



An ISO 9001 : 2015 Certified Company

A Company Set Up Under Section 42 of the Companies Act, 2017

# CAF REVIEW 2018 – READINESS WORKSHOP

**DATE:** APRIL 12, 2019 | **LAST DATE OF REGISTRATION:** APRIL 10, 2019  
**CITY:** IBP, KARACHI | **FACILITATOR:** MS. SUNDUS SALEEM

**FEE:** PKR 12,500/- *per participant*  
**TIMINGS:** 9 AM - 5 PM

## OVERVIEW

In order to ensure that banks exhibit responsible conduct and treat their customers fairly, management of conduct risks at the banks is crucial. While helping banks with managing conduct risk, SBP developed a Conduct Assessment Framework (CAF) to be used by banks as self-assessment which is annually submitted to the SBP who then evaluates the overall risk associated with conduct.

The tool was tested and last year a full scale exercise was conducted wherein sampled banks were picked for supervisory review. Presenting CAF in a relevant and useful manner has observed to be an issue in the industry. Accordingly, in order to streamline the presentation/review assessments, this one-day workshop is being exclusively conducted to guide and help banks present their CAF in better way in the supervisory meetings for the year 2018, expected very shortly.

## CONTENTS

The course will focus on the evidence required to defend the bank's rating. Accordingly, a module-wise approach will be adopted to cover all relevant and necessary evidence and approaches to present.

## WHO SHOULD ATTEND?

Primarily officers from CAF, FTC and Compliance, contributors to CAF like HR, T& D, Audit, Marketing, CMU etc. may also attend to improvise on their input.

## FACILITATOR

**Ms. Sundus Saleem**

**Joint Director BC & CPD – State Bank of Pakistan**

Ms. Sundus Saleem is affiliated with BC & CPD at State Bank of Pakistan for the past 9 years. She is serving as Joint Director and has been one of the key contributors to financial consumer protection 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). Besides, she has been conducting industry engagement session for bankers from State Bank of Pakistan's forum as well as has been associated with Institute of Bankers Pakistan for banking conduct related trainings. Ms. Saleem is a gold medalist in Master of Business Administration from Shaheed Zulfikar Ali Bhutto Institute of Business & Technology (SZABIST).



FACILITY AVAILABLE

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