

PRESS RELEASE**Deputy Governor SBP lauds UBL contact center facilities for customers**

From Left to Right: Group Executive Retail Bank UBL Mr. Zia Ijaz, Head Banking Products UBL Mr. Abrar Mir, Director SBP FMRM Mr. Muhammad Ali Malik, Deputy Governor SBP Mr. Saeed Ahmad, President & CEO UBL Mr. Wajahat Husain, Head Contact Center Ms. Shar Bano, Chief Operating Officer UBL Mr. Aameer Karachiwalla, Executive Director SBP Mr. Syed Samar Husnain-Development Finance Group (SBP)Head Pakistan Remittance Initiative (PRI) Mr. Moinuddin and Manager Service & Quality PRI, Mr. Arshad Sattar.

SBP Deputy Governor, Mr. Saeed Ahmad along with key members of the PRI (Pakistan Remittance Initiative) Team visited UBL to have a closer look at state of the art services UBL extends to its customers. The focal area of interest was the facilities extended to home remittance customers, both remitters and beneficiaries, through contact center and other digital media.

During the talks with President & CEO UBL, Mr. Wajahat Hussain, the Deputy Governor shared SBP's vision of providing hassle free home remittance facilities to both remitters and beneficiaries with a view to make remittances to Pakistan more expedient and convenient through banking channels.

Mr. Wajahat Husain, President & CEO UBL, stated that UBL shared the vision of SBP to facilitate the remitters to the fullest to maximize routing of remittances through the formal banking channels. He also informed the Deputy Governor that the UBL contact center, established in

2006 a state of the art contact center in Pakistan, providing services through phone and digital media. The contact center has both in-bound and out-bound teams and handles more than 16,000 queries on remittances alone every month. The overall volume of calls that the contact center handles is approximately 10 million calls annually.

The Deputy Governor, Mr. Saeed Ahmad appreciated the facilities available at the UBL contact center. He suggested that other banks should have similar facilities in place which will provide better services to all clients in general and remittance beneficiaries in particular. President & CEO UBL, Mr. Wajahat Husain thanked the Deputy Governor for his visit and reassured him that UBL will continue to invest in the enhancing the customer service experience for the remitters and beneficiaries.

Also present at the occasion were Mr. Syed Samar Husnain, Executive Director, SBP, Mr. Muhammad Ali Malik, Director-FMRM-SBP, Mr. Moinuddin, Head-PRI, Mr. Arshad Sattar-Manager (S&Q) PRI, UBL's Chief Operating Officer, Mr. Aameer Karachiwalla, Head Banking Products Group, Mr. Abrar Mir, Group Executive Retail Bank, Mr. Zia Ijaz and Ms. Shar Bano, Head Contact Center.

About United Bank Limited:

Founded in 1959, United Bank Limited (UBL) is one of Pakistan's largest private banks with a global strategic outlook and a strong track record of growth in business in terms of volume and profit. UBL operates a network of over 1,300 branches across Pakistan, including 14 domestic Signature Priority Banking lounges and 18 overseas branches. It offers a dynamic portfolio of globally competitive products and services. With credit rating of AA+/A-1+, and a customer base of over 3.5 million customers, it is at the forefront of the banking and financial services sector in Pakistan.

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