

BankIslami

PAKISTAN'S  
**BEST ISLAMIC  
BANK**  
CERTIFIED BY  
EUROMONEY



# THE SCOPPE

November, 2025

*We brought it home*  
**CFA Excellence  
Award 2025**

BankIslami

*Insights from*  
**The Future  
Summit  
2025**

**Special Message**  
*for Our  
Regional Teams*

پانیت کو سود علی

# Editor's Note

This month at BankIslami we're celebrating milestones like the CFA Excellence Awards, spotlighting fresh voices in our new Gen Z Bankers section, and sharing candid conversations with leadership in our AMA.

As someone still new to the BankIslami family, moving from fintech into Islamic banking has deepened my appreciation for ethical finance and for our mission of Saving Humanity from Riba.

What really stays with me, though, are the people behind everything you'll read here: colleagues who show up with ideas, energy, and heart every day.

Thank you for reading, for contributing, and for being part of this journey with us.

**Amnah Athar**

Assistant Brand Manager  
Marketing





# Carrying Our Riba Free Mission Forward

As part of BankIslami's mission of Saving Humanity from Riba, a delegation from our team met with local government representatives to share our vision and ongoing initiatives.

The discussions focused on two key areas:

- raising awareness about Riba free banking, and
- supporting the shift toward secure, Shariah compliant digital solutions.



Our efforts were positively received, and the delegation was assured of support for future awareness campaigns and collaboration.

This outreach is another step in taking our mission beyond our offices and closer to the communities we aim to serve.

# My Journey with **aik** BankIslami

By Muhammad Abdullah

## Introducing aik

Assalam-u-Alaikum everyone,

I'm Abdullah, and I'm excited to take you through the story of aik — a project that has grown close to my heart over these past months.

aik is Pakistan's upcoming Islamic digital banking solution, built for people who want convenience without compromising their values. It brings everyday banking into one smooth, secure, Shariah- aligned mobile app — whether it's sending money, managing your savings, making QR payments, or engaging with features inspired by Deen.

aik is currently live with a commercial rollout in early August 2025. Behind the scenes, however, the work has already been in full speed, with multiple teams collaborating to craft something modern, trustworthy, and purpose-driven for Pakistan.

## The People Behind aik

aik wouldn't exist without the brilliant, hardworking people who shaped it. Here are the individuals who brought their expertise to make this project possible:



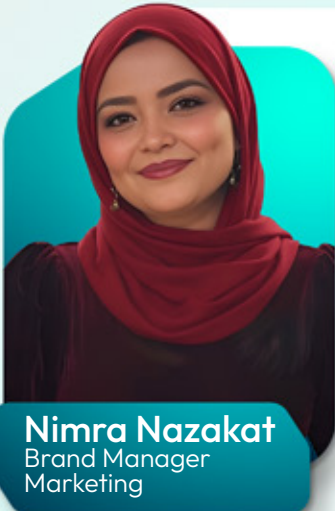


# Young Minds of BankIslami

Q1) If you were the CEO of BankIslami for one day, what is the first decision you would make?

Q2) What if you could launch one youth-only Islamic product—what is it and why will Gen Z love it?

Q3) What if you could redesign the entire banking experience for young customers? What would it look like?



## Answer 1:

I would prefer to be the CEO for at least five years — well, jokes apart, Unlimited budgets for marketing department so we can be everywhere.

## Answer 2:

If I could launch one youth-only Islamic product, it would be the “Reconnect with faith” program. Gen Z would love it because it bridges their modern, curious mindset with Islamic teachings in a way that feels relevant, scientific and practical. Many concepts popular today like mindfulness, minimalism and manifestation — already exist in Islam, just under different names. This program would help them see that Islam is not distant or outdated; it aligns with the values and practices they already relate to, making faith feel modern, meaningful and easy to connect with.

## Answer 3:

I would redesign the banking experience for young customers by creating exceptional digital products and services—simple, intuitive and built entirely around their lifestyle. Everything would be seamless, mobile-first and personalised, so they can manage their money quickly and confidently without any friction.

## Answer 2:

If I could launch one youth-only Islamic product, I would create a Gen-Z Islamic Digital Account just for young customers. It would be:

- 100% Shariah-compliant
- Fully app-based
- Linked with a Shariah-compliant debit/virtual card
- Offering halal saving and investment options
- Designed for students, freelancers and young professionals

This kind of product would match their values and their lifestyle, and help BankIslami become a top choice for young Islamic digital banking in Pakistan.

