MEEZAN BANK NEWSLETTER ISSUE I - 2018





#### Page 04

Meezan Bank has the largest number of CSAA Qualified Professionals in the banking sector of Pakistan

#### Page 10

Journey through Completion of 15 years of Islamic Banking in Pakistan!

#### Page 15

Guest Lecture Sessions at Meezan House

#### Page 17

Sheikh Esam Mohamed Ishaq - member Shariah Supervisory Board, Meezan Bank visits Regional Office, Karachi South

#### Page 18

Meezan Bank wins 'Most Innovative Solution Deployed for Cash Displacement' award at Mastercard MENA Acquirer Forum

#### Page 19

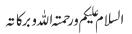
BSO Batch Hiring – 2017





#### 02 meezan bank - newsletter

#### **President & CEO's Message**



Meezan Bank was founded with the dream of establishing Islamic Banking as banking of first choice. Ever since our inception, our energies have been dedicated towards establishing Meezan as the pioneer – and indeed the gold standard – in an everwidening array of financial services, through constant innovation, outstanding service and an unwavering commitment to Shariah conformity.

Today, our branch network has exceeded 600 branches in over 150 cities, while the alternate channels – including best-in-class internet banking services and the very popular Mobile App - truly make Meezan Bank a one-stop shop, accessible to millions across the world. In addition to the branch network, there has been significant progress and achievements on many fronts, and all teams, including Consumer Financing, Corporate & Investment Banking and SME Commercial – have been hard at work to make the Meezan dream a reality.

More than the scale and statistics, it is Alhamdulillah, the credibility of Meezan Bank that has given our customers unparalleled confidence in Islamic banking. Our phenomenal deposit growth is a proof of our ability to attract and retain our customers and it is our obligation to do our best to sustain the trust that they have placed in us. As you would be aware, Meezan Bank was the bank of choice for 14% of Pakistan's Hajj applicants this year, which is far higher than our share of the banking market. It is also commendable — and very promising — that our trade business this year was in excess of Rs 700 billion: which is more than one-tenth of the entire Country's trade volumes!

It is undoubtedly the barakah and rahmah from the Almighty that He has enabled our efforts to bear fruit and earn recognition far and wide. Meezan continues to be recognised – on local as well as international forums – as one of Pakistan's leading banking institutions. At the Pakistan Banking Awards 2017, Meezan was once again declared the 'Best Islamic Bank in Pakistan'; and just recently, the Pakistan Stock Exchange ranked Meezan Bank amongst the 'Top 25 Companies for the Year 2016' – an accolade that places us not just amongst the best of banks, but amongst

the best of all corporates in the country.

And now, as we commemorate fifteen years of Meezan Bank, it is truly humbling for us to be recognised on a global level. The International Islamic Finance News (IFN) recently announced that Meezan Bank has been awarded not just 'Best Islamic Bank in Pakistan', but also the Best Retail Bank in the Global Islamic Banking Industry. Alhamdulillah, this 'world-best' recognition is a truly historic milestone for us all!

But this is just the beginning. It is delightful to see that we at Meezan Bank are well-poised for further progress towards our Vision: our vast physical and online presence; our diverse range of products and services; the unparalleled brand recognition and credibility; the cutting-edge technologies coupled with robust financials; and above all, the dynamic teams — with that very special Meezan spirit — all combine to provide a strong foundation for the institution's growth and progress over the coming years, and decades, Insha'Allah.

Looking ahead, as we continue to strategically invest in elements like infrastructure, technologies, training and development, we will Insha'Allah continue to grow from strength to strength. Our challenge will be to keep the Bank lean, responsive and agile – with our unique blend of humility, passion and innovation. And it is with this in mind that we are now targeting to be amongst the top three banks with regards to return on equity over the coming years.

Ultimately, all praise is to the Almighty for His many blessings. It is my firm belief that every single member of Meezan Bank – past and present – has made important contributions to the Meezan story, in their own unique way. I would like to whole – heartedly appreciate, and congratulate, the entire Meezan family – especially our dedicated Management Team, the tenthousand plus staff, our loyal customers, our shareholders and the esteemed Board – on these extraordinary achievements, and this great legacy, Insha'Allah. May Allah ( ) accept it from us all.

Irfan Siddiqui

Jazakallah Khair.



#### **Editorial Team**

Chief Editor
Sohail Khan
Company Secretary

#### Editors

Rabab Abedi Manager Corporate Communication

#### Tooba Tariq Butt

Assistant Manager
Corporate Communication

#### Creative

Zarart Creative

#### Email

Corporate.Communication @meezanbank.com



newsletter



## عمدگی سےکام کرنے کی اہمیت

الله ﷺ نے ہر کام عمد گی سے کرنے کا حکم فرمایا ہے۔ (الحدیث) المسلم، ۱۹۵۵:۳

Allah has ordained that everything should be done in the best way possible. (Al-Hadith) Al-Muslim, 3:1955

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

Alhamdulillah, 2018 marks the milestone of our completion of 15 years of Islamic Commercial Banking in Pakistan. I would like to congratulate all Meezan Bank's staff and thank our customers who have supported us in this journey.

During this period, Meezan Bank has been the fastest growing bank in the country and has established itself as the clear leader in Islamic banking in Pakistan, thanks to the blessings of Allah ( ). Our challenge now is to continue to deliver and exceed on the expectations of our stakeholders – our staff, our shareholders, our customers and our regulators.

Let us start by reaffirming our commitment to our Vision of establishing 'Islamic banking as banking of first choice...' It is very important that all of us are aligned towards achieving this Vision and work together as a seamless team to deliver on this objective. In this regard, every Meezan Team member, from the junior most to the CEO, has an important role to play and we must understand that it is only through the collective effort of the entire Meezan Bank team that we will be able to conquer the challenges that await us in 2018 and beyond.

As an integral part of this process, the Bank's Senior Management team has been working on putting together a Strategic Plan for 2018 - 2020 that will be presented to the Board of Directors at the next meeting; scheduled to be held in 1st Quarter of 2018. This strategy will be our 'roadmap' for the next 3 years and has been developed by the Management Team through a consultative process that took into account feedback from various

stakeholders. The high level Organizational Goals that we have set for ourselves are as follows:

- 1. Maintain the Bank's leadership position in Islamic banking industry and be amongst the top 7 banks in Pakistan.
- 2. To be a world-class customer centric bank.
- 3. To maintain and strengthen Meezan Bank's brand.
- 4. To maintain ROE in top 5 ranking.
- 5. To become 'Employer of Choice' by attracting, developing, retaining and caring for best quality resources.

We will continue to use the Balanced Scorecard methodology (BSC) to implement our Strategic Plan and we will be communicating details of this Plan to you from time to time. The BSC is an internationally acclaimed tool that has been used very effectively by leading Fortune 500 companies all around the world to implement strategy. The BSC helps align different departments (and staff) of the Bank to work in a synergistic manner to achieve the common organization goals mentioned above. In other words, effective implementation of the BSC will ensure 'goal congruence.'

I am confident that Insha'Allah each one of you will make an effort to focus on implementing the BSC successfully across the Bank at every level and I can assure you that this will give us results above and beyond the expectations of our Board.

My best wishes to all of you and your families,

Jazakallah Khair.



# Meezan Bank has the largest number of CSAA Qualified Professionals in the banking sector of Pakistan

Meezan Bank now has the largest number of CSAA (Certified Shari'ah Adviser and Auditor) qualified professionals in any bank in Pakistan. CSAA certification, offered by AAOIFI (Accounting and Auditing Organization for Islamic Financial Institutions), is an important qualification in the world of Islamic Finance that equips candidates with detailed and in-depth understanding of the Shariah-principles and rulings about a wide range of elements.

