



**Meezan Bank**  
The Premier Islamic Bank

# pages

## Page 04

Profit after Tax grows by 19%

## Page 06

Meezan Bank collected Hajj Applications this year

## Page 08

Strategy meeting at Singapore

## Page 9

Winning Together 2015

## Page 14

First Islamic Branchless Banking in Pakistan

## Page 16

Two -Day Financing Conference

## Page 20

Illustrations from Annual Report 2014

## SMART BANKING... with new ADC Services



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

Dear Meezan team members,

السلام علیکم ورحمۃ اللہ وبرکاتہ

Alhamdulillah, Meezan Bank has risen from being the smallest bank in the country to becoming one of the largest in a span of just 12 years. Our focus on providing our customers quality services and a comprehensive range of banking products has been a key contributor in this phenomenal growth and success.

With the increasing competition in the banking industry and the declining discount rate scenario, the ability to provide a superior banking experience to the customers will be a key contributor towards the long-term survival of banks in the country; and the ability to leverage technology to improve the customers' banking experience will be a major factor in this.

I have highlighted experience in the above para because it is customer experience that drives loyalty and positive word of mouth. 'Experience' comes from everything that a customer does with the Bank – range and attractiveness of products (including pricing); service; TAT and problem resolution (the speed with which we respond to problems/complaints raised by customers). All of these factors play a part in building customer experience and this is why we must, as a team, focus on improving the overall 'customer experience'. Our objective is to make the customer experience so good, that he never even considers the possibility of switching to another bank.

We believe that technology can play an important role to help us improve customer experience. Towards this end we have two important tools that can increase customer convenience – Internet Banking and our Mobile Banking App.

### Internet Banking

Internet Banking, enables customers to do most of their banking transactions from the comfort of their home or office. This reduces customer load at the branches, enabling staff to provide better service to the customers that do visit the branch. We are providing numerous facilities through our Internet banking service, some of which are:

- Instant transfer of funds to any Meezan Bank account (free) as well as to accounts of 29 other banks in Pakistan via IBFT service (charges apply)
- Free utility bill and mobile phone top-up payments
- Request for cheque books and pay-orders
- Review and download account statements, etc

Presently, approximately 15% of our customers are utilizing our internet banking facility, which is a very small number compared to the potential of this facility. One key reason this facility is not being commonly used by customers is that our staff has still not acclimatized themselves with it. It is extremely important that we understand the features of Meezan Internet Banking, and the best way to do this is to register for this service and use it to transfer funds, pay utility bills or top-up your mobile phones. This way, you will experience for yourself the convenience offered by this facility and will be better able to inform and educate our customers.

The Learning department has taken the initiative of rolling out e-learning modules of various elements of our Internet Banking service. I expect each and every Meezan team member to go through these learning modules. I would also ask you to register for Meezan Internet Banking and explore its various features so that when customers have a query about our Internet Banking, you can properly answer it.

To highlight the importance of internet banking as a key element in the Bank's long-term plans, I have also instructed the Service Quality department to include branch staffs' understanding of our Internet Banking as a parameter of branches' service quality rating.

### Mobile Banking Application

The second important tool, launched in 2014, is our Mobile Banking App. The App enables customers to do their banking transactions through their smart phones and tablets. Informing our customers about the App is the responsibility of every employee of Meezan Bank; which, again, will only happen when you familiarize yourself with this very useful application by downloading and using it frequently.

At Meezan Bank, the confidentiality of customers' information is always paramount. Many amongst us fail to utilize our internet banking service just because we think that this service is insecure. Please note that our Internet Banking and Mobile Banking App is secured with Class3 EV SSL (Secured Socket Layer) certificate which ensures a secure connection between our Internet Banking website and customer's browsers. Additionally, we also utilize two-factor authentication (2FA), to secure our funds transfer transactions and prevent potential frauds. These elements, amongst others, make our Internet banking an extremely secure facility.

Meezan Bank owes its success to the professionalism and hard work of its staff. I am confident that we all realize the value of this important service and will do our best to understand it and help our customers benefit from it.



### Editorial Team

#### Chief Editor

Sohail Khan,  
Head of Learning & Development and  
Corporate Communication

#### Editors

Rabab Abedi,  
Manager Corporate  
Communication

Sana Nooruddin,  
Deputy Manager Corporate  
Communication

M. Ali Ahsan  
Communication Officer

**Creative**  
Wizard of Oz

#### Email

newsletter@meezanbank.com



is also available for download at :  
[www.meezanbank.com/newsletter.aspx](http://www.meezanbank.com/newsletter.aspx)

## The most noble of you in the sight of Allah is the most righteous of you. [49:13]

Allah SWT has given to his servant two types of commandments, orders and prohibitions. Some of these commandments pertain to what man does outwardly like obligation of Salah, fasting, Hajj and Zakah and the unlawfulness of liquor and interest etc. Similarly some commandments pertain to what one does inwardly for example patience (Sabar), gratitude (Shukr), trust in God (Tawakkul), and sincerity (Ikhlas) and other graces of behavior which are all obligatory; or envy (Hasad), miserliness (Bukhl), hypocrisy (Riya), arrogance (Takabbur) and other disgraces of behavior which are all forbidden.

The matter of fact is that inward human deeds are, in reality, the foundation of what man does outwardly. If one is rich in inward merits, especially if one has made the efforts to have his evil traits of character corrected, then, in all likelihood, his outward deeds also get to be correct. Otherwise one who carries with him the weaknesses of inward deeds will find his outward deeds remaining equally defective forever. So it is very necessary for every Muslim that he should correct and civilize his inner self. This verse particularly discuss the nobility of those people who adopt piety i.e. abide the orders and avoid the prohibitions of inward and outward deeds.

## Message from Human Resource

Irfan Ali Hyder  
Human Resource

Alhamdulillah, the appraisals activity for 2014 has been successfully completed. Increment, promotion and bonus announcements have been made and appraisals letters have been given to all staff. I would like to take this opportunity to highlight some of the important elements of this year's appraisal exercise.

One important element of this appraisal exercise was the Bank's focus on giving better increments to staff of lower seniority. The increments pool was therefore divided as follows:

SO & below, as well as staff on contract	18%.
AM to VP	14%
SVP and above	12%

The overall salary increase for the Bank was 15%, which is significantly higher than average increments in the country's banking sector which were in the range 8 to 10%. Meezan Bank's staff therefore benefitted from higher-than-market increments in a year when inflation was significantly lower than previous years. Another positive impact of the higher increase in junior staff salaries is that their provident fund, gratuity and future bonuses will also be higher because of the improved salary base.

