## QTR3-I9

## CONDENSED QUARTERLY ACCOUNTS (Un-audited)

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Balance Sheet as at September 30, 2019

|  | Note | Unaudited <br> 30-Sep-2019 | Audited <br> 31-Dec-2018 |
| :---: | :---: | :---: | :---: |
| ASSETS |  |  |  |
| Balances with State Bank of Pakistan | 1 | 1,445,214 | 1,284,356 |
| Cash in hand and balances with banks | 2 | 1,117,144 | 8,006,739 |
| Lending to financial institutions | 3 | - | 1,837,749 |
| Investments - net of provisions | 4 | 12,031,126 | 8,915,710 |
| Advances - net of provisions | 5 | 49,278,490 | 43,500,532 |
| Operating fixed assets | 6 | 3,763,090 | 1,353,528 |
| Other assets | 7 | 7,406,231 | 5,311,313 |
| Deferred tax assets |  | 399,226 | 262,025 |
| Total Assets |  | 75,440,521 | 70,471,952 |
| LIABILITIES |  |  |  |
| Deposits and other accounts | 8 | 58,839,208 | 56,017,988 |
| Borrowings | 9 | 1,904,047 | 2,964,872 |
| Subordinated debt | 10 | 1,000,000 | 1,000,000 |
| Other liabilities | 11 | 4,576,512 | 2,290,825 |
| Total Liabilities |  | 66,319,767 | 62,273,685 |
| NET ASSETS |  | 9,120,754 | 8,198,267 |
| REPRESENTED BY: |  |  |  |
| CAPITAL |  |  |  |
| Paid up capital | 20 | 1,705,000 | 1,705,000 |
| Capital and general reserves | 12 | 1,790,480 | 1,717,055 |
| Unappropriated profit |  | 5,625,274 | 4,776,212 |
| Total Capital |  | 9,120,754 | 8,198,267 |

Profit and Loss Account for the quarter ended September 30, 2019


## Notes to the Accounts for the quarter ended September 30, 2019


 annum.
4.2 This represents 10,000 and 100 term finance certificates (TFC's) having face vlaue of Rs.5,000/- and Rs.1,000,000/- each duly issued by Bank Al Habib Limited and Soneri Bank Limited respectively for perpetual tenor. These TFC's carrying profit @ 6 month KIBOR plus $1.50 \%$ and $2.00 \%$ respectively receivable on semi annual basis from the date of issue.
4.3 This represents term deposit receipts and placements with commercial and microfinance banks carrying interest at the rate ranging from $11.00 \%$ to $15.00 \%$ (2018: 8.70\% to $13.00 \%$ ) per annum. These Placements/TDR's are due to mature on December 28, 2019 (2018: December 28, 2019)
4.4 In compliance with the requirements of the Regulations (R-11C), available for sale investments have been valued on mark-to market basis and the resulting (deficit) / surplus is kept in a separate account and is charged through statement of comprehensive income.
5.

| ADVANCES - NET OF PROUISIONS | Note | 30-Sep-2019 |  |
| :---: | :---: | :---: | :---: |
|  |  | No. of loans outstanding | Amount outstanding |
| Gross advances : |  |  |  |
| General Loans |  |  |  |
| Secured | 5.1 | 74,008 | 5,993,550 |
| Unsecured |  | 729,016 | 37,790,805 |
|  |  | 803,024 | 43,784,355 |
| Micro Enterprise Loans |  |  |  |
| Secured | 5.2 | 19,461 | 4,445,945 |
| Unsecured | 5.2 | 16,310 | 986,824 |
|  |  | 35,771 | 5,432,769 |
| Micro Housing Loans |  |  |  |
| Unsecured |  | 1,203 | 260,244 |
|  |  | 839,998 | 49,477,368 |
| Less : provisions held |  |  |  |
| Specific provision General provision |  | 35,930 | 821,055 |
|  |  | 798,717 | 456,093 |
|  |  |  | 1,277,148 |
| Microcredit Advance - Net of Provisions |  |  | 48,200,220 |
| Staff Loans - General Purpose | 5.3 | 1,824 | 445,118 |
| Staff Loans - Housing Finance | 5.4 | 133 | 633,152 |
| Staff Loans |  | 1,957 | 1,078,270 |
| Advances - Net of Provisions |  | 841,955 | 49,278,490 |


