

# Newsline



**NEWS**  
Karachi, Thursday 3 September 2020, 14 Muharram 1442

**BP's PAT up by 36.8%**

**since 2006**

**BUSINESS RECORDER**  
Karachi, Friday 4 September 2020, 15 Muharram 1442

**CHI: The State Bank of on Thursday declared the (HBL), National**

**NBP, UBL declared**

**SBP is consistent with the international standards and practices takes into account the local dynamics. It specifies the methodology for the identification and designation of SIBs, enhanced regulatory advisory requirements and presentation guidelines. The enhanced requirements further strengthen the resilience of the systemically important financial institutions against shocks and augment their management capacities.**

**NBP: From strength to strength**

National Bank of Pakistan (NBP) posted stellar 37 percent year-on-year profit growth in 1HCY20, despite the pandemic and the adversities it brought. The gross markup income stems from sizable growth in core earnings that averaged Rs2.4 trillion, higher by 26 percent from the same period last year and also better yields on the earning assets.

The asset mix continues to be tilted towards investments which averaged 51 percent higher year-on-year to over Rs1.4 trillion and contributed Rs2.2 billion to the markup income, up 92 percent year-on-year. The investment portfolio was reprofiled towards longer tenor instrument towards the end of the period. NBP's investment portfolio is diversified across risk-free government bonds and securities and high dividend yielding equities, with the rates shifting the investment portfolio from shorter term treasury bills to long-term PIBs. The yields on investments during 1HCY20 grew from 9 percent in 1HCY19 to 12.06 percent.

Net advances averaged 6.6 percent year-on-year to Rs911 billion and led to a 19 percent year-on-year increase in advances related mark-up income. Compared to December 2019, the advances ended at a slightly lower rate, down by 4.8 percent. The bank notes the reduction down to overall slower demand and seasonal impact, which is expected to reverse in the quarters to come.

The asset quality did go down in 1HCY20, leading to a Rs1.1 billion increase in provision charges almost trebled year-on-year as a result, with the bulk of provisions changed against loans and advances.

NBP maintained 14 percent share in industry deposits, registering a 64 percent increase to Rs2.3 trillion over December 2019. The CASA ratio has also improved from 81.8 percent in December 2019 to 83.1 percent as of June 30, 2020. The non-funded income grew very marginally despite the tough market conditions due to the pandemic. The fee and commission income went down in 1HCY20 as business activities slowed down. Dividend and exchange income also declined, but capital gains remained positive.

With situation improving on the front and macroeconomic indicators looking up, NBP sits well for the quarters to come.

	1HCY20	1HCY19
Rs (mn)	145,259	97,690
Markup Earned	96,815	62,128
Markup Expensed	48,444	35,564
Net Markup Income	18,341	18,204
Non Mark-up / Interest Income	66,784	53,767
Total Income	29,544	27,892
Non Mark-up / Interest Expenses	15,638	6,490
Provisioning/(Reversal)	(21,602)	20,385
Profit Before Taxation	6,412	9,294
Taxation	15,190	11,101
Profit After Taxation	7.14	5.22

**NBP stands No.1 in the Banking Industry**

## Rs. 15.2 Billion Profit After Tax

### NBP announces net profit of Rs15.2b

KARACHI. The board of directors of National Bank of Pakistan met on Tuesday, September 1, 2020 and approved the condensed interim financial statements of the bank for the half year ended June 30, 2020. With strong growth in core earnings, the bank reported unconsolidated profit after tax of Rs15.2 billion, up by Rs4.1 billion or 36.8% compared to the same period last year. Net assets of the bank increased by Rs26.4 billion to Rs259 billion (Dec '19: Rs232.6 billion). During H1 '20, the bank earned gross mark-up/ interest income amounting to Rs145.3 billion, which is 49% higher than Rs97.7 billion of H1 '19. Total earning assets averaged at Rs2,428.1 billion (Jun '19: PKR 1,931.5 billion), of which investments amounted to Rs1,403.7 billion and generated interest/mark-up income of Rs85.4 billion, being 92.2% higher than that of H1, 2019. PRESS

پاکستان کے 11 برسوں سے ایک وقت سے نیشنل بینک کو ایجنٹ کے بورڈ آف ڈائریکٹرز کے اجلاس میں 30 جون 2020 کو ختم ہونے والی ششماہی کے مالیاتی اسٹیٹمنٹ کی منظوری دی گئی، (باقی صفحہ 3-4 نمبر)

تیکس نیٹس

4

جس کے مطابق زیر ترمیم ششماہی میں بینک نے 15.2 ارب روپے کا بعد از ٹیکس نفع حاصل کیا، جو گذشتہ سال کی اسی مدت کے مقابلے میں 4.1 ارب روپے یا 36.8 فیصد زیادہ ہے۔ اس دوران بینک کے اثاثے بڑھ کر 26.4 ارب روپے یا 11.5 فیصد زیادہ ہو گئے۔

**DAWN**

**NBP profits surge**

By Our Staff Reporter.

KARACHI: National Bank of Pakistan earned 15.2 billion in profit after tax for the first half of 2020, up from 11.1 billion in the same period last year. This was up from net income of Rs11.07 billion in the same period last year.

With strong growth in core earnings, the bank reported unconsolidated PAT of Rs15.2bn, up by 36.8 per cent compared to the same period last year. Net assets of the bank increased by Rs26.4bn, as against December 2019 level of Rs232.6bn.

Thursday, September 3, 2020

Financial Daily International

Thursday, September 3, 2020

Results for half-year ending June 30, 2020

Turns Rs15.2bn PAT

Best in the industry

## Editor's Note

### Lessons Learned!

The global banking industry has been astounded by the coronavirus pandemic, but with a focus on maintaining strong customer relationships the banking industry has remained unscathed. Banks have provided stability during the turbulence, but then they have their own challenges to deal with.

Fortunately, technology is helping financial institutions to cope up with the disruption, allowing them to maintain to a large degree of business continuity while keeping their employees and customers safe. Fortunately, NBP had been investing in technology and digital capabilities and continuously looking to build on that. Due to this advantage we have been able to keep our operations up and running, and there's been continuity of service as far as transactions were concerned.

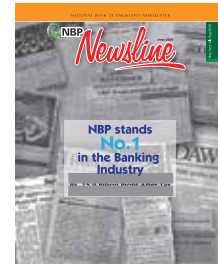
Of course, we have many customers, including many senior citizens, who are not tech savvy and still prefer to visit a branch and we also have a segment of customers who are underprivileged—and, again, not as tech savvy—who depend on us. However, we're in a much better position now because our learnings are based on real situations.

*Stay Safe and Stay Connected!*

**Asra Adnan**  
Editor

*The opinion expressed in the Editor's Note do not necessarily reflect the views of the National Bank of Pakistan*

Issue # 67



**NBP Newsline** is published bi-monthly to keep our employees and others updated about the latest activities of the **National Bank of Pakistan**

Contributions to NBP Newsline may be sent to Strategic Marketing Division, Strategy & Business Analytics Group, 2nd Floor, Head Office, Karachi.

For suggestions and feedback  
021-99217915  
[nbp.editor@nbp.com.pk](mailto:nbp.editor@nbp.com.pk)

*The Editor has the right to edit any write-up sent for publication for clarity and space*

# C O N T E N T S





## NBP Stands No. 1 in the Banking Industry Half Year Results - 2020



With a strong growth in the core earnings, our Bank reported an exceptional rise in the Profit After Tax (PAT) that amounted to PKR 15.2 billion, up by PKR 4.1 billion or 36.8% compared to the same period last year. The remarkable results are underpinned by our efforts & dedication that are particularly impressive given the dislocations of Covid-19. These results were highly appreciated by the BoD, the Management and other stakeholders resultantly the NBP's share price increased drastically.

During H1 '20, the gross mark-up/interest income upstretched to PKR 145.3 billion and cost of funds amounted to PKR 96.8 billion. Consequently, net mark-up/interest income for H1 '20 closed at PKR 48.4 billion, being 36.2% higher against PKR 35.6 billion earned during the H1 '19. During the period, our Bank earned Non-Fund Income amounting to PKR 18.3 billion. Despite high inflationary pressures, our Bank did well at keeping a lid on the administrative expenses that closed at PKR 29.5 billion, being 5.9% higher YoY.



The total asset base of our Bank on an unconsolidated basis also increased to PKR 3,163.4 billion from PKR 3,124.4 billion as at December 31, 2019.

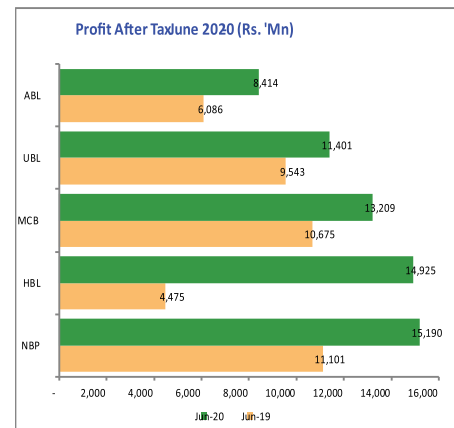
Through its network of 1,500+ domestic and 23 overseas branches, our Bank offers comprehensive financial solutions to its more than eight million customers. During the pandemic lockdown, our Bank took imperative measures to ensure uninterrupted delivery of services while reducing customer turnout at branches to avoid the spread of Covid-19. Given its systemically important role in the country's financial ecosystem, our Bank continues to follow a multipronged strategy, taking tangible steps to improve its soundness & resilience to shocks while continuing its support to the communities it serves. In June 2020, M/s VIS Credit Rating Company and PACRA Credit Rating Company re-affirmed our Bank's credit rating as "AAA" (Triple AAA), the highest credit rating awarded for a bank in Pakistan. Our bank remains compliant with all the applicable laws, rules, regulation and codes and seeks to emphasize the need to improve its compliance & control capacity for domestic as well as International Franchises. The Board and the management remain committed to maintaining the highest standards of corporate governance.

The Finance Control Group arranged a small cake cutting ceremony on 4th Floor of NBP Head Office and celebrated this proud moment and also expressed its gratitude to employees and their families, especially those in customer facing units, who braved these hazardous conditions to ensure our customers continue to meet their banking needs during this time of crisis and served above and beyond the call of duty in these trying circumstances and helped the bank reach new horizon. ♦

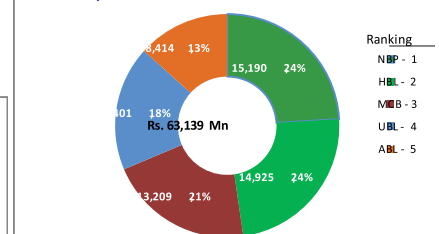
## Peer Banks: Key Profit & Loss Highlights

### KEY TAKEAWAYS

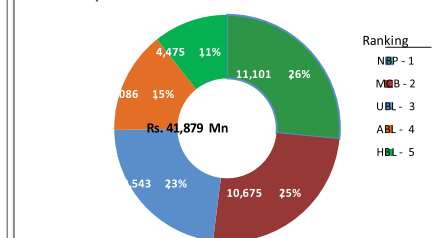
NBP stood at No. 1 with Profit after Tax (PAT) of Rs. 15,190 amongst Peer Banks followed by HBL (Rs. 14,925), MCB (Rs. 13,209), UBL (Rs. 11,401) and ABL (Rs. 8,414). PAT of NBP translated into Earnings per Share (EPS) of Rs. 73 whereas EPS of HBL, MCB, UBL and ABL stood at Rs. 10.17, Rs. 11.15, Rs. 9.31 and Rs. 7.23 respectively.



### Position of Top 5 Banks PAT Jun-2020



### Position of Top 5 Banks PAT Jun-2019



**Profit After Tax**  
PKR 15.2 Billion  
36.8% Up

**Profit Before Tax**  
PKR 21.6 Billion  
6.0% Up

**Total Assets**  
PKR 3.2 Trillion  
1.2% UP

**Net Assets**  
PKR 259 Billion  
11.5% Up



## National Bank of Pakistan wins 8<sup>th</sup> FPCCI Achievement Awards- 2020



The Federation of Pakistan Chambers of Commerce & Industry (FPCCI) during the 8th FPCCI Achievement Awards - 2020 has bestowed two achievement awards to National Bank of Pakistan (NBP) for its outstanding services in the categories of 'Contribution to National Economy (Corporate & Investment Banking)' and 'Best Corporate & Investment Banking Services'.

The President - Islamic Republic of Pakistan Dr. Arif Alvi, Advisor to the Prime Minister on Finance and Revenue Affairs Dr. Abdul Hafeez Sheikh, and Mr. Muhammad Hammad Azhar, Federal Minister of Industries & Production graced the occasion. NBP President - Mr. Arif Usmani collected the achievement award for "Contribution to National Economy (Corporate & Investment Banking)" and Syed Jamal Baquar, SEVP/Group Chief- CIBG collected the achievement award for "Best Corporate & Investment Banking Services".

The Federation of Pakistan Chambers of Commerce & Industry (FPCCI) is a privileged forum for industrial, business and professional community of the country and is deeply entrenched in every sector of Pakistan's economy. FPCCI provides a good



opportunity for business community of Pakistan to analyze new and emerging trends on the local and international markets, and devise innovative strategies for the promotion of their business. The awards each year recognize the services of organizations and individuals of different sectors contributing towards the progress of Pakistan.

On winning this prestigious award, Mr. Syed Jamal Baquar, SEVP/Group Chief, CIBG said, 'the recognition of services rendered by NBP through these Awards highlights the fact that the Bank has always been a preferred and trusted long-term partner of its clients. The Nations Bank has worked tirelessly over the years to extend support to all the stakeholders and we still undertake to strive and continue to offer best services and are confident that this will lead to many more milestones, achievements and recognitions in times to come. Our strong balance sheet, universal bank offerings, and hardworking dedicated team of business professionals gives us the confidence and the ability to undertake financial transactions of any quantum or complexity to provide sustenance to the infrastructure projects in the country. We continue to explore and support all sectors where Pakistan's economy is expected to expand in the future to further build and support the Nation in its progression.'

