

UBL TIMES

President & CEO's New Year Message

Dear UBL Family,

The start of a year is a time for reflection. It is heartening to note that what we set for ourselves as goals for 2016, have been met in almost all areas of the Bank.

| Page No. 3 |



UBL celebrates inauguration of new Head Office with its stakeholders

UBL's new Head Office was inaugurated on 19 December 2016. To celebrate this landmark achievement, the Bank hosted a grand dinner for its key stakeholders at the Mohatta Palace in Karachi. Sir Mohammed Anwar Pervez, OBE, HPk, Chairman of the Board of Directors of UBL and Bestway Group UK was the Chief Guest at the evening.

| Page No. 4 |





'Leading through Change' Sessions held across Pakistan

| Page No. 6 |



Business Performance Review & Strategy 2017 with GM North

| Page No. 7 |



Dinner hosted by UBL at GCU Lahore

| Page No. 8 |



'Leading through Change' Sessions held at UBL International

| Page No. 9 |



UBL Bahrain celebrates Bahrain National Day

| Page No. 11 |



Year of Reading UAE celebrated by UBL Abu Dhabi & Al Ain

| Page No. 12 |



UBL UAE celebrates 45th UAE National Day

| Page No. 14 |



Business Review Meeting - Rawalakot, Azad Kashmir

| Page No. 16 |



Wealth Management Team hosts Customer Engagement Event

| Page No. 17 |



UBL Home Remittance Team hosts Customer Engagement Event

| Page No. 18 |



Head Consumer Finance & GM North hold Consumer Business Review Session for North Cluster

| Page No. 20 |



GM North holds meeting with North Commercial Designated Branches

| Page No. 21 |



Bancatakaful Celebration – UBL Ameen

| Page No. 22 |



Gujar Khan District Trip to Thandiani Hill Station

| Page No. 23 |



Service Quality holds Consumer Grievances Handling Mechanism (CGHM) Session

| Page No. 24 |

President & CEO's New Year Message



Dear UBL Family,

The start of a year is a time for reflection. It is heartening to note that what we set for ourselves as goals for 2016, have been met in almost all areas of the Bank.

2016 has been a record year. In spite of the challenges prevalent in the industry, the Bank did well. In terms of recognition 2016 was a significant year for UBL. Our multi-ple achievements include:

1. "Top 25 Companies of the Year" Award by the Pakistan Stock Exchange
2. "Entity Ratings upgraded to AAA/A-1+" for the first time ever, by JCR-VIS Credit Rating Company Limited
3. "CFA Best Bank Award" by the CFA Association of Pakistan
4. "Innovation Award" at the Mastercard Innovation Forum in Budapest
5. UBL becoming the first Pakistani bank to cross "1 million Fans on Facebook"

However, the Bank's single biggest recognition was at the first Pakistan Banking Awards conducted by Institute of Bankers Pakistan where UBL won the "Best Bank in 2016" award. UBL was recognized for its contribution to national development, its foray into financial inclusion and the most effective management of its resources including its employees, clients, franchise, community and financials.

The year culminated with the inauguration of the new UBL Head Of-

office in Karachi. This modern building complex is a dynamic symbol of the transformation that UBL has undergone in the last 14 years and stands tall as a symbol of UBL's Progressive and Innovative brand attributes. I take this opportunity to express my gratitude to the stewards of this all-important project - Sharjeel Shahid, Head of Banking Products and Corporate Services Group and Ali Habib, Head of Corporate Affairs & Marketing and their respective teams, for completion of the building and the launch/inauguration respectively.

2016 was also a year in which UBL showed tremendous momentum in its business performance. In particular the retail network was requested to focus on current accounts and NTB. They have managed to exceed expectations. I would like to congratulate Zia Ijaz and his team for this outstanding achievement.

The Bank's single-minded focus towards augmenting its Current Account base led to the launch of the UBL 'Mukammal Current Account'. Backed by a creative media campaign, the Mukammal Current Account has established itself as the 'best-in-the-market' offering of its kind.

The year witnessed UBL trailblazing, with multiple 'firsts' in the market. The Bank partnered with Pakistan Railways to digitize their ticketing system and provide the first ever e-ticketing service in the country. In a global first, UBL joined hands with MasterCard to launch

the Masterpass QR Digital payments systems across Pakistan. Furthermore, UBL partnered with NADRA to facilitate Non Resident Pakistanis by launching a bio-metric remittance process in Bahrain. 2016 also saw the Bank managing the largest network of operational Bio-Metric ATMs.