## Answer 3:

If I could redesign banking for young people, I would make it fully digital, simple and friendly.

Most young customers are always on their phones. They don't like long forms, hidden charges or visiting branches again and again. So I imagine a mobile-first, youth-focused banking experience where almost everything is done through an easy app. In short, I see a banking experience that feels modern, honest and designed around how Gen Z actually lives.



**Yusra**

Customer Service Officer,  
Kotla Sikhani,  
D.G.KHAN BRANCH

# Financial Freedom:

## Tips from the BankIslami Family

Imagine this: you're finally able to buy that dream car or take the vacation you've always wanted, without worrying about your bank balance. That feeling of financial freedom? It's possible when you make smart money choices.

In this new section of our newsletter, we're bringing you real life finance tips. After all, who knows financial wisdom better than the people who live it every day?



Automate your savings! It's easier to put money aside for the future when it's done automatically. Set up an automatic transfer right after you get paid, so saving becomes part of your routine.

**Jameel Ahmed**  
Graphic Designer

**Amnah Athar**  
Assistant Brand Manager  
Marketing

Track your expenses for a month to see where your money is going. It's an eye-opener, and you might find easy ways to cut back and save more!

I've always made a point to pay off small debts first. It feels good to check things off my list, and once you tackle those smaller amounts, you'll have more confidence to tackle the bigger ones.

**Umair Hassan**  
Brand Manager  
Marketing

**Hamza Maqbool**  
Procurement  
Department

I started investing a little bit each month in mutual funds. It doesn't feel like much at first, but over time, I've seen it grow—and the peace of mind that comes with knowing my money is working for me is priceless."

Keep your finances in check by creating a simple monthly checklist. Track your expenses, see where your money is going, and set aside a little for surprises and some for fun. A small habit like this can make a big difference in staying in control of your money!

**Areesha Ameen**  
Assistant Brand Manager  
Marketing

# We Brought It Home CFA Excellence Awards 2025

Alhamdulillah – this month we had a big “proud moment” as a BankIslami family.

At the CFA Society Pakistan 22nd Annual Excellence Awards, we were honored with:

- **Best Mid-Size Bank – Winner**
- **Best Islamic Bank – Runner-up**





# Special Message for Our Regional Teams



**Imran H Shaikh**  
Dy Chief Executive  
Officer



**Sohail Sikandar**  
Chief Operations  
Officer



**Zulfiqar Lehri**  
GH - Consumer &  
Channel Sales Group



**Raheem Khowaja**  
Area Manager  
(Mehran, Interior Sindh)



**Syed M. Mujeeb**  
Chief Information  
Officer



**Hasan Saeed**  
Head of Marketing  
& Strategy



**Shahan Mati**  
Head of Liabilities  
Sales Force



**Sameel Noman**  
Head of Products

Our regional teams continue to push forward with hard work, resilience, and commitment and to acknowledge their efforts, our leadership has recorded a dedicated message especially for them.

In this message, senior leaders speak directly to our teams about:

- the progress we're making
- the challenges ahead
- and the collective effort needed to keep moving toward success

It's a note of appreciation and encouragement from the people leading BankIslami's journey, acknowledging the role each region plays in helping us grow stronger every day.



Scan the QR code  
to watch the full  
message on YouTube.





# Medical Camp at Karachi Headquarters

Taking care of our people is just as important as the work we do every day. With that in mind, a Medical Camp was arranged at our Karachi Headquarters, giving team members the chance to get health screenings, basic checkups, and essential tests — all in one place.

The camp created a warm, helpful environment where colleagues could pause their busy routines and focus on something that truly matters: their wellbeing.

It was a simple reminder that good health isn't just a personal priority — it's something we support and encourage together as a team.



## BankIslami at the Global Islamic Finance Forum

BankIslami had the honour of being represented at one of the most influential gatherings in the Islamic finance world — the AAOIFI Annual Islamic Banking and Finance Conference, held in Bahrain.

Our Shariah Board Chairperson, Dr. Mufti Irshad Ahmad Aijaz, joined global scholars, industry experts, and thought leaders to discuss the future of Shariah-compliant finance. The sessions covered key topics such as emerging industry trends, evolving regulations, and how Islamic financial systems can continue to grow in a rapidly changing global landscape.

The conference created a valuable space for meaningful dialogue, knowledge sharing, and collaboration — reinforcing BankIslami's commitment to staying connected with global best practices and contributing to the advancement of Islamic finance worldwide.





