

GUIDELINES ON PROHIBITED BANKING CONDUCT

Karachi: October 11, 2018

Islamabad: October 12, 2018

FEE: PKR 12,500/- per participant

TIMINGS: 9:00 am to 5:00 pm

5%
DISCOUNT
on 3-5 nominations

10%
DISCOUNT
on 6+ nominations

5%
DISCOUNT
for all member
Institutions of IBP

LAST DATE OF REGISTRATION

KHI: October 9, 2018

ISB: October 10, 2018

COURSE FACILITATOR
Ms. Sundus Saleem

COURSE OVERVIEW

Banking Conduct plays an important role in building consumer confidence, which is fundamental to the stability and efficiency of the banking sector. Irresponsible business conduct can undermine the confidence of the public in the banking sector. Given the adverse consequences for financial stability, irresponsible conduct needs to be addressed proactively. This course will include an in depth coverage of SBP's guidelines on prohibited conduct. Besides, the rationale and impact of the said guidelines will also be covered enabling participants to understand the 'to do' of the circular.

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The Institute
of Bankers
Pakistan



COURSE CONTENT

- FTC
- Conduct regulatory corridor
- The prohibitions
 - Misleading conduct
 - Undue influence & pressure
 - Demand of undue considerations
 - Collusion to fix features in the products/services to the detriment of consumer.
 - Complacency not to invest in systems and procedure, HR, consumer awareness, etc.
- The implications of prohibitions
- Controls
- Monitoring
- Reading the pulse of responsible banking conduct

WHO SHOULD ATTEND?

- FTC owner and team
- Compliance
- Audit
- Service Quality
- Operations
- Marketing & Communications
- Product team
- Other stakeholders of FTC

FACILITATOR

Ms. Sundus Saleem

Ms. Sundus Saleem is associated with Consumer Protection Department (CPD) of State Bank of Pakistan (SBP) for the last 5 years. She is serving as Deputy Director at CPD and has been one of the key contributors to the various financial consumer protection initiatives and market conduct instructions for the banking industry, like Diagnostic review on banking industry's service practices, Fair Treatment of Customers (FTC) Framework and Conduct Assessment Framework (CAF). In addition, she has been conducting industry engagement sessions for bankers from State Bank of Pakistan's forum. She has also been associated with The Institute of Bankers Pakistan (IBP) for Banking Conduct related trainings. Ms. Saleem is a gold medalist in Masters of Business Administration (MBA) from Shaheed Zulfikar Ali Bhutto Institute of Science & Technology (SZABIST).

DONATE FOR SUPREME COURT OF PAKISTAN DIAMER BASHA AND MOHMAND DAM FUND

CONTACT DETAILS:

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NOTE: Payment should be made on or before the course start date in the name of "THE INSTITUTE OF BANKERS PAKISTAN".
Please send nominations/requests for participation at least two days before the training date.



FACILITY AVAILABLE
IN KARACHI