He further went on to add that National Bank of Pakistan since inception has always been a step ahead in evolving financial services' landscape and catering to the tailored requirements of our clients with hallmark services par excellence and a broad spectrum of customized financial solutions. We are honored to accept these awards, which is testimonial to our hard work and an acknowledgement of NBP's outstanding services to the business community at large. We also feel pride in stating that the Bank has gained 20 ranks in The Banker World Top - 1000 Banks (a publication from The Financial Times); Ranked 765 during the year 2020 (Previous: 785). The rankings are based on the strength of Tier - 1 Capital, size, soundness, profits, performance and certain Ratios.

We would like to take this opportunity to thank our valued clientele for their continued patronage in our services. We also take this opportunity to extend our sincere appreciation to the NBP leadership and business teams who are second to none, and have made this possible.' ♦



## National Bank of Pakistan wins Asian Banking & Finance (ABF) Corporate & Investment Banking Awards 2020

**The Asian Banking & Finance Magazine (ABF) has awarded its prestigious Corporate Client Initiative of the Year–Pakistan and the Innovative Deal of the Year–Pakistan Awards (Corporate & Investment Banking Awards 2020) to the National Bank of Pakistan.**



Corporate & Investment Banking Group (CIBG) at NBP reflects the Bank's strong capability of providing a wide array of plain vanilla and tailored financing, transactional, and electronic banking products and services to its diversified and growing client base. NBP is one of Pakistan's leading provider of financial services to top-tier multi-national, governmental agencies/departments, and corporate clients across the country, serving the changing financial needs of the nation's distinguished businesses and government entities.

On winning this prestigious award, Mr. Syed Jamal Baquar, SEVP/Group Chief, CIBG said, 'the recognition of NBP for these Awards highlights that NBP endeavors to be a preferred and trusted long-term partner of its clients by providing a full array of financial products and solutions which continue to exceed service expectations. We undertake to continue offering our very best to our clients and are confident that this mindset will lead to many more milestones and achievement in times to come. Our large balance sheet, universal banking products, and a high quality team of professionals gives us the confidence and the ability to undertake pretty much any large, complex financial transaction or infrastructure project in the country. We continue to explore and support sectors where Pakistan's economy is expected to expand in the future.'

He further went on to add that 'NBP has a proud history extending over the last 7 decades as a true "Nation's Bank" with deep roots throughout the country and in almost every segment of Pakistan's economy. NBP has the size, scale and diversity to serve its customers across a broad range of financial needs. Established in 1949 under the "National Bank of Pakistan Ordinance 1949", NBP is one of Pakistan's leading Commercial Bank offering comprehensive banking products and services in addition to being entrusted to act as an agent to State Bank of Pakistan (SBP). Over the decades, NBP has redefined its role into a modern growth-oriented Commercial Bank by expanding its business network across continents and capturing sizeable market share in the capital and equity markets, corporate and investment banking, retail and consumer banking, agricultural financing and treasury services in Pakistan. The Bank has an international presence through its branches and subsidiaries in the Far East, Middle East, South Asia, Central Asia, Europe and North America. NBP has competitive edge over other competitor banks due to:

- Wide customer coverage through branch network of 1,500 plus branches in Pakistan and 21 overseas branches.
- AAA/A1+, the highest possible rating for any local bank by both PACRA Credit Rating and JCR-VIS Credit Rating, with a stable outlook.
- Leading financier to all the major business sectors including power, oil & gas, cement, sugar, telecommunication, etc. It is also the largest provider of credit to the corporate sector of Pakistan.
- Having a diversified product base customized to the needs of different customer segments.
- Ongoing Initiatives for development and implementation of alternative delivery channels through digitalization of services i.e. "NBP Digital".

We take this opportunity to thank our valued clientele for their continued patronage in a very competitive environment. We also take this opportunity to extend our sincere appreciation to the NBP leadership and business teams who are second to none, and have made this possible. ♦



## Celebration of Milestones



RBG arranged a ceremony at Executive Cafeteria 2nd Floor to commemorate the achievements of following milestones:

- Attaining the Magical Figure of “Rs. 2 Trillion” for RBG Deposits
- Crossing Rs. 3 Billion Mark in Bancassurance Business\*
- Reaching Rs. 1 Billion Figure for Bancassurance Commission Income
- Celebrating Market Leadership Position in Consumer Finance with Rs. 110 Billion Plus Portfolio

The President, along with Senior Management graced the occasion and congratulated Group Chief, RBG, Ms. Sultana Naheed on the above-mentioned outstanding accomplishments of Retail Banking Group.



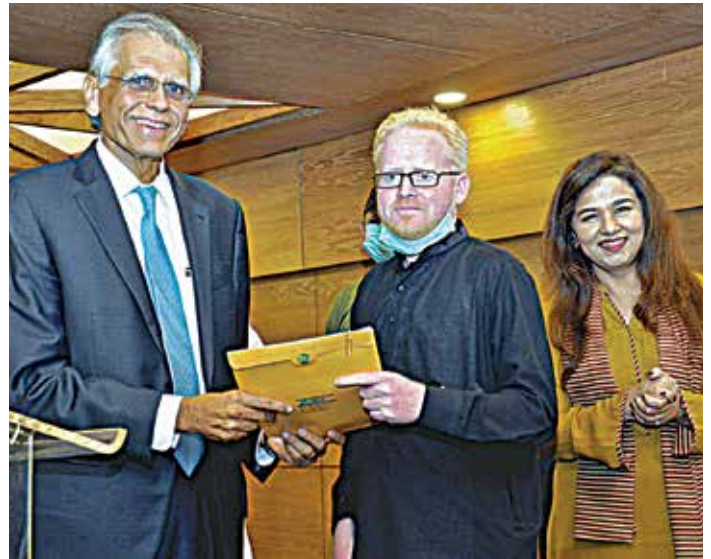
Mr. Umar Azim Daudpota, Wing Head Liabilities/Banca, briefed the President and the audience about the HISTORY which RBG made by achieving these landmarks.

The occasion also served as a platform to inaugurate the Business Drive September to December 2020: Azm-e-Nau. The President and Group Chief RBG expressed their confidence in the field and hoped that this drive would be a success. ♦



# Distribution of appointment letters to 72 junior officers

**NBP President distributed appointment letters to 72 junior officers who were earlier working as outsourced employees on different jobs. All these fulfilled the legal requirements and qualified the entire recruitment process including written test and interview conducted by NBP's Human Resources Group headed by Ms. Asma Shaikh.**



NBP President said that with regularization of services, the employees would have sense of secured jobs and their financial position would significantly improve, which would encourage them to concentrate on their work, rather would acquire additional expertise for their better career with this premier bank. He said NBP had focused on further strengthening its human capital base and would prefer to induct those qualified, energetic and hardworking people already serving the bank under one banner or another. Under this spirit and goodwill, he said, 72 officers were duly recruited after filtering them from their outsourced pool. He advised them that those having expertise and experience in real estate should come forth to join the bank's newly established Department of Real Estate Financing. Arif Usmani was appreciative of Prime Minister Imran Khan for his real estate initiative and launch of revolutionary Naya Pakistan Housing Programme to provide the low income group people with their own house at very affordable price. ♦





NBP celebrated Pakistan's **73<sup>rd</sup>** Independence Day with high spirit and fervor



**At the Independence celebration, President Mr. Arif Usmani said that the Bank will provide all possible support for the uplift of the general public including provision of very soft loan to make them able to easily own residence under the Prime Minister's Housing Scheme.**



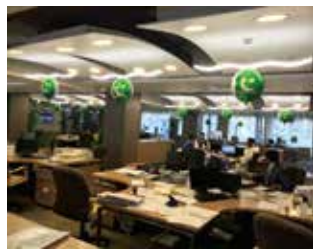
The PM Housing initiative is a revolutionary program as it would improve the living standard of the common man and to generate big economic activity in the country. The construction industry has great potential to grow and more than 40 other industries directly linked to it, he said while speaking at a ceremony held at NBP Head Office to mark 73rd Independence Day of our beloved country, Pakistan.

PM Housing Program would help revive the economy affected by COVID-19, which had posed serious economic challenges to many countries. Prime Minister Imran Khan is personally monitoring the progress of this housing program and is regularly getting feedback from the concerned organizations /agencies including NBP. The premier government commercial bank had recently gone through various policy, structural and technology upgrades which would start yielding within six months.

He said Coronavirus has affected every sector and every organization, however with their professional commitment and high national spirit NBP employees served the national in the best possible way. And, special allowance will be announced for the top performers. The bank employees will continue to work with sincerity and professionalism to earn big name for their organization and for themselves, and for their best contribution towards the country's prosperity.

The President further said since its inception, NBP had been playing a pivotal role in the development of the country. The bank primarily established for jute financing, now has a prominent role in every sector of the economy. Serving the nation with more than 1500 branches, NBP has been catering to every aspect of banking including Islamic banking, corporate banking, trade finance, agriculture, SMEs and retail, treasury and home remittances.





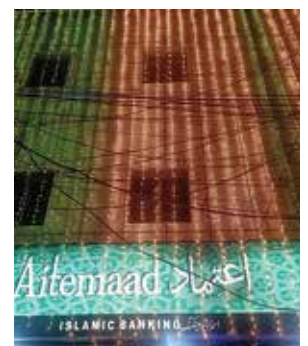
“We proudly discharge our responsibility of functioning as government treasury and have the largest rural network in banking industry. NBP had taken a lead role in government initiated lending and goodwill programs like PM Youth Entrepreneurship Scheme and now PM Housing Scheme.

NBP manages the foreign exchange need of the country, had taken initiatives for promoting remittances through legal channels that include collaboration with Pakistan Post which created the largest remittance payment network in the country with over 2000 payment locations. Besides, he said, customized products in collaboration with Bureau of Emigration and Overseas Employment had been launched to provide banking facilities to intending emigrant workers. As a result, NBP’s market share in remittance business along with remittances volume had considerably increased in last two years.

He said significant population of the country is below the poverty line and promoting SMEs would greatly help address this situation. Government of Pakistan is making efforts to address these economic challenges and NBP is committed to deliver on the national agenda of inclusive development.

Global regulatory environment poses lot of challenges to the banking sector and the Pakistan economy in general. NBP had taken various measures to meet certain FATF compliance requirements.

National Bank of Pakistan had organized Independence Day ceremony at its offices/branches throughout the country. On this occasion, NBP President along with his team hoisted national flag at the NBP Head Office Building. ♦





# The way Forward...

It is suspected that post-COVID-19 reality would completely change the world and the banking industry by introducing the process of digitalization in every segment and sector of life and economy respectively. Nevertheless, the post-COVID-19 reality is going to expedite this process at a rapid pace. Due to social distancing banks would rather prefer to collaborate with branchless banking agents & Fintech technologies to provide the services to its customers, henceforth, avoiding rush hours and overcrowding in the bank's premises. Moreover, the usage of digital banking applications that had already paved their way would be on a high rise in post-COVID-19 reality. Therefore, it is evident that the post-COVID-19 world would be completely transformed and modified. It has become necessary for the human race to work and act accordingly so that it must not lag.



## HOW POST-COVID-19 REALITY IS GOING TO FRAME THE WORLD

The post-COVID-19 reality is going to digitalize the whole world. In this regard, the ongoing pandemic has demonstrated the critical importance of digital technologies. While private sector firms consider digital capabilities as a core driver of competitiveness, this is still a relatively new concept for governments. Let's discuss, what digital technologies are; digital technologies can be visualized as the "glue" linking together the five pillars of the digital economy. These five pillars of the digital economy are:

- Digital infrastructure
- Digital platforms
- Digital entrepreneurship
- Digital financial services, and
- Digital skills

In short, in today's digital age, digital capabilities are a prerequisite to the transformation of our nations and our economies. Moreover, as per the World Bank, it has become must and necessary for governments including GOP – Government of Pakistan to achieve digital transformation emphasizing the need to do more to ensure citizens, businesses and governments are digitally enabled. It is proved that for the public sector, digital capabilities should be considered as building blocks for improved service delivery, as well as greater transparency and accountability.



*Following are the suggestive measure, governments should adopt for taking the journey of digital transformation.*

- **Deploying adequate infrastructure** to support the development and use of various digital platforms in the public sector to accelerate service delivery and citizen engagement is critical.
- **Developing at a national level digital content and services**—such as eHealth, e-Education and digital government applications—to create a culture of digital transactions, and an understanding of data-driven development is just as important.
- **Skilling up and re-skilling the workforce**, particularly civil servants, educators, private sector employees and IT workforce, to adapt to the 'new normal' is imperative. The robust curriculum must be designed as well as targeted learning paths to develop competitive sector-specific skills, through schools, universities, private sector and public service academies. Inclusion of women and vulnerable youth in digital skills programs is key. Digital skills are indeed critical to ensure uptake of digital content and services.
- **Realigning digital economy strategies with local contexts** to harness the full power of technology in the Fourth Industrial Revolution is essential. Countries must consider contextual use of data science, cloud computing,

artificial intelligence and advanced digital analytics.

- **Overall growth in digital services can serve as recession-proof and growth opportunity in** resource-constrained macroeconomic conditions.

This is how the post-COVID-19 scenario is going to frame the world and affecting the work procedures of government institutions as well as government banks locally and globally.

## POST-COVID-19 REALITY AND ITS IMPACTS ON BANKING INDUSTRY RISE OF BRANCHLESS BANKING

Different variants of branchless banking and their integration with banking industry in post-covid-19 world scenario.

- Branchless Banking Agents and the Banking Industry.
- Rapid Digitization of Banking Industry Through the usage of ADCs –Alternate Delivery Channels.
- Collaboration of Fintech Technologies and Banking Industry to mitigate the impacts of Post-COVID-19 reality.
- Pros and Cons (AUTOMATED AND DIGITALIZED BANKING INDUSTRY)

### PROS

- Effective and Efficient workflow.
- Cost Effective and Time Efficient.
- Accessible to wider segment of the society.

### CONS

- Unemployment ratio will be increased.
- A complete and rapid overhaul of the system which may unable to sustain the swift changes.
- Chances of fraud and forgery increases.

