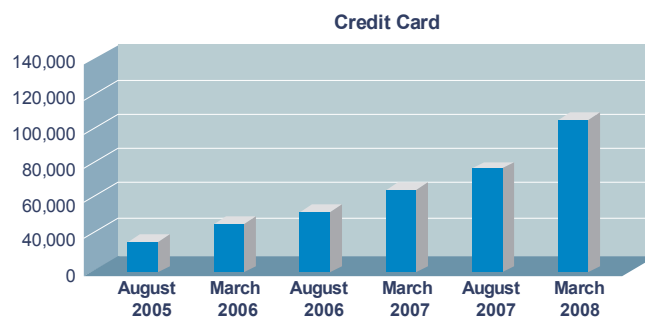
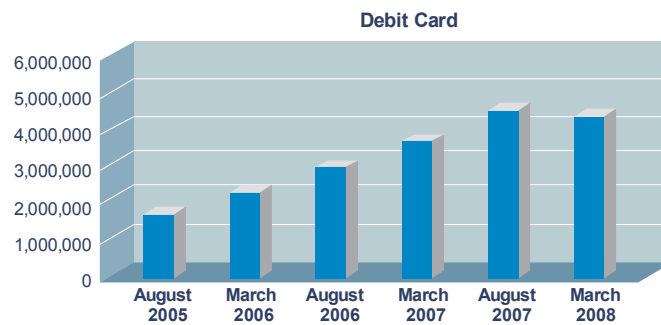
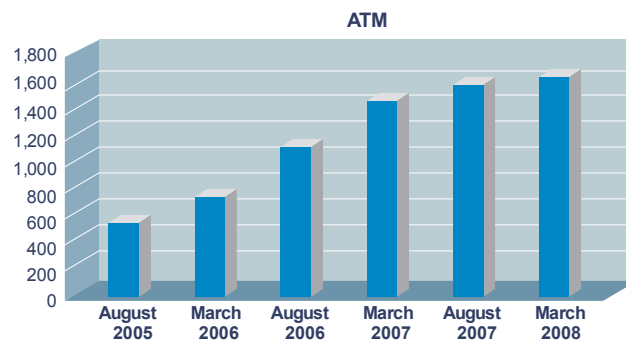
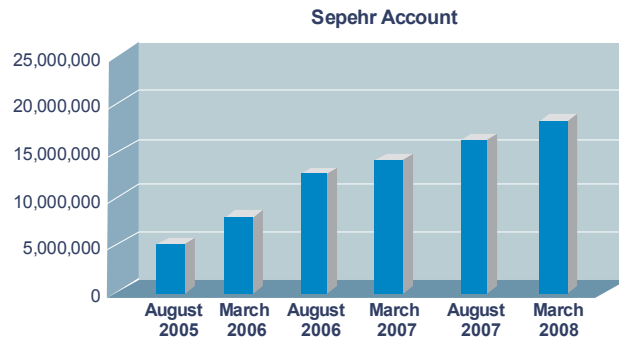
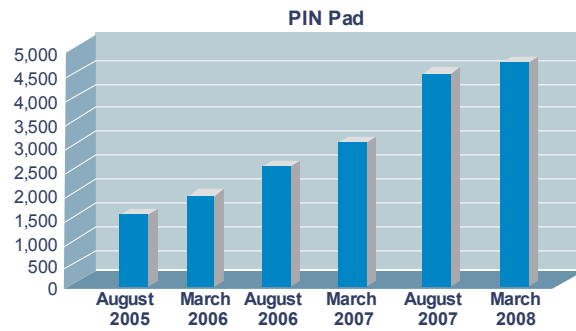
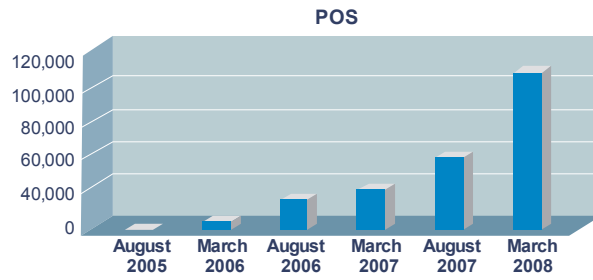


Meanwhile, in recent years, Bank Saderat Iran has made great progress in E-Banking. The following table shows BSI's KPL's in E-Banking as of August 2008.

