



Digital Banking Transformation

A Stimulus to Financial Inclusion



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With Our Experts



Jazil Mahmood Butt

Sr. Joint Director
Banking Supervision 2
State Bank of Pakistan

+16 years in supervisory role as
offsite and onsite bank examiner



Sajid Khan Afridi

Joint Director
Banking Conduct & Consumer
Protection Department-SBP

+12 years as bank examiner, Islamic Banking
and consumer protection department



Mr. Nadeem

Joint Director
Banking Policy & Regulation
State Bank of Pakistan

+14 years in banking policy and
payment system departments

Who Should Attend

**Business Development Team, Risk Man-
agers, professional from the IT side (Busi-
ness, development, strategy), Service
Quality Staff and Audit Team**

Learning Objectives

- This course will impart knowledge about digital banking transformation that would enhance financial inclusion and create business opportunities for the financial institutions.
- This will help the participants to develop understanding of better controls and risk management of digitalization of banking products.

Contents

Day-1: Digital Banking – its Significance & Importance

- Technological Innovations in global perspective
- Branchless Banking Regulations
- BB Operating Models & Agent categorizations

Day-2: Risk Assessment & Controls in digital banking

- International Best Practices for Risk Assessment in digital banking
- Key risks associated with Data applications and their effective management
- Two Factor Authentication for security
- Key controls prescribed in the regulatory framework/guidelines

Day-3: Customer Support Services

- Dedicated Customer Service Centers
- Proper Guideline for Dispute Resolution Mechanism
- Controls of call center

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**Training Fee
30,000 Plus Tax**

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