| 31-Dec-2018 |  |
| :---: | :---: |
| No. of loans outstanding | Amount outstanding |
| $\begin{array}{r} 41,024 \\ 716,128 \end{array}$ | $\begin{array}{r} 3,096,695 \\ 36,245,134 \\ \hline \end{array}$ |
| 757,152 | 39,341,829 |
| $\begin{array}{r} 14,051 \\ 12,848 \\ \hline \end{array}$ | $\begin{array}{r} 3,209,463 \\ 859,772 \\ \hline \end{array}$ |
| 26,899 | 4,069,235 |
| 429 | 50,171 |
| 784,480 | 43,461,235 |
| $\begin{array}{r} 9,630 \\ 743,904 \end{array}$ | $\begin{array}{r} 214,024 \\ 507,275 \end{array}$ |
|  | 721,299 |
|  | 42,739,936 |
| 934 | 238,492 |
| 120 | 522,104 |
| 1,054 | 760,596 |
| 785,534 | 43,500,532 |

 Bank.
5.2 This includes 985 (2018: 2,395) micro enterprise clients having aggregate outstanding amount of Rs. 91.4 million (2018: Rs. 520.9 million) which are $50 \%$ backed by Guarantee under the terms of Loan Portfolio Guarantee Agreement between USAID and the Bank on September 30, 2014. The Guarantee is effective from November 24, 2014
5.3 This represents short to medium term general purpose loans to employees of the Bank carrying fixed interest at the rate of $5 \%$ per annum ( 2018 : 3 months KIBOR plus 100bps ) per annum. These loans are partially secured against employees' accrued terminal benefits.
5.4 This represents long term housing loans to eligible employees of the Bank for the period ranging from 5 to 20 years carrying fixed interest at the rate of 5\% per annum (2018: 3 months KIBOR Less 100bps) per annum. These loans are secured against equitable mortagage over unencumbered property.
5.5 Particulars of non-performing advances

Non performing advances includes principal amount of Rs. 1,973.6 million and interest/markup amount of Rs. 445.9 million ( 2018 : principal amount of Rs. 512.2 million and interest/markup amount of Rs. 115.6 million) which, as detailed below, have been placed under non performing status.

| Category of classification | 30-Sep-2019 |  |  |
| :---: | :---: | :---: | :---: |
|  | Amount out standing | Provision required | Provision held |
| OAEM | 376,644 | - | - |
| Sub-standard | 242,240 | 49,817 | 49,817 |
| Doubtful | 1,591,086 | 611,963 | 611,963 |
| Loss | 209,578 | 159,275 | 159,275 |
|  | 2,419,549 | 821,055 | 821,055 |

5.6 Particulars of the provisions against non-performing advances

|  | 30-Sep-2019 |  |  |
| :---: | :---: | :---: | :---: |
|  | Specific | General | Total |
| Balance at the beginning of the year | 214,024 | 507,275 | 721,299 |
| Charge during the nine months | 1,456,746 | $(51,182)$ | 1,405,564 |
| Less: Amount written off | 849,715 | - | 849,715 |
| Balance at end of the nine months | 821,055 | 456,093 | 1,277,148 |


| 31-Dec-2018 |  |  |
| :---: | :---: | :---: |
| Amount out standing | Provision required | Provision held |
| 179,021 | - | - |
| 111,999 | 21,485 | 21,485 |
| 175,029 | 70,758 | 70,758 |
| 161,782 | 121,781 | 121,781 |
| 627,831 | 214,024 | 214,024 |

5.7 Particulars of write offs

5.8 Portfolio quality report

The Bank's main measure of loan delinquency is an aged portfolio-at-risk ratio. Loans are separated into classes depending on the number of days they are over-due. For each of such class of loan, the outstanding principal balance of such loan class is divided by the outstanding principal balance of the gross loan portfolio before deducting allowance for non-performing advances.

