

Compliance package for Manager Operations

June 9-10, 2022
9:00 am - 5:30 pm



Mr. Shahid Iqbal

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.

Training Fee: 20,000 Plus Tax

F2F, NIBAF Karachi

Contents

The Regulatory Environment and the Role of Regulators

- An Overview of the Regulatory Environment
- The Objectives of Financial Services Regulation
- The Role of the Regulators
- What do the Regulators expect?
- The Best Practice in Regulatory Obligation

Financial Crime Prevention

- **What is fraud?**
- Frauds perpetrated against ordinary Customers
- Frauds against banks
- Preventing fraud

Legal & Regulatory Compliance Requirements for Handling Following Branch Functions:

- Account Opening
- Digital onboarding
- Cheque Handling
- Remittances/ Online Transfer of Funds/RTGS/RAAST/Payment System
- Currency Management
- Financial Inclusion of Persons with Disabilities
- Dealing with Senior Citizens
- Customers' Complaint Handling



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