Currently, there are seventeen CSAAqualified professionals

in Pakistan, out of which eight are with Meezan Bank. The Bank also has one of the largest Islamic Finance research and product development teams in the world.

With a network of over 600 branches in more than 500 cities, Meezan Bank has successfully brought Islamic Banking to each and every doorstep in Pakistan and has been a key contributor in the growth and development of Pakistan's Islamic Banking industry. The Bank is also recognized as a prominent player and contributor in the field of Islamic Banking internationally.

## Meezan Bank partners with VMware to expand IT Infrastructure

Meezan Bank signed an agreement with VMware Inc, a global leader in cloud infrastructure and business mobility to modernize the Bank's IT infrastructure across 600+ branches in more than 150 cities of Pakistan.

Under the agreement, Meezan Bank can tap on VMware's industry leading platforms to build and deliver IT solutions. With the modernized IT infrastructure enabled by a suite of VMware solutions including VMware vSphere with Operations Management, VMware vCloud Suite and VMware Site Recovery Manager, the Bank aims to increase the performance and efficiency of the IT resources through virtualization, speed up the delivery of solutions via private clouds, and strengthen the availability and mobility of critical applications.

"This is just one of the many steps Meezan Bank will be taking to play its part to support the State Bank of Pakistan's efforts to make Pakistan's financial sector a digital leader in the decade ahead and to maintain Pakistan's position as a mobile-first nation", said Mr. Faiz ur Rehman, Head of Information Technology and Digital Banking – Meezan Bank.

The partnership with VMware also means that the Bank is now able to scale rapidly based on demand and significantly reduce its operational and ownership costs. With VMware's consumer simple yet enterprise secure solutions, Meezan Bank's modernized IT infrastructure allows the Bank to respond faster to customer needs while elevating the security and reliability of its services across all branches.

#### Meezan Bank launches e-Dividend Service for Corporate Clients

Meezan Bank has become the first Islamic Bank in the country's banking sector to process dividend payments electronically (e-Dividend). The service was provided to the Bank's corporate clients M/s Nishat Chunian Power Limited and M/s Nishat (Chunian) Limited and their shareholder's both Meezan Bank customers as well as customers of the other banks.

e-Dividend payments will provide a more efficient method of cash disbursement as compared to conventional methods, enabling shareholders to get their dividends credited directly into their bank accounts, without any delay. The process shall eliminate the requirement of printing, dispatch, deposit and realization of physical dividend warrants and also facilitate faster processing of investor mandates. The new system will further help resolve the issue of unclaimed dividends caused due to poor logistics in the existing dividend payment mechanism.





### **Meezan Bank and MDK Saiyaara form Strategic Alliance for Car Ijarah Customers**

Meezan Bank and MDK Saiyaara, one of country's leading imported vehicles provider, have recently formed a strategic alliance to facilitate Meezan Bank's car financing product – Car Ijarah, customers with better facilities and a wider vehicle range. The alliance shall ensure immediate delivery of imported vehicles thus providing Fast Track Processing to Meezan customers. In addition, MDK will deliver cars selected under the program to customers anywhere in Pakistan.

The agreement was signed by Mr. Ariful Islam – Deputy CEO of Meezan Bank, Mr. Arshad Majeed – Group Head Consumer Finance of Meezan Bank and Mr. Rashid Mehmood Awan and Mr. Hassan Kamal Farooqui of MDK.

Mr. Hassan Kamal Farooqui, while speaking at the occasion said, "This partnership shall set a new benchmark of product and service quality for customers who are now demanding innovative Islamic financing and Takaful products."

### Meezan Bank and Hinopak Motors Limited ink MoU for faster Hino Kazay Bus Financing

Meezan Bank has recently partnered with Hinopak Motors Limited, one of Pakistan's leading medium and heavy-duty vehicles assembler and manufacturer to facilitate its customers for financing of Hino Kazay Bus. The MoU, will enable Meezan Bank's Hino Kazay customers to enjoy priority processing and quicker delivery. At the same time the Bank will offer relaxed financing tenure, competitive down-payment and competitive insurance rate.

Mr. Javaid Ahmed Kashif – Head of Commercial Vehicles Ijarah, Meezan Bank and Mr. Fahim Aijaz Sabzwari – CFO & Company Secretary, Hinopak Motors Limited, jointly signed the MoU at Meezan Bank's Consumer Finance Centre. Clifton, Karachi.

#### Meezan Bank and Sukkur IBA Sign MoU for Collaborative Research and Training on Islamic Banking and Finance

A Memorandum of Understanding for collaborative research and training on Islamic banking and finance has been signed between Sukkur IBA and Meezan Bank.

The MoU was signed by Mr. Irfan Siddiqui, President & CEO – Meezan Bank and Dr. Professor Nisar Ahmed Siddiqui, Dean and Director – Sukkur IBA.

The agreement highlights a collaborative framework for promoting Islamic finance in the region by committing to share respective resources and collaborating on various joint activities including research and publication and development of specialized training programs.

#### Meezan Bank leads the Islamic banking industry with another first: Launch of e-IPO service for investors in collaboration with Central Depository Company (CDC)

Meezan Bank has successfully launched electronic-Initial Public Offering (e-IPO) subscription facility to its customers through a joint venture with the Central Depository Company (CDC), the sole securities depository in the country.

Meezan Bank is the first in the banking industry to allow registered investors to make payments through all of its Alternate Distribution Channels including Meezan Bank's ATMs, Internet Banking facility and Mobile Banking Application.

The newly launched service will enable Meezan Bank's customers having CDC sub-account (with CDC Investors-Account, Participant-Sub Account or Broker-Sub Account) to subscribe to public offering of shares online via www.cdceipo.com.

Investors having valid National Identity Cards, bank accounts in Meezan Bank and CDC sub-accounts will be able to electronically register themselves with CDC through this efficient system available 24 hours a day, throughout the year and avail Meezan Bank's IPO subscription service online.



## Meezan Bank's Shariah Supervisory Board holds meeting with the Bank's Board of Directors

The Shariah Supervisory Board of Meezan Bank met the Bank's Board of Directors recently for a detailed meeting as well as a Shariah training session of the Bank's Board of Directors at Darul Uloom, Karachi.

Justice (Retd) Muhammad Taqi Usmani, Chairman of the Bank's Shariah Supervisory Board and Sheikh Esam Mohamed Ishaq, member Shariah Supervisory Board were present at the meeting.

Meezan Bank's Chairman, Mr. Riyadh S.A.A. Edrees and Vice Chairman Mr. Faisal A.A.A. Al-Nassar also attended the meeting along with the Bank's President & CEO. Mr. Irfan Siddiqui and Deputy CEO, Mr. Ariful Islam.

During the Shariah training session, Sheikh Esam Mohamed Ishaq spoke to the Board about the philosophy behind various aspects of Islamic finance. He also updated the

Board members about the growth and development in this field as well as the issues faced by Islamic banking in today's world. The training program was followed by an interactive Q&A session.

In his meeting with the Board of Directors, Mufti Taqi Usmani spoke highly about Meezan Bank and appreciated the Directors for their contribution in making the Bank a success story. He also admired the commitment of the Bank's management towards the cause of Islamic banking and emphasized that sincerity towards the cause of Islamic banking was an important factor in the Bank's success.

