent speakers from across the globe, had various sessions on how to make Islamic Microfinance more sustainable and accessible to the masses.

Mr. Ahmed Ali Siddiqui, Executive Vice President, Meezan Bank, moderated a panel discussion on 'Poverty alleviation through Waqf, cooperatives and Zakat Models'. The panel discussed how Waqf and Zakat can act as pillars in playing a development role in the microfinance sector.



## Meezan Bank presents paper on the possibility of Islamic Interbank Benchmark in Pakistan

The 9<sup>th</sup> International Conference on Islamic Economics and Finance (ICIEF) was held at Istanbul, Turkey from 9<sup>th</sup> to 11<sup>th</sup> September, 2013. The conference attracted several scholars, researchers and industry practitioners from across the globe to present their research papers and articles relevant to Islamic economics and finance.

The conference was inaugurated by the President of Turkey, Mr. Abdullah Gul who was also the chief guest at the conference. Pakistan was represented by Mr. Suleman M. Ali, Vice President, Meezan Bank, who presented his research paper on the



possibility of implementing Islamic Interbank Benchmark in Pakistan.

This research paper discussed the issues and challenges of developing an Islamic benchmark in Pakistan. It concluded that if under the prevalent conditions, an Islamic benchmark is launched in Pakistan; it will not be independent from the conventional benchmark unless certain regulatory and other measures are taken.

This initiative was well received by the audience and other presenters as it provided further avenues for research.

## Meezan Bank makes an impact at the 4<sup>th</sup> Asia Islamic Banking Conference in Malaysia

The 4<sup>th</sup> Asia Islamic Banking Conference, held at Kuala Lumpur, Malaysia witnessed an overwhelming participation from leaders in the field of Islamic Finance across the globe. The main agenda of the conference was to have discussions on the developments and progress of the Islamic Finance industry. Mr. Ahmed Ali Siddiqui, Executive Vice President and Mr. Suleman Muhammad Ali, Vice President from Meezan Bank established a strong presence of Pakistan in the conference.

Mr. Suleman Muhammad Ali conducted a comprehensive workshop on Sukuk. The workshop revolved around the performance of the Sukuk markets over the year and the growth opportunities that exist within the international Sukuk markets. Mr. Suleman emphasized on the potential that exists through innovative Sukuk structures which can play a dominating role in the growth of the Islamic finance industry and in this connection, unique Sukuk structures that have been developed and successfully executed in Pakistan were also presented.

Mr. Ahmed Ali Siddiqui, who is renowned for his expertise in Islamic finance, was invited as a panelist in the two most important panel discussions of the conference which were on 'Leaders Panel Discussion: Reliability and Sustainability of Islamic Banking' and 'Annual Open Fatwa Session'. Besides the panel discussions, Mr. Ahmed Ali Siddiqui also conducted a workshop on 'Documentation in Islamic Banking' which focused on clarifying and differentiating the documentations involved in Islamic banking and conventional banking. The workshop was unique by its nature as this area has had confusion since the inception of Islamic banking. Mr. Ahmed Ali talked about the various documents that are involved in Islamic finance with respect to their legal, regulatory and risk implications. Mr. Ahmed Ali emphasized on the need of sharing best practices and to standardize the documentations with liaison between Shariah scholars and the product and business teams, which would result in efficiency and cost reduction related to R&D. Concluding the workshop, the audience appreciated Mr. Ahmed Ali for sharing his valuable experience.

**Sohail Khan**

Learning &amp; Development and Corporate Communication

Meezan Bank took the initiative of supporting 'Friends of Adam', a welfare association for special children, for launching a unique initiative 'In Quest of Balance' that will provide disabled members of the society a sense of accomplishment by providing them a real-life work experience.

Under this initiative, a group of disabled young people will provide car tyre air pressure checking service for cars at Meezan Bank's Head office - Meezan House, Karachi and Meezan Bank will pay them for these services. This activity will give the special children a sense of accomplishment and value-addition in the society and will help in eradicating the stereotype mindset that special children cannot be earning members of a family.



This initiative was launched on October 22, 2014 at Meezan House and was attended by senior officials of Meezan Bank along with Mr. Tahir Bin Ghaffar, President - Friends of Adam and Mr. Wajid Mahmood, Manager Marketing, Anis Tyres and the Project Consultant to Friends of Adam.

'Friends of Adam' has been founded by Adam, a 15-year old disabled and epileptic child. Despite his physical disability, Adam has not only proved his worth to the competitive world by getting actively involved in diverse areas like sports, arts, social work, etc. but has also established the association to help other special children to overcome their weaknesses.

## GRAND ALLIANCE WITH CIMA GLOBAL; YET ANOTHER VALUABLE INITIATIVE

**Muhammad Azeem**

Product Development &amp; Shariah Compliance

Meezan Bank and Chartered Institute of Management Accountant (CIMA) laid the foundation of a long-term partnership for the purpose of mutually strengthening each other's capacity through providing professional education on the subject of Islamic Finance.

Being the first and largest Islamic bank of Pakistan, Meezan Bank will:

- Share its knowledge and expertise in the field of Islamic Finance through seminars and forums organized by CIMA all over the globe.
- Become a global partner to conduct trainings for CIMA's Islamic Finance Certification (IFC).
- Receive up to 25% discount for its employees on registering for IFC offered by CIMA.

CIMA will provide support by recognizing MBL's courses as CPD eligible courses and jointly market the programs offered by MBL through its contacts. CIMA will also get a pool of quality human resource from all over the world for permanent and internship opportunities at MBL.

A meeting was held for signing the Memorandum of Understanding at

Meezan Bank's Head Office, Meezan House, where Mr. Bradley Emerson – Regional Director for MENASA, Mr. Noel Tagoe – Executive Director of Education and Ms. Javaria Hassan – Pakistan Branch Manager, represented CIMA; while Meezan Bank was represented by Mr. Irfan Siddiqui – President & CEO, Mr. Ahmed Ali Siddiqui – Head of PDSC, Mr. Sohail Khan – Head of Learning & Development and Corporate Communication, Farhan Usmani, VP Shariah Audit & Advisory and Mr. Fayyaz ur Rahman – Unit Head CSR initiatives.



MEEZAN BANK  
PARTICIPATED IN

# JOB FAIRS 2013



**Muhammad Aneek Rehman**  
Human Resources

Meezan Bank started off with four branches in 2002 and currently has over 330 branches which will further increase by the end of 2013. This triumph would have been a difficult to achieve without teamwork. Various departments have played key roles in the consistent growth and expansion of the Bank, out of which, the Human Resources Department has the important responsibility of managing the human capital of the Bank in a way that a win-win situation is developed for both the organization as well as the individuals. To fulfill this important and exciting task of selecting the best candidates, Meezan Bank's HR department has taken many initiatives.