Meezan has a track record to paying high bonuses and this is because the Board believes in aligning the performance of the Bank to the bonus pool available for payout to staff – the bonus pool is calculated on the basis of an approved formula that is directly linked to the net profit of the Bank. The Board also approved a special one-time deferred bonus to selected staff under a scheme known as Retention Scheme for Selected Staff (RSSS). This deferred bonus was announced to a small percentage of staff, selected out of the pool of all staff in the grade of VP II and above. Although, the RSSS is a one-time distribution, the management of the Bank may consider this scheme in future years as well, if the profitability of the Bank allows it.

I am sure that with our increments being among the highest in the market and the large bonus pool, Meezan Bank has once again demonstrated the great value it places on the satisfaction and well-being of its staff. The year ahead offers great opportunities in a competitive and challenging financial market, and I am confident that the Bank will achieve ever greater successes through your professionalism and dedication to the cause of Islamic banking.

## Meezan Bank Participates in Pakistan Auto Show (PAPS) 2015

Nasir Imam

Consumer Finance

Meezan Bank Car Ijarah participated in 'Pakistan Auto Show 2015' held on 6<sup>th</sup> to 8<sup>th</sup> Mar, 2015 at Karachi Expo Center. There was high participation from the entire auto industry of Pakistan and almost 250,000 people who attended the auto exhibition.



Positioned at a prominent place, the Car Ijarah department had many interesting and engaged activities planned to reach the audience. The key highlight was to interact with potential customers /visitors and give information about our product and services.





# Meezan Bank wins international accolades

In recognition of its commitment to quality, customer satisfaction, innovation and reliability to the cause of Islamic Banking, Meezan Bank won international recognition from leading publications in the first quarter of 2015.



Best Islamic Bank in Pakistan



- Best Islamic Bank, Pakistan
- Best Islamic Retail Bank, Pakistan
- Best Islamic Trade Finance Bank, Pakistan
- Best Islamic Investment Bank, Pakistan
- Best Sukuk House, Pakistan
- Best Islamic Trade Finance Deal, Pakistan

## ASIAMONEY

Best Islamic Bank in Pakistan



## Profit after Tax grows by 19%

By the Grace of Allah, Meezan Bank has maintained its growth momentum and recorded good results for the first quarter ended 31<sup>st</sup> March, 2015. Profit after tax increased to Rs 1.31 billion from Rs 1.10 billion, resulting in a growth of 19%. The Earnings per share of the Bank for the first quarter of 2015 was Rs. 1.31 per share (31<sup>st</sup> March, 2014: Rs. 1.10 per share). Deposits of the Bank increased to Rs. 391 billion as at 31<sup>st</sup> March, 2015 from Rs. 380 billion as at 31<sup>st</sup> December, 2014.

## Meezan Bank holds its 19<sup>th</sup> Annual General Meeting

The 19<sup>th</sup> Annual General Meeting (AGM) of Meezan Bank Limited was held on 27<sup>th</sup> March, 2015 at its Head Office – Meezan House, Karachi. The Chairman Audit Committee, Mr. Mohammad Abdul Aleem chaired the AGM, which was attended by Meezan Bank's management team, external auditors and shareholders of Meezan Bank.

Shareholders were informed that during the year, Meezan Bank's performance remained outstanding in all areas of its business activities. A significant achievement during the year had been the successful acquisition of the Pakistan operations of HSBC Bank, one of the leading retail banks in the world. The Bank earned Profit-after-tax of Rs. 4.570 billion in 2014 compared to Rs. 3.957 billion recorded last year. Earnings per share (EPS) for the year increased to Rs. 4.56 (2013: Rs.3.95). Deposits increased by 31% to Rs. 380 billion in 2014, while its financing portfolio grew by 38% to Rs. 176 billion. Furthermore, the non-funded business, which primarily includes Imports and Exports, crossed Rs. 375 billion.

The shareholders acknowledged the impressive performance of the Bank and approved the annual audited accounts for the year ended 31<sup>st</sup> Dec, 2014. The shareholders also approved the 12.5% final cash dividend i.e. Rs. 1.25 per share. This is in addition to the earlier interim cash dividend of 15% paid in August which brings the total payout of the Bank for the year to Rs. 2.75 per share (i.e. 27.50%). This declaration maintains the Bank's unbroken payout record since its date of listing on the Stock Exchange.

## Meezan Bank collaborates with Islamic Development Bank to conduct Islamic Banking workshop for the Central Bank of Djibouti



From left to right: Dr. Dawood Ashraf from IRTI – IDB, H.E. Ahmed Osman from Banque Centrale De Djibouti, Mr. Ahmed Ali Siddiqui from Meezan Bank, Mr. Ousmane Seck from IRTI – IDB and a member of the Banque Centrale De Djibouti team.

Meezan Bank collaborated with Banque Centrale De Djibouti (Central Bank of Djibouti) and Islamic Development Bank's research wing (IRTI) to conduct a workshop on Transparency, Disclosures & Governance in Islamic banking for the Central Bank of Djibouti in Djibouti, Africa. Inaugurated by the Governor of the Central Bank, Mr. Ahmed Osman, the program was aimed at building Islamic Banking capacity within the industry and was attended by participants from both the local Islamic and conventional banking industries, including senior officials of the central bank. The workshop was conducted by Mr. Ahmed Ali Siddiqui, Head, Product Development & Shari'ah Compliance at Meezan Bank and Dr. Dawood Ashraf from IRTI, IDB's research division.

## Meezan Bank & United Window (Amaan) Takaful signs an MOU

Meezan Bank and one of the country's first Window Takaful operators, United Window Takaful Operator (Amaan) have entered into an agreement whereby Amaan (Islamic Insurance) will provide coverage to the vehicles leased by Meezan Bank through its premium product 'Car Ijarah'.



In this picture, Mr. Muhammad Raza and Mr. Faisal Saifullah from Meezan Bank can be seen with Sardar Rafiq Khan and Shakil Ahmed from United Window Takaful Operator (Amaan), along with their respective teams.



This year Meezan Bank was among the list of banks appointed by the Ministry of Religious Affairs (MORA) for the distribution and collection of Government Hajj forms.

This project was managed by Meezan Labbaik team in coordination with the PMO department and all relevant stakeholders.

To provide seamless front end at the branch, a thorough training campaign was launched for branch staff through a series of video tutorials specially developed by the Learning and Development department for assisting branch staff in filling the form. Alhamdulillah, this effort was highly appreciated by the Ministry of Religious Affairs (MORA).

