

Citizen Charter

The Premier Bank PLC.



Citizen Charter
Updated on December 2024

OUR VISION:

The Bank has a clear vision towards its ultimate destiny to be the best amongst the top financial institutions.

OUR MISSION:

- To be the most caring and customer friendly provider of financial services, creating opportunities for more people in more places.
- To ensure stability and sound growth whilst enhancing the value of shareholders investments
- To aggressively adopt technology at all levels of operations and to improve efficiency and reduce cost per transaction.
- To ensure a high level of transparency and ethical standards in all business transacted by the Bank.
- To provide congenial atmosphere which will attract competent work force who will be proud and eager to work for the Bank.
- To be socially responsible and strive to uplift the equality of the life by making effective contribution for social development.

PREMIER BANK'S INFORMATION:



REGISTERED OFFICE:
Iqbal Center (4th floor)
42 Kemal Ataturk Avenue
Banani, Dhaka – 1213

24/7 CUSTOMER SERVICE CALL CENTER:
16411 (for Local Calls)
+8809612016411 (for Overseas Calls)

PABX HUNTING NUMBERS:
+880-2-22274844-8

WEBSITES:
<https://premierbankltd.com/pbl/>

FACEBOOK:
<https://www.facebook.com/ThePremierBankPLC>

SWIFT CODE:
PRMRBDDH

ATM & BRANCHES LOCATOR:
<https://premierbankltd.com/pbl/atm-branch-locator>

OFFICE HOURS:
Sunday-Thursday: 10:00 AM to 06:00 PM
Friday & Saturday: Weekly Holidays
Saturday Banking: 10:00 AM to 02:00 PM

TRANSACTION HOURS:

Sunday-Thursday: 10:00 AM to 04:00PM
Friday & Saturday: Weekly Holidays
Saturday Banking: 10:00 AM to 01:00 PM

EVENING BANKING (17):

| Sl. No. | Name | Sl. No. | Name |
|---------|----------------------|---------|---------------------------------|
| 1 | Agrabad Branch | 10 | Gulshan Branch |
| 2 | Banani Branch | 11 | Imamgonj Branch |
| 3 | Barisal Branch | 12 | Kawran Bazar Branch |
| 4 | Bhairab Bazar Branch | 13 | Khatungonj Branch |
| 5 | Dhaka EPZ Branch | 14 | Khulna Branch |
| 6 | Dhanmondi Branch | 15 | Motijheel Branch |
| 7 | Dilkusha Branch | 16 | O. R. Nizam Road Branch |
| 8 | Elephant Road Branch | 17 | Sylhet Branch (Islamic Banking) |
| 9 | Uttara Branch | | |

FOREIGN EXCHANGE AUTHORIZED DEALER BRANCHES (20):

| Sl. No. | Branch Name | AD Code | Sl. No. | Branch Name | AD Code |
|---------|--------------|---------|---------|---------------------|---------|
| 1 | Gulshan | 2149 | 11 | Uttara | 2159 |
| 2 | Dilkusha | 2150 | 12 | Elephant Road | 2160 |
| 3 | Agrabad | 2151 | 13 | Mohakhali | 2161 |
| 4 | Imamgonj | 2152 | 14 | Narayangonj | 2162 |
| 5 | Kawran Bazar | 2153 | 15 | Bangshal | 2163 |
| 6 | Motijheel | 2154 | 16 | O R Nizam Road | 2164 |
| 7 | Banani | 2155 | 17 | Gulshan circle 2 | 2165 |
| 8 | Khatungonj | 2156 | 18 | Dilkusha Corporate | 2166 |
| 9 | Khulna | 2157 | 19 | CTOD | 2167 |
| 10 | Dhanmondi | 2158 | 20 | Gulshan Glass House | 2168 |

ISLAMI BANKING WINDOW (25):

| Sl. No. | IBW (Dhaka) | Sl. No. | IBW (Others) |
|---------|----------------------|---------|------------------------------|
| 1 | IBW Dilkusha | 1 | IBW Agrabad, Chattogram |
| 2 | IBW Gulshan | 2 | IBW O R Nizam Rd, Chattogram |
| 3 | IBW Banani | 3 | IBW Khulna, Khulna |
| 4 | IBW Motijheel | 4 | IBW Barisal, Barisal |
| 5 | IBW Dhanmondi | 5 | IBW Narayangonj, Narayangonj |
| 6 | IBW Uttara, | 6 | IBW Rajshahi, Rajshahi |
| 7 | IBW Bangshal | 7 | IBW Mymensingh, Mymensingh |
| 8 | IBW Kakrail | 8 | IBW Bogura, Bogura |
| 9 | IBW Panthapath | 9 | IBW Rangpur, Rangpur |
| 10 | IBW Gulshan Circle-2 | 10 | IBW Board Bazar, Gazipur |
| 11 | IBW Shyamoli | 11 | IBW Narsingdi, Narsingdi |
| 12 | IBW Dilkusha Corp. | 12 | IBW Faridpur, Faridpur |
| | | 13 | IBW Bashgari, Kishorgonj |

