



# Revised SBP instructions on Call Center Management

## Contents

- Vitality of Call Center
- Previous instructions
- Objectives/rationale of revision
- Findings and gap
- Revised instructions
- Way Forward

**21 JUNE, 2022**  
**9:00am-5:30pm**

**▶ ONLINE VIA ZOOM**

**Training Fee: 8,000 Plus Tax**

**Registration@nibaf.gov.pk**  
**051-9269778**



**Mr. Shahid Iqbal**  
Subject Specialist, NIBAF

Mr. Shahid Iqbal is a seasoned professional with rich practical experience spanning over 37 years of banking operations including 25 years as a professional trainer. Mr. Shahid is currently working with NIBAF as a subject specialist for commercial banking programs and has designed and conducted various training programs on banking operations, Regulatory Compliance, Account Opening, AML/CFT, Customer Service Excellence, Leadership and other Soft skills and has been instrumental in designing certification programs for NIBAF. Besides the banking sector, Mr. Shahid has also conducted trainings for a wider audience including officers from NAB, FIA and Pakistan Post.

**For more information: [www.nibaf.gov.pk](http://www.nibaf.gov.pk)**