



Mr. Saeed Ahmad, President & CEO, National Bank of Pakistan inaugurating NBP Custom House branch to a modern facility to provide high quality and efficient services to its customers

NATIONAL BANK OF PAKISTAN UPGRADES CUSTOM HOUSE BRANCH

Karachi, January 18, 2018: National Bank of Pakistan (NBP) has upgraded its Custom House branch to a modern facility to provide high quality and efficient services to its customers.

NBP has been proactively working on its branch banking infrastructure to improve its systems and provide service of excellence to its customers which is in line with its vision of being the nation's bank. Custom House Branch enhancements were initiated by Mr. Saeed Ahmad, President & CEO, NBP in April 2017 & subsequently inaugurated the recently. Mr. Abdul Rasheed Shaikh, Chief Collector of Customs (Appraisements) and Mr. Manzoor Hussain Memon, Chief Collector Custom (Enforcement) at NBP Custom House Branch also graced the occasion with senior members of Custom Authority.

Speaking at this occasion of branch renovation ceremony Mr. Saeed Ahmad, President & CEO, NBP said "When I visited the branch first time after taking the charge, I was very disappointed with the setup, congestion, overcrowding and mishandling. In order to provide first class services to our valued customers who use our facilities, it is imperative that they are treated respectfully and are provided comfortable environment where they may avail our services efficiently and with respect and dignity. My emphasis has been to change the culture of the organization and its image to attain high customer satisfaction. NBP will leave no stone unturned to provide best services to its valuable customers to have a smooth and seamless experience in banking". He also said that NBP will continue to upgrade its facilities at other branches.

Mr. Abdul Rasheed Shaikh, Chief Collector Custom (Appraisements) & Mr. Manzoor Hussain Memon, Chief Collector Custom (Enforcement) said that relation between the two government agencies is decades old and it is impressive that the promise made by NBP has been fulfilled in a very short time.

Mr. Muhammad Arshad Jamal, Chairman, FPCCI standing Committee on Customs, Mr. Qamar Alam, Chairman All Pakistan Custom Agents Association, Mr. Faisal Mushtaq, President, Karachi Custom Agents Association, Mr. Wasiq Hussain Khan, Ex-Gen Secretary KCAA along with their office Bearers were also present on the occasion and appreciated NBP's efforts on modernizing the branch facility.

The Branch renovation ceremony was also attended by Mr. Aasim Akhtar, Group Head Commercial & Retail Banking Group, Mr. Mohsin Furqan Group Head, Operation, Mr. Tariq Jamali, Group Chief ARG. Mr. Shahid Dar Group Head Logistics. Mr. Faisal Ahmed, EVP, Network & Planning, Mr. Asad Saleem, EVP Corporate and Investment Banking, Mr. Tariq Latif Ansari, Regional Head Karachi along with RMT members.

NBP Custom House Branch is one of the largest single branches with top volume of transactions. It works within close cooperation with the custom authorities. The need to serve customers to meet their requirement necessitates that the branch functions at extended hours. NBP Staff is making full efforts to meet such needs.