



Seminar on
Responsible Banking Conduct
A Cultural Transformation



Learning Resource Center (LRC) – Karachi
May 03, 2018

TIME	PROGRAM
10:00 – 10:30 am	Registration
10:30 – 10:45 am	Opening of the Ceremony with Recitation from Holy Quran
10:45 – 11:00 am	Key note address by the Governor, State Bank of Pakistan
11:00 – 11:30 am	Tea & Snacks
11:30 – 12:15 pm	Culture: <i>a lynchpin of Responsible Banking Conduct</i> - Speaker 1
12:15 – 12:45 pm	Cultural Transformation and Fair Treatment of Consumer (FTC) – <i>some experiences</i> - Speaker 2
12:45 – 02:00 pm	Lunch
02:00 – 02:30 pm	Quantifying Responsible Conduct Culture – Speaker 3
02:30 – 03:00 pm	FTC regime and way forward for banking industry
03:00 – 03:30 pm	Souvenir Presentation to guest speakers
03:30 – 03:45 pm	Tea & Snacks