Loans payment are applied first to any interest due, then to any installment of principal that is due but unpaid, beginning with the earliest such installment. The number of days of delay is based on the due date of the earliest loan installment that has not been fully paid. Late payment surcharge/ penalty on overdue advances is not added to principal.

6.1 Capital Work-in-progress

This includes payments made to the vendor for the development of various softwares Modules and purchase of fixed assets.

## Opening Balance

| 30-Sep-19 |
| ---: |
| Rs. '000 |
| 350,703 |
| 167,701 |
| 310,267 |
| 208,137 |


| 31-Dec-18 |
| ---: |
| Rs. '000 |
| 436,853 |
| 356,799 |
| 442,949 |
| 350,703 |

6.2 Property and Equipment \& Intangible Assets

|  | Leasehold Improvements | Vehicles | Furniture \& Fixture | Electrical and Office Equipment | Computer Equipment | Total | Computer Software |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Cost |  |  |  |  |  |  |  |
| Balances as on January 1, 2019 | 190,586 | 305,089 | 428,115 | 526,946 | 576,485 | 2,027,221 | 263,905 |
| Additions | 75,193 | 29,201 | 71,869 | 100,808 | 150,866 | 427,937 | 464,693 |
| Disposals | - | 23,219 | 11,085 | 3,753 | 4,482 | 42,539 | 403 |
| Balance as on September 30,2019 | 265,779 | 311,071 | 488,899 | 624,001 | 722,869 | 2,412,619 | 728,195 |
| Depreciation |  |  |  |  |  |  |  |
| Balances as on January 1, 2019 | 67,398 | 189,868 | 149,896 | 350,757 | 348,571 | 1,106,490 | 181,811 |
| Depreciation/Amortization Charge | 33,174 | 37,479 | 32,195 | 58,639 | 72,048 | 233,535 | 46,911 |
| Disposals | 8 | 23,223 | 8,973 | 3,879 | 4,707 | 40,790 | 1 |
| Balance as on September 30,2019 | 100,564 | 204,124 | 173,118 | 405,517 | 415,912 | 1,299,235 | 228,721 |
| Carrying Value |  |  |  |  |  |  |  |
| As on September 30, 2019 | 165,215 | 106,947 | 315,781 | 218,484 | 306,957 | 1,113,384 | 499,474 |
| As on December 31, 2018 | 123,188 | 115,221 | 278,219 | 176,189 | 227,914 | 920,731 | 82,094 |
| Rate of Depreciation per annum | 20.00\% | 25.00\% | 10.00\% | 20.00\% | 20\% - 33.33\% |  | 33.33\% |
|  |  |  | Note | 30-Sep-19 |  |  | 31-Dec-18 |
| RIGHT OF USE ASSETS |  |  |  | Rs. '000 |  |  | Rs. '000 |
| Opening Right of Use Assets |  |  |  | - |  |  | - |
| Asset Recognized during the period |  |  |  | 2,186,176 |  |  | - |
| Accumulated Asset Depreciation |  |  |  | $(244,081)$ |  |  | - |
| Closing Right of Use Assets |  |  |  | 1,942,095 |  |  | - |

