

Revised SBP Instructions on Call Center Management



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- Vitality of Call Center
- Previous instructions
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- Findings and gap
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- Way Forward



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9:30AM-1:30PM

ONLINE VIA ZOOM

Training Fee: 8,000 Plus Tax

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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: nibaf.sbp.org.pk