Mr. Riyadh S.A.A. Edrees – Chairman of the Board thanked Mufti Muhammad Taqi Usmani for his valuable guidance and continued support to the Bank. He also reiterated the Board's commitment towards Meezan Bank as well as towards the success of Islamic Banking in Pakistan.

## Meezan Bank and Punjab Board of Investment & Trade (PBIT) sign agreement to facilitate local and foreign investors

Meezan Bank has recently signed a Memorandum of Understanding with Punjab Board of Investment & Trade (PBIT) to facilitate local and foreign investors. The agreement was signed by Mr. Jahanzeb Burana, CEO – PBIT & Syed Amir Ali, Group Head Corporate & Investment Banking – Meezan Bank at the signing ceremony organized at PBIT office in Lahore.

The purpose of this initiative is to formalize the commitment to facilitate local and foreign investors. The MoU recognizes the cooperation and collaboration between PBIT & Meezan Bank and will enable to reinforce private-sector led growth in the Punjab region while simultaneously supporting inclusive economic development.

Furthermore, it will increase the financing depth and width of projects & development in Punjab. PBIT and Meezan Bank intend to encourage the development of adapted financing tools and instruments to streamline foreign direct investments in Punjab.







#### Meezan Bank Participates in State Bank of Pakistan's (SBP) Housing Finance Awareness Program

Meezan Bank participated in the State Bank of Pakistan's (SBP) Housing Finance Awareness Program held in collaboration with SBP Faisalabad, National Bank of Pakistan (NBP) and all banks of Sargodha city. The Program was held at Crown Palace, Sargodha where Meezan Bank won the Best Stall award. Representatives from Meezan Bank including Mr. Mian Nasir Mahmood – Area Manager, Sargodha gave a detailed presentation on our Housing Finance Product based on Diminishing Musharkah. The product was widely appreciated by the public as well as by the representatives of all banks.

Mayor of Sargodha graced the event as Chief Guest while other dignitaries such as Vice President Sargodha Chamber of Commerce and Chief Manager SBP also attended the Program.

## Meezan Bank Participates in SECP's 'Faculty Development Program'

Securities and Exchange Commission of Pakistan (SECP), in collaboration with the Higher Education Commission (HEC) and The World Bank conducted a 'Faculty Development Program' (FDP) at the Pearl Continental hotel in Lahore. The event hosted faculty members from various universities in Lahore.

Mr. Waqas Yasin from Product Development & Shariah Compliance department, Meezan Bank was honoured as a Guest Speaker at the event for conducting a session on Islamic banking and Islamic finance products.

### Meezan Bank sponsors first OGRA-Compliant Oil Tanker for PSO

Meezan Bank recently participated in inauguration of the first Oil and Gas Regulatory Authority (OGRA) compliant oil tankers at PSO House, Karachi. Mr. Sheikh Imran-ul-Haque – M.D. Pakistan State Oil graced the occasion with his presence. Meezan Bank holds the distinction of financing the model vehicle displayed at the event. The event attracted major haulage contractors of PSO as well as representatives of commercial vehicles manufacturers.



#### Meezan Bank wins the 14th SBP Governor's Cup Cricket Tournament 2017-18

Meezan Bank's cricket team won the 14th State Bank of Pakistan (SBP) Governor's Cup Cricket Tournament 2017-18, an inter-bank regional cricket tournament organized by SBP Multan & Multan Bankers Club at Sports Complex, Multan. The victory match was played against Bank Al-Habib where the Bank's team displayed a phenomenal team effort and sportsmanship.

A Prize Distribution Ceremony was held to commemorate the fantastic victory. Mr. Bilal Ahmed Butt – Commissioner

Multan graced the occasion as the Chief Guest while other dignitaries including Mr. Javed Ahmed Bhatti – Regional Head, Central and Mr. Nisar Ahmed Shakir – Director PIET (Pakistan Institute of Engineering & Technology – Main Sponsor of the Tournament), Mr. Sarfraz Ahmed Nadeem – Chief Manager – SBP Multan, Mr. Muhammad Tufail – General Secretary, Multan Bankers Club, Regional Manager – Multan, Meezan Bank were also present. The event was arranged in collaboration with the Bank's Marketing Team.



#### Meezan Bank participates in the 8th Annual VCCCP Car Rally, 2017



Meezan Bank participated in the 8<sup>th</sup> Annual VCCCP Car Rally, 2017, hosted by Vintage Classic Car Club of Pakistan. The rally was inaugurated by Maj. Gen. Muhammad Ashraf (Inspector General, Frontier Corps-North).

The car rally formally started from Peshawar Garrison Club (PGC) to Fort Bala Hissar (Peshawar) where a shield of honour was presented by G.M. – North, Mr. Muhammad Saleem Khan to Maj. Gen. Muhammad Ashraf (Inspector General, Frontier Corps-North) for his support and tireless efforts in making this car rally possible.

Cars like Rolls Royce, Cadillac, Ferrari, Porsche, Mustang and Mercedes, MG and Jaguar were included in the event. A stall was set by the Car Ijarah Team for the entire day to guide the visitors about Meezan Bank's products and services.

## Ensuring Employee Safety at its Best: First Bank-wide Branch Evacuation Exercise

Meezan Bank strives to take all reasonable measures necessary to ensure safety and security at its branches. In line with this business continuity aim, the Bank recently held a branch evacuation exercise in 568 branches. This is the first time the Bank has held this exercise at such a massive scale in order to ascertain the level of preparedness in case of any emergency or disaster.

Name of Region	General Manager / Regional General Manager	Branches Conducting Drill / Total Branches	Percentage Achievement		
Karachi West	Mr. Kamran Zaffar	41 / 41			
Karachi North	Mr. Mateen Mehmood	36 / 36	4000/		
Karachi East	Mr. Kazi Muhammad Aamir	44 / 44			
Karachi South	Mr. Mashkoor AG Khan	31 / 31			
Lahore West	Mr. Salman Ahmed	46 / 46			
Lahore East	Mr. Anwar ul Haq	62 / 62			
Faisalabad	Mr. Moazzam Saeed	48 / 48			
Gujranwala	Mr. Abid Hussain Abid	32 / 32	100%		
Hyderabad	Mr. Rahim Bux Memon	36 / 36			
Bahawalpur	Mr. Khalid Masood	27 / 27			
Potohar	Mr. Saleem Khan	47 / 47			
North	Mr. Saleem Khan	65 / 65			
Multan	Mr. Muhammad Tufail	35 / 35			
Baluchistan	Mr. Amir Ali Durrani	18 / 18			
	Total	568 / 568			



## Karachi South Region holds 'Regional Retail Banking Conference – 2016'

To highlight the achievements and acknowledge efforts of all team members, Karachi South Region held the 'Regional Retail Banking Conference 2016 at Royal Rodale Club, DHA, Karachi. Top officials and executives from Meezan Bank along with the entire Karachi South Region staff. Mr. Ijaz Farooq – Group Head Retail Banking, Commercial, SME and Agriculture, Mr. Zia UI Hassan – Group Head Operations and Mr. Khalid Zaman Khan – Head of Human Resource also graced the occasion with their presence.

Mr. Mashkoor A. G. Khan - Regional Head, Karachi South

addressed the audience and highlighted the key performance of the region during the year. He acknowledged the efforts and commitment of all team members. This was followed by an informational speech by Mr. Ijaz Farooq and a highly motivational session by Mr. Khalid Zaman Khan. Each speaker appreciated the hard work of the team and lauded them for their contribution towards Islamic banking.

An elegant Award & Certificate distribution ceremony was held to recognize the performance of Karachi South Region team members who performed exceptionally well.

