

**Board Secretariat**Ref:-JKB/BS/F3652/2020/024
Date: 17th May, 2020**National Stock Exchange of India Ltd**
Exchange Plaza 5th Floor
Plot No. C/1 G-Block
Bandra Kurla Complex
Bandra (E) Mumbai - 400 051
Symbol: J&KBANK**The BSE Ltd.**
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai - 400 001
Scrip Code:532209**SUB:- REGULATION 30 OF THE SEBI (LODR) REGULATIONS, 2015 -CHANGES IN DIRECTORSHIP**

Dear Sirs,

Pursuant to Regulation 30 of the SEBI (LODR) Regulations, 2015, we wish to intimate the following:

- a) The Government of Jammu and Kashmir vide letter No. FD/Bkg/12/2020 dated 15-05-2020, in exercise of their powers under Article 69(i) of the Articles of Association of the Bank, have appointed Mr. Zubair Iqbal, Former Sr. Vice President, HDFC Bank Limited, (Profile attached) as a Government Nominee Director on the Board of Bank with effect from 15th May, 2020 for a period of three years or till further orders, whichever is earlier.
- b) The Board of Directors at its meeting held today, i.e., on 17th May, 2020, approved the appointment of Mr. Zubair Iqbal as Managing Director of the Bank, subject to the approval of and to be effective from the date of approval of his appointment by the Reserve Bank of India (RBI), including the approval for the related amendments to the Bank's Articles of Association (AoA), under the provisions of the Banking Regulation Act, 1949 (B R Act); and
- c) The Board of Directors at its meeting held today, i.e., on 17th May, 2020, also approved, having regard to the intimation received from the Government of Jammu and Kashmir vide letter No. FD/Bkg/12/2020 dated 15-05-2020, the appointment of Mr. R. K Chhibber, currently the Chairman and Managing Director (CMD) of the Bank appointed by the RBI under the provisions of Section 10-BB of the B R Act, as the Non-Executive Chairman of the Bank for a period of three years, subject to the approval of and to be effective from the date of approval of his appointment by the RBI, including the approval for the related amendments to the Bank's AoA, under the provisions of the B R Act, 1949. Till then, he will continue to remain the CMD of the Bank.

This is for your information and appropriate dissemination.

Yours faithfully
For Jammu & Kashmir Bank Ltd.A handwritten signature in blue ink, appearing to read 'Shafi Mir', is written over the typed name.
(Mohammad Shafi Mir)
Company Secretary

ZUBAIR IQBAL

Overview about Zubair Iqbal

I have highly acclaimed, illustrious and proven career and impeccable track record in Banking & Financial Services spanning around 30 years. This includes meritorious 15 years with J&K Bank and glorious 15 years with HDFC Bank. I have played a Key role in growth of HDFC Bank in J&K and am known as architect of bank's growth in J&K and infusing professionalism and competition in the banking industry of the state. The success of HDFC Bank became reason for other private sector banks and little bit of private sector to make some inroads in J&K and help in employment generation. HDFC Bank has emerged as a major competitor to the existing banks in the state and is steadily gaining market share. From just 1 branch, I along with TEAM have taken the branch network to 83 and ATM network to 220 with a support and dedication of more than 1500 colleagues and TRUST of more than 3.00 lac customers. Bank under my leadership today occupies an important place in the banking space of the J&K and has emerged as a vehicle of economic growth, employment generation and responsible Corporate Citizen. In a short span of time, I was instrumental in taking Business of bank to 6600 crores and CD ratio to around 60%. I hold the distinction of emerging consistently as top performing Circle Head in the country in many important internal parameters of the bank. I was **awarded** at Silver Jubilee Celebrations by Institute of Objective Studies, New Delhi in September, 2011 for significant contribution to banking industry of the state. I also received **recognition** from Department of Financial Studies, University of Kashmir. I was also awarded prestigious Gold Star Award by the bank in recognition of significant contribution to the bank I also have won more than 50 laurels to his credit and 13 of those were **awarded at International** Destinations during International Programmes. I also have distinction of attending more than 50 Domestic and International events on Banking, Financial products and Insurance. I was shortlisted **and invited by UK Asia Stem Summit** for delivering a Leadership Talk at Cambridge University London slated for August.

I restarted local chapter of Indian Institute of Banking and Finance and remained Local Honorary Secretary for initial years. It was duly acknowledged by the Institute. I am Visiting Faculty at Business Schools of University of Jammu, Business Schools of University of Kashmir, Mata Vaishno Devi University, Central University of Kashmir, Islamic University of Science & technology, Department of Business and Financial Studies, University of Kashmir. Have been imparting Summer Training to more than 100 MBA/MFC students of different institutes/universities.