7. OTHER ASSETS

| Markup/interest accrued on advances |  | 6,485,360 | 3,971,074 |
| :---: | :---: | :---: | :---: |
| Less: Suspended Markup/interest on non performing advances |  | 507,079 | 115,582 |
|  |  | 5,978,281 | 3,855,492 |
| Interest receivable on investments/placements |  | 133,476 | 103,662 |
| Advances to staff |  | 11,795 | 5,466 |
| Advances to Suppliers and Service Providers |  | 9,391 | 12,608 |
| Prepayments \& Security deposit |  | 163,324 | 284,258 |
| Receivable from MSDF | 7.1 | 253,653 | 208,743 |
| Insurance Claims Receivable |  | 6,124 | 7,443 |
| Receivable from SBP |  | 487,485 | 606,023 |
| Other receivables |  | 402,730 | 266,837 |
|  |  | 7,446,259 | 5,350,532 |
| Less: Provision held against classified assets |  |  |  |
| Opening Provision |  | 39,219 | 33,767 |
| Provision Charge for the nine months |  | 950 | 5,452 |
| Receivable written off against provision |  | (141) | - |
| Closing Provision |  | 40,028 | 39,219 |
|  |  | 7,406,231 | 5,311,313 |

7.1 This represents claims lodged by the Bank with Microfinance Social Development Fund (MSDF) for reimbursement of client acquisition cost incurred by the Bank under the Loan Agreement (Special Operations) - Microfinance Sector Development Project, Loan \#1806 between ADB and Islamic Republic of Pakistan.
8. DEPOSITS

| Note | 30-Sep-19 |  | 31-Dec-18 |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Number of accounts | Rupees | Number of accounts | Rupees |
| 8.2 | 58,408 | 38,219,602 | 52,456 | 36,211,113 |
| 8.3 | 56,889 | 15,974,211 | 52,313 | 11,949,867 |
|  | 2,072,977 | 4,610,999 | 1,957,793 | 7,816,597 |
|  | 517 | 34,396 | 427 | 40,411 |
|  | 2,130,383 | 20,619,606 | 2,010,533 | 19,806,875 |
|  | 2,188,791 | 58,839,208 | 2,062,989 | 56,017,988 |
|  | 2,185,529 | 42,381,868 | 2,060,246 | 43,962,455 |
|  | 3,211 | 8,971,079 | 2,677 | 7,590,396 |
|  | 51 | 7,486,261 | 66 | 4,465,137 |
|  | 2,188,791 | 58,839,208 | 2,062,989 | 56,017,988 |

8.2 This represents term deposits having tenure of 3 to 36 months (2018: 3 to 36 months) carrying interest at rates ranging from $6.25 \%$ to $14.25 \%$ ( $2018: 5.75 \%$ to $13.50 \%$ ) per annum. The term deposits amounting to Rs 381.26 Million (2018: Rs 322.52 Million) are lien marked against advances to borrowers.
8.3 This represents saving deposits carrying interest rates ranging from $5.00 \%$ to $12.25 \%$ per annum (2018: 5.00\% to $8 \%$ ). The saving deposits amounting to Rs 113.66 million (2018: Rs 165.55 million) are lien marked against advances to borrowers.
9. BORROWINGS

Borrowings from banks/financial Institutions outside Pakistan Unsecured

Borrowings from banks/financial Institutions in Pakistan
Secured

Note

|  | 30-Sep-19 | 31-Dec-18 |
| :---: | :---: | :---: |
|  | Rs. '000 | Rs. '000 |
| 9.1 | 906,428 | 1,386,301 |
| 9.2 | 997,619 | 1,578,571 |
|  | 1,904,047 | 2,964,872 |

9.1 Borrowings from Financial Institutions outside Pakistan

Asian Development Bank 9.1.1

| 545,594 | 727,459 |
| :---: | ---: |
| - | 207,800 |
| 360,834 |  |
| 906,428 |  |

9.1.1 This represents loan received under the Subsidiary Loan and Grant Agreement entered between the Bank and the Government of pakistan (GOP). The loan \#1806 has been extended as part of Microfinance Sector Development Project between Asian Development Bank \& Islamic Republic of pakistan.

