

## PRESS RELEASE

### UBL inaugurates state-of-the art 'Branch of the Future' in Karachi



Sir Mohammed Anwar Pervez, OBE HPk, Chairman Board of Directors UBL and Bestway Group UK (front-second right), Mr. Zameer Mohammed Choudrey, CBE FCA, Director UBL (front-third right), Mr. Wajahat Husain, President & CEO UBL (front-right) and Ms. Sima Kamil, Deputy CEO UBL (front-left) at the inauguration of UBL's new 'Branch of the Future' at Hamilton Court, Clifton, Karachi.

UBL, Pakistan's Best Bank 2016, inaugurated its first 'Branch of the Future' in Karachi on 21 May 2017. Consistent with the Bank's Progressive and Innovative brand attributes, this spacious facility is uniquely futuristic in its offering, providing customers with state-of-the-art facilities enclosed within a cutting-edge modern design.

The branch was inaugurated by Sir Mohammed Anwar Pervez, OBE HPk, Chairman Board of Directors UBL and Bestway Group UK. Also present at the event were Mr. Zameer Mohammed Choudrey, CBE FCA, Director UBL, Mr. Wajahat Husain, President & CEO UBL, Ms. Sima Kamil, Deputy CEO UBL and senior executives of the Bank.

With cash and cheque deposit machines, Internet banking and spread-out teller counters which afford more privacy, this branch offers technology-enabled financial convenience and enhanced customer service. Its digital notice board and display of regulatory information further augment its paperless and interactive outlook.

Speaking at the occasion, Mr. Wajahat Husain, President & CEO UBL said "UBL believes in putting the customer at the heart of everything it does. In an increasingly competitive industry, this customer-

centric approach, and dedication to enhancing customer experience is what sets it apart from the competition. By initiating operations of this branch in pilot form, UBL intends to test and ensure a seamless experience for the customer. After the successful launch of this pilot branch, the Bank plans to expand these branches nationally”.

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#### **About UBL**

United Bank Limited (UBL) is one of Pakistan’s largest banks in the private sector. The bank operates a network of over 45,000 customer touchpoints which include 1,385+ branches across Pakistan and 19 branches overseas. It was declared Pakistan’s Best Bank 2016 at the first Pakistan Banking Awards and the bank’s entity ratings were also recently upgraded to AAA/A-1+. The Bank maintains its leadership in branchless banking through UBL Omni which has an agent network of over 42,100 Dukaans. The network also boasts 1120 ATMs and 480+ Contact Centre Agents across Pakistan. With a customer base of over 4 million, it leads the banking and financial services sector in Pakistan. Customers across the world have 24/7 access to the bank via UBL’s world class Internet Banking.