#### Karachi-West Region holds Customer Appreciation Days

In an effort to maintain good banking relationships with our customers, Meezan Bank's Karachi West Region held Customer Appreciation Days for its customer base of 42 branches. The activities were widely appreciated by the customers and helped the bank further establish its business relations with the clients.

The events were organized under the leadership of Mr. Kamran Zafar – Regional Manager, Karachi West and respected Area Managers at the prime and customer-centric branches of the Region including Muhammad Ali Society Branch, Shaheed-e-Millat Road Branch, Shaheen Complex Branch, Timber Market Branch, Cloth Market Branch and New Challi Branch.

In addition to the host branches, all branches that fall under the Region's domain and their respective Branch Managers were termed as contributive participants.

# Meezan Bank Participates in the M/s Master Motor Corporation Ltd. Transporters Event

Meezan Bank participated in an event arranged by M/s Master Motor Corporation Ltd. in Lahore that invited transporters from all over Pakistan. More than 400 renowned transporters from major cities of Pakistan including Karachi, Rahim Yar Khan, Sadiqabad, Mehmood Kot, Multan, Sahiwal, Lahore, Faisalabad, Jhang, Sargodha, Islamabad, Talagang/Chakwal, Taxila and Peshawar participated in this activity.

Commercial vehicle financing staff from leading banks provided the customers and transporters with an excellent networking opportunity. Alhamdulillah, Meezan Bank was the only Bank to arrange a customer information desk facilitated by our Commercial Vehicle Ijarah team from Central & North regions.

## Meezan Bank finances M/s Tecno Auto Glass Ltd. Project for Local Production of Automobile Glass

Meezan Bank's client M/s Tecno Auto Glass Pvt. Ltd (TAG) has entered into a joint venture with M/s Pak Suzuki Motor Co Ltd. to set up an integrated plant for local production of automobile glass. Alhamdulillah, Meezan Bank is the

sole financier in this project, providing a financing of PKR 1.2 Bn in multiple tranches. The project shall go a long way towards enhancing the capabilities and competitiveness of Pakistan's auto parts sector.

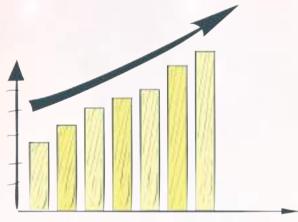
10 MEEZAN BANK - NEWSLETTER COVER STORY

# Journey through Completion of 15 years of Islamic Banking in Pakistan!

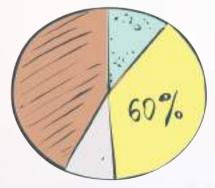
Alhamdulillah, Meezan Bank has completed 15 years of its operations in 2017. This marks a great milestone, not only for us but for the entire Islamic banking industry of Pakistan. We share our heartiest congratulations to the entire Meezan Family on this milestone. Our resolve and commitment to the cause of Islamic banking is praiseworthy and our combined efforts will Insha'Allah take Islamic banking to ever greater heights of success.

Some of our noteworthy achievements during this period have been:





**Fastest growing Bank** in Pakistan during our 15 years of operations



Holding almost **60% of the total deposits** among dedicated Islamic Banks in Pakistan



**Largest Islamic bank in Pakistan** with a branch network of over 600 branches in more than 150 cities



**Leading the industry**with Shariah-compliant Car and Home Financing

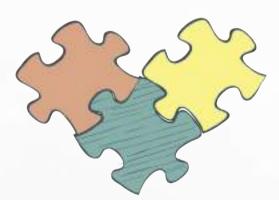
COVER STORY MEEZAN BANK - NEWSLETTER 11



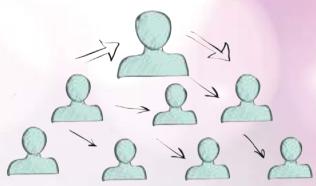
Only Bank in Pakistan to have acquired three foreign banks: **Societe Generale, HSBC Pakistan, HSBC Oman** 



Acknowledged as the 'Best Islamic Retail Bank' in the world by Islamic Finance News (IFN)



Most diverse **dedicated Islamic Banking portfolio** in the Country



One of the largest product development, Shariah compliance, Shariah Audit and Shariah advisory teams in the world with more than **50 dedicated team members** 



Acknowledged as the 'Best Islamic Bank in Pakistan' on numerous local and international forums



**Second largest Facebook** fan following in the banking sector of Pakistan



## Islamic Banking Awareness Seminars and Workshops

As Pakistan's first and largest Islamic Bank, Meezan Bank aims to provide a multitude of learning opportunities to the masses including the business community. Through these meticulously planned learning and awareness seminars, the Bank aims to increase the understanding and implementation of Islamic banking knowledge in true letter and spirit. A glimpse of the various seminars, workshops and awareness sessions conducted by the Bank in recent past has been mentioned below:

























#### Dal Bazaar Branch, Gujranwala

Dal Bazar Branch recently held a seminar on Islamic banking at the Gujranwala Chamber of Commerce and Industry. The seminar attracted audience from various walks of life including President – Anjuman Tajran, Bank Square Market and Guest of Honour, Senior Vice President – Chamber of Commerce, Gujranwala.

#### Wazirabad Branch, Gujranwala

Wazirabad Branch recently held a seminar on Islamic banking awareness inviting the local business community, teachers, lawyers as well as renowned figures of the city.

#### **Badami Bagh Branch, Lahore**

Badami Bagh Branch, Lahore recently held an Islamic banking awareness seminar. Mufti Uzair Ashraf Usmani from the Bank's PDSC Department and Mr. Ali Ashraf Usmani from Shariah Audit Team, addressed the audience and explained the differences between conventional and Islamic banking and finance system.

#### Canal Mughalpura Branch, Lahore

Canal Mughalpura Branch recently conducted a seminar on Islamic banking awareness that was attended by around 100 participants comprising of businessmen and general public.

#### **Liberty Market Branch, Lahore**

Liberty Market Branch recently held a seminar at Liberty Castle, Lahore that was attended by Mr. Ahmed Ali Siddiqui – Head of PDSC and Mr. Shayan Ahmad Baig – Manager, PDSC.



#### **Shadbagh Branch, Lahore**

Shadbagh Branch held an Islamic banking awareness session at Educator Sahar Campus, Shadbagh, Lahore. Mufti Uzair Usmani from Meezan Bank hosted the event as speaker and educated the audience regarding Islamic banking concepts.

#### **Shalimar Link Road Branch, Lahore**

Shalimar Link Road Branch arranged an Islamic banking awareness session in Shalamar Medical and Dental College. The session was attended by fourth and fifth year medical students along with their teachers and admin staff.

#### **Corporate & Investment Banking Group, Multan**

Corporate & Investment Banking Group, Multan Unit and Multan Area in collaboration with Product Development & Shariah Compliance Department arranged an Awareness Seminar on Islamic Banking for Corporate, Commercial and SME customers in order to educate and strengthen their knowledge on Shariah Principles of Finance.

#### **Faisalabad Region**

Faisalabad Region recently organized a public awareness seminar on Islamic banking. Mr. Ahmed Ali Siddiqui – Head of Product Development & Shariah Compliance attended the session as guest speaker. Other distinguished guests included Mr. Muhammad Akbar, DCM - State Bank of Pakistan (SBP), Faisalabad, Mr. Younas, DCM – SBP, Faisalabad, Mr. Khalid Saeed, MPA, Mufti Abdul Khaliq, Mufti Hifz Ur Rehman Albanori and Dr. Abdul Qavi Khan.