SELECTED ACCOMPLISHMENTS

INTERNATIONAL:

- Certificate of Achievement for Qualifying in Skill Building Programme at **Indonesia** in Jan. 2011
- Certificate of Achievement for Qualifying in Skill Building Programme at **LONDON** in April 2011.
- Certificate of Achievement for Qualifying in Skill Building Programme at **CHINA** in June 2011.
- Certificate of Achievement for Qualifying in IRP at **DUBAI** in October 2011.
- Certificate of Achievement for Qualifying in Inner Circle-MD & GH Club at **PARIS** in Nov. 2011.
- Certificate of Achievement for Qualifying in IRP at **MOSCOW** in Dec 2011.
- Certificate of Achievement for Qualifying in IRP at **SWITZERLAND** in March 2012.
- Certificate of Achievement for Qualifying in Inner Circle-MD & GH Club at **ITALY** in 2012.
- Certificate of Achievement in Skill Building & Training Programme at **Istanbul** in 2013
- Certificate of Achievement in Skill Building & Training Programme at **JORDAN** in 2013.
- Certificate of Achievement for Qualifying in MDRT at **KUALA LUMPUR** in February 2014
- Certificate of Achievement for Qualifying in MDRT at **THAILAND** in February 2018.
- Certificate of Achievement for Qualifying in MDRT at **MALAYSIA** in July 2019.

DOMESTIC:

- ❖ Received Award of Honour for Excellent contribution towards KGC Business.
- ❖ RTFX Achievers Award
- ❖ Certificate of Appreciation received from Institute of Objective Studies New Delhi for being best banker in the state of J&K.
- ❖ Received Leadership Excellence Award
- ❖ Certificate of Achievement for Qualifying LI Training at Cochin in November' 14.
- ❖ Certificate of Achievement for Qualifying LI Training at Mumbai in January' 15.
- ❖ Certificate of Achievement for Qualifying LI Training at Goa in October' 15.
- ❖ Certificate of Achievement for Qualifying LI Training at Goa in November' 14.
- ❖ Certificate of Achievement for Qualifying LI Training at Mahabalipuram in October' 14.
- ❖ Certificate of Achievement for Qualifying LI Training at Kumarakom in May' 18.
- ❖ Certificate of Achievement for Qualifying LI Training at Jaisalmer in Feb' 17.
- ❖ Certificate of Achievement for Qualifying LI Training at Chandigarh in Sep' 16.
- ❖ Certificate of Achievement for Qualifying LI Training at Bekal in Oct' 15.
- ❖ Certificate of Achievement for Qualifying LI Training at Jaipur in Sept' 13.
- ❖ Certificate of Achievement for Qualifying LI Training at Bangalore in June' 19.
- ❖ Certificate of Achievement for Qualifying LI Training at Kolkatta in May' 19
- ❖ Certificate of Achievement for Qualifying LI Training at Agra in May' 18
- ❖ Certificate of Achievement for Qualifying LI Training at Gulmarg in May' 17
- ❖ Certificate of Achievement for Qualifying LI Training at Simla in June' 16
- ❖

PROFESSIONAL ENHANCEMENT INITIATIVES/Academic Qualifications

Master's in Business Administration from ICFAI, Dehradun.
Master's in Library & Information Science, University of Kashmir.
Masters in Sociology from University of Kashmir.
Management Development Programme from IIM, Ahmedabad
Certified Associate of Indian Institute of Banking and Finance (CAIIB), Mumbai
Associate of Mutual Fund Association of India (AMFI)
Certificate in Business Basics from ICFAI University, Dehradun
Diploma in Management from ICFAI University, Dehradun
Postgraduate Diploma in Marketing from ICFAI University, Dehradun
Post Graduate Diploma in Marketing Management (PGDMM) from IGNOU
Diploma in Human Resources Development from All India Council for Management Studies, Chennai
Diploma in Personnel Management & Industrial Relations from All India Council of Management Studies

WORKSHOPS/SEMINARS ATTENDED

Successfully attended following seminars and workshops:

- ◆ Profitability & Resources Management at New Delhi.
- ◆ International Workshop on Marketing Challenges.
- ◆ Attended a seminar on Customer Service in Banks
- ◆
- ◆ **Attended following seminars at NIBSCOM, Noida**
 - Risk Management and Pricing of Products.
 - Personal banking Products, Customer Service and Marketing.
 - Banking in Digital Age.
 - Marketing for Business Growth
- ◆ **Attended seminar at Reserve Bank of India Training College, Mumbai.**
 - Faculty Development Programme.
 - Business Process Re-engineering and Decision Making.
- ◆ Bank Assurance at National Institute of Bank Management, Pune.
- ◆ Problems and Remedies of PSUs at Institute of Management and Public Administration, Srinagar, .
 - ◆ Leadership Excellence at HDFC Bank Training Institute, Delhi