# Future of Islamic Banking

## Insights from The Future Summit 2025

The Future Summit 2025 is a premier event bringing together thought leaders, industry experts, policymakers, and government stakeholders to exchange insights, address challenges, and forge sustainable solutions for the future.

With the theme of “Course Correction: Redefining the Direction”, the 9th edition of The Future Summit focused on forward-looking discussions around digital adoption as a driver of economic growth, the evolution of Islamic finance and Pakistan’s ambition to move towards an interest-free economy, among other themes that sparked thought-provoking dialogue.



The event also featured a powerful note by **Imran H Shaikh**, our Dy Chief Executive Officer, who underscored the importance of consistent and disciplined implementation to create lasting impact and emphasized the need to localize efforts and focus on strengthening the country’s economic foundations.



# Beyond Transactions: The Spiritual Science of Giving Wealth

**Mustanir Hussain Wasim** – Shariah Compliance Department

In Islam, wealth is not just a possession, it's a trust (Amanah) from Allah (SWT). How we earn, use, and share it determines whether it brings barakah (blessings) or burden. True prosperity lies not in how much we have, but in how much benefit it creates for others.

At BankIslami, every Shariah-compliant product and transaction is guided by this philosophy — that wealth must serve people, not the other way around. Let's explore how Islam teaches us to use wealth purposefully through Zakat, Sadaqah, and Waqf.



## Zakat Purifying Your Wealth

Zakat isn't just a duty — it's a purifier of both wealth and the soul. It redistributes resources, uplifts the needy, and reminds us that everything we own belongs to Allah.

In Surah Al Baqarah Allah (swt) says: "And establish prayer and give Zakat, and whatever good you put forward for yourselves, you will find it with Allah. Indeed, Allah, of what you do, is Seeing." (2:110)

### Tip for You:

Think of Zakat as your annual spiritual audit — a check to ensure your wealth benefits society. Paying Zakat regularly doesn't decrease wealth; it multiplies barakah.







## Sadaqah

### Giving Beyond Obligation

Sadaqah is voluntary charity — any act of kindness done for Allah's sake. It can be as simple as a smile, a helping hand, or financial support

#### Remember:

In Surah Ale 'Imran (The Family of Imran), Allah (SWT) says:

Never will you attain the good [reward] until you spend [in the way of Allah] from that which you love. Aal e Imran:92



## Waqf

### A Legacy That Lives On

Waqf is a form of continuous charity (Sadaqah Jariyah) — dedicating assets or wealth for public good. It funds education, healthcare, and social welfare — creating sustainable blessings for generations.

#### How You Can Reflect This:

Think long-term — invest not just for profit, but for purpose. Support initiatives that create ongoing community impact.

## The Takeaway:

### Wealth Is a Blessing When Shared

In Islam, wealth is not measured by accumulation, but by contribution.

When we share through Zakat, give through Sadaqah, and build through Waqf, we turn money into mercy — bringing blessings that ripple through families, communities, and futures.

At BankIslami, our mission is to help you manage wealth that's not only Shariah-compliant but also barakah-filled — wealth that benefits you in this world and the world hereafter.

#### So, ask yourself:

How can I use my wealth today to make someone else's tomorrow brighter?





# ASK ME ANYTHING!

**Featuring Mr. Rizwan Ata**  
President & CEO

Waqar Ahmed | S.M. – Project Implementation

**01** Our strategic aim of becoming the seventh largest bank in Pakistan is an inspiring goal. Could you please elaborate on the key metrics that define this position and the strategic pathways we are planning to leverage to reach this milestone? Is our primary focus on organic growth or on mergers and acquisitions?

Becoming the seventh largest bank is defined by key metrics: total assets, deposits, advances, profitability, and the strength of our balance sheet and Shariah position.

Our main pathway is disciplined organic growth. This involves improving branch productivity, deepening relationships with existing customers, and strengthening digital channels. We will also carefully consider mergers and acquisitions if they align with our values and make strategic and financial sense. Growth must be pursued in a way that protects our identity and long-term stability.

Tahir Khan | BDO

**02** What future initiatives is BankIslami planning to introduce to help employees, especially field staff, grow in their careers, pursue higher studies, and enhance their skills through structured training?

We are committed to creating clear development paths for every role. Key initiatives include:

- **Strengthening structured training** in Islamic banking, products, service quality, and leadership.
- **Expanding access to digital and e-learning modules.**
- **Exploring formal programs and partnerships** for higher education and professional certifications.

Our goal is for every employee, including field staff, to see a clear and fair path for growth based on their effort.