Meezan Bank was invited to participate in the IBA, LUMS, SZABIST, LSE, UCP, ICMA & MAJU Job Fairs held during 2013 at the



universities' main campuses. These are the top ranked business schools in Pakistan and their graduates are given priority by apex organizations in our country. Meezan Bank's HR professionals participated in these fairs to source potential candidates who would be beneficial to the Bank and can maximize our growth, satisfying our customers and other stakeholders.

Job fairs are as important to employers as they are to prospective employees. They present us the opportunity to meet and connect with hundreds of job seekers that otherwise might not have applied in the Bank.

The 2013 Job Fair activities have proved to be fruitful as the Bank's HR department was able to engage with over 7,000 graduates and post graduates as a possible employer. Not only was HR able to portray Meezan Bank as an excellent employment opportunity for students but also successfully marketed many of Meezan's Shariah-compliant products such as Labbaik, Car Ijarah and Laptop Ease. These events were made possible under the guidance of Mr. Irfan Ali Hyder, Head of HR and the Talent Management team led by Mr. Adeel Khan along with Mr. Farrukh Raza, Mr. Asim Rafiq, Mr. Asim Hussain, Mr. Aneek Rehman, Mr. Asaad Zaidi, Mr. Adeel Wajid, Mr. Jasim Baloch, Ms. Aasia Siraj & Ms. Mariam Saad.

## Meezan Bank Emphasizes on the Importance of Islamic Finance at FPCCI

**Ovais Kamil**  
Product Development &  
Shariah Compliance

The FPCCI's standing committee of Islamic Banking and Takaful conducted a seminar on the awareness of Islamic finance at the Federation of Pakistan Chambers of Commerce and Industries (FPCCI), which was exclusively held for the employees and office bearers of the Federation. Mr. Shaheen Ilyas Sarwana, Vice President – FPCCI, and Mr. Maher Alam Khan, Secretary General – FPCCI also attended the event. The event was a great opportunity to introduce the concept of Islamic finance to business community at large. Moreover, it served as an excellent platform for promoting the Vision of Meezan Bank and its diverse range of Shariah-compliant products and services.

Mr. Farhan ul Haq Usmani, Vice President, PDSC department, Meezan Bank, explained the basic principles of Islamic banking and finance in order to clear out the key misconceptions regarding Islamic banking & finance. Other representatives also shared their knowledge on the subject. The presentations were followed by an interactive question and answer session and distribution of giveaways to the audience by Meezan Bank.

## Meezan Bank makes a mark at the

### Islamic Finance news ROADSHOW 2013

## in Pakistan



The 4th Islamic Finance News (IFN) Pakistan Roadshow, held in Karachi was hosted by the State Bank of Pakistan (SBP). The event started with an encouraging keynote address by the Governor SBP, Mr. Yaseen Anwar on the Islamic finance industry of the country.

There were a number of panel discussions during the day with the top leadership of the Islamic finance industry of Pakistan. The first panel discussion was on 'Advancing Pakistan's Sustainable Growth and Development in the Islamic Finance Market' which included Mr. Irfan Siddiqui - President & CEO, Meezan Bank, Mr. Hasan Bilgarami - CEO, Bank Islami, Mr. M.A. Mannan - Executive Director, Silk Bank and other leading personalities.

Mr. Irfan Siddiqui spoke about the inroads which the Pakistani Islamic banking industry has made over the decade and how much Pakistan has to offer to other countries in terms of the skill set and expertise that the industry has developed. The second panel discussion was on 'Assessing the Growth Potential for Shariah-compliant Retail and Commercial Banking Products'. The panel included, Mr. Ahmed Ali Siddiqui - Executive Vice President, Meezan Bank, Mufti Najeeb Khan - Shariah Advisor, Summit Bank, Mr. Mujeeb Baig - Head of Product Development, MCB, Mr. Omar Mustafa Ansari - Partner, Assurance & Islamic Financial Services, EY. Mr. Ahmed Ali Siddiqui talked about the importance of Islamic banks to focus on developing personal finance alternates.

There were two more panel discussions, followed by a presentation on 'Outlook and Future Prospects for Islamic Microfinance in Pakistan' by Dr. Amjad Saqib - Founder & Executive Director, Akhuwat Foundation. The event witnessed an overwhelming participation from leaders throughout the Islamic finance industry.



### Islamic Banking seminar at Quaid-i-Azam University, Islamabad

#### Saqib Mustafa

Credit Manager, SME & Commercial  
Banking, Islamabad

Islamabad Area-1 organized a seminar for the students of Quaid-i-Azam University, Islamabad to enhance awareness among them about the importance of Islamic banking, and elimination of related misconceptions as well as educating them about the Riba-free banking system and products, especially those related to borrowing or financing.

Arrangements of the seminar were carried-out with the joint efforts of Mr. Nisar Kiani, EVP/Area Manager - Islamabad, Mr. Saqib Mustafa, VP/Credit Manager and Mr. Amir Bashir, Relationship Manager - SME/Commercial Banking. The faculty of Management Sciences at the university also made significant contributions towards making this event a success.

The seminar was inaugurated with recitation from the Holy Quran, after which Mr. Nisar A. Kiani, Area Manager presented a brief review about Meezan Bank, its continuous growth since inception, and the milestones achieved.

Farhan Usmani, VP Shariah Audit & Advisory-PDSC was the guest speaker who gave the presentation with the references of Quran & Ahadees.

The presentation was followed by a Questions & Answers session, which was a good opportunity for the audience to clarify their doubts & reservations about Islamic banking, prevailing among the general public.

# Meezan Bank's Portal – m

**"A sustainable, reliable, useful and easy to use Portal, that is comprehensive, engaging, inviting and customizable for the staff. The Portal will integrate information, empower collaboration and save staff time."**

**Hafidh Jamaluddin & Ali Imran Khan**  
Information Technology

Rapid change is the norm in today's world. We at Meezan Bank have continued to focus our energies and resources to improve our business model, develop our people, improve our processes and adopt new technology and trends to proactively manage the changes that are critical to our success as the country's leading Islamic Bank. It is now time to bring an improvement in the way we work internally; we need to collaborate and to become a social business! With Innovation as one of our core values, Meezan Bank is the first bank in Pakistan to be taking the step of implementing an Enterprise Collaboration Portal for the benefit of our staff!