## SUGGESTIVE MEASURES

*HOW BANKS CAN USE DIFFERENT PILLARS OF DIGITAL ECONOMY*

### ● DIGITAL INFRASTRUCTURE

Digital transformation in banking has banks of all sizes scrambling to adopt new technologies and services across the board. However, what does digital transformation in banking mean? Digital transformation in banking largely entails the shift to offering online and digital services, as well as the massive number of backend changes required to support this transformation.

### ● DIGITAL PLATFORMS

*MEANS OF DIGITAL TRANSFORMATION IN BANKING*

### ● **Blockchain Technology: What is Blockchain Technology and How Banks can use it**

At its core, blockchain is a digital recording system. It offers unprecedented visibility into the entire lifespan of a transaction or value exchange within a bank's operations, plus reduces the need for expensive and time-consuming third-party verifications along a payment process, or funds transfer. In short, it is analogous to the digital ledger. Let's explain how it works:

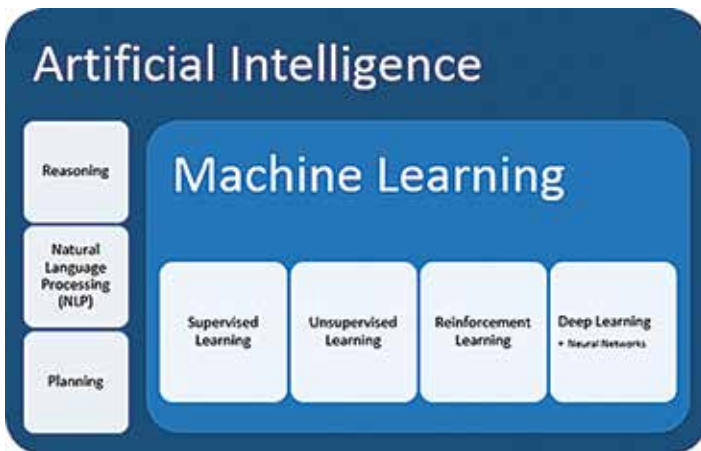
## Blockchain technology helps in the following ways:

- Fraud Reduction through the help of distributed ledger
- Know your Customer (KYC): Blockchain would allow the independent verification of one client by one organization to be accessed by other organizations so the KYC process would not have to start over again.
- Payment Systems: It would enable higher security and lower costs for banks to process payment between organizations and their clients and even between banks themselves. In the current reality, there are a lot of intermediaries in the payment processing system, but the block chain would eliminate the need for a lot of them.
- **Utilizing Artificial Intelligence (AI)**

Automating and using digitally-driven solutions like chatbots and AI are also part of bank digital transformation strategy. J.P. Morgan Chase takes this to an extreme level, integrating COIN to handle and process loan agreements. The same AI integrates into customer service, offering assistance, account creation, and much more. Here, solutions like self-service, chatbots, and 24/7 service offer business advantages while improving customer experience. Let's explain how Artificial Intelligence works:

### ● Customer Data Collection, Management & Analysis

Data mining and big data in banking play into every part of the organization, but sales and marketing are among the most obvious departments that benefit from the data provided by a bank's digital transformation strategy. Here, big data allows you to use customer information to create targeted marketing campaigns. This same data usage works with reducing churn by creating offers and solutions to



prevent customers from leaving. Analytics can predict when customers want or need loans when loans default when customers are preparing to leave, or even when a cross or up-sell will likely be useful. This data, in turn, allows banks to offer highly personalized offers and solutions, either through a representative or as an automated offer or solution inside an app or online portal.

### ● DIGITAL FINANCIAL SERVICES, AND

Moreover, banks can also use, digital financial services such as credit cards, internet banking and contactless payment technology to make the most of digital economy.

### ● DIGITAL SKILLS

In the end, banks also have to work on their staff's digital skills so that they can thrive in challenging times.



Maira Shab, SBAG

## How the post COVID-19 reality will change the world and the banking industry?

With the tally of reported cases on the rise, Pakistan is no stranger to the continuing global crisis. From the developing to the developed world, it has hit deep at every seam of the society. The impact on health care system and turbulence in economic variables constitute all the more obvious trials and tribulations. With a general consensus amongst medical practitioners, specifically epidemiologists and infectious diseases connoisseurs, on a second and stronger wave of this highly contagious infection, sooner rather than later, is a picture that most of us would abhor to witness. It also highlights, conspicuously though, the



quantum of immeasurable challenge that lies ahead. Without painting the canvas all black, fortunately and thankfully, there is a lot that offers unwavering hope. The change in consumer behaviour lies at the inflection point of an obtrusive force, a rising trend during pandemic era, namely Digital Services. **“It is the post COVID reality that will change the world and the banking industry”.**

Digital Services is not a new entrant to the financial ecosystem of our country. This phenomenon has been around for quite some time and has garnered reasonable appeal among the masses too. In the COVID times, where the prosaic system and standard approach of doing business was brought to an abrupt and unwelcoming halt the digital space activity has seen an astronomical rise. From facilitating government operations, businesses and their supply chains as well as individuals in carrying out their day to day activities the Digital Services have emerged as the clear and shining outlier. Their appeal stems from the fact that it gives user the freedom to operate from the convenience of their space. In pandemic times, where the order of the day is to stay safe by staying indoor the choice of operating from the bounds of your home is undoubtedly unmatched. This feature has catapulted the platform to new highs in puny time that even the biggest Information Technology gurus could not project. At a time when the established businesses are focusing to plug losses, economize cost by layoffs, the e-commerce bellwether Amazon has hired massively to service the unparalleled rise in consumer demand. Not only favouring the big boys of the league, ramped up e-commerce initiatives is also helping small businesses to keep revenue flowing during an uncertain time.

To quote, Easypaisa, a popular digital service with wide customer base has also seen a jump in users, both from new customers and already subscribed users of their digital application. Conservative estimates place a decent 35% increase in new activations with a noticeable 25% jump in existing user activity.

Overall numbers provided by Easypaisa, reveal that as the COVID-19 crisis emerged and preventive measures including “smart” lockdowns were initiated across the country, a 17% increase in the traffic of daily transactions took place through their app.

Likewise, Daraz, a leading e-Commerce platform in the country, also managed to claim a sizeable chunk of the growing business by witnessing an average 8.2x increase in use of e-wallets by consumers. e-Wallet or digital wallet, used interchangeably in common parlance, denotes an online prepaid account meant to transact goods and services through currency stored online. In our country, digital currency is not used and payments are routed in the local currency whereas, generally, the store of denomination in these wallets is the digital currency. As shopping for essentials is a common requirement of almost all the users the Mobile wallets and banks integrated online shopping services within their apps, allowing them to execute completely contactless transactions. On popular demand, many new and exciting features have been added in their application that comprise of purchase of airtime, data bundle, bills and fee payments, money transfer, QR payments, salary disbursements, zakat payments and the services keep adding up.

Our apex regulator, State Bank of Pakistan, has always been forthcoming to the needs of financial industry customer. In an anticipatory move, it instructed banks and micro-finance institutions to waive all transaction fees from digital payments. Timing is of extreme essence in an emergency mode. The best decision with a protracted implementation can never achieve the desired goal. Surely this thought ruled heavily on the mind of policy makers at SBP and they ensured that not only was it prompt and adequate but it coincided exactly with the lock down measures announced by the government. Standing tall to their obligatory duty and economic interest, too, banks complied even promptly and went the extra mile by adding

new payment features to their in vogue applications with the aim to provide unmatched convenience for consumers.

Unlike cash payments, transparency of transaction and accountability of processes involved are the other benefits the user enjoys in addition to executing it at a time and place of their liking. Simply put, Digital Payments increase accountability and tracking, lessen the risk of corruption and theft, a penumbra of the existence of cash backed transactions, probably.

### Encourage the use of digital wallets as cash alternative

Realizing the immense untapped potential and to strengthen the digital landscape, the current regime launched the 'Digital Pakistan' initiative, aimed at introducing modern technology for public welfare, much before the pandemic set in. Gone are the antediluvian days of paying bills by standing in long queues at banks. Digital Payments have revolutionised the way businesses receive and make payments to the customers. Figures quoted by Statista, an online portal for statistics, depict the smartphone ownership as a percentage of population in Pakistan to reach 51% in 2020. Taking the population at 240 (M), a whopping 120



(M) plus individuals would be the proud owner of a smart gadget, namely "The Smart Phone". Hence what started off as part of a financial inclusion program, to cater the un-tapped and under-served, has transformed into a tsunami of technological breakthrough where any individual with a valid CNIC can create an online account, through their smart phone in no time and transact digitally. By reducing the hassle to complete documentation formalities, it has increased the productivity exponentially.

#### The popular digital wallets include:

- JazzCash by JAZZ
- Easy Paisa by Telenor
- SimSim by Finja
- Keenu-Wallet
- U-Paisa by Ufone

The user of this technology gets an easy access to their account through which they can execute debit and credit transactions, enquire balances and make vendor payments. It also has the feature to pay for passport fee, purchase rail ticket, interbank transfer, mobile recharge, bill payment, donations, social cash transfers and online payments. Additionally, Keenu rewards instantly on every purchase. The best part, it's all in your hands.

In March of this year, Union Pay International (UPI) rolled out their wallet in collaboration with Huawei and National Bank of Pakistan. It offered users to pay via both contactless and QR code payments making it the first mobile-wallet service to feature dual payment options. Additionally, users could access the payment function conveniently by fingerprint authentication, without having to open the application.

### Expanding digital payments acceptability

The number of retailers and SMEs accepting digital payments has to be expanded, enabling the masses with convenient and safe options.

Let's take the example of UPI. It is a subsidiary of China Union Pay focused on

the growth and support of Union Pay's global business. In partnership with more than 2000 institutions worldwide, Union Pay International has enabled card acceptance in 178 countries and regions with issuance in 58 countries and regions. Union Pay International provides high quality, cost-effective and secure cross-border payment services to the world's most extensive cardholder base. It ensures convenient local services to a growing number of global Union Pay cardholders and merchants. To date, over 4.5 million merchants outside the Chinese mainland accept Union Pay mobile service in 57 countries and regions. A total of 53 mobile-wallet products developed or upgraded based on Union Pay's technical standards have been launched in 13 markets, offering local customers mobile contactless or QR code payment services.

Domestically, Union Pay is valid nationwide with some 300 thousand merchants accepting payment by Union Pay QR code. And with 12.6 million cards issued locally, "Union Pay" is the second-largest international card scheme in terms of card issuance in Pakistan, with over 2.75 million issued in partnership with NBP.

Anecdotal evidence has substantiated that businesses that enjoyed a foot print over the digital space fared much better and emerged as clear winners, when compared to their counterparts relying solely on the cash mode. Particularly so, businesses dealing in essential items and services saw their turnover multiplied in no time courtesy of the digital platform that provided a secure environment to individual customers and businesses, alike. Although there is a far greater appreciation and understanding of e-wallets by businesses, but somehow or the other, there is reluctance by small and medium businesses to establish fully on this pedestal. Maintenance of proper accounts for any subsequent inspection by tax authorities is the oft cited reason and those running these businesses believe that despite being a favourable option it would complicate, harass and worse so, stifle their businesses in the long run. The burgeoning sense of fear and mistrust between small, medium businesses and relevant government authorities has kept this segment wary from fully harnessing its potential. So all said and done, they tend to err with the archaic mode of doing things.

### Wooing Customers

The digital environment should be made the preferred platform for customers by cajoling them with lucrative offers. Established businesses already had a digital voice long before the pandemic struck. Working on the mantra of "Never miss a good crisis" they turned this challenge into a God sent opportunity, by placating the shopping nerve of the customers through lucrative discounts and other buyer centric offers. Although sales got affected due to the broader lock down situation, but these businesses remained vibrant through the turnover from their e-platform. Mega sales that were offered only on special occasions remained alive during most



of the lock down period providing a valid incentive for shoppers to empty their wallets.

Several e-wallet operators have put in place an option of reward points and for every transaction executed the assigned reward points are credited in the customer account. The user has the option of redeeming those points by making

purchasing through the online malls. The more you spend the more reward points you receive. The bad news, they carry an expiry date.

As the world grapples to adjust to the new normal it has minimized the need of transaction fee policy, which will bolster increased usage of digital services at the consumer end. In this backdrop, the primary concern not only of the end user but the regulator is to ensure that all digital service providers pay special attention to customer protection rights and customer data protection, when deploying new products and services in the evolving space of digital services. Any innovation at the cost of these two would prove to be a major setback for the customers, stifle its growth and would give the naysayers an unwanted opportunity to hit back and propagate their conventional and cash based transaction models as the only viable option in our country.

In sectors that are less impacted by the global epidemic outbreak, businesses need to intrinsically rethink their value creation process. Focus on what is important now and hold an eye on the future through the role of digital innovation. Banks which stay customer-centric and manage to quickly present digital solutions to solve problems created by the new conditions are best placed to continuously outsmart the competition.

The road to achieve the chimera of a completely digital economy and harness its benefits is indeed slippery. A Wolf Warrior Approach, de-cluttered as a dynamically adaptive strategy, is the call of the day!

*Dr Gobar Sattar  
Assistant Vice President/ Team Leader  
Compliance Hub, Labore*



### COVID-19 Impact on Banking Industry

The COVID-19 crisis is an extraordinary supply and demand shock to the global economy with far reaching and uncertain ramifications. The spread of COVID-19 and its eventual impact upon the financial markets is unknown. It has had a huge catastrophic impact on economies of almost all countries. Stock markets have declined over 30%, implied volatilities of equities and oil have sparked to crisis levels and credit spreads on fixed income securities have widened sharply. The COVID-19 crisis poses significant risk to financial market functioning. Global policymakers' response to COVID-19 has been unprecedented. Central banks have taken a slew of measures to alleviate liquidity and funding issues in markets. It is extremely important for the banking industry to understand the compelling challenges and adopt methods to manage the global health crisis.