SEPEHR Account	Pin Pad	POS	Credit card	Debit card	ATM
19,880,600	4,834	119,158	28,620	4,963,711	1,696

2. Mobile Banking is currently undergoing testing and, in the year of innovation and prosperity, will be presented to customers as a new service. This service will enable SEPEHR Account holders to connect to the Banking Network by mobile day and night to undertake a range of banking transactions. The advantages of this plan including customers from branch to other electronic channels, thus reducing face -to-face transactions, a reduction in labour costs and the ability to perform financial transaction more quickly and efficiently.





## Performance of Card Services Network

Description	No.		Total
	Tehran	Provinces	
ATM	468	1,228	1,696
Mobile ATM	2	26	28
Pin Pad	1,321	3,513	4,334
POS Terminal	45,125	74,023	119,153
Credit Card	16,519	12,101	28,620
Debit Card	1,450,519	3,513,192	4,963,711

Description	No.			Total
	Golden (Rls 10 million)	Silver (Rls 5 million)	Green (Rls 3 million)	
Credit Card	3,891	9,862	7,733	21,486

## HUMAN RESOURCES

In every organization, human resources are seen as one of the most essential elements in the system, since other elements would not be able to achieve the goals of organization by themselves. In fact, the main purpose of human resources management is to improve the efficiency of human forces at the organization. Human resources development process can be explained as follows:

1. An attempt to employ and maintain potentially the best human resources
2. An attempt to find job opportunities and to innovate an evaluation system to identify the most qualified staff
3. An attempt to qualify the individuals

BSI Group currently has 30,885 staff, of whom 8,698 are in BSI Tehran and the remaining in the provincial subsidiaries. For BSI, a qualified employee is characterized as having a suitable appearance, a creative spirit, and an ability to get effectively involved in organizational goals.

To enhance organizational efficiency, BSI tries to find competent personnel to replace retired staff. In the present competitive situation, active, educated, and well-trained employees are considered as a treasure for the bank.

Of the most significant BSI human resources development projects in the year ended 20.3.2008 are:

1. Programming System Design and Bank Human Resources Provision Project
2. Human Resources Management Strategic Program
3. Training Needs Assessment
4. Province-based Managing Directors and Members of Board of Directors' Function Evaluation

### Number of BSI Personnel at the year ended 20.3.2008:

	Group		BSI	
	2007	2008	2007	2008
No. of Personnel	29,679	30,929	8,435	8,738

## BSI Personnel Education info at the year ended 20.3.2008:

	Diploma & Secondary School		Associate Degree & Bachelor Degree		Master & PhD		Total		Percent	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Front Office	14,225	283	4,997	2,759	52	71	19,274	3,113	72	76
Back Office	4,932	332	2,303	596	202	60	7,437	988	28	24
<b>Total</b>	<b>19,157</b>	<b>615</b>	<b>7,300</b>	<b>3,355</b>	<b>254</b>	<b>131</b>	<b>26,711</b>	<b>4,101</b>	<b>100</b>	<b>100</b>

### FREE TRADE ZONES

The Free Zones have been established to enhance the exports, reducing importing costs, developing the private sector, strengthening the areas with investment potentials, absorbing domestic liquidities, creating job opportunities and attracting investments especially the foreign ones.

At present, the branches of free trade zones are located in Kish, Qeshm, Chabahar, Djolfa and Anzali and Arvand Free Zones Branch is underway.

Free Zone regional office is now operating with 134 staff in front and back offices, 16 branches, and 9 distant counters in above-mentioned zones. Of the regional office branches at free zone centers, 14 have been equipped with SEPEHR system and ATM machines.

Fiscal Year	Attracted IRR Resources	IRR Loans Granted	Attracted FX Resources
2005	319	280	50
2006	1,400	483	143
2007	1,359	300	520

## COMPETITION

There are 16 banks in Iran, out of which six are private banks. Among the state-owned banks, BSI, Melli, Mellat, Sepah, Tejarat and Refah-Kargaran are commercial banks while Bank Maskan, Export Development Bank, Bank of Industries and Mines and Bank Keshavarzi are specialized banks. All private banks are commercial ones.

Amongst all Iranian banks, BSI has the largest network of branches in and outside the country. This gives the Bank a clear competitive advantage in terms of accessibility and range of services.

