

**INDIAN INSTITUTE OF BANKING & FINANCE**

***(ISO 9001:2015 Certified)***

**PROGRAMME on “RETAIL LOANS”**

**From 10th to 13th April, 2017**

**Venue:**

**Leadership Center,**

**Indian Institute of Banking & Finance,**

**Kohinoor City, Commercial II, Tower 1, 3rd floor,**

**Off LBS Marg, Kirol Road,**

**Kurla (W), Mumbai – 400070.**

**Website:** [**www.iibf.org.in**](http://www.iibf.org.in)

**For Details & Nomination, please contact:**

 **Dr T. C. G. Namboodiri**

**Director (Training)**

**Phone: +91-22-25037119**

**Mobile :+91 99203 78486**

**Email:** **drnamboodiri@iibf.org.in**

**PROGRAMME on “RETAIL LOANS”**

BACKGROUND

During the course of 89 years, IIBF has emerged as a premier Institute in banking and finance education. Considering the emerging requirements of the Banks / Institutions in the ever changing dynamic environment, IIBF is providing training programmes in selected areas. It has a world class training facility at its Leadership centre in Mumbai.

During the past, Banks have taken to growing their Retail Banking portfolio in a significant measure. Nevertheless the retail portfolio needs much skills and attitude apart from the knowledge in the management. This programme envisages confidence building among the participants by enhancing their knowledge level pertaining to retail banking – Retail Loan products and by improving their marketing skill. The programme covers the entire gamut of retail lending, products and schemes. The programme is trainee oriented, with greater emphasis on interactions, group discussions, case studies sharing of experience and interface with successful bankers, apart from the usual training methods. The focus will be also on important regulatory and practical issues, more particularly about its impact on the retail banking portfolio. The programme intends to enable the participants to return to their work place with added confidence in handling retail banking products and proposals.

**OBJECTIVES**

* + To appreciate the emerging banking and economic environment
	+ To study the competitive advantage of banks’ various products including the techno enabled ones
	+ To understand the technique of marketing of banks’ products and cross selling
	+ To develop Marketing Skills

**CONTENT OVERVIEW**

* + Regulatory norms
	+ Changing Banking Scenario
	+ Retail loan Products
	+ Customer needs and their Satisfaction
	+ Cross Selling
	+ IT as a marketing tool
	+ Developing proficiency in personal selling of products
* Building up and strengthening market strategies for remunerative business in the competitive environment

**METHODOLOGY**

 Case Studies, exercises, group discussions, presentations and sharing of experiences

**TARGET GROUP**

Officers who are already functioning or identified for functioning in Retail Banking department / hub and trainers.

**DURATION**

From 10th to 13th April, 2017 (4 days). The Program commences at 9.30 AM on 10th April 2017

**VENUE**

Leadership Centre,

Indian Institute of Banking & Finance,

Kohinoor City, Commercial II, Tower 1, 3rd floor,

Off LBS Marg, Kirol Road, Kurla (W),

Mumbai – 400070.

**FEE**

Rs.12,000/- per participant plus service tax @15% i.e. Rs.1,800/- aggregating to Rs.13,800/-(In case of TDS deduction, please send us TDS certificate)

Programme fees may be remitted to the credit of Institute’s account with Bank of Baroda, details of which are given below:

* Name of the Bank branch: Bank of Baroda, Kurla (West).
* Account no: 19750200000806 IFSC code: BARB0KURLAX(0 is zero)
* **(PAN No: AAATT3309D and Service Tax No. AAATT3309DSD002)**

**The programme is Non residential.**

On request, the Institute will facilitate stay arrangements, subject to availability, for the participants.

in Kohinoor Elite (within 5 minutes walking distance from the Institute) at an all inclusive price of Rs.5,500/- per day plus taxes for double occupancy and Rs.4,500 plus taxes for single occupancy. The rates are only for IIBF trainees and include breakfast, lunch, evening tea and dinner, four hour internet and free laundry for four pieces of clothing is complimentary.

***Please send your nominations to and for further details kindly contact:***

***Programme Co-ordinator***

**Dr T. C. G. Namboodiri**

**Director (Training)**

**Phone: +91-22-25037119**

**Mobile :+91 99203 78486**

**Email:** **drnamboodiri@iibf.org.in**

**or**

***Mr.Kavan Shah***

***Deputy Director***

***Phone: +91-22-25047011***

***Email: kavan@iibf.org.in***



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**Off LBS Marg, Kirol Road,**

**Kurla (W), Mumbai – 400070.**

**NOMINATION FORM**

Programme Title: **Retail Loans** Programme Type: **Non Residential**

Date: From 10th to 13th April, 2017. (4 days)

The Program commences at 9.30 AM on 10th April 2017

PARTICIPANTS NOMINATED:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl.No | Name (Mr./Ms./Mrs.) | Designation | Branch/Office | Mobile No.and Land Line No. | E-mail  |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

Bank/Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pin Code: \_\_\_\_\_\_\_\_\_\_
Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_ E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fee:

Rs.12, 000/- per participant plus service tax @15% i.e. Rs.1800/- aggregating to Rs.113800/-(In case of TDS deduction, please send us TDS certificate)

Programme fees may be remitted thru NEFT to the credit of Institute’s account with Bank of Baroda, details of which are given below:

* Name of the Bank branch: Bank of Baroda, Kurla (West).
* Account no: 19750200000806 IFSC code: BARB0KURLAX(0 is zero)
* **(PAN No: AAATT3309D and Service Tax No. AAATT3309DSD002)**
* **Kindly narrate: Programme name; date “from …….to”; number of participants**

Please send your nominations at the earliest to:

**Dr T. C. G. Namboodiri**

**Joint Director (Faculty)**

**Phone: +91-22-25040175**

**Mobile :+91 99203 78486**

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 ***Mr.Kavan Shah***

***Deputy Director***

***Phone: +91-22-25047011***

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