COVID-19 is disrupting the operations of many banks and capital market firms globally. Banks should reassess their crisis readiness, run tests, reexamine governance and streamline decision-making. Actively consider the short and medium term financial, risk and regulatory compliance implications from the continuing uncertainty around COVID-19. Design new operating models and accelerate migration to digital channels and connectivity. Banks' liquidity frameworks need to be redesigned and recalibrated to reflect any unique risk posed by the current situation. Key steps to support this goal include:

- **Increasing frequency of monitoring:** COVID-19 has highlighted the need for daily testing and Early Warning Indicators monitoring.
- **Better understanding of risks: Liquidity risk** identification exercise to better understand the current exposure given specific features of the crisis.
- **Liquidity Stress Testing:** Banks should analyze how the COVID-19 stress might evolve for their institution and estimate overall capacities for liquidity and capital. Reverse stress test scenarios simulate outcomes that will make the bank unviable and help formulate recovery planning in such scenarios.

*Amir Khan  
Vice President – Treasury & Capital Markets Group*



### World Post Covid 19

The novel coronavirus is wreaking havoc across the world, disturbing lives and livelihoods. The pandemic is now affecting the world economies as fast as it is taking lives. The sustainable development during this period has literally halted. The world is now said to have entered into a recession similar to the great recession of 1930s.

The COVID-19 has unearthed the basic shortcomings in our system. It has revealed how the poverty, health systems, deficient education and lack of partnerships have added to the crisis. This pandemic has conveyed the critical requirements for action to satisfy the basic needs and to save the planet. Global challenges need global solutions. This is what the Sustainable development goals are all about

In 2015 eight millennium development goals (MDGs) were replaced by seventeen Sustainable Development Goals (SDGs) focusing on five Ps; people, planet, prosperity, peace and partnerships as a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by the year 2030, though the world was slow in making any advancement of SDGs attainment. The COVID-19 pandemic has caught the attention more considerably. The health (SDG 3) system of the developed economies clogged leave alone what the developing economies must have been facing. Progress on implementation of SDGs has been impaired owing to the pandemic significantly poverty elimination, zero hunger, quality education, decent work and economic growth. Thus the pandemic is educating us as human beings of paramount importance of global custodian where no one is left behind.

As the United Nations call for increasing the urgent health response to contain the COVID-19, focus on people and SMEs, the informal sector and susceptible segments are already at peril, it is high time that a collective response is warranted globally to save lives, re-establish the livelihoods and restore the economy back on track.

Despite this pandemic we cannot afford to reallocate resources away from SDGs. Certainly, achieving the SDGs will put us on a path to dealing with global health crisis and infectious diseases.

Our pursuit to achieve the SDGs will be impinged as evidence of the impact of the crisis emerges. The ILO reports that 1.6 billion people are in danger of losing their livelihoods, UNESCO projects that around 1.25 billion students are affected. The crisis is further worsened due to pandemic's effects on achieving potable water and sanitation targets, inequalities and poverty and food security. According to few estimates the COVID-19 will push 49 million people to extreme poverty in 2020.

As the Federal and Provincial governments have come up with packages for the industries and people affected by the pandemic, the same stimulus packages may be tied with the sustainable performance targets so that the post COVID-19 Pakistan experiences a sustainable development. Let this financial support be a quid pro quo for achieving sustainable development goals.

Given the gravity of the matter, the government should recognize inequalities and leave no one behind in these stimulus packages through targeting the potentially marginalized groups such as women, informal or daily wagers, frontline workers, people in crowded and densely populated areas etc.

Green investment is the term used for allocating the capital for the projects that are eco friendly. Ben Caldecott, Founding Director of the Oxford Sustainable Finance Programme, argues that for a financial product or service to be green, two conditions must hold. The first condition is the activity the financial product or service is encouraging should be green and the activity it discourages should be brown. In the second condition the financial product or service must hold at least one position out of five to make a lucid and calculable distinction; reduce or increase the cost of capital or liquidity for green or brown products, facilitate risk management of environmentally related physical and transition risks, promote business adoption of sustainable practices and the fifth one is general change through spillover effects.

The Social Progress Index (SPI), prepared by the Social Progress Imperative, a global nonprofit organization, that records outcomes on SDGs ranks Pakistan at 125th place out of 149 countries for the year 2019. Early this year the International Monetary Fund advised Pakistan to spend at least Rs6.2 trillion on SDGs over a decade to deliver on its global commitments. More recently, the Prime Minister has decided to transfer the Sustainable Development Goals (SDGs) Achievement Program (SAP) from cabinet division to parliament affairs division, for effective inclusion of parliamentarians in disbursement of funds for small development schemes. Given the health emergency and multifarious challenges let's hope that in year 2020 we may perform better and take our selves little bit higher on the social progress index. ♦



*Gbazanfar Ali Zardari,  
Manager, PAF Base Bolhari*

# Kudos to our field warriors

**Each one of us at NBP is thankful to our frontline employees for what they have already done and doing to weather this pandemic crisis and continuously preparing the Bank to cope with this situation. Their earnest commitment makes NBP resilient and different in all perspective. Therefore, on NBP Newslines request Regional Heads shared their regions' challenging experiences, overwhelming moments when dealing with customers and how strict preventive measures were adopted.**



## DG Khan

Regional Head Rao Aziz Ur Rehman along with RE Operations & Support Services Mr. Muhammad Khalid Farooq, NBP Regional Office, Dera Ghazi Khan appreciated the efforts of Branch Manager Mr. Muhammad Akram Shahzad & Operation Manager, Ishfaq Hussain Shamsi NBP, Main Branch D.G Khan on successful handling of branch affairs during Covid-19 and providing best possible services to valuable clients. The Branch Manager while attending the ceremony shared his experiences and strategy to handle such huge crisis. "Initially when the lockdown was started by the Government; there was uncertainty and insecurity. Our staff was also feeling insecure and was expecting shutdown of branches. Further, when Government declared financial services as essential service and exempted banks from lockdown; the major challenge was to uphold high morale of branch staff. Even my family was pressuring me to get a leave for a month. I explained to my family and staff that our job is like soldiers and our services are necessary for the existence of the country. The first strategy that we adopted was provision of masks, gloves and hand sanitizers for branch staff and customers. Regular sanitization of branch stationery, equipment, furniture, doors and ATM. We advised customers and staff to avoid hand shake and sanitize hands in shortest possible intervals. We also arranged devices to check temperature of staff and customers before entering branch premises. Our Branch is Divisional Headquarters branch and we handle around 1500 customers on an average. But when SBP advised banks to close 50% branches and direct their customers to the nearest branch, operations of 6

branches were closed and mapped to our branch. This multiplied the rush and our main challenge was to maintain high morale of staff to handle huge rush of customers and also to ensure safety.

*We successfully handled this challenge by;* Rearranging seats to divide rush on two Floors and organised sitting place outside by placing tents, chairs and water for valued clients. The main strategy was to listen to customers politely and reduce service TAT. The situation worsened in April-May 2020 when the Pandemic spread rapidly in D.G Khan and huge number of cases were being reported on daily basis. The Government implemented complete lockdown in selected areas of D.G Khan. Five banks were sealed due to Covid-19 cases and uncertainty increased further. In this situation, we maintained close liaison with District Administration and arranged ID Cards for our staff enabling them to perform duties smoothly. We also arranged continuous disinfection of the branch premises and equipment with coordination of Health Department. The Pandemic severity declined from the last week of June and now the situation is getting better day by day. While handling huge rush of customers and providing complaint free services to our valued clients, our branch staff and customers remained secured from Coronavirus. Our branch maintained smooth working during Pandemic.

## Gujranwala

In Pakistan Coronavirus has jolted the nation and its institution to re-orient themselves in the times of crises. This time the enemy was not visible and somehow alien too. The Bankers were the first line of defense. It was decided that what may come; the Bank shall stand to our national commitment and serve the people. We kept opened our branches and staff served the corona stricken citizens without any complaint during the lockdown.

Following arrangements were made by Regional Office Gujranwala to combat the contagious virus (COVID-19) & prevent the spread of disease at branches as well as Regional Office Gujranwala:-●On starting phase of outbreak COVID -19 urgent meetings were conducted to prepare imperative strategies regarding continuity of Branch operations and its implementation procedures along with regular monitoring / branch security during lockdown in the



country / detection of COVID-19 in any officials of the Branch.●Placed flex based informative preventive measures from Corona Virus in Urdu and English at prominent places at Branches and Regional Office Building for easy awareness of customers as well as employees of all cadres.●Designated Regional coordinators to visit NBP Branches especially counters, vaults and CPC Centre to educate counter/cash dealing staff about COVID-19, its symptoms, the potential health concerns, people around a virus carrier & provision of masks especially to cashiers & counter staff and security guards who are handling cash/public dealing throughout the day.●Practical arrangements were made at Regional Office level to disinfect (through spray procedure) at all branches of the region periodically during lock down period to prevent the spread of contagious virus COVID-19.●Continuous visit of the branches by Regional Management Team to monitor, educate and implement the precautionary measures i.e. avoid public gathering as much as possible/to ensure distance from one customer to another customer in the shape of queue at deposit/payment counter and ATM Machine cabin during critical days of pension, salary payment to maintain the morale of serving officials at branches of our Region in the epidemic situation of COVID-19.●Made practical arrangements at Regional Office level for provision of all necessary items to Branches during lockdown/panic situation of COVID-19 for their smooth functioning and to prevent the spread of disease.●Non-contact forehead thermometer to all branches.●Corona Kits to staff members of all Branches.●Sufficient quantity of Masks at Branches.●Availability of appropriate quality of hand sanitizers.●Surgical / Polythene gloves for staff and ATMs.●Dettol Soap / Liquid for disinfection process at Branches.



- Face visor for staff members.
- Maintained constant contact with Branch Management of all branches and provided all kinds of support to look after and guidance in case of detection of COVID-19 positive in any official of branches of our Region and encouraged sick employees to stay at home till the doctor issued a clearance. During this painful period we faced an irreplaceable loss of an excellent banker, sincere Mr. Jamshed Akhter, AVP / Manager, NBP, Civil Lines Branch Gujranwala.

## Gujrat

The COVID-19 outbreak has adversely affected the life, business sentiment and Banking Industry of the world and Pakistan. In these testing times NBP's strong commitment to serve the Nation could not be shaken up from the fear of Covid-19. Our strong belief in destiny, guidelines of the Regulator and support of our top management has molded the Team into "WARRIORS INSTEAD OF WORRIER". If we look back, the challenges were many; The biggest challenge was to ensure business continuity i.e. an uninterrupted customer service while complying with all safety measures. The sudden influx of Deposit withdrawal was a major challenge in initial days. Our frontline staff through their dedicated services maintained public confidence with the surety that



"The Nations Bank" will never leave its nation alone in any situation. The next challenge was staff care. The branch managers were strictly advised to ensure availability of Face Masks, Gloves, Sanitizers and Temperature Guns at branches. The Regional staff also extended full cooperation in this regard. Some branch managers even came forward to help their fellow managers and arranged safety equipments in bulk (like temperature guns). The services of ATM Monitoring Team was exemplary. Considering the Corona shock and following the social distancing measures, the usage of ATMs increased. The ATM custodians, Branch Managers and ATM monitoring Team were always on their toes to ensure 100% ATM uptime. The Digital Mobile App facility also witnessed higher volumes and larger quantum of transactions. The Branch staff also educated the least technology oriented customers of NBP to use the facility of Digital Mobile App facility to reduce customer turnover in branch. The Salary and Pension days were like most crucial days. Our Frontline staff on the eve of Eid ul Fitr paid two salaries in the month and without any hesitation served their customers to get the prayers of our customers.

The commitment of staff to serve and stand with the Nation remained remarkable during lockdown period. Our branches and Regional Office operated with minimal staff with zero complaint level.

## Islamabad

While the banking industry is in full business continuity mode despite COVID-19, the pandemic has had a considerable impact on the industry & its customers. Banks are critical players in the economy, and with the right actions could significantly moderate the economic damage this crisis is expected to inflict. The novel Coronavirus, COVID-19, has indeed affected all facets of life including businesses and industries. Banks are no exception in this situation. During these challenging times many industries temporarily closed their doors except banking industry. Similarly, we at NBP and specifically the staff at Islamabad Region have tried their utmost to provide support to the customers, maintain our business, reinforce our organization, and play a positive role in the economy and society. We acknowledge the efforts of all the officials who have been at the fore-front while providing services in



these trying times. Amid difficult, challenging and risky circumstances, the branches in Islamabad Region proficiently managed and dealt with not only their own customers but also the customers of allied NBP branches (which were closed due to COVID positive cases) as link branch. Main Branch Islamabad which is the major financial hub of NBP in Islamabad Region, dealing with different ministries, AGPR/FBR/CDA/NDMA/PM Office etc. When one of the officials tested positive followed by temporary closure of the branch. Consequently, all officials of the branch were tested and six more came out positive. The management decided to close the branch temporarily & quarantined the staff. However, to facilitate customers, immediate steps were taken to disinfect the branch as per SOP. Keeping in view customer need for uninterrupted services the region immediately coordinated with Health authorities for reopening of branch at the earliest. In this regard, we made active follow up and fully complied with the SOPs and ultimately succeeded in getting approval of DG Health Services, MCI, Islamabad for reopening of branch after 7 days. Branch reopened with very limited staff (Apart from six staff members who were self-quarantined at home, females & team members above 57 also stayed at home) and provided services to customers with dedication & commitment. Main Branch Team ensured safety of the visiting customers, promptly executed business continuity plan by maintaining internal processes and ensured that branch operations remain on a solid footing.

## Karachi

Banks certainly have their hands full in light of the Coronavirus outbreak. Borrowers and businesses face job losses, slowed sales, and declining profits as the virus continues to spread around the world. Banking customers are likely to start seeking financial relief;

SBP is also encouraging banks to help them. Sadly, for us at NBP or in Pakistan in general it is ubiquitous glass half-empty mindset which aggravates the challenges we face on daily basis.

The biggest challenge during the initial days of virus that we faced was to make our staff believe that this virus actually is there and is contagious. Despite the impending fear, REs, regional staff and branches worked tirelessly without any break.

Another major impact of this virus has brought on to us the overall cry off in economy. Lockdowns have not only impacted the businesses but also impacted



us bankers in such a way that the utilization of funds have declined, interest rate has been reduced significantly over the past few months, business are thinking differently while reducing the number of staff. We at NBP rely heavily on salary based customer and if any corporate customer decides to reduce the number of staff due to decline in their overall business; it also impacts our business as well. Despite all of this we have tried our best to keep the mobilization of deposit intact and no major deposit withdrawal has been made from our region throughout this dark phase, consumer financing i.e. Advance Salary and Gold loan has been processed as per normal routine while on the other hand collection of taxes and duties has remained steady as well.