Customer awareness was ensured through various channels including website, newspaper advertisement, SMS and social media including Facebook, Twitter and LinkedIn.

With combined team effort, the final result was outstanding as Meezan Bank received 17,699 applications through all its branches in the first year of this mandate.

### Top 3 Regions

Position	Region	Applications	Regional Manager
1st	North	2,811	Saleem Khan
2nd	LHR East	1,983	Aasim Saleem
3rd	KHI Central	1,540	Tariq Mehboob

### Top 3 Areas

Position	Region	Applications	Area Manager
1st	Peshawar Area I	829	Imtiaz Ahmed
2nd	Peshawar Area II	799	Sadiq ur Rehman
3rd	Rawalpindi II Area	567	Alam Zeb Khan

### Top 3 Branches

Position	Branch	Applications	Branch Manager
1st	Bannu Branch	269	M. Javed Khan
2nd	Canal Road Mughalpur	198	Zahid Hussain Muzammil
3rd	G.T Road Peshawar	196	M. Naeem Malik

# Meezan Bank's Presence at Career Fairs

**Khalid Zaman Khan**  
Human Resource

Meezan Bank was invited to participate in the career fairs of renowned universities like IBA, LUMS, SZABIST, ICMA, UCP, LSE, MAJU etc. where the Bank got a chance to interact with students and give them a fair portrayal of the working environment at Meezan Bank. These events also gave HR the opportunity to source the potential candidates who would be beneficial to the Bank and can contribute in maximizing the growth and meeting the requirements of our stakeholders.

HR Team guided the students regarding Meezan Bank graduate programs such as Management Trainee and

Trainee Banking Officer Induction programs as well as assisted them in understanding and exploring potential roles within the bank. They also conducted initial interviews of students and shortlisted them for entry level positions and internship programs in various departments. Furthermore they addressed the queries raised by students pertinent to their degree, field of interest, work experience and explained the significant difference between Islamic and Conventional Banking.

The Job Fair 2014 and 2015 allowed HR to engage with hundred of potential graduates and undergraduates and build Meezan Bank's reputation as one of the best employer among the banking industry.



**Meezan Bank**  
The Premier Islamic Bank

## IBA & Meezan Bank enter into an MOU

**Obaid ul Islam Usmani**

Product Development and Shariah Compliance

As part of the 3<sup>rd</sup> round of SBP's Financial Innovation Challenge, the next step was to start the process of establishing a Center of Excellence for Islamic Finance, with SBP providing the endowment fund for the center. Meezan Bank having the market leader reputation was the obvious choice for the leading business school of the country, Institute of Business Administration. Thus, Meezan Bank has agreed to support IBA and will be assisting them on various aspects for establishing the center such as content development, introduction of new programs and professional workshops to develop the Islamic Finance industry.

## AAOIFI 14<sup>th</sup> Annual Shariah Conference



The Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) held the 14<sup>th</sup> edition of its Annual Shariah Conference on 22<sup>nd</sup> & 23<sup>rd</sup> March 2015 in Manama, Kingdom of Bahrain under the auspices of the Central Bank of Bahrain.

Attended by leading Islamic Finance practitioners, the conference covered many topics relating to application of Shariah to international Islamic finance products, services and practices as well as continuing innovation of Islamic finance to support further growth and expansion of the industry across the world. Mr. Sheikh Muhammad Asif from PDSC attended on behalf of Meezan Bank and gave a presentation on Shariah Governance Framework for Islamic Banking and Financial Institutions in Pakistan, which was very well received by the conference participants.



## Meezan Bank to assist Premier Insurance Limited for establishment of Takaful window operations

Meezan Bank achieved yet another milestone by introducing Shari'ah technical services for Takaful industry by signing an agreement with Premier Insurance Limited (PIL) a conventional insurance company, for extending them Shari'ah technical services and support for establishing Takaful window operations.

Under this arrangement, Meezan Bank will provide one window solution to PIL for introducing Takaful window operations which includes development of Shariah supervisory framework, product development, developing a strategic business plan, capacity building, developing Shariah policies & internal controls and manuals for Shariah compliance as well as providing investments guidelines and Shariah audit guidelines. This agreement reinforces Meezan Bank's commitment towards achieving its Vision of establishing Islamic banking as banking of first choice.



Mr. Ahmed Ali Siddiqui, Head of Product Development & Shar'iah Compliance and Mr. Farhan-ul-Haq Usmani, Unit Head Shariah Audit & Islamic Financial Advisory at Meezan Bank signed the agreement along with Mr. M. K. Baig, Senior General Manager and Mr. Iftikhar Gadar, CFO and Company Secretary, – PIL on behalf of their respective organizations.



### Nasir Razak

Product Development & Shariah Compliance

COMSATS Institute of Information Technology (CIIT) organized the 3<sup>rd</sup> Global Forum for Islamic Finance (GFIF) on 10<sup>th</sup> & 11<sup>th</sup> March, 2015 with the theme of "Islamic finance: A viable financial alternative". Mr. Saeed Ahmad, Deputy Governor Islamic Banking Division, State Bank of Pakistan was the keynotes speaker of the forum. Meezan Bank was represented by our honorable Shariah Advisor, Dr. Imran Usmani who graced the event as a speaker alongside Mr. Farhan Ul Haq Usmani (Unit Head Shariah Audit and Islamic Financial Advisory Services) and Mr. Shaikh Muhammad Asif (Islamic Financial Advisory Services).

The conference had representation from local and international institutions and it provided a platform to scholars and experts from all over the world to share new ideas on Islamic finance and related fields.



## Pakistan Banks' Association meets with Islamic Banking Practitioners

### Rehan Ali

Product Development & Shariah Compliance

The 1<sup>st</sup> meeting of the Pakistan Banks' Association's Islamic Banking Sub-committee for the year 2015 was held today at Albarakah Bank Head Office and was chaired by Mr. Shafqaat Ahmed, President Albarakah Bank. Attended by Presidents of Islamic Banks, Heads of Islamic Banking Windows and senior Islamic banking professionals, topics such as Shariah Governance Frameworks for Islamic banks and development of new liquidity solutions for the industry were discussed. The Chairman of PBA Islamic Banking Sub-committee also paid tribute to Mr. Irfan Siddiqui, President & CEO of Meezan Bank and last Chairman of the sub-committee for his outstanding contributions to the growth of Islamic banking industry in Pakistan.