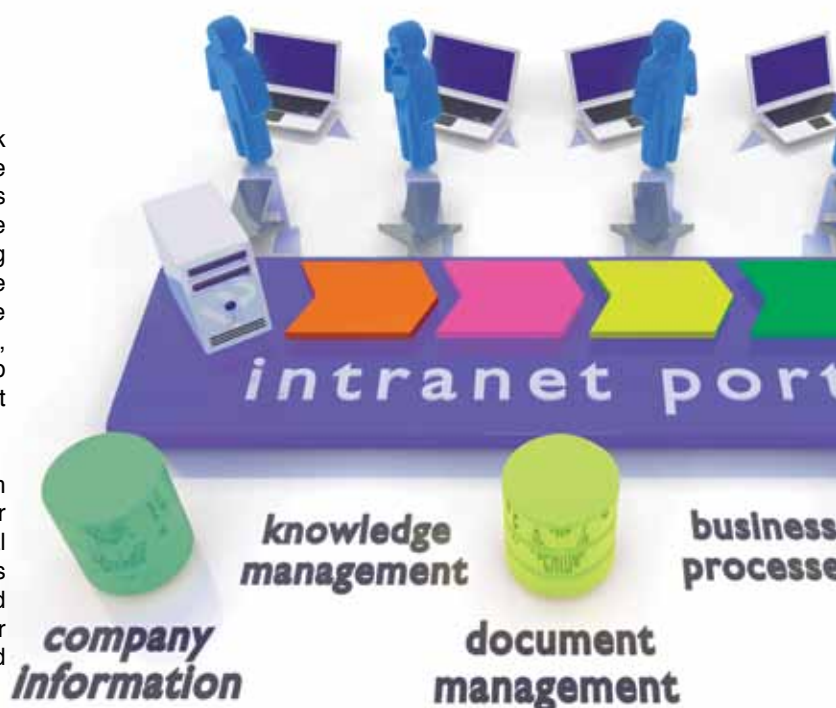
In 2013, a committee was put together to identify our problem points, bottlenecks, areas for improvement and evaluate their possible solutions. The results confirmed our need to go social and bring a solution in the Bank that would enable all employees to come on a single platform to improve the availability and accessibility of information across the network and further integrate our business processes to improve efficiency and reduce turn-around-time and operational expenditure.

As a social business – our team of Meezan Bankers, across all regions, will be empowered to build networks, connect with each other, share knowledge and experience, work together and faster, and contribute towards the development of various processes in the organization, thus collaboratively creating business value. A Collaboration Portal is a COSMOS for employees, a centralized platform that gives access to all relevant information, applications, business processes, employee learning & development options, employee communication and collaboration.

## Information and its Availability, Integrity & Confidentiality

The portal will change the way we share, capture and access information, knowledge, and documents. We will now have a centralized location to:

- Share documents and files between selected team members, groups and departments
- Contribute and share knowledge through discussion forums, wikis and development of your own blogs reflecting your contribution to the Bank
- Find and connect to the right person – at the right time, through directories and personal profiles highlighting each individual's skills, experience and domain of expertise



- Access and create documents, media files and information published on department portals
- Access and share work through department, team and project communities
- Search for content including employee profiles, blogs, emails (by permission), as well as content repositories and other information sources automatically and manually to find expertise and information

## Communication: Talk, Chat, Drop Messages and Email

The portal will allow you to use new ways of communication including:

- Chat and online conferences through virtual meetings with team members, regardless of their location
- Drop offline messages when the person is not available
- Email and communicate with all without shifting between screens and applications
- Connect with the best possible resources to effectively handle queries and issues
- Search through all forms of communication to quickly locate the right people, or their published content to access the expertise needed to solve a problem

# making Business Social!

## Work: Process and Speed

The portal allows us to develop and provide our staff with automation and workflows, thus reducing the need of physical documents. We will use this to automate large manual and paper based operations of branch banking, the credit approval process of corporate and investment banking as well as various processes of the human resources department, consumer banking etc.

The Portal will allow us to:

- Allow single User-id access to various systems like T-24, Oracle HRMS, Rosetta DMS, etc., thus eliminating the need to log-on to each system separately and giving access to all these systems through a single screen.
- Automate, through the Workflow application, the various processes that are presently being managed manually, thus eliminating the need of physical documents and speeding up the processes where physical documents have to travel to several seats for analysis, approval etc.

The electronic documents will also be time-stamped, thus enabling us to analyze process bottlenecks in addition to speeding up the process. This workflow-automation will be available for both departments and branches. This will:

- Reduce dependency on physically signed and moved documents between departments, head-office and branches
- Control and manage the movement of information and documents
- Track processes, status and monitor the effectiveness of a process and its gaps

## The Workspace: Your desk to work

The personal window is each employee's door to his or her day at the office. With a single sign-in authorizing you can:

- Access all relevant information (portals, communities, blogs, wikis, etc.)
- Access your personal and shared working documents
- Access your required applications and workflows from the portal
- Access your email and communicate through discussion forums, chats etc.

Social businesses platforms enable individuals to share information, knowledge and ideas through online discussions and publishing of informal content. This facilitates innovation, cross-pollination of ideas and knowledge upgrading, thus improving the quality of business decisions and enhancing engagement and satisfaction of both employees and customers. Social businesses enjoy lower operating costs, faster speed-to-market, improved customer and employee engagement, and increased profitability.

## IBM WebSphere Portal & Collaboration Accelerator – The Portal Solution for Meezan Bank

For the Collaboration Portal, we have selected IBM WebSphere Portal – Collaboration Accelerator & Connections as the portal infrastructure. The selection of IBM WebSphere was based on a detailed analysis of all the available solutions that comprised of a comprehensive technical and financial evaluation by a selection committee which included the Heads of Learning & Corporate Communication, PDSC and BASIC as well as members of the Information Technology team. In order to manage the critical concern of high-availability and performance, the Bank will also be investing in the acquisition of high-end IBM Power servers.



## This is Not an IT Project

The Collaboration Portal project is a project of the Bank and not just of the IT team! The Portal will have a major impact on the way we work and hence the development, implementation and finally the use of this portal requires input, contribution and support from all staff members.

Utility of the portal is not limited to business agenda alone, with this solution we will further promote the Islamic culture and Shariah-compliant processes within our teams which is the foundation of our Bank.

As the first bank in Pakistan to implement an Enterprise Collaboration Portal, the success of this project will further highlight Meezan Bank as a model bank which utilizes technology and innovation in not only its infrastructure but in its effort to develop its team cohesion, culture and relationships and Insha'Allah improve business efficiency and finally customer satisfaction with our services!

# First Consumer Business Conference - 2013

14 - 15 September, 2013 at PC - Bhurban



## Muhammad Bilal

Consumer Banking

This year, our Consumer Business units - Easy Home and Car Ijarah have completed a decade of their uninterrupted operations. To celebrate this achievement and devise the future business strategy, the Consumer Business Conference was held at Pearl Continental Hotel, Bhurban. A total of 84 employees including the core team of Consumer Banking i.e. Sales, Credit & Product and support units like CAD, Risk Management & Collections participated in this two-day activity.

Mr. Mohammad Raza, Group Head, Consumer Banking inaugurated the session with his insightful presentation analyzing the past performance and enumerating a future strategy to achieve "Sales beyond Targets" which transformed into the theme of the conference!

After Mr. Raza's motivational speech, Business Unit Heads (Easy Home, Car Ijarah & Laptop Ease) and Support Unit Heads gave a

brief outlook of the performance of their respective units. The other key feature of the day were the post lunch sessions, which were exclusive for a very focused and productive group discussion between business units and support units to improve working relationship.

The second day of the conference began with a thought provoking session by a well-known corporate trainer and motivational speaker Mr. Sohail Zindani. His 3-hour session got an overwhelming response and the participants got inspiration and energy to accelerate and perform in their respective areas.

