

# Complaint Cell

## Brand Promise

**Service First:** For us Service First is not an abstraction, we do mean it. It holds a prime and central focus in our operation. We believe; discharge of quick and quality service is the hallmark of banking standard.

## Please inform us in case of any kind of abnormalities

We are committed to give the best service to customers. In spite of trying our best there are so many situations where it is creating confusion and problem feeling amongst you. In most of the cases we are not actually aware of your experiences with the bank. We promise if you share it with us, we will try to protect your interest within our best possible time. So, we are urging you to give us the opportunity to deliver you service with excellence.

**Easy accessibility** Customer will have a very easy accessibility for us in case of any kind of failing to meet expectations. Please let us know through any of the means:

- Call us: (+8802) 222274844-53, Ext-439 (10:00 AM – 6:00 PM working days)
- Log us: [Here](#)
- Write to us: [customer.service@premierbankltd.com](mailto:customer.service@premierbankltd.com)

Or

Service Quality Department The Premier Bank Limited Head Office Iqbal Centre (Level-07) 42, Kamal Ataturk Avenue, Banani Dhaka-1213, Bangladesh In case of writing to us please write your issues elaborately with mentioning your account number, contact number and email address so that we can reach you. Our Service Quality team will try their best to investigate and give the reasonable outcome.

## Complaint Cell: (Head office)

Level	Name	Designation	Functional Designation	Contact No
1 <sup>st</sup>	Md. Naquibul Islam	SEVP & Head of Operations Division	Head	Phone: 02-222274844-53, Ext-231 (working hour) E-mail: <a href="mailto:customer.service@premierbankltd.com">customer.service@premierbankltd.com</a>
2 <sup>nd</sup>	Mr. Shibly Sadeque	EVP & Head of International Division	Deputy Head	Phone: 02-222274844-53, Ext-180(working hour) E-mail: <a href="mailto:customer.service@premierbankltd.com">customer.service@premierbankltd.com</a>
3 <sup>rd</sup>	Mr. Md. Humayun Kabir	SVP & Head of IT (CC)	Member	Phone: 02-222274844-53, Ext- 321 (working hour) E-mail: <a href="mailto:customer.service@premierbankltd.com">customer.service@premierbankltd.com</a>
4 <sup>th</sup>	Mr. Md. Mostafa Kamal	SEO & Head of Service Quality Department	Member	Phone: 02-222274844-53, Ext-439 (working hour) E-mail: <a href="mailto:customer.service@premierbankltd.com">customer.service@premierbankltd.com</a>
5 <sup>th</sup>	Ms. Towhida Islam Shila	SEO, Service Quality Department	Member	Phone: 02-222274844-53, Ext-439 (working hour) E-mail: <a href="mailto:customer.service@premierbankltd.com">customer.service@premierbankltd.com</a>