WORK EXPERIENCE

SENIOR VICE PRESIDENT

Currently working as **Regional Manager, Customer Experience & Projects at HDFC Bank, Gurgaon for North 1 Region comprising of Delhi, Haryana, J&K and Ladakh.**

Responsible for implementation of new initiatives and projects in North 1 region as Regional Manager based out of Gurgaon. Closely coordinating with all Zonal/Circle/Cluster heads for successful implementation of new business initiatives/driving business in 500 + branches of North 1 with Book Size of 1,50,000 crores and 5000 plus employees. Training and motivating staff to respond to the initiatives so that desired business objectives can be achieved.

- **Ownership of the relationship with the customer to be able to help and support him grow his business and revenue**
- **Provide exemplary service to the customers helping him/her in case of any support needed**
- **Segmented delivery of various service differentiators and basic hygiene activities**
- **Anticipate customers- needs proactively and interact with various cross-functional teams within the Bank to serve them**
- **Any customer requirements during the end-to-end lifecycle management**
- **Wallet Share of customers, Upselling Managed Services, etc.**
- **The longevity of the relationship with the customer (increase Age with the Bank and reduce Churn)**
- **Timely resolution to customers issues and escalations and ensuring a permanent fix**
- **Proactive Churn tracking, Retention, Issue identification and fix, relationship management**
- **Segmented service management for solid relationship with customers for a long term business relationship with the company**
- **Identify service satisfaction & revenue enhancement opportunities**
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Circle Head, HDFC Bank, J&K Circle (July,2011-August,2019)

I was heading the state of J&K as Circle Head for more than 8 years with 8 cluster Heads, 83 branches and 1500 + Staff reporting into me. I have proven track record of Innovative, profit oriented with demonstrated success in increasing revenues, market share, and earnings, achieving cost reductions, and improving Customer satisfaction. Expertise in management and implementation of management objectives under difficult operating environment. Took the reins of the circle at just 600 crores of Liabilities and 179 crores of Assets with 19 branches. Today I am proud to take the network to 83 branches and deposits to 4311 Crores and loans to 2350 crores. Out of 82 branches, 73 are generating profits. 9 branches having vintage of less than 2 years are yet to break even. I have successfully created an enviable franchise of HDFC Bank despite disturbed Political Environment, downtrodden economy due to absence of Tourism and also despite restrictions on sourcing Government Business and absence of Corporates. We have overachieved in all Key Parameters year on year and last year despite very difficult operating environment was the best year so far in the history of J&K. We grew by 700 crores in Liabilities- a growth of 23%. We continued PAN India No1 in LI for 5th year in a row. From identifying the branches and recruiting the staff and grooming, training, mentoring, handholding them and bringing them at par to our requirements was a great challenge. Also keeping them motivated under present circumstances was an uphill task but I did intense engagement with staff at all levels, visited branches very frequently despite being spread over vast geography and very tough hilly terrain. We have been growing YOY at a growth rate of 22% and making steady inroads into the Banking Space of the state dominated by State Sponsored JK Bank having 80% market share and 770 branches in the state.

Having average Business of 75 Crores per branch is not that small as we are relatively new to territory and 75% branches are in rural and semi urban areas including twelve 2/3 Men branches. We have already moved among top 4 banks in the state.

I have been rated 13 times and have got 7 times Outstanding Performance rating and 6 times Exceeding Expectations Rating. My performance has always hailed by Senior Management of the bank including MD.

Areas of Expertise

- | | | |
|-----------------------|-----------------------------|--------------------------|
| -Strategy Planning | -Market Research & Analysis | -Coordination/ Liasoning |
| -Corporate Alliances | -Loans & Credit Management | -Deposit Mobilization |
| -P & L Management | -Project Management | -Sales & Marketing |
| -Business Development | -Key Account management | -New Set ups |
| -Product Management | -Customer Service | -Sales Promotion |
| -Banking Operations | -Branch Operations | -Team management |

Role:

Overseeing business development operations for Jammu, Kashmir and Ladakh region including CASA, Liability and Asset growth. Also achieving Cross Sell targets for various products like Auto Loans, personal Loans, Working Capital Loans, Mortgage Loans, Commercial Vehicle and Commercial equipment Loans, Credit cards, Life Insurance, General Insurance, Mutual Funds etc.