The conference concluded with speeches by Mr. Ijaz Farooq (Group Head-Branch Banking) & Mr. Saleem Khan (Regional Manager-North), who were Chief Guest and Guest of Honor respectively. This was followed by a prize distribution ceremony where the top performers in Sales were awarded with tablet PCs and smart phones.

### LIST OF TOP PERFORMERS IN CONSUMER SALES

CAR IJARAH				
S. No.	Staff Name	Designation / Department	City	Prize
1	Adil Naveed	Hub Manager - Car Ijarah	Peshawar	Tablet PC
2	Shafiqat Ali	Relationship Officer - Car Ijarah	Karachi	Tablet PC
3	Arslan Abbasi	Relationship Manager - Car Ijarah	Karachi	Tablet PC
4	Sheraz Khan	Relationship Officer - Car Ijarah	Peshawar	Smart Phone
5	Omer Khan	Relationship Officer - Car Ijarah	Lahore	Smart Phone
6	Altat Memon	Relationship Officer - Car Ijarah	Hyderabad	Smart Phone
7	Taskeen Khan	Relationship Officer - Car Ijarah	Islamabad	Smart Phone
8	Muhammad Shafiq	Relationship Manager - Car Ijarah	Islamabad	Smart Phone
9	Muzammil Kazmi	Relationship Officer - Car Ijarah	Karachi	Smart Phone
10	Omer Khan	Relationship Officer - Car Ijarah	Karachi	Smart Phone
11	Rashid Hussain	Relationship Manager - Car Ijarah	DG Khan	Smart Phone
12	Zainul Abideen	Relationship Officer - Car Ijarah	Islamabad	Smart Phone
13	Muhammad Haroon Khan	Relationship Officer - Car Ijarah	Multan	Smart Phone
14	Nazim Ali Siddiqui	Relationship Manager - Car Ijarah	Multan	Smart Phone
15	Ali Ahmed	Relationship Officer - Car Ijarah	Karachi	Smart Phone
16	Khawaja Ashfaq	Relationship Officer - Car Ijarah	Rawalpindi	Smart Phone
17	Hammad Hassan Chishti	Relationship Manager - Car Ijarah	Bahawalpur	Smart Phone
18	Rajab Ali	Relationship Officer - Car Ijarah	Lahore	Smart Phone
19	Shehzad Abdul Baseer	Relationship Manager - Car Ijarah	Rawalpindi	Smart Phone

EASY HOME				
S. No.	Sales Staff	Designation	City	Prize
1	Muhammad Shahzad Baig	Relationship Manager - Easy Home	Karachi	Tablet PC
2	Muhammad Nazir	Relationship Manager - Easy Home	Islamabad	Tablet PC
3	Muhammad Ehtasham	Relationship Manager - Easy Home	Lahore	Tablet PC
4	Rauf Javed	Relationship Manager - Easy Home	Multan	Smart Phone
5	Khalid Waheed	Relationship Manager - Easy Home	Lahore	Smart Phone
6	Ghulam Sagheer	Branches Coordinator - Easy Home	Islamabad	Smart Phone
7	Aamir Rafique	Branches Coordinator - Easy Home	Karachi	Smart Phone

UN-SECURED FINANCING				
S. No.	Sales Staff	Designation	City	Prize
1	Asif Altaf	Relationship Officer - Laptop Ease	Multan	Smart Phone
2	Sheikh Nadeem	Relationship Officer - Laptop Ease	Islamabad	Smart Phone
3	Khalid Naseer Khan	Relationship Manager - Labbaik	Karachi	Smart Phone

# Implementing ITIL in the Bank – Development Roadmap of IT Service Management

**Ali Imran Khan & Hafidh Jamaluddin**

Information Technology

Meezan Bank's IT department is dedicated to improving the quality of services and support that is provided to the business units of the Bank as well as serving as a strategic business partner and planner for all units of the Bank. In 2010, IT presented a roadmap to the Bank's senior management highlighting the building blocks of development based on best practices, standards and frameworks including the ITIL, COBIT, CISM, PMBOK and research based on Gartner's 'IT Maturity Model' (2005). Alhamdulillah, following are the highlights of the achievements in 2013:

## **Service Request & Incident Management**

The implementation of IBM Tivoli Service Request Management (TSRM) provided for transparent request and incident management that has reduced Turn-Around Time through proper monitoring and automated escalation.

## **IT Service Desk**

The IT Service Desk has a dedicated helpline and provides the branches and head office with support to escalate, coordinate and resolve known incidents and standard service requests. This has simplified coordination between users and the IT department groups of support providers, application managers and technical managers.

## **Asset Management**

The implementation of IT Asset Management and Asset Discovery (IBM TAMMIT & TAD4D) has provided a single repository for the monitoring and tracking all IT assets available in the Bank.

## **Change Management & Configuration Management**

The implementation of IBM Change and Configuration Manager Database (CCMDB) manages the system configuration and change requests to provide for a controlled and process driven change management.

With the right tools in place and a trained and ITIL certified team of resources on the job, the department has followed the roadmap and has empowered itself to effectively work and encourage the proactive mindset in other departments. IT Service Management is currently saving a minimum of 9 hours a day of IT Managers who previously responded complaints / requests to the relevant resolver in the team. Reports to the departments of Audit and Service Quality, use of Service Desk and TSRM for non-IT services including Access Management and Administration, are all part of the cultural change IT has brought about in the Bank.

The team including Mr. Syed Arsalan Mehdi - Technical Team Lead, Ms. Rabeya Masood – Administrator and Ms. Hira Obeid - Team Lead Service Desk is worth mentioning for contributing in the maintenance and administration of the IT Service Management solutions. Mr. Abdul Rauf, Manager – Automation & Infrastructure and his team have also provided excellent support throughout the journey.

## Launch of First Commercial Centre

**Faisal Waheed**

The first Commercial Centre of Meezan Bank was launched at Hyderabad, Sind. Head Office business and Regional team members were together to grace the occasion which was also attended by Mr. Ijaz Farooq, Group Head Branch Banking, Commercial, SME and Agriculture Finance, Mr. Kazi Muhammad Aamir, Head of Commercial, SME and Agriculture Finance and Mr. Tanveer Zaman Khan, Regional Manager- Interior Sindh.

The idea behind this Commercial Centre is to put in place a self-contained infrastructure that is fully equipped to meet business requirements and to provide efficient and value added services under one roof. Focus on business, better understanding of local dynamics and placement of CAD and Trade Officers in Commercial Centre will enable the Bank to provide quality services at one window.

After achieving its highest-ever business figures, SME & Commercial Team is now all geared to keep this momentum going and exceeding business targets - both funded and non funded, for the year 2013.



Faisal Waheed

Meezan Bank has made strong inroads and established valuable relationships in the Ship breaking Industry by building a substantial credit portfolio with this industry within a short span of time.