In 2016, UBL signed an agreement with the Industrial & Commercial Bank of China (ICBC). Through this alliance, UBL will be able to leverage the dominant position that ICBC enjoys in China as one of the main conduits of the China Pakistan Economic Corridor (CPEC) investments in Pakistan and explore business avenues to further the Bank's strategic business objectives.

These were just some of the many accomplishments reaffirming the strength of the Bank's diversified business model.

In 2017, we will further build on our business momentum by delivering against all the existing strategic priorities of the Bank with even more urgency. This year will be one of disruption in the banking industry. With the current interest rate regime, it will become essential for all groups - Business, Support and Control - to be aware of external challenges and work in unison to successfully surmount them. Hence, the overarching theme for the Bank this year is 'Firing on All Cylinders'.

I am of the firm belief that our Corporate Values will guide us

in navigating 2017 successfully. Customer First / Honesty of Purpose / Teamwork / Excellence / Meritocracy are the ethos which drive our business and organizational growth. These Values should be internalized in order to guide our strategies and achieve our objectives. I encourage all UBL employees to instill these desired behavioral traits within themselves and use them as a tool for self-assessment in the current year and beyond. This is the essence of cultural change that is already taking place in the Bank.

I am extremely proud of the UBL Team whose initiative, integrity, dedication and ownership have delivered the results for 2016. It is the contributions made by the UBL family that have enabled the Bank achieve and be recognized as the most progressive and innovative Bank in Pakistan. I would like to thank you all for your tireless commitment to this great institution.

It is my privilege to announce that the Bank has approved a Medical Insurance Policy, which would facilitate all colleagues to seek medical expertise in top hospitals across the country.

This is wishing you and your families best of health, prosperity and success in 2017.

Kind Regards,

Wajahat Husain
President & CEO - UBL

UBL celebrates inauguration of new Head Office with its stakeholders



Mr. Wajahat Hussain, President & CEO, UBL addressing the audience



Guests enjoying the event at Mohatta Palace

UBL's new Head Office was inaugurated on 19 December 2016. To celebrate this landmark achievement, the Bank hosted a grand dinner for its key stakeholders at the Mohatta Palace in Karachi. Sir Mohammed Anwar Pervez, OBE, HPk, Chairman of the Board of Directors of UBL and Bestway Group UK was the Chief Guest at the evening.



A view of the stage at the Mohatta Palace, the venue of the event



The light show at the event

Dr. Ishrat Hussain, ex -Governor-SBP, Mr. Muneer Kamal, Chairman - Pakistan Stock Exchange, Mr. Zameer Mohammed Choudrey, CBE, Director UBL, Mr. Wajahat Husain, President & CEO, UBL, members of UBL's Board of Directors, senior bankers, diplomats and prominent personalities from leading business houses attended this event.

The event included drone-eye footage of the iconic building, speeches by some of the distinguished guests and a spectacular sound & light show.



Branding at the Mohatta Palace, the venue of the event



Sir Mohammad Anwar Pervez, OBE, HPK, Chairman of the Board of Directors of UBL and Bestway Group UK (right) along with Mr. Wajahat Hussain, President & CEO, UBL (left)



Dr. Ishrat Hussain, ex-Governor-SBP (left), Sir Mohammed Anwar Pervez, OBE HPK, Chairman UBL & Besstway Group UK (2nd left) and Mr. Wajahat Hussain, President & CEO, UBL (right) along with a guest

“ Mr. Wajahat Husain, President & CEO, UBL attended the event as the Guest of Honor. He presented the winning individuals and teams with trophies and medals ”

UBL celebrates inauguration of new Head Office with its stakeholders

Speaking at the occasion, Mr. Wajahat Husain, President & CEO UBL said “Today is a momentous day for the UBL franchise and all its stakeholders who have been associated with it for the last 57 years. This building is a beacon of UBL’s ‘Progressive’ and ‘Innovative’ brand attributes. This modern building complex is a dynamic symbol of the transformation that UBL has undergone in the last 14 years.”

UBL’s new Head Office is located on I. I. Chundrigar Road, in the heart of Karachi’s vibrant financial district. Rising 300 feet in the sky, this 22-storey skyscraper features state-of-the-art facilities and cutting-edge technology. The 200 feet tall atrium of this building is the tallest of its kind in Pakistan and its unique advanced facade lighting illuminates the city skyline at night, further highlighting Karachi’s identity as ‘The City of Lights’.



