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PRESS RELEASE

NBP LAUNCHES TRAINING FOR ALL ITS OFFICERS TO SERVE CLIENTS  
THROUGH BETTER TECHNOLOGY AND HIGHER CUSTOMER SERVICE

Karachi July 19, 2012: National Bank of Pakistan (NBP) has embarked upon training to its over 10,000 offices throughout the country to improve its customer service and strive for total compliance to the regulatory requirement for effective internal control and strong mechanism against money laundering. In this connection the training of about 200 officers working in various branches were started at Karachi, Lahore, Islamabad and Peshawar simultaneously with the help of internal and external expertise. This training is for five days duration and covers all relevant subjects including the emerging trends in banking operations and technology. Dr. Mirza Abrar Baig, SEVP/Group Chief, Training & Organizational Development Group NBP addressed the participants of the program at NBP Staff College, Karachi and distributed certificates to the participants. He stated that NBP has recently made over 1200 branches online to facilitate its customers. Therefore, training in these areas is being given top priority.

Regards,

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