Developing a good understanding of the intricacies and complexities of this particular industry, Meezan Bank ventured into this area under the guidance of Mr. Muhammad Shoaib Qureshi who supported the field and built the confidence of the management for allowing the team to enter this industry.

The departments that played an instrumental role and worked with the core team of CMD on this portfolio were South I & II regions, RMD, PDSC, Legal, CAD & Trade.

To acknowledge the efforts of all the key stakeholders, an exciting field trip was organized by Commercial Banking to Gadani Ship Breaking Yard. Officials of RMD and CBD visited "Dhakka" and acquired firsthand knowledge of the process such as beaching of ship, dismantling, etc. This first of its kind visit helped the participants in understanding process flow and the issues associated with it.



## Pan Pakistan Trainings for Meezan Kafalah - Meezan Bank's new Deposit product

Hassan Amir

Product Development & Shariah Compliance

Meezan Bank's Savings product with Takaful cover is all ready for roll-out with a bang. This latest addition to Meezan Bank's bouquet of offerings - Meezan Kafalah (MK), is indeed a first in the industry because of its unique and customer-friendly features. Alhamdulillah, our team's unrelenting commitment and focused attention from the management helped shape this product to be the first of its kind in the industry. Meezan Kafalah has a unique structure where:

- (i) The Takaful cover contribution shall be made by the Bank on behalf of the customer.
- (ii) Funds will be managed by the Bank; therefore the customer has the convenience that if he wants to withdraw his investment at any time, he will get 100% of his investment back, plus the profit. This is very different from the present industry practice where the customer faces a substantial deduction if he withdraws his funds within 6-7 years.

The trainings for Meezan Kafalah were organized all over the country by the Learning & Development department. These were conducted jointly by PDSC and Wealth Management Unit. PDSC was represented by Mr. Muhammad Fahim Siddiqui and Mr. Adnan Ahmed Khan, and the Wealth Management Unit by Mr. Adil Vawda and Mr. Malik Imran. The trainings encompassed all aspects of the product, such as its underlying concepts, difference between conventional insurance and Takaful and a comparison between Banca Takaful and Meezan Kafalah along with the governing SOPs.

No of sessions conducted: More than 40

No of audience covered: More than 2125

Regions covered: All three regions - South Central and North.

## Deposit Sales Marathon

**Kamran Zaffar**

National Sales Manager - Liabilities

Alhamdulillah, the Bank started the year 2013 with a tremendous last year performance. The year 2012 marked a major milestone in the history of Meezan Bank as it completed its prosperous journey of 10 years. The Bank has the distinction of being the fastest growing bank in the history of Pakistan over a ten year period with both deposits and branch network growing at approximately 50% per annum.

As we celebrate our past, it is important to understand the many opportunities that welcome the Bank on a path of continuous growth, in particular for the Commercial Banking – Liability Sales Unit.

The deposit account marathon was primarily designed & executed to understand the issues arising in the field, across the country. Every

region, city and area has different geographic and socio-economic environment and therefore all of them cannot be managed and supported sitting at the Head Office. To that end, the senior team of Liability Sales decided to hit the road and get in touch with every Branch, Area and Region – one by one.

A 15-day marathon was initiated from Karachi to Khyber covering all the seven Regions (i.e. 91 cities) with the objective of awakening the sales enthusiasm in all corners of MBL.

Taking the opportunity, we pushed the branches to review their deposit portfolio and strive hard, in letter & spirit, to achieve the Rs. 100 billion target in Current Accounts and work towards the milestone year-end deposit figure of Rs. 350 billion.

“Vision – 2013” of Mr. Ijaz Farooq, (Group Head – Branch Banking) was religiously communicated to each & every staff of Liability Sales Unit & Branch Banking in order to create synergy amongst the delegated strategies.

## Current Account Marathon Campaign

**Muhammad Nameer Siddiqui**

Premium Banking & Liability Product Management

The Current Account Marathon campaign is a competitive campaign in which every Region enters into a race with other Regions upon meeting the required Current Account deposit threshold.

The uniqueness of this campaign was that all Regions, Areas, Branches, RSMs, ASMs, were competing for victory on inter and intra regional basis.

The Winner and Runner-up Regions of the Current Account Marathon are:

Position	Region	Cash Reward
Winner	<b>Faisalabad Region</b> scored 2,906 points by exceeding the assigned Current Account deposit threshold by Rs. 1.78 Billion	Rs. 7.132 Million
Runner-up	<b>Lahore Region</b> scored 775 points by exceeding the assigned Current Account deposit threshold by Rs. 775 Million	Rs. 2.325 Million

Heartiest congratulations to Faisalabad region for securing first position in the Current Account Marathon. Faisalabad region remained on top since the second week of the campaign and never lost its position till the end. This region also managed to mobilize over Rs. 500 Million additional Current Account deposit during the retention period of the campaign. Hats off to Mr. Anwar ul Haq and Team for this outstanding achievement.

In the initial round, South-II Region was on the Second position and Lahore Region was on the Third. However, during the retention period, South-II Region managed to sustain its runners-up status till the verge of completion of the retention period; but in the last few days lost some points and the Lahore Region managed to climb up to the runner-up position. Heartiest congratulations to the Lahore Region for achieving the runner-up position in the Current Account Marathon. Many congratulations to Mr. Aasim Salim and his Team.

### List of Winning Top Area Managers, RSMs and ASMs

Position	Region	Top Area Manager	RSM	Top 2 ASMs	
1 <sup>st</sup>	Faisalabad	Mr. Moazzam Saeed	Mr. Farid Ahmed Khan	Mr. Syed Mubashir Wasi	Mr. Zulkifal
2 <sup>nd</sup>	Lahore	Mr. Naeem Sarfraz	Mr. Rizwan Raza	Mr. Syed Hashim Raza	Mr. Mudassir Nazir
3 <sup>rd</sup>	South-II	Mr. Ameen Khawaja	Mr. Sohail Akhtar	Mr. Ayaz Ahmed Dahar	Mr. Obaid Aslam
4 <sup>th</sup>	South-I	Mr. Sher Afsar Khan	Mr. Mehdi Abbas	Mr. Najeeb Ullah	Mr. Zeeshan Abbas
5 <sup>th</sup>	Multan	N / A	Mr. Ghulam Samdhani	Mr. Naveed Shahzad	Mr. M. Aamir Khan
6 <sup>th</sup>	North	Mr. Imtiaz Ahmad	Mr. Khuwaja Tariq	Mr. Saddam Hussain	Mr. Tanzeel ur Rehman

It is imperative to mention here that the collective efforts of our Branch Banking and National Sales teams have resulted in Current Account deposit growth by Rs. 10 Billion (approx.) since the start of this campaign on 17th May, 2013 till its end on 31st July, 2013.



## Mr. Saleem Khan addresses the Completion Ceremony of TCO Batch – North

**Ali Raza Nemati**  
Learning and Development

Regional Manager-North  
Mr. Saleem Khan, visited the Learning & Development Center, North Region at Bara Kahu, Islamabad to address the TCO Batch-2 Trainees for the completion ceremony of the Batch training program.