Last but not the least, the biggest challenge that we have faced during this pandemic is to manage the branches, if God forbid a positive case arises in branch, it results in closing down the whole branch. In total twelve branches out of thirty six have been shut down for two weeks during different times throughout this pandemic in Karachi South Region. The most difficult task to manage during these times is to not only keep the staff motivated and make them believe that we do take care of their health and hygiene, shifting of branch credentials i.e. user ids in supplementary branches but also adhering to the instructions provided by our bank and SBP. While maintaining the customer satisfaction in keeping them in contact during the closure period of branches by compensating the staff of closed branch in another branch. Lastly, as they say risk comes from not knowing what you're doing. At fields Region faced many risks on day to day basis and somehow dealing with the risk of this pandemic we paid a heavy price with the loss of our regional staff Mr. Mumtaz Ali (AVP) who was not only the Head of Clearing and Account opening but also one of the most nicest senior colleague, the void that he left in our region cannot be filled any sooner.

## Lahore

Lahore being the worst hit city of Punjab, remained under severe lockdown for weeks but Banking

Industry declared as essential services meant that Bankers would remain on frontline to deliver financial services to customers while fighting the pandemic. National Bank of Pakistan being the Nations Bank and with diversified clientele was the most affected amongst Banking Industry. Salary and Pension Disbursement days were the hardest where summer heat meant that social distancing could not be practiced. The Branch Managers had to personally monitor queues and at times even take help from LEA's for maintaining discipline in and outside branch premises. The Regional Management of Lahore Central Region kept a keen eye on ongoing affairs and during initial days prepared a comprehensive plan of working with minimum staff. As expected the same was implemented at Regional and Branch Level along with closure of selective branches to minimize destruction. Work from Home practice was adopted on rotation basis with a special emphasis on female staff who were only called when it was inevitable. It



was Lahore Central RH's decision to close Regional Headquarter building foreseeing an overall spike in cases and to safeguard all in house departmental staff on detection of a limited number of cases at the premises. Strict SOPs were implemented at Regional level and in the branches and directives of Government of Pakistan, SBP and HO were observed at branch level with an oversight from APEX office. All these measures proved fruitful as the affected number of staff remained within manageable limit and were cured successfully with no loss of human life.

All staff of DryPort Branch Lahore in the line of duty wearing protective clothing and exercising utmost care.

## Larkana

Back in March-2020, when Government decided to impose nationwide lockdown to put break on the exponential growth of infections, the negative impact of lockdown on our country's fragile economy and banking sector was predicted as collateral damage. The banks, which play vital role in capital formation in economy faced steep decline in deposits, advances and eventually profits as supply chains and economic engine choked due to lockdown. During lockdown, when everyone is advised to stay home, the staff of Branches of Larkana Region has been present on front lines to ensure financial system of country is running smoothly & people have cash when they need it the most. However, there have been 37 reported positive cases of Covid-19 in 8 different branches of Larkana Region. Those employees who tested positive were quarantined immediately till their recovery & all those branches which reported positive cases were immediately closed as per defined SOPs and reopened after completion of time period & proper sterilization. Late Mr. Abdul Razak Kori, OG-I joint



custodian of NBP Naudero Branch is our one such fallen hero of Larkana Region, who rendered his services incessantly to customers with commitment and dedication in entire lock down episode. Deceased had contracted virus while he was performing his duty as joint custodian in NBP Naudero branch and he passed away on 30th May 2020 just a week after testing positive. During this pandemic, the Regional office Larkana has implemented multiple precaution measures to reduce the chances of spread of infections between employees and customers. All Branches have been provided PPEs "Personal Protective Equipment" including face masks, gloves & face shields as protection against virus. The field staff & customers in branches have been also provided alcohol based sanitizers to thoroughly sanitize & clean their hands before entering branches. The staff & customers are maintaining social distancing of at least 1 meter while entering branch and performing any transactions to minimize human contact and virus spread. In an addition to social distancing, all front line staff in branches have been equipped with "Thermometer Guns" to screen out customers and employees with possible Covid symptoms. To discourage the crowding at offices, all susceptible staff like female and old age employees were advised to voluntarily stay home and work from home. In recognition of these precautions taken at branches, *Larkana has been declared as one of Best Regions for arranging social distancing in all of Pakistan.*

## Mardan

It was the onset of COVID-19 in Pakistan, when the first mortality was reported in suburbs of Mardan City. At that time, during those unprecedented conditions, it was a challenge for the Regional Management, on one hand, to continue uninterrupted banking services (as declared essential services by GoP) and on the other hand to maintain the trust of our valued customers. Following were the main challenges aroused during the pandemic for NBP Mardan: ●11 Branches closed due to COVID – 19 contingencies/as per SOPs of GoP/SBP. ●13 staff members were detected COVID-19 positive and quarantined, subsequently. ●Availability of banking services through ADCs in the unprecedented circumstances. ●Working with minimum possible staff as per SBP guidelines. Despite acute shortage of staff and unprecedented circumstances, we were able to continue uninterrupted services to the public, through following measures: On-site and off-site including ADCs operations: Due to our concerted efforts, especially our IT and Operations team, we were able to maintain 98% + ATM uptime and our region remained in top 10 regions continuously in respect of ATM uptime during the pandemic and still

continued. In order to ensure economic stability and to take care of low income groups in the society, (Salaried class/Business community) the SBP introduced various Regulatory Relief Schemes for dampen effects of COVID-19. So in order to reach and deliver these relief measures/benefits to all such borrowers/customers was also a big challenge for us but with dedicated/sincere team efforts we were able to accommodate almost two hundred borrowers under these relief schemes. Closed branches were mapped with nearest branches, as per mapping/contingency plan already submitted to HO/SBP and not letting the customers suffered. Zero complaints reported due to strong



observance/implementation of SOPs, all our infected premises were cleared by district/health authorities within less than a week time, for operations. Besides, all our infected staff were also tested negative later on and fully recovered and joined their duties. Also, no positive case was reported in Regional Office and all the workforce including RMT members, remained on duty throughout. We were already facing acute shortage of staff, having 18 2-men branches. However, the situation further worsen with reporting of positive cases and exemption of certain classes of staff as per SBP guidelines. Despite all this, we were able to work with the minimum staff, as per Region's BCP with zero complaints, which is indeed laudable on the part of our workforce and RMT. The biggest challenge during the pandemic was dealing with our customers and guiding them to follow the prescribed SOPs. As our customers are mainly from low stratum of society having low demographic profiles, it was indeed a daunting tasks. Despite all odds, our all branches contributions were tremendous.

## Mirpur

The COVID-19 pandemic is defining global health crisis of our time but the Pandemic is much more than a health crisis, it's also an unprecedented socio-economic crisis with its impact on every strata of society and every institution in the country and banking industry being no exception. NBP Mirpur AK Region stood resilient in the face of this pandemic. Geographically speaking Mirpur, Azad Kashmir is a widespread region with 47 branches and most of our branches are distantly located in far flung areas where no other bank operates and some even near LOC which makes it imperative for us to provide uninterrupted Banking services to the Local population. Some of our achievements during these trying times are: ●Uninterrupted Banking services to the local population ●Not a single Branch was closed as it would have created hurdle to the people in remote areas. ●Great display of commitment from staff as staff attendance has been 100% throughout. ●Ensuring minimum safety measures/precautions like sanitization of customers



and maintaining social distancing by marking spaces in the branches for customers. •Disinfection Drive - The most important aspect has been the disinfection drive that was carried out in all 47 branches which included detailed disinfection of branch premises by outsourced company and provision of ample supply of sanitizers/disinfectants to the Branch.'

### Mianwali

Mianwali Region's Branches in District Bhakkar namely Main Branch Bhakkar 0311, Darya Khan Branch 1427, Mankera Branch 1689 and Kalurkot Branch 1690 working in scorching heat and serving



customers with full zeal and commitment.

### Sargodha

Civil Lines Branch Sargodha (0397) in which Chief Branch Manager Syed Sadaqat Hussain is Briefing the Deputy Commissioner Sargodha and District Police



Officer Sargodha about SOP's being followed by branch during Covid-19 Pandemic.

### Sheikhapura

10 out of 30 branches were closed during initial stage of this pandemic outbreak for 20 days. In second phase more branches were closed for 11 days. After detection of one staff member from NBP Main

Branch Hafizabad (0336), staff was advised to screen them out resultantly more than 50 % staff members were detected as COVID-19 positive and this District level Chest Branch was closed for 11 days. After detection of one Corona Suspect case at Regional Office Sheikhupura, the Regional Office building was sealed for 4 days i.e. Had to start Contingency Plan in the Region, hence left with 50 % staff to work in a day. Despite severe staff shortage, all female staff and employees having age more than 57 years were instructed to stay at home and attend compulsory work through Work from Home Approach. Every employee was advised to stay at home who feel to



have any type of fever, headache, flu, cough symptoms. Strict adherence to SBP as well as NBP Head Office instructions was made compulsory at Region/branches including arrangements of Hand Sanitizers, Hand Gloves, Face Masks, Temperature Guns for staff and customers. Discontinued RMT Monthly Field Visits and started meetings / discussions with the filed functionaries on Zoom Application. A/c Opening & renewal of Finance limits become an uphill task to manage in the specified timelines but manage this uphill task effectively and also provide proper regulatory relief to the borrowers to dampen the effects of COVID-19. DAK from courier companies' /courts/ external agencies had bare threats but we effectively managed to deal with this critical situation and continued uninterrupted supply of services open heartedly. Staff posted at different branches / Regional Office often found difficulties in reaching the office on the day of duty due to restricted movements in lock down but we effectively managed the conditions by allowing maximum possible relaxations to staff and even by creating liaison with Local Law Enforcing Agencies by issuing Authority Letters to staff to travel to business place keeping in view the essentiality of Banking Services.

### Sukkur

COVID 19 pandemic has created numerous problems across the globe, it has badly affected the masses in terms of health particularly people have lost their lives and it has terribly harmed the economies around the World. We at NBP Sukkur Region took up our responsibilities reasonably, from the very beginning of such pandemic situation we have served our valued customers by ensuring precautionary measures with prime concern as well as dedication. Unfortunately some of our field functionaries tested positive to COVID-19 but despite of facing certain issues at field level we being the Nations bank never stopped, never looked back and remained committed



to provide 24/7 banking services via our vast network of branches and NBP Digital app.

### Mansehra

Mansehra Region team under the leadership of Regional Head, acted proactively, leading the field from the front during this pandemic. Following Multiple steps were taken to safeguard the frontline force right from the start- Not a single positive case has been reported in entire branch network. •Only one case (RE-CAD) has been tested positive in RO. •RO business figures have not been adversely affected as we have been running routine operations with due care. •All data related job of Head Office have been completed within deadline. We as a team believe in fighting the Virus with complete adherence to the SOP's of Regulator and Head Office Karachi, now fully enforced throughout the bank. We are



proud to announce that RO Mansehra is serving the nation at the fullest, while safeguarding our team members and customers.

### Sahiwal

At Sahiwal Region, branches are performing their duties by adopting complete SoPs of SBP. This particular picture is of Okara Branch.





staff members, Management advised them to work from home as a result the number of staff present in some branches was reduced to just two this led to a huge pressure and workload on our front line staff members especially during time of salary and pension disbursements. Since working hours were also reduced, fulfilling all the duties in such short times was another challenge faced by the staff of NBP Aitemaad in the FEDC region, but the same was met efficiently and courageously by our staff members.

A large number of our customers consists of senior citizens who withdraw their pensions through NBP Aitemaad in the FEDC region. On top of this, salaries had to be disbursed on time. With the cooperation of our customers and efficient services of the employees, NBP Aitemaad was able to deliver hassle free services regardless of the shortage of staff, transport problems and altered hours. We are proud of our dedicated staff, their handwork has allowed the up-time of AIBG-FEDC region ATMs to be maintained at highest level (+95%) and overall Customer Satisfaction in these uncertain times was overwhelming!

Although some frontline staff members caught Corona Virus while performing their duties but by the grace of Almighty Allah, all of them safely recovered.



### **NBP AITEMAAD FEDC REGION**

NBP Aitemaad continues to serve the nation even during the Covid-19 Pandemic and in order to provide uninterrupted Banking Services to its valued customers, 25 out of 31 AIBG-FEDC Region Branches remained operative during peak Covid-19 pandemic lockdown period, maintaining all SOPs in accordance with the government, SBP & H.O guidelines for the safety of our customers and frontline employees.

For the safety of our valued customers and staff members, all branches and ATMs NBP- Aitemaad in the FEDC region are disinfected regularly with short intervals. In order to enter Branch premises, wearing a face mask is a prerequisite for all the customers, they are provided hand sanitizing facilities and are urged to maintain social distancing.

Covid-19 has affected all regions in Pakistan and has made working conditions difficult. During lockdown, all modes of public transport were unavailable and certain areas were completely sealed due Covid-19 patients in the locality. This made it almost impossible for some of our employees to reach their offices, but despite all odds, a number of our Branches located in remote/covid effected areas, were fully functional even with just two employees. However, regardless of these uncertain times, the staff of NBP Aitemaad in the FEDC region has shown their utmost dedication and professionalism and made it possible for branches to function effectively.

For the safety of our female and over 55 years old

### **NBP AITEMAAD PUNJAB SOUTH REGION**

The COVID-19 pandemic could be the most serious challenge to financial institutions in nearly a century. As the economic fallout spreads, Commercial banks find themselves juggling some big priorities that require concrete steps to reposition now while also recalibrating for the future. We, as the largest Bank



and Government Collection Agent were facing added responsibilities. Following are some of the challenges faced by us while performing our duties in the Covid 19. The most difficult task was to keep our branches operational and functional, while observing all the critical and important advises of the Regulator. Branches' staff was scared and tensed while majority of our customers were not ready to observe the social distancing advise and Mask restrictions. The SBP policy rate cut was also upsetting the profitability of branches and to cope with this issue additional efforts for procurement of new business were required which itself was an uphill task in the recent scenario.