# Strategy meeting at Singapore

Development of a well-thought-out strategic plan and its effective implementation enables an organization to sustain its success in the long run. This year, in the month of January, the senior management of the Bank held four days of extensive deliberations and discussions on the strategic direction, the Bank should adopt over the next five years that would enable it to both continue its success story as a business as well as move closer to achieving its Vision of establishing 'Islamic banking as banking of first choice'.

This year's strategy meeting was conducted on the theme of 'Winning Together', since the success of any organization in today's competitive world depends on the ability of its employees to effectively work together as a large team, such that each function of the organization becomes a supporting unit for all other functions.

The Strategy Meeting was organized in two segments. The first segment comprised of two days of detailed presentations by different business and support departments about where the Bank stands today and their vision of the future; these were followed by views and discussion by the entire team attending the session.

The second leg, comprising of another two days of intensive deliberations was organized at an off-site location; the venue chosen for this exercise was Singapore.

The kick-off session of the second leg of the Strategy Meeting was held at the Alfalah masjid at Singapore which is a large and prominent masjid in the main business area. The session started after Zohar prayers and was concluded after the Asr prayers. During this session, the President & CEO discussed with the group how to take Meezan Bank and Islamic Banking to the next level; his talk was followed by

a presentation by the DCEO and with a detailed discussion - on the importance of service and the service mindset.

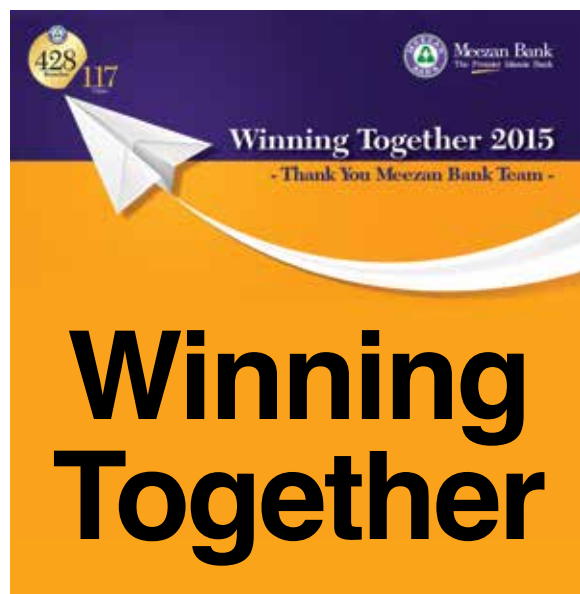
The second day comprised of team-building activities, for which the entire group of 43 people visited the Sentosa island and engaged in various sporting activities that strengthened the bond amongst the team members.

The third and fourth days comprised of detailed sessions that started early morning and continued till late. These sessions were in continuation of the discussions held at Karachi and comprised presentations and discussions focused on finalizing the future strategy of the Bank in light of its past successes and the challenges ahead.

At the conclusion of the second day, the team had agreed on a short-term and medium – term strategy for the Bank and on the key action points to be undertaken by the various stakeholders for achieving the strategic goals that had been set.







## Muhammad Raza

Group Head Consumer Banking & Marketing

By the Grace of Allah (SWT) and with the sincere and dedicated efforts of the team, Meezan Bank has continued its success story with each passing year. In order to celebrate the Bank's achievements and recognize the efforts of the entire Meezan team that has made this success possible, the Bank organized Employees Get-togethers under the theme 'Winning Together' at Karachi, Lahore, Islamabad, Multan and Faisalabad. Organized each year, these events provide a platform to give recognition to the employees who complete five and ten years of service with Meezan Bank.

All the events held this year were chaired by the Bank's President & CEO – Mr. Irfan Siddiqui and Deputy CEO – Mr. Ariful Islam. Mr. Irfan Siddiqui spoke to the audience about the history of Meezan Bank and the factors that have contributed towards the extraordinary and historic achievements that the Bank has made. He acknowledged and congratulated the entire team on a successful year and shared comprehensive strategy plan for the coming years.

Some of these events were lightened up with exceptional acting performances by talented employees at Meezan Bank, which emphasized the daily rigors of PBOs, BMS and Customer Services in a humorous way.

The highlight of all these events was to award the employees with tangible rewards. Gold coins and branded wrist watches were gifted to employees serving 10 and 5 years at Meezan Bank.



# Smart Banking! wit

Tajdar Haider  
Syed Asad Shakil  
Syed Mohammad Mohiuddin  
Alternate Distribution Channels

**Meezan Bank's ADC services are adding feathers to their cap almost every day! With services ranging from fund transfers to online shopping, bill payments and a lot more, the Bank offers safe and secure electronic banking services that lets customers bank without having to visit the branch.**

## Shop online with Meezan Webpay

Meezan Bank recently launched the 'WebPay' service for Meezan Debit card customers allowing them to shop on the internet conveniently and safely. This feature of online shopping through Debit cards is not offered by majority of other banks and therefore makes our entire range of debit cards stand out. Meezan Bank has become the first Islamic Bank to offer the complete transaction suit for Debit card customers. Meezan Debit card holders can now shop Online from local and international merchants, book hotels, purchase air tickets etc.

'WebPay' service has the enhanced security feature of service activation & automatic deactivation. Customers can perform online shopping anytime, anywhere by simply activating this service on their Debit card for a limited duration ranging from 1hr to 12hrs, depending upon their requirement, by calling our Call Centre. To curtail and restrain any unauthorized usage of the card online, this service gets deactivated after its defined time.



## Book tickets online now!

Our customers can now make Shaheen Air's ticket payments through Meezan Internet Banking! Customers can now book a flight from home, while at the office and even when they are on their way somewhere, both via laptop and smartphone. By purchasing a flight online, there is no need to worry about finding a parking spot at the travel agent, waiting for service or feeling pressured to book a flight on the spot without thinking it through first.

SHAHEEN AIR  
Ticket Payment  
Via Meezan Internet Banking!





# h new ADC services

## KWSB Bill Payment

Meezan Bank customers can pay their Karachi Water and Sewerage Board bills via Meezan Bank's Internet Banking website. This is the only bill that is not being entertained from the counters of many major banks. Since this bill can easily be paid off online, there is no need to wait in queues.



## LUMS Fee Payment

Lahore University of Management Sciences (LUMS) fees can now be paid via Meezan Internet Banking! To pay the fees, customers need to enter the school fees Voucher Number on our Internet banking and the system will confirm the Fee amount due, which can then be paid with a click of a button.