Mr. Saleem Khan addressed the TCOs and shared his professional experience and examples gained from his decades of professional excellence in the banking industry. He explained the importance of cashiers being the key contact point for almost all branch banking customers. He highlighted that if the person serving the customer on the cash counter had the mindset to make an extra effort, they can effectively help in cross selling and deposit mobilization in the branch and can become a very effective member not just of the Operations team but also the sales and deposit mobilization team.

He also emphasized that Branch Managers should groom the tellers in their team in a way that they become their assets and helping hands in achieving of their targets and also get growth opportunities in the rapidly growing Meezan Bank network.

He concluded his talk with conveying best wishes to the batch trainees and praying for the success of Islamic banking in Pakistan.

Meezan Bank to co-brand Vertex and Emaar Pakistan's real estate project



# The Dreams

**Mirza Adeel Baig**  
BM, F-6 Markaz, Islamabad

Vertex International Builders and Emaar Pakistan have launched another joint project of exclusive villas that can be acquired with only 20 per cent down payment and paying the balance price on easy installments.

Meezan Bank is going to provide credit facilities of up to 70 per cent to those who are interested in obtaining finance to book their villas. Meezan Bank has also entered into co-branding arrangements with Vertex and Emaar for this particular project named – 'The Dreams'.

The theme at the colourful launching ceremony was 'Stretch your lifestyle dreams to a new luxury living'. Meezan Bank placed a counter at the launching ceremony in order to ensure proper customer facilitation right from the beginning of the project. Former Prime Minister Azad Jammu and Kashmir Barrister Sultan Mehmood Chaudhry was Chief Guest on the occasion. The ceremony which was followed by dinner, firework at the beautiful lawn was largely attended by the elite of the twin cities of Rawalpindi and Islamabad.

A large number of families thronged at the launching site and showed keen interest to book these affordable and exclusive villas after having a view of the location. Banking on this opportunity, Mr. Nisar Ahmed Kayani – EVP / Area Manager - Islamabad and Mr. Mirza Adeel Baig – Branch Manager F-6 Branch conducted a lucky draw and distributed gifts to the winners.

## Liability Sales Session & Performance Review of SITE Industrial Area

**Ayaz Ahmed Dahar**  
ASM, SITE Area, Karachi

A series of trainings were recently conducted to transform mindsets and enhance soft skills. These sessions equipped the participants with the knowledge required to enhance customer interaction. From listening and problem solving & communication skills, all soft skills were being discussed to add a new perspective to customer dealing.

Performance Review is a regular practice at MBL Region South-II aimed at reviewing the business progress together with senior regional management. This session also

provides the opportunity to share achievements and discuss major challenges along with the required action plans.



During review, the Q2 results of each Team leader were discussed in detail. Mr. Tariq Mehboob, Regional Manager South-II appreciated and rewarded staff on their outstanding performance.

## ITIL Training at Meezan Bank

**Hira Obeid**  
Information Technology

The Learning & Development department arranged a 3-day Information Technology Infrastructure Library – ITIL Foundation training, in line with IT department's objective to implement ITIL framework in the Bank. The training for 20 staff members included various areas of IT, Information Security and Service Quality departments.

ITIL Framework is the most recognized best practices and framework for IT Service Management, which focuses on effective governance, management, strategy development, operations and continuous improvement of IT services for an organization.

The ITIL Foundation training was conducted by Mr. Ikram Ahmed Khan, a reputed certified ITIL Expert, PMP, PRINCE2 Practitioner, COBIT Foundation, Six Sigma Black Belt, ASQ Certified Software Quality Engineer and COPC Registered Coordinator. He represented Business Beam (Pvt.) Ltd., a recognized consultancy and training company for international certifications including those for IT Project Management, IT Service Management, Governance & Architecture, Quality Management, and Process Improvement.

IT Service Management team comprising of Mr. Hafidh Jamaluddin, Deputy Manager – IT Operations, ITSM & Portal, Ms. Hira Obeid, Service Desk Manager and Ms. Rabeya Masood, Administrator – ITSM & Portal enrolled and passed the ITIL Foundation Certification examination later in the month.

## LAUNCHING

# SMS BANKING

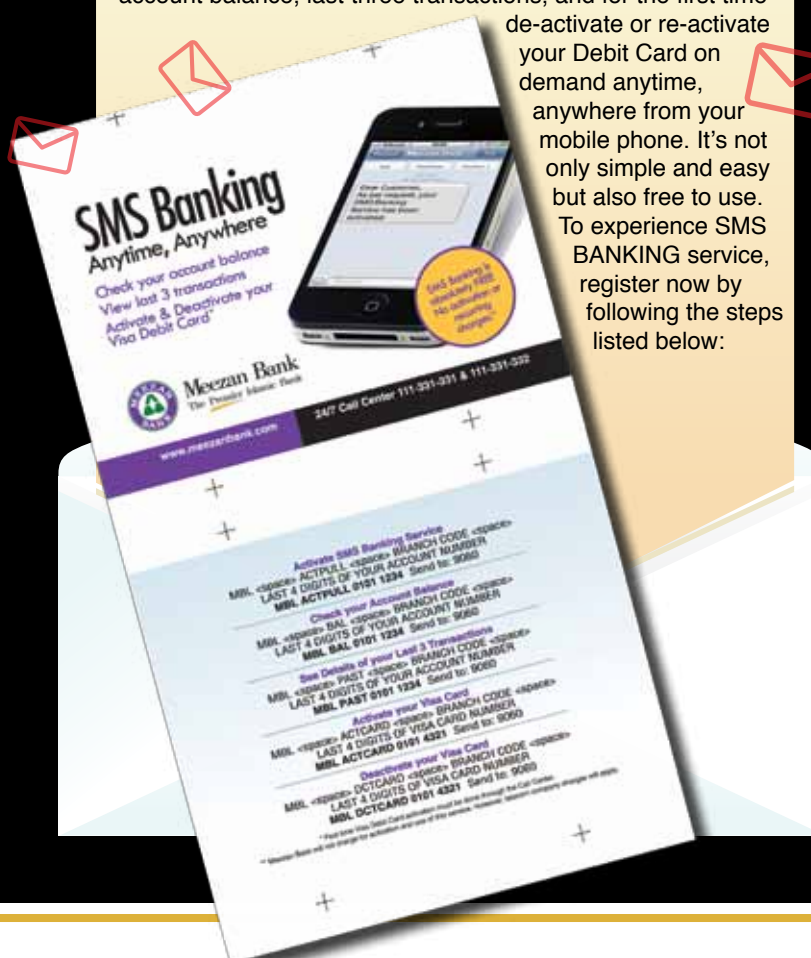
- enroute to world class Islamic banking!

**Asad Shakil**  
Alternate Delivery Channels

After the successful launch of Inter Bank Funds Transfer (IBFT) services on ATMs this year, Meezan Bank's Alternate Distribution Channels (ADC) has achieved another milestone by adding SMS BANKING to the Bank's portfolio.