Procurement of new business was also another challenging task for the field functionaries as we have

very reduced Volume of trade due to lock down and similarly walk-in customers were also reduced.

Most important thing was to boost the morale of staff working in the field. We remained in touch with the staff even Head Office took good initiatives to ensure the safety of staff and customers by making it compulsory to observe all the precautionary measures as advised by the Medical Authorities. More efforts were made to educate the customer to use ATM and other facilities.

Even staff meetings / trainings were conducted through online means which not only saved the cost but also the time was saved. Head Office support for the employees in terms of medical expenses also proved helpful for the staff for their peace of mind. Staff observed the best social distancing practices, used masks and sanitizers. Some pictures of such practices are attached which shows the careful and responsible attitude of our branch staff during this covid era.



Although position seems to be in control but still threat is not over yet. We shall have to be as cautious as we were in the outset of this pandemic.

*May Almighty keep all of us safe*

### **NBP AITEMAAD PUNJAB CENTRAL REGION**

Crises and that too of the severity and magnitude of Covid-19 pandemic, that most of us have never witnessed in our lives and I hope will never experience again though we are yet to see it off. Crises in which we saw people die, Nations reach the brink of default, health care system overwhelmed, economy's wheel stopped, personal lives halted, dreams shattered and the list goes on. Crises when none of us living on Earth has the slightest of idea how to tackle.

In such testing times opportunity is always there for those who want to grab it, and we at NBP Aitemaad tackled this crises head on and did not take it as official duty to serve during this Covid-19 but took it as a moral duty.

When all the business were shutting down and masses were taking the option of staying home and staying safe we choose the option of serving the nation as a true Nation's Bank and kept serving our customers existing and walk-in, not to get monetary gains but to serve humanity.

Our morale remains high when it comes to serve The Nation, even in this critical time of deadly



experienced instances when we have to go extra mile to serve people in urgent requirement of cash to cater needs of hospitalization charges for their loved one infected with the deadly virus.

Once an elderly women came with cheque to get cash to pay for hospital dues of her son admitted there, after the payment she requested to take her to the hospital as there was no public transport available so one of our staff members took her to the hospital to make the payment.

She was very overwhelmed with the comments that NBP is truly the symbol of the Nation's Humanity. And we believe that NBP Aitemaad will prosper leaps and bounds not only due to the dedication of our staff and management but also due to the prayers that we gathered from our customers during Covid-19 pandemic.

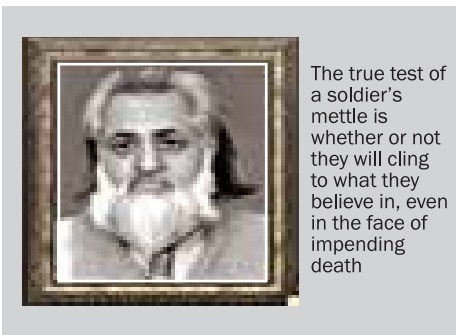


### NBP AITEMAAD SINDH & BALOCHISTAN REGION

Dealing huge customer traffic especially in salary days with assertion that all SOPs as designed by the Government are properly followed was one of the most challenging experience. Providing banking services coupled with educating the customers to follow the SOPs put our staff in an extreme difficult situation particularly when their own safety is on stake.

However, we are pleased to inform that there is no such unwanted incident reported via any source which may raise question mark on the facilities available in our branches across the region. The untiring work of our field functionaries with active support and guidance from Regional Office led us to combat novel corona virus effectively. Moreover, as an ongoing process, we are learning from our own experience in order to be more effective in future and strictly adhering to SOPs provided from time to time.

A sizeable portion of NBP Aitemaad customers comprise of senior citizens who are drawing their pensions and they are also more vulnerable to this pandemic. In these hard times, we assured to provide them hassle free services with SOPs in place. This resulted in overwhelming moments when a satisfied



The true test of a soldier's mettle is whether or not they will cling to what they believe in, even in the face of impending death

Covid-19, we, the bankers fought like warriors. It was never easy to keep balance between preventive measures and excellent services. We still managed to keep up with providing amenities to our treasured customers.

The true test of a soldier's mettle is whether or not they will cling to what they believe in, even in the face of impending death.

Despite of all the precautions, few of our valuable colleagues lost their lives. Mr. Muhammad Subhani / Cashier at our NBP Aitemaad IBB Krishan Nagar, Lahore was one of them who lost his life while battling with deadly Pandemic.

He was very dedicated & efficient worker who gave his best to assist customers. No one can even imagine the loss which the bank and his family have gone through but the Bank has devised policy to assist his family financially as well as morally we pay gratitude to our frontline workers, who did not stop serving the Nation even for once.

Customers seating arrangement were properly made in all our branches and instances where due to large inflow of customers only few customers could be invited in branch premises to maintain social distancing, we have arranged for seating facilities with proper shades, water coolers and fans to facilitate customers outside the premises.

Serving during the Covid-19 period is full of heart wrenching stories related to our staff who suffered with Covid-19 and who risked their lives. We




customer praised our staff. One such instance is reported hereunder where a walk in customer admired the services of Mr. Shehryar Imam, Operation Manager, IBB Kashmir Road (0264) Karachi.

**Quote:** "It was a very pleasant experience dealing with you. Your decent behavior, articulated demeanor and professional competency really is much appreciated. Our banking sector needs more young, energetic and polite individuals like you. It speaks volume of a cultured family background that you amply exhibited today. Keep up the good work. My duas with you. Kind regards. Junaid Hamid."

This overwhelming moment was shared with all the staff across the region in order to create an environment of motivation and self-drive among the staff in these highly challenging times.

By the grace of Almighty Allah, none of the staff of Islamic Banking Region Sindh & Balochistan lost their life in this ongoing pandemic so far. There were few positive cases reported but majority of them have been safely recovered and also get back to work at their respective postings. Some of the recently tested positive staff members are still in isolation and we are hopeful that all will be recovered by the grace of Almighty Allah. ♦

# Survivors of COVID-19

Amid the mounting number of coronavirus  infection cases, the great number of recovered cases remain a ray of hope. Most people who contracted the virus got better with care and determination. Some experienced relatively mild symptoms or even no symptoms. Here are few successful stories and first hand learning lessons for all.



**Tanveer Tassawer**  
AVP/Credit Incharge Karachi  
University Branch

"I want to share my experience relevant to the Covid-19. Before 21st June my life was totally different. I had hardly fallen sick earlier but never like this. I took some routine tests in which I was diagnosed with leukopenia. My white cells were low, had urine infection and was running fever at the same time, I didn't pay much attention and regularly attended office. Then I realized that I was getting weak and had low degree fever. Then on 21st June I went for Covid-19 Test which was Positive. But to be honest that was really a painful period for me as soon as I got to know that I have been tested Covid Positive. I was getting weaker day by day. I was not able to talk and eat and after three days I lost my taste and smell sense (olfaction). For the first

4-5 days I was so frightened that I had no idea as to how I would get through this and survive. As the days progressed I had a hard time breathing and did not like the fresh air and lights. Then my doctor gave me some medicines and instructions which I followed thoroughly and took precautionary measures.' *Tanveer has now recovered and have also joined office.*



**Mr. Shoaib Rehman**  
AVP/Manager Wah  
Cantt Branch

"When we re-opened branch after Eid holidays, our Branch Chief Cashier Mr. Faizan Nazir had dry cough and temperature. I asked him to visit the nearest laboratory for Covid-19 test and then go home to rest in isolation. As per SOPs all staff members were directed to conduct tests and reports were received in the evening. Unfortunately, my two staff members and I were Covid-19 Positive and rest of the team was Negative. Our branch was closed for 14 days and disinfected as per protocol. I felt temperature

100F to 102F, severe body pain and throat infection. I called my friend ENT Specialist who was also suffering from Covid-19 and he suggested me to use Azomax 500mg twice a day for three days and Panadol 500mg thrice a day, also used Enziclore Mouthwash for gargles. I used to take healthy diet, dry fruits, fresh fruits, vegetables and multivitamins as directed by physician. That period was pretty tough as this is a life threatening virus but having strong belief on Almighty Allah my temperature slowly decreased after three days and dry cough was also relieved. I fully recovered after 16 days but sometimes there is back pain due to weakness. I would like to suggest that, everyone must follow SOPs of Covid-19 as it can be defeated only by social distancing, avoiding gatherings, wearing face masks, using hand sanitizer, and washing hands with soap regularly. *Don't lose hope if anyone is detected positive, our strong immune system can easily defeat this virus.*"

'Indeed these were very tough days for me and my family. During the first 11 days I had high temperature, overall body pain, stomach and digestive disorder. On the 12th day I went to Shifa International Emergency on my doctor's advice but they didn't admit me as I looked stable to them. I undertook 12 different blood tests, Chest X Ray and abdomen Ultrasound. However, few blood tests indicated liver infection due to excessive Panadol use which took eight to 10 days to settle. On the completion of 15 days, I stopped all medications



**Mr. Dinar Murad**  
AVP/ Manager GT Road  
Rawat Branch

including multivitamins. I am indebted to Madam Zahida Hameed, Regional Head, Munir Khan, RE Business and Uzair Khalid, Operations Department for their regular calls and messages during these tough days. The staff of Support Services Group especially Sana Nawaz, OG-II SSW, RO Rawalpindi from the very first day remained in contact confirming her availability for any support in case of emergency/hospitalization.'



**Ms. Sundas Kazmi**  
OG-III/C, NBP Peshawar  
Road Branch

Initially, I was scared when I was tested Positive for Covid-19. By the grace of Allah after complete care and attention I recovered quickly. Most important thing is to think Positive and during those days, one thing I have realized is that life is most beautiful Gift of Allah.  
*Shukr Alhamdulillah* for everything!

I have experienced it for more than 14 days, loss of taste and smell, fever and being quarantined for such long time is very difficult. Those were very tough days for me and my family. Now I have fully recovered and pray that may Allah protect us all.



**Mr. Awais Nasir**  
OG-III/C, NBP PAF Chaklala  
Branch

## A staffs Tale of Beating Covid-19

My name is Emad Tabassam, I am currently working as Head Retail & Consumer Banking. My father and I had fever and body ache on 16th May, fortunately he got better and resumed his routine work. While I got tested positive after two days. Exertion at work and tension of me getting Positive Corona test, got my father ill again. I had 104 Celsius, I opted for home isolation. Even though my father and myself were isolated during that time my mother (Diabetes) also got sick. While the three of us were battling with ill health, my 3.5 years old daughter had cough and mild fever. Family physician advised that it is viral so I shifted her and my wife to my in-laws to keep them safe. I got her tested for my peace of mind but unfortunately she tested positive for Covid-19 but as her symptoms were mild, doctor advised against hospitalization, her fever eventually disappeared after 11 Days and she remained in proper health for the next four days.



My sister was the only one looking after all of us. Family support was there (Daily food from my aunt). The Regional Head in anticipation of upcoming Eid Days insisted to apply for permission for hospitalization in advance in case the situation demands and any member of the family gets worse. Regional Heads support and help made it possible for me to get a blanket approval for hospitalization meaning HO allowed that I can get my family members admitted in any hospital if the need arises. My father's health worsened by 27th May and his oxygen saturation dropped to 82, which is categorized as highly dangerous. But still despite all the work done in advance due to the load of patients all private hospitals were full and at last I was not left with any option other than to take my dad to Services Hospital.

Father's health improved after about 10 days and his saturation started to improve, he started moving by himself, sadly on the other hand my daughter got sick again with high fever 104. She was diagnosed with eccentric fever, and was administered with Injections for next three days twice a day. Meanwhile constantly checking on my father who was hospitalized. On 12 June while my father got discharged, my daughter was admitted to Fatima Memorial Hospital as her fever was still out of control despite six doses of strong antibiotic injections. She remained there for three days and her situation was such that she was given daxematheson drug (a lifesaving drug) as well. Despite being discharged in three days, doctor prescribed to administer antibiotic injection twice a day. God willing, the entire family recovered and regained health.

During this ordeal my family and friends not only supported me but My Regional Head & RE- ID was there for me and helped me get through this nightmare. I was not expecting that but even our NMH Mr. Rana Imdad called me on every alternate day to check about me and my family's health and offered his unconditional support. I am grateful to Allah and everyone around me who supported me. I fully acknowledge the support and measures adopted by the management to facilitate NBP employees during such horrid times.

## A brief profile of those who lost their lives to Coronavirus:

**Mr. Sajjad Hussain**  
Vice President /  
Chief Manager,  
Main Branch, Attock

Who was very much instrumental in Distt. Attock, being the senior executive and overseeing the NBP operations in the distt during pandemic and was on frontline in provision of banking services, suddenly got COVID-19 related complications, which led to his untimely death, which was a great shock for his and NBP family and particularly for the Mardan region, keeping in view those unprecedented circumstances and requirement of his services.