The Bank is liable to repay the principal amount of the loan to GoP, over a period of 20 years including a grace period of 8 years. Repayment of laon commenced from May 1, 2009, through bi-annual equal installments. The principal repayable is the aggregate equivalent of the amounts drawn by the Bank from the loan account for sub-loan expressed in PKR, determined as of the respective dates of the withdrawal, while the GoP shall bear the foreign exchange risk. The interest is being paid on bi-annual basis charged at the rate equal to weighted average cost of deposits during the preceding six months in the banking industry as calculated by SBP. The interest rate used for bi-annual payments during the period was determined to be $4.41 \%$ and $7.50 \%$ ( $2018: 3.93 \%$ and $4.41 \%$ ) per annum.
9.1.2 This represents borrowing from ECO Trade and Development Bank amounting to US\$5 Million which carries interest at the rate of 6 month USD LIBOR plus $2.9 \%$ per 360 days. The repayment of borrowing will be in 5 equal semi annual installments starting on 24 th month after the disbursement and interest is payable semi annually.

The Bank has entered into Cross Currency SWAP agreement with JS Bank Limited for the borrowing. Under such arrangement US\$5 million were translated at the exchange rate of Rs. 103.90 and the repayment will be in 5 equal semi annual installments starting on 18th month after the disbursement. The interest is payable at the fixed rate $10.47 \%$ actual/365 on unadjusted basis commencing from date of disbursement.
9.1.3 This represents borrowing from ECO Trade and Development Bank amounting to US\$5 Million which carries interest at the rate of 6 month USD LIBOR plus 2.5\% per 360 days. The repayment of borrowing will be in 6 equal semi annual installments starting on 18 th month after the disbursement and interest is payable semi annually.

The Bank has entered into Cross Currency SWAP agreement with JS Bank Limited for the borrowing. Under such arrangement US\$5 million were translated at the exchange rate of Rs. 108.25 and the repayment will be in 5 equal semi annual installments starting on 24 th month after the disbursement. The interest is payable at the six months KIBOR 1.77\% actual/365 on unadjusted basis commencing from date of disbursement.
9.2 Borrowings from Financial Institutions in Pakistan

| Pak Oman Investment Company Limited (TF-II) | 9.2 .1 | 125,000 |
| :--- | ---: | ---: |
| Pak Oman Investment Company Limited (TF-III) | 250,000 |  |
| Pak Oman Investment Company Limited (TF-IV) | 9.2 .2 | 312,500 |
| Syndicated Term Finance (IS Bank Ltd, Askari Bank Ltd and PAIR) | 9.2 .3 | 214,286 |
| Bank Alfalah Limited (TF-1) | 9.2 .4 | 50,000 |
| Allied Bank Limited (TF-1) | 9.2 .5 | 437,500 |
|  | 9.2 .6 | 428,571 |
| 100,000 |  |  |
| 50,000 |  |  |
| 1,533 | $-997,619$ |  |