## Inter Bank Funds Transfer through Meezan Internet Banking

The launch of Inter Bank Funds Transfer service on Internet Banking is another milestone that has been achieved this year. This service allows our customers to transfer funds from any Meezan Bank account to other banks through Internet banking 24/7 without visiting the branch. This service was initially available at Meezan Bank ATMs only, but now has been made a part of Meezan's Internet Banking as well. Currently Meezan Bank's customers can transfer funds to 29 banks; these include:

- |                             |                                |
|-----------------------------|--------------------------------|
| 1. Al Baraka Bank Limited   | 16. JS Bank                    |
| 2. Allied Bank Limited      | 17. KASB Bank Limited          |
| 3. APNA Microfinance Bank   | 18. NIB Bank Limited           |
| 4. Askari Bank Limited      | 19. Samba Bank                 |
| 5. Bank Alfalah Limited     | 20. Silk Bank                  |
| 6. Bank of Punjab           | 21. Sindh Bank                 |
| 7. Bank al Habib            | 22. Soneri Bank Limited        |
| 8. BankIslami Bank          | 23. Standard Chartered Bank    |
| 9. Burj Bank Limited        | 24. Summit Bank                |
| 10. CitiBank                | 25. Tameer Bank                |
| 11. Dubai Islamic Bank      | 26. United Bank Limited        |
| 12. Faysal Bank Limited     | 27. Umicrofinance Bank Limited |
| 13. Habib Bank Limited      | 28. Waseela Microfinance Bank  |
| 14. Habib Metropolitan Bank | 29. FINCA Microfinance Bank    |
| 15. ICBC Bank               |                                |



### Note:

All these facilities are applicable for our account holders, who have registered for Meezan Internet Banking at the time of account opening or who apply for 'Quick Registration' through the form available on our website.

All Meezan Bank staff are requested to register for this user-friendly service by logging on the corporate website [www.meezanbank.com](http://www.meezanbank.com) or consult the ADC team at Head Office.

Pass on the message to your friends and family so that maximum people are aware of these excellent banking services of Meezan Bank!

## Accidental death, Permanent disability & ATM cash withdrawal coverage

**Syed Hasan Faraz**

Product Development & Shariah Compliance

Meezan Bank launched Free Accidental death, Permanent disability & ATM cash withdrawal coverage for its account holders on 1<sup>st</sup> Feb, 2015 in collaboration with Pak Qatar General Takaful Company limited.

In order to inform all MBL accountholders of Takaful offering, a Takaful certificate was sent to accountholders in SOA (Statement of Account). Also, an educational exercise for staff was undertaken and a daily Takaful Quiz for all MBL staff was launched through Meezan World. Managed jointly by PDSC Retail team with Corporate Communications, the idea was to ensure staff were aware about all aspects of the Takaful coverage. Additionally, to add a fun element, the Quiz was linked to the Cricket World Cup 2015 and winners were given the Pakistan team T-Shirt as gifts.

There was an amazing engagement of MBL staff, with great involvement from all departments and cities. This campaign lead to there being better awareness about the product, leading to the Bank to start receiving claims.

## Meezan Bank Limited to offer Islamic Financial Advisory Services in Australia

**Muddasir Soomro**

Product Development & Shariah Compliance

Meezan Bank Limited entered into agreement with Islamic Cooperative Finance Australia limited (ICFAL), an Islamic finance entity incorporated under Cooperatives Act of Australia, for extending Shariah technical services and support to review existing products and introduce new Shariah-compliant products.

Under this arrangement, Meezan Bank will support ICFAL by sharing its expertise, knowledge & experience in the areas of Islamic finance such as product development, Shariah controls, training, Shariah audit and other related Shariah technical services and support.

This agreement reinforces Meezan's commitment towards its Vision of 'establishing Islamic banking as banking of first choice.'



## Developing the Service Quality Mindset!

**Yasir Rafiq**

Service Quality

In order for a business to be successful, Service excellence needs to be strongly ingrained in staff. The culture of customer services can only be embedded, when the employees are appropriately aware about the service delivery parameters. Considering this, extensive customer service training sessions were carried out by the Service Quality Department.

As the first step Training guides covering 'Basic Customer Dealing Etiquettes' were shared with the branches. This guidebook emphasized on fundamentals of maintaining hygiene, nitty-gritty of customer dealing at different touch points, etiquettes of

communication and course of action to get equipped with the ample product/service knowledge.

Additionally, a full day 'Service Excellence' training sessions were conducted for branches of Karachi - Central & Karachi - Defence regions whereby Operation Managers/Officer and Personal Banking Managers/Officer were trained on essential ingredients of Service Excellence backed by the learning videos, activities and games. Furthermore, these sessions would also be conducted for other regions before the end of 3rd quarter.

The Service Quality Department plans to continue these training, so that Meezan Bank continues to deliver superior customer experience and stand out as a strong service oriented Islamic Banking Brand





## Cash Management solutions for Corporate & Commercial clients

**Muhammad Munir**  
Cash Management

Cash Management service is now a means of Corporate/Commercial collections and payments that is being offered by most large/multi-national banks. Cash Management is a specialized product that facilitates the handling of collection (generally cash) and payments of large companies. In this context on 1<sup>st</sup> January, 2015 the bank launched a cutting edge web based platform for cash management solutions designed to help our corporate/commercial entities operate their businesses astutely and maximize their profit potential.

Meezan Bank's eBiz+ is a scalable, automated platform optimized for organizations that consider secure and timely execution of their collections & payments as a critical component of their business. eBiz+ Product Offerings are:

### Collections

- Customised Deposit Slips
- e-Collections
- Direct Debit (Standing Instructions)
- Payment Vouchers
- Customized reports (Email & Sms Alerts)

### Payments

- Funds Transfer
- eBiz Plus Cheque (Pay orders)
- Corporate Cheques
- RTGS
- Bulk Payments
- Customized Reports / Account Statements

Through eBiz+, customers not only manage their banking relationship electronically, but also reduce their operational burden by outsourcing the management of collections and payments. The service is normally charged (negotiated on a case to case basis) and each installation is tailor-made to meet customers' specific requirements.

The Cash Management Services will mutually help customer and bank in reducing their operational expenses by automating payments and collections services enabling minimization of costs, human resources and time utilized. Such initiatives will enhance not only current corporate/commercial relationships but also help Meezan Bank in bringing onboard new clientele.

