

# Service Quality and Consumer Protection: Risks and its Mitigants

**May 25, 2023**  
**10:00 am-05:00 pm**  
**Online Via Zoom**

## Content

- Overview of Banking Conduct & Consumer Protection
- Type of Conduct Abuse
- Banking Conduct Landscape in Pakistan
- Evolution of Conduct Regulation & Supervision at SBP
- Legal Framework on Banking Conduct & Consumer Protection
- Consumer Grievances Handling Mechanism and SBP Expectation
- Banking Conduct with respect to Digital Banking: Trends & Issues
- Digital Banking Fraud Prevention and Control
- Consumer Protection Issues in DFS
- Supervisory challenges relating to the increase in digital transactions especially Payments
- How to Supervise and Assess Service Quality Standards and Grievance Handling in Banks/FIs

**Course Fee**  
**10,000 Plus Tax**

## For Registration

**Registration@nibaf.gov.pk**  
**04299214798-9**  
**051-9269778**



## Trainer



### Mr. Sajid Khan

Joint Director,  
State Bank of Pakistan

Mr. Sajid Khan, Joint Director-BC&CPD, SBP has diversified experience of working in State Bank of Pakistan in the area of regulations, consumer protection and on site examination of the leading Pakistani Banks/DFIs/MFBs/Islamic Banks. Conducted various regulatory examinations during which assesses the credit risks, Governance Risk, AML/CFT risks, and other risks assumed by the SBP regulated entities and also their compliance with their own policies and regulatory framework. Besides, also carried out special/targeted investigations/inspections as well as attended local & international trainings.