Sir Mohammed Anwar Pervez, OBE, HPK, Chairman of the Board of Directors of UBL and Bestway Group UK (centre), Mr. Zameer Mohammed Choudrey, CBE, Director UBL (second left), Mr. Haider Zameer Choudrey, Director UBL (right) and Mr. Rizwan Pervez, Director UBL (left) along with a guest

Mr. Zameer Mohammed Choudrey, CBE, Director UBL (left) exchanging views with Mr. Muneer Kamal, Chairman - Pakistan Stock Exchange (right)



Sir Mohammad Anwar Pervez, OBE, HPK, Chairman UBL & Bestway Group UK and Mr. Wajahat Hussain, President & CEO, UBL exchanging views with guests

Mr. Muneer Kamal, Chairman Pakistan Stock Exchange speaking at the occasion

Wajahat Hussain, President & CEO, UBL with Dr. Ishrat Hussain, ex-Governor-SBP.



Mr. Ishrat Hussain, ex-Governor-SBP addressing the audience

Mr. Zameer Mohammed Choudrey, CBE, Director UBL speaking at the occasion

Mr. Wajahat Hussain greeting a guest at the occasion

'Leading through Change' Sessions held across Pakistan

To introduce UBL's refreshed Values to all employees of the bank, sessions all across Pakistan are being conducted. Change Management organized sessions on 10 December 2016 simultaneously in seven regions, i.e. Faisalabad, Karachi, Lahore, Mardan, Multan, Peshawar and Rawalpindi. These events offered an effective platform for all employees of the Bank to familiarize themselves with the refreshed values of UBL.



Karachi Region



Peshawar Region



Lahore Region



Multan Region



Mardan Region



Faisalabad Region



Rawalpindi Region

“These events offered an effective platform for all employees of the Bank to familiarize themselves with the refreshed values of UBL.”

Business Performance Review & Strategy 2017 with GM North



Mr. Syed Mohammad Jaffar Hussain, GM North recently held a meeting on business performance & strategy for 2017 with RBHs North at GM office, Islamabad. The purpose of the meeting was to review the performance of 2016 and discuss the strategy for 2017. During the session, GM North shared his views and ideas with RBHs and gave them valuable advice for business growth. The RBHs acknowledged his ideas and showed their commitment towards closing 2016 on a high note.



“ The purpose of the meeting was to review the performance of 2016 and discuss the strategy for 2017 ”

Dinner hosted by UBL at GCU Lahore



Distinguished panel at the 14th National Symposium on 'Frontiers in Physics'

UBL recently hosted a dinner at Govt College Lahore in honor of the participants of '14th National Symposium on Frontiers in Physics'. UBL sponsored this prestigious educational event held at a national level.

At the ceremony, Prof. Dr. Hassan Amir Shah, Vice Chancellor GCU presented a souvenir to Mr. Muhammad Bin Kasim, RBH Lahore West. He emphasized on and praised the relationship between UBL and GCU.



The audience at the event



Souvenir being presented to Mr. Muhammad Bin Kasim RBH Lahore West

Mr. Syed Aamir Abbas, DM-Bank Square District, Mr. Attif Ikram, DM City District, Mr. Muhammad Mushfiq, DCSM Bank Square, Mr. Adnan Bukhari, DCSM City District, and other senior branch managers were also present at the occasion.

“ UBL sponsored this prestigious educational event held at a national level. ”

'Leading through Change' Sessions held at UBL International

To introduce UBL's refreshed Values to all employees of UBL International, UBL Human Resources International recently organized sessions at UBL UAE, under the supervision of Mr. Naeem Bashir Ahmad, Head of International and Mr. Shaikh Muhammad Liaque, Group Head & General Manager UAE.



Mr. Shaikh Muhammad Liaque, Group Head & General Manager UAE addressing the participants



Mr. Sharjeel Shahid, Group Head Banking Products & Corporate Services explaining the values of the bank



Mr. Rizwan Hameed Chapra, Head of Treasury and investment banking, international explaining values of the bank



Mr. Muhammad Omer, Head of Financial Institutions and Investment Banking, International addressing the participants



Mr. Naeem Bashir Ahmad, Head of International addressing the participants.



Mr Babar Ahmed, Head of Human Resources International addressing the participants



Mr. Muhammad Omer, Head of Financial Institutions explaining the values of the Bank



Mr. Hassan Moosa, Financial Controller & Head of Strategy, International explaining values of the Bank

“The first round of “Leading through Change” was held in Dubai.”