## 3<sup>rd</sup> President Cup 2015 - Inter Regional Cricket Tournament



# First 'Islamic Branchless Banking' in Pakistan

1<sup>st</sup> April, 2015 marked the historic day when Meezan Bank got Branchless banking license in Pakistan.



**Branchless Banking team with President & CEO Mr. Irfan Siddiqui and Group Head Operations Mr. Arshad Majeed**

## Khurram Sheikh Branchless Banking

Meezan Bank has signed super agency agreement with PTML (Ufone) and pursuing to sign super agency agreements with other potential partners which would allow us to use their large distribution network to create exclusive Islamic branchless agents nationwide.

Through these strategic partnerships, Meezan will mass-market a complete product suite from a basic mobile MWallet to a fully functional transactional account linked to a debit card and would include OTC Services, mobile MWallet product offering, bills, corporate payments & collections and air-time collections. Meezan Bank is going to start Islamic Branchless Banking pilot from May 2015 with following products and services:

### OVER THE COUNTER SERVICES

The usage of branchless banking services has been increasing in Pakistan. State Bank of Pakistan (SBP) data showed that average number of daily transactions performed by various branchless banking crossed 797,980 by the end of last quarter of 2014, which estimated that a large number of customers living in urban and rural areas are now using branches banking services for their domestic and commercial purposes. The significant increase in the OTC transactions was characterized by bills payments, domestic remittances-P2P, and Government to Person-G2P payments. The Over the Counter (OTC) services sustained 80% share in overall transactional volume.

### Money Transfer

Now, it just takes a few minutes to send and receive money to and from family and friends using the services of Meezan Upaisa. Any person in Pakistan with a need to send or receive money can use this service by visiting the nearest MeezanUpaisa retailers spread across Pakistan with a valid CNIC.

### Bill Payment

Meezan Upaisa introduces the most convenient and simple way yet to make bill payments. Through this bill payment service, one will be

able to pay electricity, gas, telephone, and Telco/ISP Postpaid bills at MeezanUpaisa retailers.

### Mobile Top-ups

By using a MeezanUpaisa mobile account, customers can top up any prepaid number or pay the bill of any postpaid number at any given time no matter where they are! With this ground breaking service, customers will have the choice of a new way to top-up with the convenience of using their own phone.

### CORPORATE PAYROLL CARD

Meezan Bank is offering Prepaid Payroll Card Solution to its corporate clients. Under the solution both the corporate and their salaried individuals maintain a core banking account with Meezan Bank. The core banking account issued to the individuals is a 'non-checking' account and a Prepaid ATM Card (Personalized Proprietary Card) is provided to operate the account and withdraw funds.

This product offering will also help us in increasing the penetration of Mobile Wallets and support SBP's vision of financial inclusion which is a core component of SBP's financial sector development strategy.

### Product Features

Following are the salient features of the solution:-

- Mobile Wallet accounts will be issued to both Corporate and Salaried Individuals.
- A Web Portal will be offered to the company to disburse payments (payroll, bonus etc) at anytime and at their own convenience.
- Payments will be immediately disbursed and will be instantly available to the Salaried Individuals.
- Under this new solution, a business m-Wallet account (L3 Account) will be issued to the Corporate along with a core banking account. A web based portal will be extended to the Corporate for the disbursement of salaries. An Individual m-Wallet Account (L2 Account) will be issued to the Salaried Individuals along with an ATM Card to operate their m-Wallet Account.



## Car Ijarah - Business Performance 2014

### Nasir Imam

Consumer Banking

Meezan Bank Auto Finance –Car Ijarah created a history with a yearend disbursement of Rs.5.2+ billion, which is the highest single year disbursement since the inception of Auto Finance in 2003.

Additionally, the team disbursed Rs. 700+ million in December 2014 to give a methodical finishing touch. The team successfully achieved a significant milestone of Rs. 8 billion+ outstanding portfolio, without compromising Meezan Bank's ever persistent credit quality.

Car Ijarah Star Hubs for 2014 were **Clifton Hub, Lahore Hub, Multan Hub, Islamabad Hub & Peshawar Hub**

High Performing Individuals, who achieved Rs. 100 Million or more in 2014 are:

S.No	Name	City	Target Achieved (In Min)
1	Adil Naveed	Peshawar	208
2	Zeeshan Ahmed	Lahore	190
3	Omer Khan	Lahore	148
4	Shafqat Ali	Karachi	141
5	Sheraz Khan	Peshawar	138
6	Muhammad Haroon Khan	Multan	134
7	Shahnaz Ali	Faisalabad	120
8	Muzammil Kazmi	Karachi	115
9	Ali Ahmed	Karachi	114
10	Taskeen Khan	Islamabad	113
11	Arslan Abbasi	Karachi	110
12	Altaf Memon	Hyderabad	110
13	Qadir Ali	Karachi	102
14	Muhammad Shafiq	Islamabad	100

## City Area, Region Karachi West Annual Staff Achievement Celebration-2014

### Muhammad Sajid Penwala

Branch Banking

On 26<sup>th</sup> March, 2015 the City Area of Region Karachi-West held Annual Staff Achievement Celebration-2014 with almost 150 participants to celebrate their yearly achievements and devise the future business strategy.

Mr. Javed Iqbal, Area Manager-City Area, Karachi presented Area Performance overview with a brief outlook of the performance of respective units and achievements with his insightful presentation analyzing the past performance and discussing the way forward. After the presentation, the following achievers of the City Area were awarded with Appreciation Awards to recognize their performances.

List of Best Performers of the City Area, Karachi.


Award Category	Name	Branch
Consistent Achiever Award	Muhammad Sajid Penwala	Bombay Bazar Branch
Highest Profitability Award	Sarmad Saleem	Cloth Market Branch
Deposit Mobilization Award	Muhammad Akram Zaheer	P&O Plaza Branch
Shariah Audit Rating Award	Muhammad Akram Zaheer	P&O Plaza Branch
Internal Audit Rating Award	Javed Ahmed	Kharadar Branch
Internal Audit Rating Award	Asif Sattar	Beaumont Plaza Branch
Service Quality Rating Award	Javed Ahmed	Kharadar Branch
Foreign Trade Business Award	Sarmad Saleem	Cloth Market Branch
Best Operation Manager Award	Muhammad Aqeel Khan	Beaumont Plaza Branch
Best Personal Banking Manager Award	Hasham Ahmed Siddiqui	Shaheen Complex Branch
Best Personal Banking Officer Award	Muhammad Sajid	Cloth Market Branch
Best Officer Trade Finance Award	Maqsood Afzal	I.I.Chundrigar Road Branch
Best Cashier Award	Atiq ur Rehman	Cloth Market Branch
Best Officer Operation	Muhammad Adeel Siddiqui	Bombay Bazar Branch
Best Officer Operation	Syed Saqib Ali	Cloth Market Branch
Best Officer Operation	Naushad Iswani	P&O Plaza Branch
Best Business Development Officer	Sadiq Hussain	Kemari Branch
Best Business Development Officer	Muhammad Faizan Ijaz	P&O Plaza Branch