Ahmar Hasan | Head of Strategy and Shared Services Aik

**03** I noticed that no profit is reflected on the Provident Fund investments and could not find details in the annual report. Can you guide us about the investment allocations of the Fund and the returns generated during the last year?

The Provident Fund is managed by an independent trust and is invested only in Shariah-compliant, low-risk avenues. Profit is calculated and credited after the Fund's annual audit, which explains why it may not appear during the year.

I have directed Finance to prepare a simple note on the latest profit rate and broad investment allocation, which will be shared with all employees for clear visibility on their savings.



**04** What strategic steps is BankIslami taking to enhance digital banking, improve customer service, and strengthen its position as a leading Shariah compliant bank in Pakistan?

Our strategy is to make banking simple, fast, and fully Shariah compliant across all channels.

- **Digital Enhancement:** We are improving our mobile app and internet banking by reducing clicks, shortening journeys, and improving speed/reliability. A key part is aik, our Islamic digital banking platform, which facilitates digital account opening and operation.
- **Customer Service:** We are upgrading service standards in branches and at the contact center. The goal is to ensure a consistent, respectful, and fully Islamic-aligned experience across all channels.

Muhammad Zaki | Business Analyst

**05** BankIslami is undertaking major system transformation initiatives like the Temenos Transact core banking upgrade. How will these investments improve the customer experience and create efficiency for employees?

The core system upgrade is like changing the main engine of the bank.

- **For Customers:** It will lead to faster processing, fewer errors, better system uptime, and the ability to launch more useful products and features.
  - **For Employees:** It will reduce manual work, repeated data entry, and complex reconciliations. This allows staff to focus more on customers and less on system issues.
- The expectation is simple: this transformation must make life easier for both customers and staff.

Amjad

**06** Why has the ad hoc bonus been stopped when inflation is still high and employees need motivation?

I understand the concern. The ad hoc bonus was introduced as a special, temporary support in specific years, not as a permanent part of our pay structure.

Our current focus is on maintaining the bank's financial strength and moving towards a more planned, performance-based approach for rewards.

This ensures that our compensation is sustainable and fair for everyone. We must explore what is possible while protecting jobs, stability, and the long-term future of BankIslami.

Asma

**07** I have five years of banking experience, but my salary and a fresh new joiner's salary are both sixty five thousand. How is this fair?

I acknowledge this concern about salary compression, which can occur when market conditions necessitate higher starting salaries for new hires in certain roles. Your experience and loyalty are highly valued.

I have asked Human Resources to prioritize addressing internal equity, salary bands, and progression, particularly where long-serving employees are at the same level as new joiners. While this correction will take time, the direction is clear: experience, loyalty, and consistent performance must be reflected in your progression.





# Talking Heads Voices of BankIslami



**Muzammil Aslam**  
Head of Operations



**Muhammad Ayub**  
Head - Service Quality & CX



**Manzoor Ahmed**  
Head - Corporate Strategy  
& Business Intelligence

1. What's one belief about work or leadership you've changed your mind about in the last few years?
2. What's one small daily habit or ritual that quietly keeps you grounded at work?
3. What's a recent moment at the bank when you thought, "Yes... this is exactly why I do what I do"?



**Muzammil Aslam**  
Head of Operations

1. I used to believe that leadership was mainly about giving direction and making decisions. I have since realized that it is just as much about fostering an environment where teams feel empowered, trusted, and take full ownership of their work, because that is when true impact is achieved.
2. I make it a point to start the day by connecting with my team understanding their priorities, motivating them, and helping resolve any obstacles they face. Even a few minutes of these conversations sets the tone for the day, strengthens collaboration, and keeps us focused on what truly matters
3. A recent moment was when a long-pending customers demand was finally addressed smoothly because both the Business and centralized teams coordinated flawlessly. Seeing how the right alignment and teamwork can turn a delayed expectation into a positive experience made me think, 'Yes... this is exactly why I do this.

1. From "Perfect Process" to "Emotional Recovery." I used to believe that the ultimate goal of CX was a flawless, error-free process. I've realized that while efficiency matters, how we recover from a mistake matters more. A problem resolved with genuine empathy often builds stronger loyalty than a transaction that went perfectly from the start.
2. The "Raw Voice" Morning Routine. Before opening a single email or dashboard, I listen / read to three random customer interactions from the previous day over different official touchpoints. No filters, no summaries. It reminds me that behind every KPI and dashboard is a real person trusting BankIslami with their livelihood.
3. The "Tarjuman" Breakthrough. Witnessing our Tarjuman (Interpreter) initiative in action. We took a revolutionary step to offer sign language support over video calls, and seeing a customer with a disability independently manage their finances—seamlessly and with dignity during Branch Visit was powerful. It proved that true Customer Experience isn't just about convenience; it's about removing barriers entirely.