'Leading through Change' Sessions held at UBL International

The first round of "Leading through Change" was held in Dubai. The sessions were attended by staff from UAE, Qatar, Bahrain & Yemen. They were facilitated by Mr. Sharjeel Shahid, Group Head Banking Products & Corporate Services, Mr. Babar Ahmed, Head of Human Resources International, Mr. Muhammad Omer, Head of Financial Institutional International, Mr. Rizwan Hameed Chapra, Head of Treasury and Investment Banking International and Mr. Hassan Moosa, Financial Controller & Head of Strategy, International.



Mr. Naeem Bashir Ahmad, Head of International addressing the participants



Mr. Rizwan Hamneed Chapra, Head of Treasury and investment Banking, International explaining values of the Bank



Mr. Muhammad Omer, Head of Financial Institutions, International explaining the values of the Bank



Participants at the session



Mr. Naeem Bashir Ahmad, Head of International addressing the participants



Mr. Rizwan Hamneed Chapra, Head of Treasury and investment Banking, International explaining values of the Bank



Participants at the session



Mr. Muhammad Omer, Head of Financial Institutions, International explaining the values of the Bank

“The sessions were attended by staff from UAE, Qatar, Bahrain & Yemen.”

UBL Bahrain celebrates Bahrain National Day

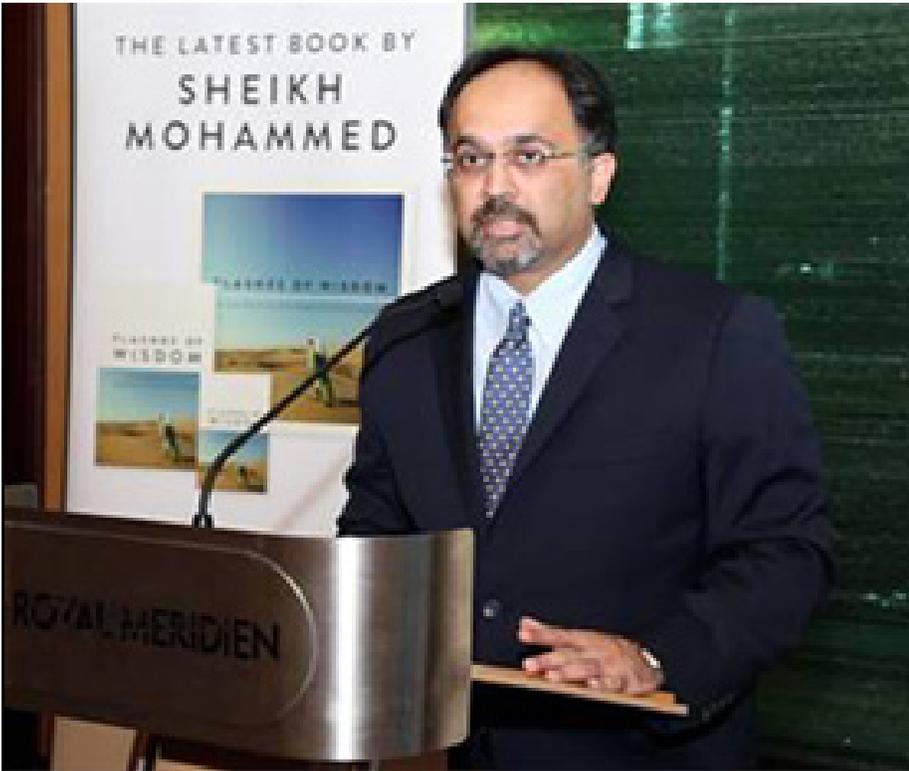


To celebrate the Bahrain National Day, cake cutting ceremonies and celebrations were held at all UBL Bahrain offices and branches. UBL staff and customers attended the celebrations.



“ To celebrate the Bahrain National Day, cake cutting ceremonies and celebrations were held at all UBL Bahrain offices ”

Year of Reading UAE celebrated by UBL Abu Dhabi & Al Ain



Mr. Khurram Tiwana, Head Corporate Banking UAE speaking at the occasion

UBL Human Resources International organized an event to support the National initiative launched by H.H The President of UAE which declared 2016 as the "Year of Reading". The objective of this initiative is to establish a culture of science and knowledge in the minds of UAE citizens and residents.