## 23<sup>RD</sup> MARCH

PAKISTAN RESOLUTION DAY

### PATRIOTISM QUIZ



## MEEZAN FACEBOOK PAGE ACTIVITY

To leverage Meezan Bank's a strong presence and create engagement on Facebook, the Corporate Communication team held a quiz competition on 23<sup>rd</sup> March, 2015. Titled as the 'Pakistan Resolution Day Patriotism Quiz', the campaign consisted of posts that contained nuggets of history, wise quotes and of course the quiz question. So many Facebook Fans gave great response to the quiz, that there were more than one winner! A lucky draw was held to choose 3 lucky winners, who were sent gifts packs. The entire activity created a strong positive buzz about the Meezan brand and the page gained more likes amongst the Facebook audience.

## CPL Champion League T-20 2015



### Omer A Rehman

Corporate and Investment Banking

Meezan Bank sponsored the CPL Champions League T-20, 2015 held in February 2015 at Lahore, in which 12 corporate sector's cricket teams participated including Meezan Bank, Nestle, Brighto Paints, Nespak, Adsells, Bank of Punjab, FMC, Jotun Paints, Intech Process, DGS, ClearCorrect and Wi-Tribe.

The purpose of the exercise had been to increase interaction and build stronger relations between the corporate world. The event was covered by the print and electronic media such as Metro1, Channel 92 and in the newspaper Daily Business Recorder.

## Two-Day Financing Conference – Commercial & SME segment

### Raheel Umar Khan

Commercial Banking

Commercial & SME segment registered yet another year of phenomenal growth in Advances & Trade business. During 2014, CBD assets were upsized by 35% from previous year, bringing the year-end portfolio at Rs. 18.5 Billion and surpassing the Bank's Year-end targets by Rs. 3.5 Billion while trade finance business generated by this segment also increased by 26% to Rs. 118 Billion.

To accelerate the pace and momentum Commercial Banking Department organized a '2 Days Financing Conference' on 13<sup>th</sup> & 14<sup>th</sup> February, 2015. The slogan of the Conference was 'Working Together, Progressing Together and Winning Together'.

On Day one field staff got an opportunity to

interact with various departments including RMD, PDSC, CAD & Legal. Staff highlighted issues faced in daily transactions.

Beside the heads of departments, The sessions were graced by Mr. Irfan Siddiqui & Mr. Ariful Islam. The Deputy CEO expressed his concerns on ADR and advised to book quality assets timely in anticipation that current year would be the tough for the banking industry. Mr. Irfan Siddiqui shared strategic long term plan with the audience for next 5 years. He also highlighted the role of each and every business partner in the growth process and conflict resolution. He reinforced management's belief that Allah (SWT) made it possible for us to lead the Islamic Banking in the country and appreciated team effort and contribution made by each and every individual.

Later awards and shields were presented to the high performers: Mirza Arsalan Baig,



Yousaf Iftikhar, Farrukh Rehman Khan, Raheel Umar Khan, Tauseef Javed, Khurram Mailk and Hammad Gogan.

Day two was based on Performance Review & way forward. The teams from all hubs were invited to present their current achievements, discuss their future projects and to sync common goals of Commercial Banking Department and set targets for the team.



# Field Trip for Credit Skills & Commodity Financing

**Asad Noman**

Risk Management

A field trip team was organized comprising staff from Risk Management Group, Commercial & Retail Business Group, Corporate Banking Group, PDSC, Legal Department, Audit & BRR Department, Consumer Business Group, CAD and L&D which started its journey under the leadership of CRO & GH – RMG and travelled across cities involving Hyderabad, Sukkur, Rahim Yar Khan, Bahawalpur and Multan.

The primary objectives of this team building effort was to enhance Credit Skills, to help them better understand the Finance Policy Manual and address the issues arising during its implementation. Furthermore, to better educate staff about the commodity finance business and lastly to motivate staff involved in the Advances business of Meezan Bank.

Attended by 170 local staff, training sessions were held at Hyderabad, Sukkur, Bahawalpur and Multan where CRO & GH – RMG gave a presentation mentioning the true potential available in the regions. Throughout the sessions, multiple presentations covered by stakeholders gave a better overview about different business aspects such as the importance of the Credit Due Diligence for providing finance to customers as well as aspects related to Commodity, Seasonal Financing and Product Program Manuals. Additional topics covered were related to current product lines, future roadmap of the business and what improvements need to be undertaken to improve process flow.

One the most interesting and learning event of the field trip was factory visits to companies including Raazi Motors, Chenab Cotton, Julundir Seeds, Himaliya Feeds, Hamza Sugar Mills, Shamim Feed & Solvent unit, Nazam Edible Oil, Fazal Cloth, Sharif Fish Farm and Shamim & Co (Pepsi bottlers) The visits provided an excellent opportunity to HO Team to understand the business cycle and processes of various industries.

With the success of the trip, RMG plans to cover the remaining regions of Lahore, Faisalabad, Sahiwal, Sialkot, Gujrat, Rawalpindi / Islamabad etc in the second leg of the trip which is expected to bring fresh ideas and pave the way for the future growth of the Bank.



## City Area-Region Karachi West Team Building Exercise

**Muhammad Sajid Penwala**

Branch Banking

The success of any business depends on how well the team works together, as the sum of whole is greater than parts. One of the ways, Meezan Bank builds stronger and cohesive teams is through offsite teambuilding exercises.

The City Area, Region Karachi West planned an Team Building trip to Murree in the month of February 2015, whereby all the Branch Managers of the Area participated. The four days were a mix of sessions on time management, encouraging leadership, building morale, improving relationship, building trust and discussing the way forward while unleashing the collaborative brain power in a relaxed & serene environment.

This offsite provided an excellent opportunity to take a step back and identify ways to improve or enhance our business processes to achieve the organizational goals.





