

The Institute
of Bankers
Pakistan



FAIR TREATMENT OF CUSTOMERS FRAMEWORK-CERTIFICATION

DATE: May 16-18, 2017

FEE: PKR 25,000/- per participant

VENUE: IBP, M.T. Khan Road, Karachi

TIMINGS: 9:00 am to 5:00 pm

5%
DISCOUNT
on 3-5 nominations

10%
DISCOUNT
on 6+ nominations

LAST DATE OF REGISTRATION:
May 12, 2017

COURSE OVERVIEW

Recent developments in the financial sector, both at home and abroad, have proved that adequate Financial Consumer Protection is crucial to the financial stability of the banking industry. An effective Financial Consumer Protection Framework is indeed a major imperative for creating fair market infrastructure, where consumers make careful financial decisions, have confidence in the banking industry, understand and exercise their rights and have effective recourse for their grievances. State Bank of Pakistan, in its endeavor to foster Financial Consumer Protection across the industry, has issued several instructions for banks to make market more consumer-centric. In the same context, this session will focus on consumer protection as key to the success of financial industry.

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LEARNING OBJECTIVES :

This program will enable the industry stakeholders to understand the interlink between the recent regulatory initiatives under Business Conduct for banks, as well as to provide them with the skill-set to deliver FTC through case studies, industry's best practices & quality standards.

COURSE CONTENT:

- Understanding Consumer Protection and Responsible Banking Conduct.
- Why Consumer Protection? In whose interest?
- Contents of Consumer Protection - Global Standards/Principles/Practices
 - a. Institutional Arrangements
 - b. Legal and Regulatory Arrangements
- Conduct Risk and its Management
 - a. Governance, Risk, Culture Model
- Regulatory Approaches on Consumer Protection
 - a. Principles-based vs Compliance
 - b. Legal and Regulatory Frameworks
- Banking Conduct Landscape in Pakistan
 - a. Institutional Arrangement
 - b. Legal Framework
 - c. Regulatory Framework
- SBP's Instructions on Consumer Protection
 - a. FTC
 - b. Standards of Banking Conduct
 - c. CAF
 - d. CGHM
 - e. Others

WHO SHOULD ATTEND?

- Service Quality Managers/Officers
- Complaint Handling Staff
- Compliance Managers
- R & D Managers
- Product Development Managers
- Marketing Managers/Officers
- Branch Managers
- Relationship Managers
- FTC Owners/Participants
- IT /Research Personnel
- Operation Managers

METHODOLOGY:

Presentations by Facilitators, Case Studies and Group Discussions. An assessment will be conducted at the end of the program. A certificate of qualification will be awarded by IBP to those who qualify the post assessment test; participants not qualifying the test will be awarded with participation certificate only.

FACILITATORS:

The program will involve engagement of trainer/s primarily from SBP and supporting trainers of the industry, in areas of soft and technical skills on service quality and mystery shopping methodologies.

CONTACT DETAILS:

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NOTE: Payment should be made on or before the course start date in the name of "THE INSTITUTE OF BANKERS PAKISTAN".
Please send nominations/requests for participation at least two days before the training date.