Participants at the ceremony



Group Photo



Group Photo

“ The objective of this initiative is to establish a culture of science and knowledge in the minds of UAE citizens and residents. ”

Year of Reading UAE celebrated by UBL Abu Dhabi & Al Ain

In order to contribute towards this national initiative, UBL HR International arranged to distribute two books of His Highness Shaikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, among all UBL Abu Dhabi and Al-Ain staff and encouraged them to read these books attentively and use their valuable concepts to develop themselves and contribute to improving workflow.



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members



Books being distributed among staff members

UBL UAE celebrates 45th UAE National Day



Mr. Naeem Bashir Ahmad, Head of International (right) and Mr. Shaikh Muhammad Liaque, Group Head & General Manager UAE (left) at the cake-cutting ceremony to commemorate UAE's 45th National Day

To celebrate the 45th UAE National Day, cake cutting ceremonies and celebrations were held at all UBL UAE offices and branches in the United Arab Emirates. UBL staff and customers attended the celebrations.



UBL UAE staff members and customers celebrating the occasion



UBL UAE staff members and customers celebrating the occasion



UBL UAE staff members and customers celebrating the occasion

“ UBL staff and customers attended the celebrations. ”

UBL UAE celebrates 45th UAE National Day



UBL UAE staff members and customers celebrating the occasion



UBL UAE staff members and customers celebrating the occasion



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UBL UAE staff members and customers celebrating the occasion



UBL UAE staff members and customers celebrating the occasion



Group Photo

“ To celebrate the 45th UAE National Day, cake cutting ceremonies and celebrations were held at all UBL UAE offices and branches in the United Arab Emirates ”

Business Review Meeting

Rawalakot, Azad Kashmir



A Business Review Meeting was recently held at Rawalakot, Azad Kashmir. During the meeting, RBH Azad Kashmir and DM Muzaffarabad held discussions with branch managers and personal bankers to discuss their strategy for 2017, their performance for 2016 and avenues for growth. The discussion proved to be productive, with branch managers and personal bankers agreeing on the goals and deliverables for the coming year and the strategies to achieve them.



“ The discussion proved to be productive, with branch managers and personal bankers agreeing on the goals and deliverables for the coming year and the strategies to achieve them.”

Wealth Management Team hosts Customer Engagement Event



Customers pose before the media wall at the customer engagement event organized by the Wealth Management Team

The Wealth Management team recently hosted film screenings for its high net worth clients in Karachi, Lahore & Multan. Karachi and Lahore customers were shown the Hollywood Blockbuster "Fantastic Beasts and Where to Find Them", while in Multan the customers got to watch the Pakistani film "Dobara Phir Se". Renowned cinema houses in the respective cities were selected to host these events. The events were well attended by Signature Banking customers who enjoyed the time with their families.

These customer engagement activities provide Wealth Management Team with a chance to interact with their customers in a casual setting. Senior Management including the RBH and DMs of the respective regions were present at the occasion. The event received positive feedback with most of the customers wanting more of such events in the future.



Customers pose before the media wall at the customer engagement event organized by the Wealth Management Team



Customers pose before the media wall at the customer engagement event organized by the Wealth Management Team



Customers pose before the media wall at the customer engagement event organized by the Wealth Management Team

“ These customer engagement activities provide Wealth Management Team with a chance to interact with their customers in a casual setting.”

UBL Home Remittance Team hosts Customer Engagement Event



Mr. Syed Arshad Ali, Acting Head of Home Remittances and Mr. Raja Faredullah Khan, RBH Gujranwala, along with the Home Remittance team at the occasion

As part of the UBL Home Remittance customer engagement program, a 'Family Mela' was recently organized by the Home Remittance team at Gujranwala Cricket Stadium. It was a well-organized, successful event with lots of activities and fun for families. In addition to multiple exciting games, puppet shows and kids rides there were lots of prizes up for offering.

The main idea was to have an informal get together with the customers, especially Home Remittance Beneficiaries, and create product awareness in the Gujranwala market, which is one of the leading corridors of receiving home remittances. The event was highly welcomed by Gujranwala District, BMs and Central North as it helped them to interact and create some potential leads.



Prize Distribution



Prize Distribution



Fun activities during the event



Prize Distribution

Mr. Syed Arshad Ali, Acting Head of Home Remittances along with the HRC Product team from Karachi and Mr. Raja Faredullah Khan, RBH Gujranwala also graced the occasion and distributed various prizes amongst the winners.

