

PRESS RELEASE

UBL inaugurates state-of-the-art Contact Center in Islamabad



Mr. Wajahat Husain, President & CEO UBL (2nd right front) inaugurating UBL's Contact Center in Islamabad. Also seen in the picture are Ms. Sima Kamil, Deputy CEO UBL, (front right) and senior executives of the Bank. This state-of-the-art Contact Center, UBL's third, provides multiple banking services and adds yet another touch-point for UBL's customers to easily access the Bank.

UBL, Pakistan's Best Bank 2016, inaugurated its state-of-the-art Contact Center in Islamabad recently. Located in G6, Islamabad, this contact center is UBL's third and offers multiple banking service options to the customers of the Bank. With a capacity of 130 seats, the center offers Inbound, Telesales, Callback Mailroom and Social Media Services.

Mr. Wajahat Husain, President & CEO UBL inaugurated the Contact Center. He was accompanied by Ms. Sima Kamil, Deputy CEO UBL and other senior executives of the Bank.

The visiting group was given a detailed overview on the Contact Center's services and how it has now emerged as one of the leading Banking contact centers in Pakistan. Later, the group was given an extensive tour of the center where they observed the contact center team's operations.

About UBL

United Bank Limited (UBL) is one of Pakistan's largest banks in the private sector. The bank operates a network of over 1,375 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 42,000 Dukaans 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.