#### Area Office Gulshan, Karachi

Area Office, Gulshan Karachi organized an Islamic banking awareness seminar at Centre of Islamic Economics, Baitul Mukarram Campus, University Road. Mr. Farhan ul Haq Usmani – Head of Shariah Audit & Advisory, educated the audience about the concepts of Islamic banking while Mr. Kazi Muhammad Aamir – G.M. Karachi East, Mr. Muhammad Raza – Group Head - Customer Support and various Branch Managers also attended the seminar.

#### **Canal Area, Lahore East**

Canal Area of Lahore East Region recently conducted a seminar on Islamic banking awareness in collaboration with State Bank of Pakistan's Banking Service Corporation Lahore at COMSATS Institute of Information Technology.

#### Rawalpindi – 1 Area, Rawalpindi

Rawalpindi Area-1 arranged an Islamic banking awareness seminar in Mini Golf Club, Bahria Town, Phase II, Rawalpindi that was attended by renowned Islamic scholar Mufti Najeeb Khan.

#### Society Area, Karachi

Society Area of Karachi West Region in collaboration with the Bank's Product Development and Shariah Compliance Department recently held an Islamic Banking Awareness Seminar for the customers of Society Area branches at Askari Degree College, Bahadurabad.

#### North Karachi Area, Karachi

North Karachi Area recently held an Islamic Banking Awareness Seminar for the masses. Mr. Muhammad Raza – Group Head, Customer Support to spread Islamic banking awareness.

#### Ravi Area, Lahore

Ravi Area of Lahore West Region conducted a seminar on Islamic banking awareness. The seminar was attended by Area Manager, Ravi Area - Mr. Atif Sheikh, Officiating Regional Manager, Lahore West – Mr. Abid Hussain Malik and around 100 participants comprising of businessmen and general public.

#### Gulberg Area Branch, Lahore

Gulberg Area Branch of Lahore East Region in collaboration with the Bank's Product Development and Shariah Compliance Department held an Islamic banking awareness seminar at Superior University Lahore. The seminar was attended by 70 plus participants comprising of students and faculty members of Superior University Lahore.

14 MEEZAN BANK - NEWSLETTER INTERNAL NEWS

## Independence Day Celebrations at Meezan House

Meezan Bank's team celebrated 70 years of the motherland's Independence at its Head Office with great zeal. A flag hoisting ceremony was organized at the Bank's premises, which was attended by the Founding President & CEO of Meezan Bank – Mr. Irfan Siddiqui, senior management team of the Bank and staff stationed at Meezan House with their families. To commemorate this grand celebration, the Head Office was decorated with green and white balloons as well as small flag buntings.

A small group of Meezan family members majorly comprising of the Bank's cricket team also organized a small rally from Nazimabad to Meezan House.









#### **Guest Lecture Sessions at Meezan House**

In continuation to our efforts to encourage employee learning and development through Guest Speaker Sessions, Meezan Bank invited a number of dignitaries and thought leaders at Meezan House. This important initiative provides the Meezan Family with necessary exposure and professional grooming opportunities. Some of the major highlights of these sessions have been mentioned below:

#### Mr. Inamullah Siddiqui Senior Director of Cyber Leader at Ernst & Young

Senior Director of Cyber Practice

Mr. Inamullah Siddigui, Senior Director of Cyber Practice Leader at Ernst & Young visited Meezan Bank to deliver a talk on 'Cyber Security our Shared Responsibility'.

The objective of the session was to provide awareness on Cyber Security and develop a culture to protect and safeguard Bank's information assets.

#### Mr. Shikoh Atif

**Business Author, Leadership Lecturer and Trainer** 

Mr. Atif's book 'Managing the Unthinkable' was an International Best Seller and is used in Business Schools and Companies around the world for training purposes. He has also contributed to strategic development of many Fortune 500 Companies. His talk highlighted the various aspects of effective management and leadership.

#### Mr. Farrukh Habib

Islamic Finance Researcher

Mr. Habib is a Researcher at International Shari'ah Research Academy for Islamic Finance, Kuala Lumpur.

His exploratory session aimed to share highlight the importance and Shariah perspective of digital currency.

#### Mr. Sheikh Esam Mohamed Ishaq

Board Member, Shariah Supervisory Board, Meezan Bank

Mr. Sheikh Esam Mohamed Ishaq, Board Member- Shariah Supervisory Board, Meezan Bank delivered a talk at Meezan







House on 'Islamic Banking - A Global Perspective and Opportunities for Meezan Bank'. He graduated from McGill University, Montreal, Canada and is a member of the High Council of Islamic Affairs of the Government of Bahrain.

#### Mr. Abdul Bari Khan

CEO, The Indus Hospital

Dr. Abdul Bari Khan is the founder of Indus Hospital, a hospital that provides free of cost health services. He received the Eisenhower Fellowship in 2004 in recognition to his contribution to medicine in Pakistan. Dr. Khan visited Meezan House to enlighten our staff with his thoughtprovoking and inspiring talk.

He shared the journey of Indus Hospital from a studentrun Patient Welfare Association (PWA) to the creation of Indus Hospital, Karachi and its phenomenal contribution to Pakistan's healthcare sector, particularly for the destitute.

#### Mr. Noorur Rahman Abid

Director - Meezan Bank

Mr. Noorur Rahman Abid has been a Director of Meezan Bank since January 2014. He is also a member of the Board Audit and Board Human Resources and Remuneration Committees.

His insightful session focused on multiple elements of enhancing the work culture, advancing in digital technologies, maintaining service quality levels and empowering teams to reach bigger targets.

#### Mr. Almir Colan

**Director of Australian Centre** for Islamic Finance (AusCif)

Mr. Almir Colan visited Meezan House to deliver a talk on 'Leadership in Islamic Banking; perspectives from non-Muslim markets'.

Mr. Almir Colan is a Director of Australian Centre for Islamic Finance (AusCif), Director at Awqaf Australia, Careers Counsellor at Ilim College (Melbourne) and Board member at Garden College (Adelaide).









## Cafteria Facility at Meezan House, Karachi

Meezan Bank strives to provide its employees with facilities and perks that matter the most. From insuring state-of-the-art corporate headquarters to providing an environment that supports work-life integration; the Bank constantly works on strategies that help maximize employee morale, performance, productivity and satisfaction. In line with the same aim, the Bank's Head Office offers Corporate Food Service at subsidized rates that eliminate the need to order from outside the office. This service not only helps employees make healthy food choices but also encourages employee engagement, thus helping them build better working relationships.

This cafeteria's work and quality of food is managed as per the guideline of the Management and Food Committee. Besides ensuring that healthy ingredients are procured and food served is cooked in hygienic environment, the team prepares food for 700 employees on a daily basis and provides catering services for all in-house events and trainings conducted on Saturdays.

A special note of appreciation for the café team including cooks and support staff for their hard work and dedication. We would also like to extend our gratitude to the Food Committee for their support and guidance that has helped improved the facility performance tremendously.



#### PAF opens main accounts of Directorate of Accounts and Directorate of Housing at Meezan Bank

Meezan Bank's F-8 Branch, Islamabad has Alhamdulillah been able to tap Pakistan Air Force (PAF) personnel's provident & housing funds investment in Meezan Balanced Fund. The funds are supervised by Directorate of Accounts and Directorate of Housing at PAF Head Quarters, Islamabad.

The offer was finalized after a series of meetings between Meezan Bank, Al Meezan Investment Management Limited and PAF teams after which a formal MoU signing ceremony was held at the office of Air Marshal Asim Zaheer, Deputy Chief of Air Staff (Admin).