UBL Home Remittance Team hosts Customer Engagement Event



The crowd at the event



The crowd at the event



The crowd at the event



The crowd at the event



Fun activities during the event

“ The main idea was to have an informal get together with the customers, especially Home Remittance Beneficiaries, and create product awareness in the Gujranwala market, which is one of the leading corridors of receiving home remittances ”

Head Consumer Finance & GM North hold Consumer Business Review Session for North Cluster



Mr. Shaheryar Saeed Khan, Head Consumer Finance (CF) and Mr. Syed Jaffar Hussain, GM North recently conducted a full year Consumer Business review with the North Cluster team in Islamabad. Head CF shared the competitive landscape, portfolio performance, product and policy changes, annual incentive campaign update, consumer organizational structure changes, 2016 performance and 2017 business expectations and consumer strategy with the attendees.

The business review was attended by all Regional Business Heads, District Managers, and the Consumer Sales team of the cluster. GM North emphasized upon the importance of "Consumer Products" from the revenue generation, share of wallet and product per customer penetration point of view.



During the session, both GM North and Head CF listened to the hurdles faced by the branches on a daily basis and provided solutions to the team. Feedback was also taken on areas of improvement and implementation dates were also finalized.

“ During the session all the participants were motivated to imbed daily consumer practices at branch level and participants were encouraged to undertake additional efforts towards consumer business growth ”

During the session all the participants were motivated to imbed daily consumer practices at branch level and participants were encouraged to undertake additional efforts towards consumer business growth. During the session, the performance of top regions, districts and branches in North was also recognized and appreciated.

GM North holds meeting with North Commercial Designated Branches



Mr. Syed Mohammad Jaffar Hussain, GM North along with Mr. Rashid Qazi, RCH North held a meeting with BMs, DMs & RBHs of Commercial designated branches of North Cluster in Islamabad. The purpose of the meeting was to discuss and review 2016 performance and strategy for the coming year. At the session, GM North shared his views and ideas with participants and also gave them valuable advice for business growth. He emphasized on team efforts and close collaboration within the commercial teams for better results.



“ The purpose of the meeting was to discuss and review 2016 performance and strategy for the coming year ”

Bancatakaful Celebration – UBL Ameen



The UBL Ameen Team celebrating their landmark achievement with a cake-cutting ceremony

The UBL Ameen Team recently held a celebration to commemorate their crossing 100 Million in Bancatakaful business. With the launch of the product in 2016, the achievement marked a milestone for UBL Ameen and is foreseen to be the main product of the banca product suite in the future. Mr. Nauman. A. Tariq, Acting Head- Islamic Group along with Mr. Shahpur Ahmed, Head Liabilities and Bancassurance were present at the occasion together with the core product team.

“ The UBL Ameen Team recently held a celebration to commemorate their crossing 100 Million in Bancatakaful business ”

Gujar Khan District Trip to Thandiani Hill Station



The Gujar Khan District team enjoying the team-building trip to Thandiani hill station

DCSM and DM Gujar Khan District recently organized a trip to Thandiani Hill Station for staff motivation and team building. The event saw enthusiastic participation from staff members of the District and went a long way in building a cohesive, well-bonded team.



The Gujar Khan District team enjoying the team-building trip to Thandiani hill station



The Gujar Khan District team enjoying the team-building trip to Thandiani hill station



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“ The event saw enthusiastic participation from staff members of the District and went a long way in building a cohesive, well-bonded team. ”

Service Quality holds Consumer Grievances Handling Mechanism (CGHM) Session



Participants attending the session



Mr. Sadeed Barlas, Group Head Risk & Credit Policy sharing his views on the subject



Mr. Khurram Ali Rizvi, Head Service Quality highlighting the importance CGHM



Mr. Danish Tanwir, Head BPR & Complaint Resolutions providing an overview of CGHM

A session was recently conducted by BPR & Complaint Resolutions Service Quality regarding overview of the Consumer Grievances Handling Mechanism (CGHM), highlighting its importance and enhancing responsibility on the resolution owners to resolve customer grievances within stipulated timelines. In compliance with State Bank regulations, the performance of the previous quarter, since implementation of CGHM by State Bank of Pakistan, was also discussed during the session.



Group Photo

In addition to the Service Quality team, all Resolution Owners responsible for handling complaints were among those who attended the event.

“A session was recently conducted by BPR & Complaint Resolutions - Service Quality regarding overview of the Consumer Grievances Handling Mechanism (CGHM), highlighting its importance and enhancing responsibility on the resolution owners to resolve customer grievances within stipulated timelines.”