## A staffs Tale of Beating Covid-19

My name is **Ibrahim Muhammad Yaqoob** currently working as Branch Manager DryPort Branch. At the time I got infected I was working as Branch Operations Manager in P.C Hotel Branch. The first day since I got symptoms I informed my Branch Manager and stayed at home. Gradually, my condition worsened which at first I had fever then body ache and chills. My Branch Manager was constantly in touch with me and was monitoring my day to day position. I immediately consulted my physician and was advised to undergo Covid Test. My fears came true and it came out positive. This was communicated to my BM and Regional Office who assured me of their support during such hard times. As home isolation was not allowed during that time I was shifted to Expo Centre Field Hospital, a make shift facility set up by Punjab Government for isolation purpose. This was merely an isolation facility with no advance medical equipment such as ventilators. It is worth mentioning here that since being detected as positive not a single day went by when worthy RH would not call and enquire after me and my family's health. My problems multiplied when my wife and father also came positive. As my father had a history of chronic illness my RH persuaded me to move to a private facility i.e. Farooq Hospital which offered all the advance equipment's required to cope with untoward situation if the need arise. My Regional Head efforts and support is what kept me motivating during these testing times. Not only special permission for hospitalization was arranged in a single day for admittance in a non-panel hospital but an officer was deputed to oversee that me and my family were properly taken care off in the hospital. During my ordeal my Regional Head and Regional Management Team would enquire and commit their full support. It took me over a month to resume my duties but my NBP family was with me during my ordeal and at no point I felt alone. I was whole heartedly greeted upon joining the bank by my colleagues. These are testing times and the love and support shown by my peers and superiors is something ill cherish my entire life. I feel proud to be a part of this family we call NBP. ♦

**National Bank of Pakistan has signed an agreement with NdcTech, a partner of Temenos to implement Temenos solutions in KSA and Hong Kong. With this agreement, the bank has acquired the world's leading banking software (Transact-Core Banking, Infinity- Digital Banking, FCM and Analytics) from Temenos AG (Temenos) for its operations in Kingdom of Saudi Arabia and Hong Kong. The implementation will be carried out by National Data Consultant (NdcTech) a Pakistan based certified Temenos partner specializing in implementation of the software with its deep banking knowledge of the global banking market practices and country model banks expertise.**

## **National Bank of Pakistan embarks on Digital first strategy with Temenos and NdcTech for Core and Digital Banking in KSA and Hong Kong**

**T**he bank being a government bank views its role as that of an economic catalyst, using financial services as a lever to help in nation building across international sites. To advance its mission, NBP required a modern technology infrastructure and the right implementation partner that could support a digital-first strategy.

The bank selected Temenos software for Corporate (including Trade, Lending, Syndication and Bulk Payments) and Retail (foreign deposits and remittance business catering to overseas Pakistanis) along with Financial Crime Mitigation and Analytics and Reporting across branch and digital channels.

NdcTech with its Banking Digital Experience will help NBP in transforming and standardizing best practices across their key International locations in KSA and Hong Kong and assist them to comply with local regulations through Temenos Country Model Banks. The software will empower NBP sites to focus and drive new businesses by bringing the customer to the center of their business ecosystem from all channels, and give flexibility to launch new and enhanced products and services for its customers.

Commenting on the selection of the suite of products, Amin Manji, CTO & Head of Technology and Digitalization, said, "NBP is focused on offering its customers with a growing range of innovative products and services and committed to becoming a leading provider of reliable, customer-friendly banking services while ensuring it meets the evolving requirements of domestic

and international regulatory regimes on a timely basis. For this the Bank employs best-in-class technology in every facet of its operation and has now selected Temenos Transact Core Banking, Infinity Digital Banking, FCM and Analytics platforms for its KSA and HK Retail and Corporate business enabling it to offer customers a seamless omni-channel experience while further strengthening its capabilities on Financial Crime Mitigation (FCM), analytics and reporting across physical and digital interactions."

"NBP seeks to establish a uniform operating model by standardizing business processes, products, and services across all its overseas corporate banking lines allowing the bank to define its own 'best practice' and enabling it to offer the same experience to its customers regardless of where they choose to avail its banking services across the world."

While highlighting the business objectives of the agreement between NBP, NdcTech and Temenos, Ammara Masood, President and CEO, National Data Consultant (NdcTech) said, "At NdcTech, we have over 20 years of experience in implementing Temenos software and digital transformation projects. Our global experience of successfully working in 15 countries and 3 continents makes us the trusted partner for many banks in the region. We are delighted to be a part of these exciting projects for National Bank of Pakistan, as it modernizes its systems across international sites" ♦

### **Congratulations**



**to Leemoon Mal Chaglani (AVP – DB&PD) on being awarded a United States Hubert H. Humphrey Fellowship for a program in Finance and Banking at the prestigious Boston University.**

An extremely competitive and sought-after award, the Hubert H. Humphrey Fellowship Program is one of the U.S. government's most prestigious Fulbright program offerings that brings accomplished mid-career professionals

with demonstrated leadership potential to the United States for graduate-level academic coursework and professional development activities.

It is an amazing achievement, testament to the potential he possesses, and we hope his way ahead is even brighter with this award being just the next step in his continued development, growth and success – both professionally and personally.

Again, heartiest congratulations on the award, all the best with the program, and we urge you to avail some of the limitless opportunities on offer at BU to grow your perspective, outlook and understanding of the world.

*Wish you safe journeys and incredibly exciting times.*





# INCREASE OF PHISHING ATTACKS IN THE WAKE OF COVID-19

## What is Phishing?

You have been instructed by the organization to do your official tasks under Work from Home (WFH) directives. While checking your emails at home one day, an email in the Inbox was read as “Your boss has scheduled a meeting with team today on Microsoft Teams platform at specified time. Click on the link below to accept the invitation and join the meeting on time”. In the line below this message, a link was provided such as “www.microseft\_teams.com/meeting/notification/”. In order to be responsive to an official matter, you clicked on the given link to accept the meeting invitation. After some time, you noticed that your PC was performing slowly while you were also not able to find some critical files of work-related information that you had saved earlier. It is an indication that you have become the victim of PHISHING attack!

The term “phishing” is used as analogous to fishing in a way that you try to catch a fish with bait. If you have no luck to catch a fish with a kind of bait, you change the baits until you are successful to start catching fishes. The same concept is applied to phishing where the bait is usually some email that appears to be legitimate and from a trusted sender. The attacker aims to make you perform some kind of desired action such as click on a given link that redirects you to the

malicious content prepared for stealing your confidential information. In the example above, if you carefully notice the given link, it spells “microseft” instead of “Microsoft”. In the state of haste, the potential victim would ignore this careful observation of the given link and click it. This action would trigger the malicious content to execute and do the damage (such as downloading and installing a virus or malware in PC or mobile device to damage the system or steal sensitive files and information). It may also take the victim to a bogus website to capture confidential information.

The state of haste is not the only reason to act carelessly in such a situation. Sometimes, it may be the state of excitement or fear. For example, you may receive an email that appears to be sent from your bank that informs you that your account has been credited with a huge amount of money. It will lead you to the state of excitement. On the other hand, if you receive an email indicating that your account has been monitored by tax authorities and you are liable to pay a huge amount of penalty, it will surely lead you to the state of fear. In both cases, a potential victim will click on the given link without any careful consideration of privacy and security.

Email is not the only channel to offer the malicious links or content. They are also contained by the websites that are directly accessible by users over the internet. Sometimes, the victim’s action does not immediately create a damage but redirects him/her to an information-gathering platform where the confidential information is asked to enter such as passwords, credit card number, CNIC number etc. Providing such information to the malicious actors subsequently leads to financial frauds through identity theft.

Increase of phishing attacks in current pandemic situation of COVID-19

Due to the prevailing situation of Coronavirus (COVID-19) and contingency measures adopted by the authorities, it has been advised to the organizations to maintain social distancing as much as possible. The banks and other organizations have therefore adopted the culture of Work from Home (WFH) for official tasks, hence the use of digital technology is on the rise. Meanwhile, cyber attackers are also taking advantage of current situation by targeting the users who are not well aware of the cyber-attacks in digital world.

Plenty of COVID-19 themed phishing emails have been observed since the outbreak started. Threat actors continue to target users with their malicious activities and rob them by stealing their credentials and sensitive information, ultimately leading to financial frauds through identity theft. Various methods including the ransomware are adopted by fraudsters to launch cyber-attacks. In case of ransomware (a kind of malware), sensitive data and files are encrypted by the attackers. They demand ransom to unlock the data and make it again usable.

The main key of preventing the phishing attacks is “awareness” i.e. you must be aware of the possible occurrence of phishing attack when you are asked to click a link via email or website, download an attachment, or asked to input confidential information. The users are advised to use their digital assets in a vigilant manner and take the following precautions to avoid possible phishing attacks.

- DO NOT download and open any attachment from uncertain or suspicious email sender.
- DO NOT click on any link in email unless you trust the sender and are sure of its validity.
- CHECK email addresses for accuracy and look for signs of suspicious activity. For example, an email might have unexpected content (attachments etc.), or the sender’s name may appear to be incorrect.
- AVOID clicking unnecessary links on websites. Many malicious websites lure the victims by providing free software download, which are the malware.
- AVOID browsing the websites that are not secure i.e. without ‘https’ based URL (it may be checked by looking at the website’s address bar in browser). The URL with only ‘http’ address is not secure.
- DO NOT download software or apps from untrusted sources (pages or app stores) as they could be the malicious tools to steal sensitive information and inject malware into your PC or mobile device for cyber-attack.
- NEVER share your Password with anyone.
- KEEP your PC and mobile device equipped with antivirus/antimalware and regularly update with the latest version.
- SCAN your PC and mobile device with updated antivirus/antimalware in periodic manner.◆

# Online learning during pandemic

Pandemic Covid-19 started spreading in the first week of March 2020 in Pakistan. As a precautionary measure Government issued guidelines for curtailing the spread of pandemic through social distancing and to save lives of the people. In the light of these directives NBP directed its staff to run day to day working through minimum staff. Particularly employees of 55 years and above age were advised to remain at home as they were found more vulnerable of infection of Covid-19.



Obviously, in the scenario of social distancing classroom trainings were stopped, to discard spreading of pandemic and to save lives of NBP employees. Initially it was apprehended that it will take only days to start normal activities, hence no question of thinking online training sessions. But after the lapse of three months we started online training sessions to impart training to employees as per their training needs to improve skill set. During the period our Staff Colleges and JNMDC started, first time ever online training sessions and were able to hold 160 online sessions whereby 1260 employees were trained. We are now considering online training as necessary part of our future activities for saving time of trainees and travelling and other allied costs related to classroom training. However, we will decide on the nature of competencies, that can be built through online training/classroom training.

All other functions were also modified owing to pandemic, particularly requiring physical presence for putting signatures on letters/office note by relevant staff/executives. Now, signature of any person was his endorsement of email/initiating case through email for taking any action including payment of expenses. It was necessity and as rightly said necessity is the mother of invention, a step towards digital world where importance of physical presence will cease to exist. ♦

## Online Training Through e-Learning As of 30.06.2020



S. No	Course Name	Employees Attempted	Employees Passed
1	CBA Online Quiz Count	21	2
2	Banking Laws Online Quiz Count	18	2
3	Quiz for CBA Profile for Active Profile Users Count	58	7
4	Online Quiz Credit Management Count	29	11
5	Online Quiz Account Opening Course Count	44	10
6	Online Quiz AML/CFT Count	4,076	2895
7	Quiz for IS Foundation Course Count	791	556
8	Online Quiz - Fundamentals of Islamic Banking Count	354	178
9	Quiz for Trade Finance Count	96	2
10	Quiz for Customer Relationship Form Count	55	48
11	Quiz for Operational Risk Reporting Mechanism Count	29	12
12	AML/CFT Online Quiz - 2019 Count	359	169

## Online Training Through e-Learning As of 30.06.2020



S. No	Course Name	Employees Attempted	Employees Passed
13	Quiz for Microsoft Word Count	58	6
14	Quiz for FAQs Based Course on Riba and Interest Count	134	109
15	Quiz for Microsoft Excel Count	38	9
16	Project Management - Basic Level Count	19	1
17	Project Management - Intermediate Level Count	1	1
18	Project Management - Advance Level Count	1	0
19	Quiz on FCPF Count	1,750	1622
20	Online Quiz for SME Financing Course Count	26	0
21	Online Quiz for Agriculture Prudential Regulations Count	13	0
22	Online Quiz for PRs (Corporate/ Commercial Banking) Count	11	8
23	Online Quiz for Housing & Consumer Finance Count	11	6
<b>Total</b>		<b>7,993</b>	<b>5,654</b>

## Trainings 2020 (NBP e-Learning Portal)

### • No. of Courses (Hit by Employees)

• Jan.	14
• Feb.	14
• Mar.	14
• Apr.	14
• May.	23
• Jun.	23
<b>Total</b>	<b>102</b>

### • No. of Employees

	Attempted	Passed
• Jan.	7578	5287
• Feb.	7623	5345
• Mar.	7675	5455
• Apr.	7685	5470
• May	7983	5649
• Jun.	7993	5654
<b>Total</b>	<b>7993</b>	<b>5654</b>



**Aijaz Ahmed**  
AVP, Gujrat Region

## BANKERS, FOR BETTER AGRICULTURE

Major segment of our illiterate population is engaged in agriculture which is considered as lifeblood of Pakistan's economy. Agriculture is our oldest occupation but we are still at experimental stage. No one have yet shown seriousness to address the root causes. Now the problem is going to be worsened and need immediate steps to avert. However, it's not the time to cry over spilt milk but needs revolutionary steps to advance. Notwithstanding this much ignored segment so far contributes about 18.5% to GDP, provides livelihood to 64% rural population and employs 38.5% of the total national labor force.

Pakistan was a middle class and predominantly agricultural country at the time of independence but average economic growth rate in the first five decades was higher than the growth rate of the world economy during the same period. Average annual real GDP growth rates were 6.8% in the 1960s, 4.8% in the 1970s, and 6.5% in the 1980s. Average annual growth fell to 4.6% in the 1990s with significantly lower growth in the second half of that decade. The agriculture sector has direct and indirect linkages with other sectors of the economy and plays a significant role in socio-economic development of the country.

As the government has established stores in different zones for wheat purchasing the government should erect barn and cold storage for storage of grains, fruits and vegetables. There should be a known price of each item.

The total area of Pakistan is about 79.6 million hectares, out of which only 23.7 million hectares (28%) area is used for agricultural purposes. About 8 million hectares area is idle and un-utilized. Macro and micro level structural changes may help to revitalize the agriculture sector. The low private investment in agriculture sector is mainly because of wider gap between social and economic returns on innovation in agriculture sector.