Mr. Mohammad Saleem Khan, GM North represented Meezan Bank at the ceremony while AMIM was represented by Mr. Shoaib Ahmed, CEO – AMIM & Mr. Usman Iqbal, Regional Sales Head, North. Air Commodore Khawar Javed, Assistant Chief of Air Staff (Audit & Accounts), PAF & Mr. Shoaib Ahmed, CEO - AMIM signed the MOU on behalf of their respective teams.

As per the agreement, PAF shall open their main accounts of Directorate of Accounts and Directorate of Housing at Meezan Bank's F/8 branch through which monthly contributions of the employees opting to invest in the scheme shall be made in Meezan Balanced Fund.

INTERNAL NEWS MEEZAN BANK - NEWSLETTER 17

## Meezan Bank's Learning & Development Department conducts Personal Grooming Programme for Employees

Meezan Bank aims to enrich its employee portfolio by providing them with a multitude of learning and development opportunities. From skills training to personal grooming, the organization develops a series of training programmes that can add value to its human resource. An extension of the same aim was the Personal Grooming Programme held recently that focused on various aspects of personality development, problem solving, attitude development and critical thinking etc.

Mr. Muhammad Shakeel Usmani - Credit Manager, CIU Fleet Ijarah presided the session as a trainer while the core audience of this Programme included individuals from different departments such as PDSC, IT, Human Resources, Finance, RAMD and Customer Services.

The session was both well-received and appreciated by the audience, providing them with a unique perspective on the importance of corporate etiquettes.



Sheikh Esam Mohamed Ishaq - member Shariah Supervisory Board, Meezan Bank visited Regional Office, Karachi South along with Mr. Farhan ul Haq Usmani – Head of Shariah Audit at Meezan Bank. Mr. Mashkoor A.G. Khan – Regional Head, Karachi South Region warmly welcomed the honorable guests.

Sheikh Esam had a detailed discussion with the Regional Head on various aspects of Islamic Banking as he was briefed about the efforts made by the Region in improvement of staff's Shariah knowledge & skills. He also lauded the commitment of the teams and encouraged them to work with the same spirit in order to retain Meezan Bank's leadership position in the industry.

## Meezan Bank becomes the first Islamic Bank in Pakistan to implement en.Payment Safe

Meezan Bank is the first Islamic bank in the country to successfully implement en.PaymentSafe (Meezan Financial Messaging Hub) that allows payment channels to integrate and enable cross channel transaction processing in a secure mode. en.PaymentSafe is a product of EastNet - one of the leading financial services providers offering this solution across Europe and Middle East.

Meezan Bank has implemented this Messaging Hub in the following areas:

 RTGS Straight through Processing (STP) with T24 allowing automated transaction processing, multiple level reconciliation as well as centralized processing of inbound and outbound transactions. 2. Trade Hub SWIFT Encapsulation allowing multiple user login, processing of paperless transactions as well as direct execution of incoming and outgoing transactions through SWIFT.

A special note of appreciation for the technical and business team of Mr. Asif Aziz, Kamal Hussain, Mr. Musaab Raja Mr. Abdul Rauf, Mr. Ali Imran, Mr. Qamer Javed, Mr. Kashif Zaidi, Mr. Shahzad Charania, Mr. Shahzad Dandia, Mr. Hamza Abdul Majeed, Mr. Qaiser Nasem, Mr. M. Azmatullah, Mr. Fahad Aslam, Mr. M. Zardar, Mr. Sheikh M. Umair, Mr. Arif Rana, Mr. Farooq Aibani, Mr. Tanveer Alam, Mr. Faisal Khan and Mr. M. Ashraf Siddiqui who worked untiringly during this project and to Mr. Faiz ur Rehman, Mr. Zia ul Hassan and Mr. Bashir Baloch for their continual support throughout this project.

## Meezan Bank wins 'Most Innovative Solution Deployed for Cash Displacement' award at Mastercard MENA Acquirer Forum

In recognition of its efforts in launching QR-based payment innovations in the country, Meezan Bank, has been honoured with the 'Most Innovative Solution Deployed for Cash Displacement' award at the recently concluded Mastercard MENA Acquirer Forum.

Mr. Shariq Mubeen, Head of Alternate Distribution Channels, received the award on behalf of Meezan Bank. This award acknowledges Meezan Bank's endeavors to promote digital payments in Pakistan's cash-heavy economy by collaborating with Mastercard and Inov8 Pvt. Ltd., a leading fintech in the mobile and branchless banking space, to develop an ecosystem of Masterpass QR-enabled retail payments using the

FonePay App in Pakistan. QR-based payments will help drive the State Bank of Pakistan's financial inclusion and digitization objectives, bringing merchants an efficient and cost-effective



solution to offer their customers digital payments.

Deployment of this infrastructure was a complex project, requiring integration with both Mastercard and FonePay on different platforms, supported by comprehensive settlement and reconciliation routines in order to ensure real-time payments to merchants – both for existing Meezan Bank customers and those who do not hold a Meezan account.

Meezan Bank currently facilitates more than 20,000 merchants across Pakistan who have been signed up by FonePay in less than six months, with plans to expand this ecosystem to over a million merchants in the country.

## Meezan Bank retains top position as the 'Best Islamic Bank' in Pakistan at the 2<sup>nd</sup> Pakistan Banking Awards, 2017

This marks the second year that Meezan Bank has received the 'Best Islamic Bank' award at the second Pakistan Banking Awards, 2017, the highest accolade in Pakistan's banking sector. Mr. Irfan Siddiqui – Founding President & CEO, Meezan Bank received the award on behalf of the Bank at a ceremony held recently at a local hotel in Karachi.

As a major contributor in establishing the industry of Islamic banking in Pakistan, Meezan Bank has been recognized for transforming the Islamic financial landscape in the country by both catering to the Halal banking needs of the masses as well as structuring and delivering innovative Islamic financial solutions for specialized needs of its corporate customers. The Bank's dedicated focus on Shariah-compliance and its strong business acumen have won it numerous local and international awards over the last decade.

Commenting at this occasion, Mr. Irfan Siddiqui expressed his gratitude to Allah ( ) for the Bank's success and to the 10,000+ team members who are driven by the Bank's strong Vision statement of 'establishing Islamic banking as banking of first choice...'

Pakistan Banking Awards are instituted by the Dawn Media Group – Pakistan's oldest English language newspaper, in collaboration with the Institute of Bankers Pakistan (IBP) and A. F. Ferguson & Co. – a leading assurance and business advisory firm of the country.





## Meezan Bank wins the 'Best Bank in Asia-Pacific Region' & the 'Best Islamic Bank in Pakistan' awards by Global Finance Magazine – New York

Meezan Bank has been awarded with the 'Best Bank in Asia-Pacific Region' by Global Finance Magazine, New York, in its twenty-fourth annual awards for the World's Best Banks, 2017.

This is the first time Meezan Bank has received this prestigious award for a Regional

category which is a further testament to the Bank's outstanding growth and performance and a recognition of its leading role in the development of Islamic Finance industry in the region. The winners of this year's Regional Awards were evaluated on the basis of their consistent and strong growth performance and their continuous pursuit towards service excellence.

Meezan Bank has also won the 'Best Islamic Bank in Pakistan' award by the Global Finance magazine in its tenth annual awards for the World's Best Islamic Financial Institutions. The Bank has been a regular recipient of this award during the past ten years. These awards are conferred to the firms that contribute to the growth of Islamic finance and successfully meet their customers' needs for Shariah-compliant products as well as create foundation for continued growth and safety in the future.