9.2.1 This represents interbank money market borrowing for 5 years with grace period of 12 months from draw down date carrying interest rate ranging from $7.82 \%$ to $12.90 \%$ ( $2018: 7.82 \%$ to $10.66 \%$ ) per annum and repayable in 8 semi annual equal instllments. This borrowing is secured against charge over current and future assets of Rs. 667 million.
9.2.2 This represents interbank money market borrowing for 5 years with grace period of 12 months from draw down date carrying interest rate ranging from $9.67 \%$ to 15.67\% (2018: 7.80\% to $9.67 \%$ ) per annum and repayable in 8 semi annual equal instllments. This borrowing is secured against charge over current and future assets of Rs. 667 million.
9.2.3 This represents interbank money market borrowing for 5 years with grace period of 12 months from draw down date carrying interest rate ranging from $7.80 \%$ to 15.73\% (2018: 7.80\% to $9.70 \%$ ) per annum and repayable in 8 semi annual equal instllments. This borrowing is secured against charge over current and future assets of Rs. 667 million.
9.2.4 This represents syndicated term finance facility of Rs. 1.5 billion carrying interest rate from $12.09 \%$ to $14.41 \%$ ( 2018 : 7.51\% to $12.09 \%$ ) per annum for a period of 4 year from the draw down date inclusive of grace period of 6 months. This borrowing is secured against charge over present and future assets of the Bank worth Rs. 2 billion and $40 \%$ partial Microfinance Credit Guarantee Facility.
9.2.5 This represents interbank money market borrowing carrying interest rate ranging from $12.10 \%$ to $14.43 \%$ (2018: 7.51\% to 9.89\%) per annum for a period of 3 years from the draw down date inclusive of grace period of 1 year. This borrowing is secured agaisnt charge over present and future assets of the Bank worth Rs. 667 million.
9.2.6 This represents interbank money market borrowing carrying interest rate ranging from $10.24 \%$ to $15.49 \%$ ( 2018 : $7.81 \%$ to $10.24 \%$ ) per annum for a period of 5 years from the draw down date inclusive of grace period of 2 years. This borrowing is secured agaisnt charge over present and future assets of the Bank worth Rs. 334 million.
10. SUB-ORDINATED DEBT

|  | 30-Sep-19 | 31-Dec-18 |
| :---: | :---: | :---: |
|  | Rs. '000 | Rs. '000 |
| 10.1 | 1,000,000 | 1,000,000 |
|  | 1,000,000 | 1,000,000 |

10.1 This represents rated, unsecured, subordinated and privately placed term finance certificates of woth Rs.100,000/- each fully subscribed on March 19, 2018. The issue is for a period of 8 years from the date of subscription and mature on March 19, 2026. The issue has assigned preliminary rating of single ' $A$ ' (Single A) with stable outlook.
Profit is @ 6 months KIBOR plus $2.05 \%$ and repayable every six months in arrears while principal shall be redeemed in two equal semi annual installments falling on the end of 90th and 96th months.

The issue has call option after 10th redumption date, lockin clause and loss aborbency clause.
11. OTHER LIABILITIES

Note

| 30-Sep-19 |
| ---: |
| Rs. 'o00 |
| 65,432 |
| 879,752 |
| 258,053 |
| 361,138 |
| 79,926 |
| 294,628 |
| 313,087 |
| 47,300 |
| 6,810 |
| $2,004,160$ |
| 247,009 |
| 0 |
| 19,217 |
| $4,576,512$ |
|  |
| $1,766,693$ |
| 24,255 |
| $(468)$ |
| $1,790,480$ |


| 31-Dec-18 |
| :---: |
| Rs. '000 |
| 89,578 |
| 683,833 |
| 74,548 |
| $\begin{array}{r} 369,703 \\ 19,418 \end{array}$ |
|  |  |
|  |
|  |
| $38,472$ |
| 6,934 |
| 299,410 |
| 61,942 |
| 10,490 |
| 2,290,825 |
| 1,693,035 |
| 24,255 |
| (235) |
| 1,717,055 |
| 30-Sep-18 |
| Rs. '000 |
| 7,276,606 |
| 455,191 |
| 5,346 |
| 18,532 |
| 7,755,675 |
| 839,889 |
| 35,097 |
| 202 |
| 875,188 |

15. RETAIL BANKING SERVICES FEES

Banking Services Fee

| 74,851 | 54,767 |
| ---: | ---: |
| 4,477 | 1,356 |
| 13,093 | 12,688 |
| 1,414 |  |
| 93,835 |  |
|  | 10,544 |
| 144,569 | 79,355 |
| 6,249 | 105,307 |
| 9,489 | 5,624 |
| 160,307 |  |