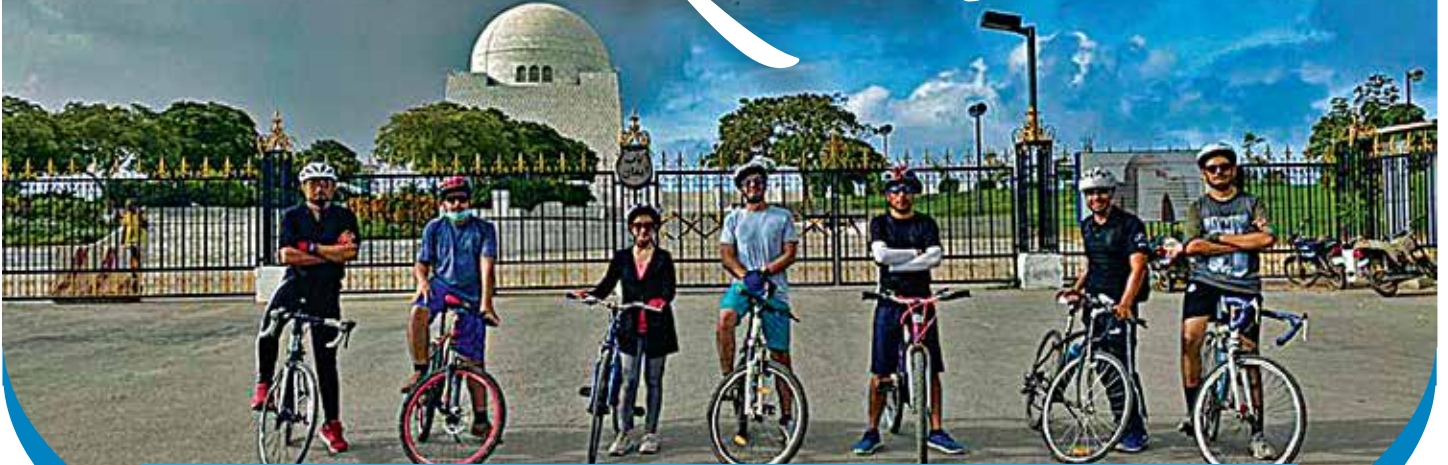
The decrease in water accessibility for agricultural lands in past few decades has increased the susceptibility to environmental stresses particularly

**The role of banks in the enhancement of agriculture productivity, expansion of rural credit and poverty eradication assumes high priority. Delay in sanctioning loans and lack of statutory backing for recoveries are the major impediments to the growth of banking in agri- sector. The focus in the past has always been to make available cheaper credit instead of focusing farmer's requirement. The biggest problem of our farmer is fluctuation of prices; the main root cause that agriculture production doesn't benefit farmer but middleman, the future of food production is in jeopardy due to problems in agriculture.**

drought Olive cultivation can help to overcome these problems as it can also be grown on low fertility soils, in desert areas and requires little water to complete its growth and development. Moreover, it sustains the fragile natural resources and is a big source of oil rich in nutritional fats. The tropical climate of the country is most suitable for olive cultivation. Many olive varieties have been identified by Barani Agricultural Research Institute for Pakistan. The cultivation of olive in arid and semi-arid regions such as Chakwal, Rawalpindi, Gujjar Khan, Jhelum, Fateh Jang, Zhob, Loralai, Killa Saifullah, Barkhan, North Waziristan, Bajaur Agency, Mohmand Agency, Kurram Agency, Hangu, Khyber Agency, South Waziristan, Malakand, Charsadda and Haripur would not only increase agricultural area but will also help to improve edible oil production in the country. Desert areas can be

utilized by cultivating olive trees. India cultivated Rajasthan's desert in 2008 which is successful in growing fruits. Thar and Cholistan desert has the same climatic conditions as Rajasthan's desert of India. Olive cultivation can be a good source of income for people living in desert areas of Pakistan. Furthermore, it would lead to the establishment of new olive nurseries, manufacturing of olive medicine products, olive orchards, and oil extraction mills, pickle industries, daily paid labor, technical workers, fruit picking and marketing opportunities all over the Pakistan that would open new ways for generating income in these impoverished areas. Olive cultivation will be magnificent source of olive oil export and source of foreign exchange earnings business. ♦

# Azadi Ride!



**Culture of cycling has become very common these days in Karachi. In fact, the business of bicycle sellers is one of those that have seen a boom during the Covid-19 pandemic as many people have adopted cycling as a routine activity. As a fitness enthusiast, I picked up cycling in 2018. I was the only one from my area then, but soon I was accompanied by many others with whom I have formed a large group. As more and more people came along, the size of the group grew from one to many who go together for rides on regular basis.**



On the occasion of Independence Day 14th August 2020, I along with my other group members planned a cycling event to celebrate the historical day with zeal and enthusiasm while promoting the importance of healthy lifestyle and physical fitness. The event was called the "Azadi Ride".

Using social media platforms and word of mouth, we managed to gather 70 participants from the age group of 9 years to 55 years. It included males, females and children. It was also covered by media and featured on a news channel. The purpose of the ride was to create awareness of social responsibilities towards the society, while also promoting pluralism, diversity and inclusiveness. Alhamdulillah, large participation made this a successful event.

At 6:00 a.m. in the morning of Independence Day, the participants gathered in the area of Garden to kick off the event. The route of the ride was Garden to Frere Hall. It was managed by a group of volunteers who had made all the arrangements to make it a pleasant experience for everyone. Backup cars, first aid kit, water bottles and other necessary items were arranged. As part of safety measure, it was compulsory for everyone to wear a helmet and follow the regulations for the ride. For those who did not have their own bicycle, it was available on rent so that they would not miss out on the event. All excited and geared up, we hit the road at 6:15 a.m. on our bicycles and rode to Frere Hall. On reaching there, we concluded the event by singing the national anthem together. It was undoubtedly an exciting experience for the celebration of Independence Day for everyone. After the success of this event, we would like to plan such activities

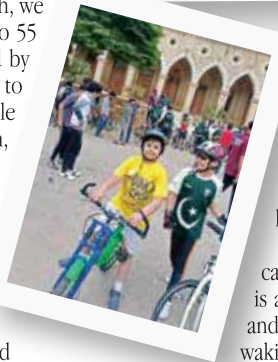


more often to encourage people to build healthy habits for a healthy lifestyle. The group of riders that I have formed with my fellow members is called "DK Bikers". We schedule rides for

both weekdays and weekends. Weekend rides are for those who can go long distance, whereas weekday rides are for beginners who can start off with short rides before going for long ones. We are like a small family who are supportive of each other and always motivating each other on our journey to being healthy. I am immensely proud of this initiative and also of being a part of the group that is actively engaged in cultivating healthy habits in people.

From my personal experience with cycling for the past two years, I can confidently say that it has made a positive difference in my life. It is an excellent way to release all the negative energy from your body and replace it with positive energy. Stepping out of the comfort zone, waking up early and engaging in healthy habits is a guaranteed way to living a healthy and happy life. My 9-year-old son Maier participates with me in all the rides, and he recently completed his longest ride yet for 42 kilometers.

My message to those who desire to live healthy and happy is that they should come out of their comfort zone to experience real contentment in life by following healthy activities like cycling. *Ali Dhamani, TCMG.* ♦





## NBP and PASDEC sign MOU

A Memorandum of Understanding (MOU) has been signed between National Bank of Pakistan (NBP) and Pakistan Stone Development Company (PASDEC) for collaboration between the two organizations for development and promotion of the Marble and Granite sector of the country and undertaking outreach and engagement initiatives.

Under the MOU, both organizations will collectively pursue opportunities for provision of access of finance to the Marble & Granite sector of Pakistan as well as endeavour to develop the export potential of the sector. Amongst the set objectives there will also be facilitation in knowledge programs, exploring opportunities for advisory services and evaluating potential avenues of joint venture projects to enhance local production of dimensional stone and exports.



## Cheque Distribution

Cheque distribution ceremony for Kamyab Jawaan program held at Rawalpindi Region Office. Usman Dar (SAPM) distributed cheques to borrowers.

## NBP and Winrock sign MOU to boost Agricultural Development in the country

A Memorandum of Understanding (MOU) has been signed between National Bank of Pakistan (NBP) and US based Winrock International Institute for Agricultural Development (Winrock) for collaboration between the two organizations. This partnership will work together to look for increasing ways and means of credit availability to farmers, processors and service providers and enhancing financial literacy in selected areas and crops. However, the initial focus will be on four non-major crops namely dates, banana, tomato and red chili. Winrock is being represented via its Pakistan office through the Pakistan Agriculture Development Project (PAD) and is undertaking tasks on value chain development in the four crops in 12 districts (6 each in Sindh and Punjab). NBP will collaborate with Winrock to enable credit flow to farmers and agribusinesses thereby enabling the adoption of modern inputs and technologies in the farm-to-fork value chain for the four crops. The effort is expected to result in improved crop productivity, reduced post-harvest losses and consequently increased incomes. Similarly, it will facilitate processors and other potential value chain partners i.e. agri related businesses to acquire new or scale-up existing infrastructure / technology and improve business profitability. The expected outcome of the collaboration between NBP and Winrock is to create a win-win situation for all stakeholders and contribute to growth in Pakistan's economy.

## Happening



Mr. Arif Usmani and Shazad Karimi, SVP/PSO, celebrated Kamran Khalid's birthday (VP/PS to President) at the Head Office.



Actor Humayun Saeed, visited NBP Head Office recently.



Director NBP Staff College Peshawar S Nazneen Zaka along with staff members planted 22 plants of different species in Peshawar Zoo.

The Zoo administration recognized the initiative by Director Staff College and applauded her efforts for Green Pak Initiative by providing trees each year to the Peshawar Zoo. Administrator Peshawar Zoo also appreciated the efforts of Manager Administration NBP Staff College Peshawar, Mr. Shabib Khan/AVP for taking interest in the beautification of Peshawar Zoo and for providing natural habitat to zoo animals, as well as better environment to visitors.



## Donation

Regional Head delivering Rs.3000 grant to special persons in Gilgit Baltistan as NBP initiative in Covid-19. He also donated 2 Wheel chairs to handicapped women from his own pocket.



## Letter of Appreciation!

Mr. Ghazanfar Ali Zardari, Branch Manager, NBP, PAF Base Bhulari, received a letter of Appreciation from his Regional Head and Executive for his outstanding performance and contribution towards achieving Absolute Deposit Targets June 2020. We hope and wish that such high standards of performance will be maintained in future for the betterment our Bank.

# Stay physically active at home!

The **COVID-19** pandemic will continue to have considerable effects on well-being of people around country. During this period exercise is important, even a small amount of movement, like a walk around the block, can make a difference. It can have a huge impact on anxiety and help ease stress and depression.

Here are some tips to stay active that are doable whether you're just starting to exercise or a seasoned fitness enthusiast.

*Courtesy: NBP Sports Club*

## Examples of Home-Based Exercises

1

### Knee to elbow

Touch one knee with the opposite elbow, alternating sides. Try to perform this for 1–2 minutes, and repeat up to 5 times. This exercise should increase your heart and breathing rates.



### Plank

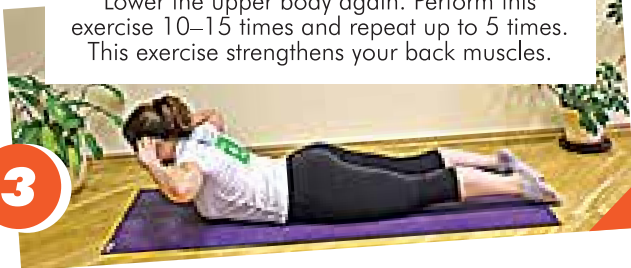
Support your forearms firmly on the ground, with the elbows under the shoulders. Keep the hips at the level of the head. Hold for 20–30 seconds and repeat up to 5 times. This exercise strengthens your belly, arms and legs.

2



### Back extensions

Touch your ears with your fingertips and lift your upper body, keeping the legs on the ground. Lower the upper body again. Perform this exercise 10–15 times and repeat up to 5 times. This exercise strengthens your back muscles.



3

4

### Squats

Place your feet at hip distance with the toes pointing slightly outwards. Bend the knees as much as feels comfortable, keeping the heels on the ground. Bend and stretch the legs. Perform this exercise 10–15 times and repeat up to 5 times. This exercise strengthens your legs and glutes.



5

### Side knee lifts

Touch your knee with your elbow, lifting the knee to the side, alternating sides. Find your own pace. Try to perform this for 1–2 minutes and repeat up to 5 times. This exercise should increase your heart and breathing rates.



### Superman

Place your hands under your shoulders and knees under your hips. Lift one arm forward and the opposite leg back, alternating sides. Perform this exercise 20–30 times and repeat up to 5 times. This exercise strengthens your belly, glutes and back muscles.

6



### Bridge

Plant your feet firmly on the ground with the knees over the heels. Lift the hips as much as it feels comfortable and slowly lower them again. Perform this exercise 10–15 times and repeat up to 5 times. This exercise strengthens your glutes muscle.

7



8



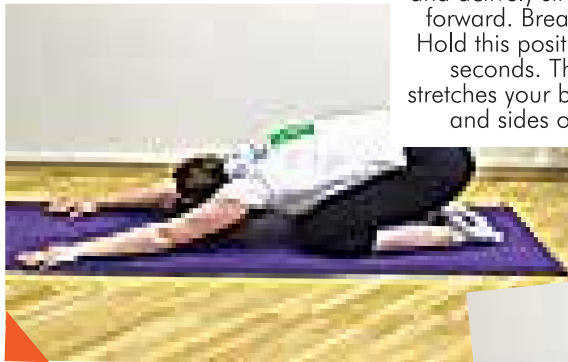
### Chair dips

Hold onto the seat of a chair, with your feet about half a meter away from the chair. Bend your arms as you lower your hips to the ground, then straighten the arms. Perform this exercise 10–15 times and repeat up to 5 times. This exercise strengthens your triceps.

### Child's pose

With the knees on the ground, bring your hips to your heels. Rest your belly on your thighs and actively stretch your arms forward. Breathe normally. Hold this position for 20–30 seconds. This position stretches your back, shoulders and sides of the body.

9



10

### Seated meditation

Meditation and deep breaths can help you remain calm. A few examples of relaxation techniques are available below for inspiration. For optimal health, it is also important to remember to eat healthily and stay hydrated



11

### Legs up the wall

Bring your hips close to the wall and let your legs rest. Close your eyes, relax your body and progressively deepen your breathing, trying not to focus on any thought or concern. Rest in this pose for up to 5 minutes. This position is meant to be comfortable, relaxing and de-stressing.





National Bank of Pakistan

نیشنل بینک آف پاکستان