This year, the Bank has been selected among winners from more than 150 countries across Africa, Asia-Pacific, Central & Eastern Europe, Latin America, Middle East, North America and Western Europe.

#### Meezan Bank named 'Best Islamic Bank' and 'Best Corporate Finance House' – 2016 by the CFA Society of Pakistan

Meezan Bank has been declared as the 'Best Islamic Bank of the Year' and 'Corporate Finance House of the Year – Fixed Income' – 2016 by the CFA Society Pakistan, a member society of the CFA Institute, USA at its 14<sup>th</sup> Annual Excellence Awards.

Syed Amir Ali – Head of Corporate and Investment Banking and Mr. Ahmed Ali Siddiqui – Head of Product Development & Shariah Compliance from Meezan Bank received the awards from Mr. Jameel Ahmed, Deputy Governor – State Bank of Pakistan who was the Chief Guest at the occasion.

This is the eighth consecutive year that CFA Society of Pakistan has recognized Meezan Bank's excellence in providing Islamic financial services in the region reflecting the Bank's commitment towards Shariah-compliant banking – the drive behind the Bank's business. In addition, it is also the third year that the Bank has received 'Corporate Finance House of the Year' award in recognition of its investment banking performance providing various ground-breaking tailored solutions to blue chip corporate clients.

#### **BSO Batch Hiring - 2017**

Meezan Bank's HR Department conducted the 'BSO Batch Hiring 2017' activity in order to select a batch of qualified incumbents to be placed in different branches pan Pakistan by offering them permanent positions as Branch Service Officer in branch operations.

The activity included an aggressive recruitment campaign marketed on various social media platforms including LinkedIn and Facebook. Resultantly, the Bank inducted a batch of 217 incumbents who were given entensive training of ten days and they are now working in different branches of Meezan Bank nationwide. The Bank, being an equal opportunity employer, also recruited an incumbent with special needs.

For the first time in the history of Meezan Bank, a welcome ceremony was arranged to congratulate these newcomers to the Meezan Family. White shirts and purple ties were distributed among the male BSOs while black abayas with purple scarves were gifted to female BSOs.



## Meezan Bank recognized as 'PMO of the Year' by PMI KPC – Project Management Institute Karachi Pakistan Chapter

Meezan Bank has been recognized as 'PMO of the Year' in the PMI KPC Professional Awards 2017, held by the Project Management Institute Karachi Pakistan Chapter. Meezan Bank has been recognized under the category of Project Management Awards for Corporate Excellence – PACE, honouring organizations providing the best project management office services.

The award was presented by Prof. Dr. Atta-ur-Rahman, Chairman of UN committee on Science, Technology and Innovation. Mr. Uzair Syed – Head of Project Management Office, Meezan Bank received this award on behalf of the Bank along with his team members including Ms. Umme Tameem Qazi – PMO Manager, Mr. Mohsin Zamir – Project Manager and Mr. Raheel Rizvi – Project Manager.

The 'PMO of the Year' Award honours organizations that have demonstrated superior project management abilities by adding value through support of successful strategic initiatives. Meezan Bank has been recognized in appreciation of its projects and for demonstrating excellence and innovation in project management initiatives leading to measurable improvements in the organization's business results.



#### Meezan Bank recognized as the 'Best Bank to work for' in Pakistan

Meezan Bank has been recognized as the Best Bank to work for in Pakistan. It is also among Pakistan's top ten places to work at, as announced by the Pakistan Society of Human Resource Management (PSHRM), which is a professional association for HR practitioners.

The awards were given by PSHRM in collaboration with Engage Consulting at a formal ceremony held at Karachi recently. In the 10-year history of these awards, this is first time that a Bank has been recognized for creating a great place to work for its employees. Meezan Bank is the only Bank in Pakistan's financial industry to be recognized for its focus on best HR practices. Mr. Khalid Zaman Khan, Head of Human Resources of Meezan Bank received the awards on behalf of the Bank.



### Meezan Bank awarded 'Islamic Bank of the Year 2017' – Pakistan by 'The Banker magazine'

The Banker, a prestigious publication of the Financial Times Ltd., London, has recognized Meezan Bank, Pakistan's first and largest Islamic bank as the best 'Islamic Bank of the Year 2017' in Pakistan.

The award goes to the firm that has demonstrated excellence in its initiatives and achievements while providing viable financial solutions to its customers. Meezan Bank has been recognized for going from strength to strength in recent years and for focusing on a strategy deliberated on financial inclusion, effective

cost management and product and service innovation. Through various initiatives, the Bank has played a pivotal role in accelerating the formalisation of the Pakistani economy, a factor that has made a significant contribution to the Bank's recognition as the Best Islamic Bank for 2017.

The Banker's recognition of Meezan Bank's outstanding work and contributions further manifests our continuous commitment to strive for excellence in Islamic banking in Pakistan.



#### Meezan Bank's Shalimar Garden Branch and Shalimar Link Road Branch, Business Area of Lahore West Region Achieve

## 'Excellent Category'

#### in Annual Shariah Audit

Meezan Bank, as Pakistan's Premier Islamic bank has always placed a keen emphasis on establishing a Shariah-complaint culture across its branches. The Bank has established a dedicated Shariah Audit Team that regularly ensures compliance of all branch operations to the Bank's strategic goals as well as Shariah principles. The audit also aims to check the Islamic banking knowledge of branch staff.

This year too, Meezan Bank held its Annual Shariah Audit and Meezan Bank's Shalimar Garden and Shalimar Link Road Branches in Lahore have scored 'Excellent Category' in the audit results. This achievement is the result of dedicated efforts by our Branch Managers and their teams who have worked

tirelessly keeping the Bank's Vision and Mission in mind. A special note of appreciation for Mr. Uzair Usmani - Shariah Scholar in Meezan Bank and Mr. Kamran Mahmood Butt - Area Manager of Business Area, Lahore; whose guidance has played a key role in this achievement.

A prize distribution ceremony was also held in Pearl Continental Hotel, Lahore that was attended by Dr. Muhammad Imran Ashraf Usmani — Resident Shariah Board Member at Meezan Bank. Mr. Khalid Javed Mughal - Branch Manager, Shalimar Link Road Branch and Mr. Daud Qadir - Branch Manager Shalimar Garden Branch were also awarded shields by the respective Area Manager.

## Meezan Bank awarded 3<sup>rd</sup> Position as 'Employer of the Year' by Employers Federation of Pakistan (EFP)

Meezan Bank, Pakistan's first and largest Islamic bank, has secured 3<sup>rd</sup> position as 'Employer of the Year' in the category of 'Large National Companies' by Employers' Federation of Pakistan (EFP) – Pakistan's largest forum for employers. Mr. Khalid Zaman Khan – Meezan Bank's Head of Human Resources received the award from Mr. Syed Nasir Hussain Shah – Minister of Labor & Transport, Government of Sindh at the 5<sup>th</sup> ceremony of Employer of the Year Awards held at a local hotel in Karachi.

Meezan Bank has been acknowledged with this reputable award for the second time, which reflects its focus on having workplace practices that are at par with world standards on labor practices, women empowerment, ISO and similar certifications. It is noteworthy that the Bank has been recognized among organizations with HR practices that



focus on employee needs and engagement levels including various Multinationals, Private & Public Companies, Large Nationals & SMEs.



Mr. Atif Majeed awarded 'Associate Chartered Banker' Certificate by The Chartered Institute of Bankers in Scotland



Mr. Atif Majeed, serving as Operations Manager – Mirpur, AJ&K Branch has successfully passed and fulfilled the requirements of international membership of 'The Chartered Institute of Bankers in Scotland' and has been awarded with certificate of 'Associate Chartered Banker- ACB'. Associate Chartered Banker is a professional qualification that is recognized worldwide.