Cluster Head, HDFC Bank, J&K , North Punjab (July,2006-June 2011)

Managed successfully Business of branches in J&K and Gurdaspur, Batala and Pathankote districts of Punjab from 2006-2011. During this period my base was at Jammu. Key responsibilities included Overseeing business development operations for Jammu, Kashmir, North Punjab and Ladakh region including CASA, Liability and Asset growth. Also achieving Cross Sell targets for various products like Auto Loans, personal Loans, Working Capital Loans, Mortgage Loans, Commercial Vehicle and Commercial equipment Loans, Credit cards, Life Insurance, General Insurance, Mutual Funds etc

PAST WORK EXPERIENCE

J&K Bank (Oct. 1989 – December,2004):

After being appointed as Probationary officer in 1989 worked on different assignments in 15 years of impactful career and was handling the Head of Marketing Cell as last assignment. Also worked in product development, Planning and Strategy Deptt, and Faculty member. Also had significant experience in handling branch operations in different branches of the bank during early years of career including Fort Mumbai, Kalbadevi Mumbai. Worked as Manager Accounts in different branches of the bank at Hari Singh High Street, Srinagar, Khanyar, Srinagar, Fort Mumbai, Kalbadevi Mumbai and Fort Mumbai from 1989 to 1995. From 1995 to 1998 worked at Planning and Economic Department at Corporate Headquarters of J&K Bank and was part of budgeting and strategy. From 1998 to 2001 worked as Faculty member at Staff Training College. Was instrumental in introducing setting up training set up and automated teaching aids. From 2001 to 2004 worked at Corporate headquarters in Product Development and finally as In charge Marketing and Research Deptt. Most of the products of the bank like Childcare Deposit Scheme, Mehndi Deposit Scheme, Recurring Plus Deposit Scheme etc were designed by me.

CORE COMPETENCIES

Profit Centre Management:

- Setting up and heading complete retail branch operations at regional level with key focus on bottom line profitability by ensuring optimal utilization of available resources.
- Formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment of overall corporate goals.

Retail Banking:

- Leading a Handling front-end operations for Savings, Current & Fixed Deposits, and Cash Management for branch as well as extending priority banking services.
- Interfacing with other banks for lending/ borrowing and ensuring compliance with the statutory requirements laid down under different acts governing banking regulations.
- Devising and implementing policies/procedures for the all round development of the bank as well as reducing overall costs to the bank through various means.
- Supervising, monitoring & recommending follow up actions on branch inspections carried out by inspectors.

Credit Administration:

- Assessing needs of clients and accordingly charting out viable finance portfolio after considering financial, legal and technical aspects.
- Evaluating loan proposals and sanctioning loans after credit appraisal.
- Monitoring securitized portfolio's transactions, pre and post disbursement documents tracking, monitoring of accounts for banking products.
- Performing the functions of assessing creditworthiness of clients and taking adequate steps to ensure receipt of payments and recovery of debts.
- Conceptualizing & implementing recovery strategies in case of payment defaults. Handling defaulters / insolvent clients and initiating appropriate legal actions against them.

Marketing/ Business Development:

- Managing marketing operations for various banking/ insurance products thereby achieving increased sales/maximizing profit.
- Building brand focus, reviewing and interpreting market response to facilitate product growth.
- Identifying prospective clients, generating business from new accounts & developing them to achieve profitability.
- Constantly striving for achieving targets for the branch set by Regional HQs in the areas of deposit mobilization, advances, recovery in NPA accounts, profitability etc.

Customer Relationship Management:

- Managing customer centric banking operations & ensuring customer satisfaction by achieving delivery & service quality norms.
- Attending to investors/ clients (individuals/corporate clients) concerns & complaints and undertaking steps for effectively resolving them.

Planning:

Multitasking is one of my strong areas and am able to prioritize & handle multiple responsibilities at the same time. Is able to execute own & team's deliverables by optimizing resources.

Continuous Improvement:

I always work towards 'zero' defect and continuous improvement of work processes within the set guidelines. Constantly reviews important business parameters and initiates feedback for improvement.

Quality Results:

I always take initiatives and am self-directed, proactive and seizes upon opportunities. I always ensure that team members are aligned to the overall objectives.

Collaboration:

I Invest time in building & maintaining relationships within and outside my business line. Strive to break functional silos. Gets people from business groups to effectively work together.

Customer Delight:

I am always responsive and quick to resolve internal/external customer issues. Anticipate what is important to the internal/external customer and delivers accordingly

Influencing:

I am able to influence others to follow the goals and objectives. Uses different influencing strategies and negotiating styles to fit the person

Decision Making:

Displays ability to take quick and effective decisions independently