## In-House Training by Emergency Response Team

The hazards of fire are very real, and it is very necessary to have a game plan to be able to deal with this, if such a situation occurs. Thus for this reason, a fire drill exercise was held on 14<sup>th</sup> March, 2015 whereby departmental coordinators were taught how to manage a fire situation by internal trainer Mr. Rizwan Abbas Chattha. The main purpose of the exercise was to train the departmental response team on the actions they need to take, in order to save lives, valuables and premises from the danger of fire.

The fire drill session covered many areas of firefighting such as facilities and tools available, as well explained how to use the fire hydrant and fire hose reel. Furthermore, the participants were also taught different rescue methods that could be employed in the event of a real fire. Participants gave a very good response to the training session, as they felt that such efforts go a long way in mitigating disaster.

## MCCP-II Sales Campaign

### Muhammad Ashfaq

Wealth Management & Cross sell

Meezan Bank has once again proved superior distribution network, through the remarkable efforts of MBL branch sales team towards efficient investment advisory, superior customer care and support of our MCCP - II product.

In order to motivate and inspire the team to do their best, the Wealth Management team ran a prize campaign to recognize the efforts whereby Area Managers and Branch Managers, who accomplished sales targets were awarded with Samsung S4 and Apple Ipad for their great work.

### MCCP II Sales Campaign Winners:

I - Pad Winners		
Musaddique Iqbal Siddiqui	Area Manager	Gulshan Area
Kazi Mohammad Iftikhar	Area Manager	Society Area
Muhammad Asim Butt	Branch Manager	0104 - Gulshan Branch
Muhammad Hanif	Branch Manager	0112 - Gulshan Chowrangi
Sayed Yasir Ali Hashmi	Branch Manager	0185 - Alamgir Road Khi Branch
S-4 Winners		
Mashkooor Hasan Siddiqui	Area Manager	Korangi Area
Imran Ul Haq Qureshi	Area Manager	Defence Area Karachi
Sayed Najam Uz Zafar	Area Manager	North Nazimabad Area
Waqas Ahmed Nizami	Area Manager	Multan Area
Maqbal Khan Maqbool	Area Manager	Gulistan-e-Johar
Maqbool Hussain Shah	Branch Manager	0119 - Gulistan-e-Johar
Asif Ejaz	Branch Manager	0221 - Shah Alam Gate
Behzad Karim Khan	Branch Manager	0501 - Multan Branch
Shujaiddin Shaikh	Branch Manager	0127 - Dha IV 9Th Comm Str Br
Omer Ashraf Nizami	Branch Manager	0287 - Model Town C-Block
Amir Sultan Khan	Branch Manager	0187 - North Nazimabad E Block
Afzal Ahmed	Branch Manager	0159 - Al Tijarah Centre Branch Karachi
S M Farukh Ali	Branch Manager	0158 - Joffa Towers Branch, Karachi
Shoaib Ghani Memon	Branch Manager	0117 - U.P Morh
Anwar Mukhtar	Branch Manager	0126 - New Chali
Moonis Ahmed	Branch Manager	0166 - Khadda Market - Karachi

# Service Champions

At Meezan, we recognize the importance of service excellence in retaining our customers and thus hold an Inter Branch Service Competition on a monthly basis. This competition benchmarks the overall service performance of branches and gives them a bar to

work towards achieving in their service levels. Congratulations to the winners for their hard work in maintaining superior service culture in Meezan Bank.

Winners of the first quarter are given below:

Service Champion Branches			
Month	Residential	Semi Commercial	Commercial
Jan-15	Karim Block	Akbar Chowk	Hall Road
Feb-15	Kharadar, KHI	Factory Area Rahim Yar Khan	FB Industrial Area
Mar-15	Chiniot	AhmedPur East	D.I Khan
Apr-15	Civic Center Branch, Johar Town	Shah Rukn-e-Alam	McLeod Road Branch, Lahore



# Success Stories that Inspire

What does it take to climb the ladder of success? Three words having the same connotation, inspiration, motivation and appreciation. Individuals with these characteristics inspire us and show the true meaning of hard work. We are pleased to highlight two such individuals in the Bank.

## Mr. Irfan Anwar

Mr. Irfan Anwar who has been performing the job of 'Telephone Operator' in Meezan Bank, Akbari Mandi Branch Lahore West Region since 2011 was motivated to get the degree of MBA/M.Phil (18-year education) and has now graduated with a CGPA of 3.06 (80% according to UCP grading policy), whilst holding a job with Meezan Bank. His message to others is to opt for education with dedication and persistence and to start the journey of life on a positive note.



## Mr. Adil Mehmood

Mr. Adil Mehmood had been working as the Branch Office boy at the Gujrat Main Branch since 2010. Since then, he was very much motivated and inspired by his peers at Meezan Bank and started working towards gaining higher education. Alhamdulillah, he has now completed his B.A from Allama Iqbal Open University.



## Mr. Abdul Rehman attains Certificate in Islamic Banking & Finance

Mr. Abdul Rehman, who is currently working as the Operation Officer in Timber Market Branch has successfully completed the requirements and subsequently attained the Certificate in Islamic Banking and Finance from the International Institute of Islamic Bankers. We congratulate him on his achievement and initiative in his pursuit of Islamic Banking knowledge.

## Mr. Shahzad Abdullah secures 2<sup>nd</sup> Position in National Shooting Championship

Mr. Shahzad Abdullah, Executive Vice President and Deputy Treasurer of the Treasury and Financial Institutions Group secured the second position in the 24th National Shooting Championship held in Jhelum from 20<sup>th</sup> to 28<sup>th</sup> February, 2015. Representing the Sindh team, Shahzad along with a fellow team member took the trap team silver medal in the Shotgun event.

*congratulations on your achievements*

# Annual Report 2014

This year's Annual Report touches upon the fast and ever evolving technologies that have completely transformed the banking experience. At Meezan Bank, we recognize technology as a great enabler in improving the quality of the banking experience that we provide to our customers. The Bank uses this technology to stay abreast of the latest developments in technology and strive for excellence in everything we do; and are continuously enhancing both the menu and quality of the services that we provide to our customers.



[facebook](https://www.facebook.com/MeezanBank) [www.facebook.com/MeezanBank](https://www.facebook.com/MeezanBank)  
[twitter](https://twitter.com/MeezanBankLtd) <https://twitter.com/MeezanBankLtd>  
[Linked in](http://www.linkedin.com/company/meezan-bank-ltd) <http://www.linkedin.com/company/meezan-bank-ltd>  
[YouTube](http://www.youtube.com/islamicbankingonline) [www.youtube.com/islamicbankingonline](http://www.youtube.com/islamicbankingonline)