We wish him good luck and hope this achievement will help him achieve new levels of success at Meezan Bank!

### Mr. Rashid Minhas receives Certificate in Islamic Banking And Finance (CIBF) from IIIB

Mr. Rashid Minhas currently serving as a Branch Service Officer in Chakwal Branch has, Alhamdulillah completed his MBA in Finance and has also received the Certificate In Islamic Banking and Finance (CIBF) from International Institute Of Islamic Bankers. We congratulate him on this achievement and wish him continued success in his future and at Meezan Bank.



## Mr. Muhammad Ali Ravda achieved CFA Charter and ACCA Membership

Mr. Muhammad Ali Ravda (AVP & Transaction Manager - Investment Banking) has successfully achieved CFA Charter and ACCA Membership. Ali joined Meezan Bank in 2014 and since then has worked on various large ticket financing deals to contribute towards the long term success of the bank. We wish Ali best of luck for the future!

#### Mr. M. Haroon Rehan completes M.Phil in flying colours

Mr. M. Haroon Rehan, Branch Manager, D. I. Khan has recently completed his M. Phil in Management Sciences from Qurtaba University, D. I. Khan securing an outstanding CGPA of 3.75.

Mr. Rehan has also successfully published four papers in The International Institute for Science, Technology and Education (IISTE) International General, all of which may be viewed online at www.iiste.org

## Service Quality Department Successfully Completes Conduct Assessment Framework of the Bank

Alhamdulillah, Service Quality Department has evaluated Meezan Bank's Conduct Assessment Framework (CAF).

The FTC Champions' Team recently gathered for the

discussion on SBP Conduct Assessment Framework to not merely celebrate this grand achievement but also to highlight and share the key learning, observations as well as gaps during the entire project.

#### Staff members who worked on this project are:

Ms. Syeda Fatima Zehra - Service Quality

Mr. Umer Ashfaq - Compliance

Mr. Baber Munir - Compliance

Mr. Syed Muhammad Adil - Service Quality

Ms. Noreen Gul - Service Quality

Ms. Shazia Khurram - Branch & Priority Banking

Mr. Zeeshan Ahmed - Operations

Mr. Hammad Jaffri - Consumer Finance

Ms. Tooba Tariq Butt – Corporate Communication

Mr Zubair Khan - Learning & Development

Mr. Umair Rajput - Human Resources

Mr. Hasan Faraz – PDSC

Mr. Syed Muhammad Rizwan – Administration

Mr. Adeel Imtiaz - Internal Audit



## **Service Heroes of Branch Banking**

At Meezan Bank, a dedicated team of Service Quality determines service rating of all branches on a monthly basis as per Branch Service Scorecard. Branch Service Scorecard is a mechanism whereby branch service indicators are evaluated in accordance with the service standards of the Bank. Branches achieving 90% and above in Branch Service Scorecard are assigned with Indigo rating which is the highest service quality rating. There are 54 branches which have been maintaining the highest service quality rating for the period January 2017 till December 2017.

List of Branches maintaining 'Indigo' SQ rating:

S.No	Branch Name	S.No	Branch Name	S.No	Branch Name
1	Narowal	19	Hall Road Branch, Lahore	37	Banni Chowk Branch, Rawalpindi
2	Bombay bazar, Karachi	20	Khanapul Branch, Rawalpindi	38	Daska Branch, Sialkot
3	Qalanderabad Branch	21	Gondlanwala Road Branch, Gujranwala	39	Rawalakot Branch, AJK
4	Doctor's Hospital, Lahore	22	Alamdar Road Branch Quetta	40	Civic Centre Branch, Lahore
5	Jaranwala Branch, Faisalabad	23	Mirpur Branch, AJK	41	Shalimar Garden Branch, Lahore
6	E-8 Naval Complex Branch, Islamabad	24	Canal Raod Branch,Lahore	42	Beamount Plaza Branch, Karachi
7	Bank Squre Model Town Branch, Lahore	25	Bilal Gunj Branch, Faisalabad	43	Khayaban-e-Jinnah Branch, Lahore
8	Wazirabad Branch	26	Jala Pur Jattan Branch, Gujrat	44	Zafar Ali Road Branch, Lahore
9	Circular Road Branch, Faisalabad	27	Bhowana Bazar Branch, Faisalabad	45	L.D.A Tajpura Branch, Lahore
10	Islampura Branch, Lahore	28	PWD Branch, Islamabad	46	KDLB building Branch, Karachi
11	Gojra Branch	29	Ghotki Branch, Sukkur	47	Dalazak Road Branch, Peshawar
12	Guhadpur Branch	30	Jhung Road Branch, Faisalabad	48	Millat Road Branch, Faisalabad
13	Faisal Town Branch, Lahore	31	F-8, Markaz Branch, Islamabad	49	B-17 Branch, Islamabad
14	Rail Bazar Branch, Jhang	32	Serena Hotel Branch, Islamabad	50	Rajan Pur Branch, DG Khan
15	Shabqadar Branch	33	Chungi Ammar Saddhu Branch, Lahore	51	Kallar Syedan Branch, AJK
16	Main Bazar Branch, Lalamusa	34	G-8, Markaz Branch, Islamabad	52	Chichawatni Branch, Sahiwal
17	Liberty Market Branch, Lahore	35	Muslim Town Branch, Rawalpindi	53	Kutchery Chowk Branch, Gujrat
18	Tulsa Road Branch, Rawalpindi	36	Yarn Market Branch, Faisalabad	54	Loralai Branch , Balochistan

We congratulate all the team members of these branches for maintaining the highest Service Quality rating and look forward to seeing their contribution in making our customer experience better in future.

#### Service Champion Branches

October-2017	November-2017	December-2017
Khanapul Branch, Rawalpindi	Ghotki Branch, Hyderabad	Muslim Town Branch, Rawalpindi
Kotwali Branch, Faisalabad	Station Road Branch, Hyderabad	Bank Square Model Town Branch, Lahore
Doctor's Hospital Branch, Lahore	Kutchery Road Branch, Narowal	Dera Ismail Khan Branch, D.I Khan
		Hall Road Branch, Lahore

#### We're now

# 1,500,000



## Thank you!

Alhamdulillah, Meezan Bank's Facebook Page, managed by the Corporate Communication Department, has crossed over 1.5 MILLION LIKES and has become the only Islamic Bank in Pakistan with such a huge fan following.

We are now the Second Largest Page in the banking industry of Pakistan! Meezan Bank currently holds social media presence on all major platforms including Facebook, Instagram, LinkedIn Twitter & Youtube, which are among the leading pages in Pakistan's banking industry.

Our ever-increasing fan-following and inherent focus on social listening and social customer service has allowed us to reach out to a greater number of people and to spread the message of Islamic banking across the globe!

During 2017, the Bank generated over 2,300 business leads through this platform which is a 109% increase from the previous year. The Corporate Communication team would like to thank all the Departments for their support. A special thanks to our readers and followers whose support has been a daily incentive to work towards the cause of Islamic Banking. Like, Follow and Share the official Pages of the Bank with your friends, family and customers.

#### Follow us on:

www.facebook.com/MeezanBank

nttps://twitter.com/MeezanBankLtd

http://www.linkedin.com/company/meezan-bank-ltd

http://www.youtube.com/c/MeezanBankLtd1

https://www.instagram.com/meezanbanklimited/