17. NET PROVISION AGAINST ADVANCES/OTHER ASSETS
Provision against advances
Specific Provision
General Provision
Bad Debts Written off Directly
Bad Debts Recovered
Net Provision against advances
Provision against Other Assets
Provision against other assets
Recovery against other assets
OPERATING LEASE

| Interest Expense - Operating Lease Liability | 201,798 | - |
| :---: | :---: | :---: |
| Depreciation - Right of Use Assets | 244,081 | - |
| Rent Exepnse | 9,519 | 214,338 |
|  | 455,398 | 214,338 |
| Rent Expense/Operating Lease | 286,731 | 214,338 |
| Additional Operating Lease Expense | 168,667 | - |
|  | 455,398 | 214,338 |

19. TAXATION
The bank has provided for corporate tax at the rate of $29 \%$ (2018: 29\%) for the year with minimum tax being limited to $1 \%$ of non exempt turnover.

| 20. | SHARE CAPITAL | Note | 30-Sep-19 |
| :---: | :---: | :---: | :---: |
|  |  |  | Rs. '000 |
| 20.1 | Authorized Capital | 18.1.1 | 6,000,000 |
| 20.1.1 | The Bank's authorized share capital is 600 million ordinary shares of Rs.10/- each. |  |  |
| 20.2 | Issued, Subscribed and Paid up Capital | 18.2.1 | 1,705,000 |

20.2.1 The Bank's issued, subscribed and fully paid up capital for consideration other than cash is 170.5 million ordinary shares of Rs.10/- each as follows:

|  | United Bank Limited | 506,285 |  |  |  | 506,285 |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Rural Impulse Fund II S.A. SICAU-FIS (Incofin Investment Management Comm. VA) | 417,057 |  |  |  |  |  |  | 417,057 |
|  | responsAbility Management Company S.A (responsibility Global Microfinance Fund) | 339,295 |  |  |  |  |  |  | 339,295 |
|  | ShoreCap II Limited (Equator Capital Partners LLC) | 243,568 |  |  |  |  |  |  | 243,568 |
|  | ASN Microkredietpool (Tripple Jump B.V) | 168,795 |  |  |  |  |  |  | 168,795 |
|  | Bank AI Habib Limited | 30,000 |  |  |  |  |  |  | 30,000 |
|  |  | 1,705,000 |  |  |  |  |  |  | 1,705,000 |
| 21.21. | GENERAL INFORMATION | 30-Sep-19 |  |  |  |  |  |  | 31-Dec-18 |
|  | Number of Employees | Number |  |  |  |  |  |  | Number |
|  | Credit Sales Staff |  |  |  |  |  |  |  | 2,078 |
|  | Permanent |  |  |  |  |  |  |  |  |
| Banking/Support Staff |  |  |  |  |  |  |  |  |  |
| Permanent |  |  |  |  | 2,024 |  |  |  | $\begin{aligned} & \hline 1,776 \\ & 760 \\ & \hline \end{aligned}$ |
|  | Contractual |  |  |  | 837 |  |  |  |  |
| Total number of employees at the end of the nine months2,856 <br> 4.8614 |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| 21.1 .1 | Credit Sales Staff - MSME |  |  |  | 434 |  |  |  | 369 |
| 21.1 .2 | Female Staff |  |  |  | 488 |  |  |  | 448 |
| 21.1 .3 | Managers |  |  |  | 99 |  |  |  | 93 |
|  |  | 30-Sep-19 |  |  |  | 31-Dec-18 |  |  |  |
| 21.2 | Network Outreach | Branches | Service <br> Center | Permanent Booth | Total Outlets | Branches | Service Center | Permanent Booth | Total Outlets |
| 21.2.1 | At the Beginning of the year | 161 | 28 | 8 | 197 | 149 | 24 | - | 173 |
|  | Opened during the nine months | 21 | - | 19 | 40 | 13 | 10 | 8 | 31 |
|  | Closed/merged during the nine months | - | (13) | - | (13) | (1) | (6) | - | (7) |
|  | At the end of the nine months | 182 | 15 | 27 | 224 | 161 | 28 | 8 | 197 |