**Muhammad Ayub**  
Head - Service Quality & CX





**Manzoor Ahmed**

Head - Corporate Strategy  
& Business Intelligence

1. For a long time, I believed leadership meant giving direction and expecting people to follow with clarity. Over the past few years, I have come to realize that the real strength of a team comes from something else: Psychological Safety. When people feel safe to speak up, question, experiment, and even admit when they don't know something, the quality of work changes completely. I have shifted from "leading by instruction" to leading by creating space for people to think openly and contribute freely. It has transformed the way my teams work and the outcomes we achieve.
2. I make a conscious effort every morning to check in with myself before checking in with my tasks. I take a moment to reflect on how I am showing up am I approachable, am I creating room for honest conversations, am I listening enough? This simple practice helps me stay grounded and reminds me that my behaviour sets the tone for psychological safety in my team.
3. A recent strategy discussion really stayed with me. Different teams came together, and instead of the usual formalities, people openly shared concerns, ideas, and even disagreements but in a very constructive way. There was no hesitation, no fear of being judged. Seeing that level of openness and mutual respect made me think, "This is exactly why I do what I do." Moments like this reaffirm my belief that when people feel safe to speak their minds, we get better ideas, better decisions, and a stronger Bank.

# Why Islamic Finance Matters to Young People Right Now

By: **Amnah Athar**, Assistant Brand Manager – Marketing

In conversations with our interns, new joinees, and even friends outside the bank, one thing keeps coming up: a lot of young people feel uneasy about money.

Not just about “not having enough,” but about the pace of financial decisions they’re pushed into like credit cards, quick loans, instalments, subscriptions, and “buy now, pay later” offers that feel harmless in the moment but slowly create long-term pressure.

Somewhere in this rush, the idea of what is actually healthy for us gets lost. That’s the gap Islamic Banking is meant to fill, and it’s the reason this article exists.

## A Personal Shift

Before joining BankIslami, Islamic Banking was just a phrase I’d heard. I came from a fintech environment where the focus was largely on speed and innovation. Useful, yes but often disconnected from the question: Is this actually good for people in the long run?

During my early days here, while preparing for the Islamic Banking Test and going through training sessions with our Shariah and product teams, something clicked for me:

Islamic banking is built around protecting people from harm and a big part of that harm comes from Riba.

That lens changed how I heard customer stories, how I read about global financial stress, and how I looked at the everyday decisions young people around me were making, often without much guidance.





## What Young People Are Looking For

Being part of Gen Z myself, I don't think young people are "disinterested" in Islamic finance. Most simply haven't had it explained in a way that connects with their reality.

**When we talk honestly with them, a few things stand out:**

- They want clarity, not jargon.
- They want alignment with their values, not just convenience.
- They feel the weight of debt, even if it starts small.

When concepts like riba, risk-sharing, and fair dealing are explained in simple terms with real-life examples instead of only technical definitions they make sense. Young people understand very quickly that Islamic Banking isn't there to restrict them; it's there to keep them from slipping into patterns that are hard to come out of.



## Why Our Work Matters in This Context

Inside BankIslami, it's easy to see Shariah-compliant structures as "how we operate." But outside our walls, for many young people, this is still unfamiliar territory.

**That's where our mission of Saving Humanity from Riba becomes real:**

- Every time we design a product that avoids interest-based traps.
- Every time we explain a concept clearly to a customer or colleague.
- Every time we choose transparency over complexity.

Then, we're not just doing our jobs, we're giving people a chance to step away from a system that normalizes financial dependency.

For the youth, who are just starting their financial journeys that difference can shape decades of their lives.

## What I Hope This Article Does

I'm still early in my own journey of learning Islamic Banking. I don't have all the answers, and maybe that's exactly why I felt this needed to be written, especially for an internal audience.

**If this article does anything, I hope it:**

- Nudges us to see our day-to-day work through the eyes of a young customer or intern.
- Reminds us that our mission is not a slogan but a responsibility.
- And encourages all of us to explain Islamic finance in a way that is human, simple, and honest.

If even one young person pauses before signing up for a loan they don't need, or chooses a path that keeps them away from riba because of something they heard, read, or learned from someone at BankIslami, then the effort we put into knowledge, training, and communication is worth it.