This is an interactive service that allows you to check your account balance, last three transactions, and for the first time

de-activate or re-activate your Debit Card on demand anytime, anywhere from your mobile phone. It's not only simple and easy but also free to use. To experience SMS BANKING service, register now by following the steps listed below:



## Kharadar Branch wins SERVICE CHAMPIONS BRANCH AWARD for October 2013

**Javed Ahmed**

BM, Kharadar Branch, Karachi

In recognition of its superior customer services, Meezan Bank's Kharadar branch has been awarded the "Service Champions Branch Award" in the residential category, for the month of October 2013. Winner for this award is selected through a comprehensive and intensive evaluation mechanism and criteria laid down by the Service Quality department.



The criteria include marks for items such as customer dealing, product knowledge, accuracy of work, timeliness of telephone response, punctuality of the staff etc.

This is a monthly practice and is an open opportunity for all branches to compete and deliver their best. A small ceremony was organized by the Regional Manager – Mr. Muhammad Abid to celebrate and share the moment with all team members who worked hard and delivered superior results despite the challenging law and order situation in the vicinity.



## Meezan Bank issues Largest LC till date to PARCO

**Kaleemullah Malik**  
Financial Institutions and  
Correspondent Banking

**Kamil Malik**  
Corporate & Investment Banking

Capitalizing on Meezan Bank's strong financials and efficient team work of Corporate Banking South and the Financial Institutions team, the Bank established the first crude oil LC of USD 56,743,600 (approx Rs. 6,072m) for Pak Arab Refinery Limited (PARCO). This is the largest LC established by Meezan Bank till date.

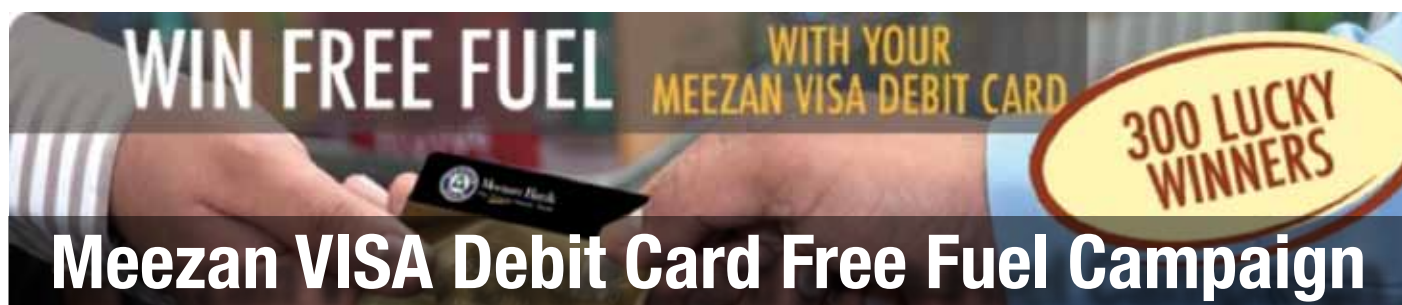
PARCO awards such LCs through a monthly competitive bidding process in which all panel banks are invited to participate and the LC is awarded to the bank with the

most competitive rates, which is usually one of the top five largest banks in Pakistan. It was a challenging task for Meezan Bank- given the customer and beneficiary's stringent requirements. Additionally, the LC required advising and confirmation by a list of top tier banks in the UAE region.

Alhamdulillah, due to the joint efforts of all business partners, Meezan Bank was able to route this business in the month of September 2013. The core team is thankful to CAD, Shariah and Trade and the Bank's senior management for their guidance and support in this transaction.

**PARCO**





### Tajdar Haider

Alternate Delivery Channels

Meezan Bank launched its first-ever Free Fuel campaign on June 15, 2013 in collaboration with Pakistan State Oil (PSO) for Meezan VISA debit card customers.

Spread over a duration of two months, Meezan VISA debit card customers were given an opportunity to win 10 Liters of petrol through a lucky draw by performing 5 retail transactions of a minimum of Rs. 100 each. The campaign was well

received with a surge in retail transactions by 85% in Rupee volume and 27% increase in the number of retail transactions within two months only. 300 Lucky Winners were awarded with PSO's Fuel Cards worth 10 Liters each!

## Better Customer Service Results in Zero Penalty by Banking Mohtasib

**Saud Hassan**  
Compliance

According to the recently published Banking Mohtasib Pakistan (BMP) Annual Report for the Year 2012, it is noted that 972 formal and 3,026 informal complaints were lodged against various banks with BMP. Out of the total 972 formal complaints, only 16 related to Meezan Bank, who therefore achieved the milestone of zero penalty for the year 2012.

This excellent achievement was made possible through active engagement with BMP of Head of Compliance being the Key Contact Person and efficient handling of customers' concerns by the Service Quality department and all other related stakeholders.



Serial No.	Bank	Total Branches	Complaints Received	Complaints per Branch
1	Meezan Bank Limited*	310	16	0.05

\*Meezan Bank is at the 5th lowest position among all banks, which is a very positive thing.

## First MOGAS LC of



## by Meezan Bank

**Ammar Rahim**  
Corporate Banking

Alhamdulillah, Corporate Banking – South in coordination with all stakeholders of the Bank, established the first 50,000 MT MOGAS LC of PSO of USD 53,000,000 (approx Rs. 5,600 million) on Oct 10, 2013. This was the second largest LC established by Meezan Bank to date. 50% of the LC liability was booked by Dubai Islamic Bank under risk participation agreement arranged by the Investment Banking department of Meezan Bank.

In addition to the funded utilization of limits by PSO, one of our valued corporate clients, they have routed substantial trade business through Meezan Bank over the years. Currently, they have given record trade business of Rs.19.1 Billion (2012 Rs. 10.8 Billion).

The Bank looks forward to further strengthening its relationship with PSO and making further inroads by cross selling different Meezan Bank products, including consumer assets, to PSO staff as well as entering into FI / treasury transactions, investment banking deals with the company.

## Meezan Bank Partners with to Install Energy-efficient ATMs

Meezan Bank will soon launch the initiative of expanding its ATM network through installing energy-efficient ATMs in collaboration with TouchPoint, distributor of Diebold energy-efficient ATMs. This initiative is a part of the Bank's focus on delivering technologically advanced and efficient products and services to its customers.

Speaking on the occasion, Mr. Ariful Islam, Deputy CEO of Meezan Bank said, "We are always making efforts to improve our products and services to enhance the convenience we offer to our customers and this initiative will help us both reduce our cost as well as make our contribution in conserving the environment." Mr. Omer Salimullah, National Manager, Alternate Distribution Channels said, "Meezan Bank has worked closely with TouchPoint to assess the feasibility of these ATMs. These new energy efficient machines will help the bank grow its ATM footprint in areas where availability of power is a challenge."

Mr. Veqar ul Islam, President -TouchPoint Group, mentioned, "We are excited to launch these energy efficient ATMs in Pakistan. The ATM will contribute in significantly reducing the

usage of diesel and electricity. We would like to thank Meezan Bank for showing their confidence in TouchPoint for deployment of 50 units nationwide. We believe that the advent of these low-cost, cheaper to operate machines will contribute towards faster proliferation of ATM's in the country."



## Dr. Muhammad Imran Usmani, Shariah Advisor Visits F-10 Markaz Branch, Islamabad

**Muhammad Jaffar Ashraf**  
 BM, F-10 Markaz Branch, Islamabad

This is the matter of profound gratitude and pleasure to have visit of respected Dr. Muhammad Imran Usmani, Shariah Advisor of Meezan Bank along with Mr. Farhan ul Haq Usmani, VP/ Manager Shariah Audit & Advisory and Mr. Muhammad Basharat, Regional PDSC Coordinator North at F-10 Markaz Branch, Islamabad.

During his visit, Dr. Imran Usmani asked about the methods adopted by the branch to market and draw customers towards Islamic banking products and services. Mr. Afzal Mujtaba, outgoing BM

updated and Mr. Jaffar Ashraf incoming Manager also explained to Dr. Usmani about proposed product for one of our prospective and valued corporate client which is being developed by PDSC Team, on which, he also gave guidance. He also reviewed the Shariah Audit Reports of the branch for the years 2013, 2012 and 2011.

Dr. Muhammad Imran Usmani also addressed the branch staff which motivated and guided the staff and customers present. He also appreciated the efforts of the entire branch for achieving the highest Shariah Audit Rating "Excellent" for the last three years continuously and prayed that they

continue this passion in future (Insha Allah). Mr. Farhan Ul Haq Usmai also advised the branch to continue this achievement in the years to come.

Dr. Imran Usmani also noted his kind words on Executives Visit Book of F-10 Markaz Branch, Islamabad, which was a great honor for our branch. His presence was a memorable occasion and will be remembered by all team members.

Mr. Nisar Kiani, Area Manager, Islamabad thanked the Guest of Honour and the PDSC team for their valuable support, especially the efforts of Dr. Imran Usmani for establishment & development of Islamic banking.



## Customer gets WOW experience, thanks to

### Mr. Ahmad Waqas Zia

Cash Officer, Khanpur - Multan Region

Mr. Sheikh, a customer of DHA 4 branch, has a distribution network of Auto parts. He finds it very convenient to bank with Meezan Bank as he frequently travels across the country for collection purposes and he never has to carry cash from the town of collection because he can always find our branches in his near vicinity.

He especially mentioned the commendable service provided by Mr. Ahmed Waqas Zia of our Khanpur branch during his visit to deposit cash after collection rounds from various locations. Mr. Sheikh had not been able to reconcile all his recoveries so he filled out a deposit slip for the amount of cash that he thought he had, but Mr. Ahmed insisted him to tally the amount mentioned on the slip with the actual amount deposited. Mr. Sheikh confirmed the amount and got surprised when he found through Mr. Ahmed that he had submitted excess cash, gladly returned! Mr. Sheikh was very pleased and wished to have this appreciation placed on record.



## Hafidh Jamaluddin

Meezan Bank's first PMP Certified Project Manager

Mr. Hafidh Jamaluddin, Deputy Manager – IT Services, BCP & Portal, has gained the certification of a 'Project Management Professional' (PMP) from the Project Management Institute (PMI), USA. PMI's Project Management Professional credential is globally the most recognized certification for project managers which endorses the experience, education and competency required to lead and direct projects in any industry.

Mr. Hafidh Jamaluddin has been associated with Meezan Bank since 2006 and has managed numerous special projects in his previous capacities of Project Manager – Marketing Department and Project Manager – Corporate Communications. He is currently managing IT projects including Business Continuity Planning, IT Service Projects and the Enterprise Collaboration Portal.

## Muhammad Amin

Qualified as Member of Chartered Institute of Secretaries

Mr. Muhammad Amin, Vice President – Administration and Branch Expansion, has qualified as a "Member of Chartered Institute of Secretaries" (CIS) from Institute of Corporate Secretaries of Pakistan.

CIS credential is the most recognized qualification for Company Secretaries and endorses the experience, education and competency required to support and direct the Management in relation to Corporate Affairs in any industry.

Mr. Muhammad Amin has been associated with Meezan Bank since 2007 and is a senior member and integral part of the Bank's Administration department's team. He simultaneously managed office and continued his education for completing the CIS qualification.

## Shoaib Yaqoob

Adds CFA charter to his professional accolades

Mr. Shoaib Yaqoob, Senior Corporate Dealer of Meezan Bank's Treasury dealing room - Lahore has added CFA to his list of professional qualifications. He is already an ACCA and is the first individual amongst the Bank's existing 4 CFA qualified dealers to achieve this coveted charter.

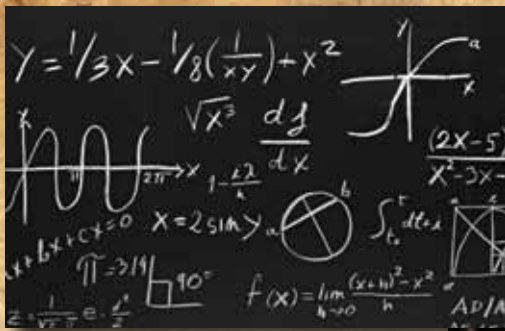
The CFA Program is a globally recognized graduate level curriculum that provides a strong foundation of real-world investment analysis and portfolio management skills along with practical knowledge that one needs in today's investment industry.

## Muhammad Bassalat Bin Sajjad

Passes CFA Level 3 Exams

Mr. Bassalat Bin Sajjad, Relationship Manager at Corporate Banking Lahore, has passed the CFA level 3 exams. He will become a CFA Charterholder soon Insha'Allah after completing the relevant experience requirements.

**Congratulations  
on your  
achievement**



# Revolutionary Scientists of the Muslim World Calendar 2014

Meezan Bank's calendar has always played its role in enhancing the Bank's brand image and has become a much sought after giveaway because of its aesthetic design and interesting content. The calendar for 2014 is based on the theme – 'Revolutionary Scientists of the Muslim World'.

While reading about Islamic history, one cannot help but be amazed at the scientific and intellectual accomplishments of the Muslims when many parts of the world languished in the dark ages. From medicine to mathematics, engineering to pharmacy and arts to physics, during their Golden Age, Muslims were at the forefront of almost all sciences, making new discoveries and building on earlier ones. The profiles given in this calendar are very brief and in no way cover the large amount of work done by these individuals, but certainly give us an idea of their extensive contributions to all branches of science.

The calendar was produced, after extensive research from printed publications and online resources, by Meezan Bank's in-house project team comprising of Mr. Sohail Khan, Head of Learning & Development and Corporate Communication, Ms. Rabab Abedi, AVP - Manager Corporate Communication and Mr. Faisal Saleh Palijo, Designer Marketing Department. Mufti Bilal Qazi of the PDSC department also supported the team in research and vetting of information published in this calendar.

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