BRANCH LIST HAVING BANK LOCKER SERVICE (15)

| Sl. No. | Branch Name | Sl. No. | Branch Name |
|---------|----------------------------|---------|--------------------------|
| 1 | Gulshan Branch | 9 | Ashuganj Branch |
| 2 | Banani Branch | 10 | Kalabagan Branch |
| 3 | Dhanmondi Branch | 11 | Tangail Branch |
| 4 | Uttara Branch | 12 | Panthapath Branch |
| 5 | Khulna Branch | 13 | Nikunja Branch |
| 6 | O. R. Nizam Road Branch | 14 | Asad Gate Branch |
| 7 | Banani SME Branch | 15 | Chowdhurybari Sub-Branch |
| 8 | Gulshan Glass House Branch | | |

ISLAMI BANKING BRANCH (IBB) (2):

| Sl. No. | Name |
|---------|----------------|
| 1 | IBB, Mohakhali |
| 2 | IBB, Sylhet |

SATURDAY BANKING (10):

| Sl. No. | Name | Sl. No. | Name |
|---------|-------------|---------|-------------------|
| 1 | Gulshan | 6 | Agrabad |
| 2 | Banani | 7 | Mohakhali |
| 3 | Narayangonj | 8 | Dhanmondi |
| 4 | Motijheel | 9. | Gulshan Circle -2 |
| 5 | Uttara | 10. | Khulna |

FAST TRACK (5):

| Sl. No. | FT Terminal Name | Address |
|---------|-------------------------------|--|
| 1 | Rokeya Saroni fast track | Opi plaza, 7/8, mirpur-10, Dhaka |
| 2 | Jamuna Future Park Fast Track | Jamuna Future Park, level # 05, Dhaka |
| 3 | Chashara fast track | Al-joinal trade, chasara mor, Narayangonj |
| 4 | Bandor sub fast track | Chowdhury plaza 753/1 willson road, Bandar |
| 5 | Bscic fast track | Enayet nagor, fatulla, Narayangonj |

PREMIER BANK SECURITIES LIMITED(PBSL)

Iqbal Center (12th floor)
42 Kemal Ataturk Avenue
Banani, Dhaka – 1213

REMITTANCE SERVICE (13):

| Sl. No. | Name |
|---------|---|
| 1 | Max Money SDN BHD, Malaysia |
| 2 | Money Gram |
| 3 | Dolex Dollar Express Inc. |
| 4 | Wall Street Finance L.L.C. |
| 5 | Multinet Trust Exchange L.L.C. |
| 6 | Aftab Currency Exchange |
| 7 | Prabhu Money Transfer |
| 8 | U Remit International Corporation, Canada |
| 9 | Merchantrade Asia Sdn Bhd. |
| 10 | Turbo Cash |
| 11 | Ria Financial Service |
| 12 | Western Union |
| 13 | Cash Express –AL Ansari |

TOTAL BRANCH

Total Branch: 136
Sub Branch: 67

PRODUCTS AT A GLANCE

CORPORATE BANKING PRODUCTS

- Short Term Finance, Long Term Finance
- Trade Finance (Import & Export)
- Work Order Finance
- Syndications & Structure Finance
- Lease Finance

RETAIL LOAN PRODUCTS

- Premier Home Loan
- Premier Home Loan for Freedom Freighter
- Auto Loan Consumer Credit Scheme (CCS)
- Secured Loan
- Salary Loan
- Travel Loan

SME BANKING PRODUCTS

- Medium and Long Term Finance
- Working Capital Finance
- Trade Finance
- Women Entrepreneurship Loan Micro and Cottage Finance
- Rural & Agriculture Finance (Premier Grameen Swanirvor) Premier Samridhi (Loan product for 10/50/100 BDT A/C Holder)

CARD PRODUCTS

- EMV Visa Classic-Local/International
- EMV Visa Gold-Local/International
- EMV Gold Dual Currency Card (MasterCard) EMV Platinum Dual Currency Card (VISA/MasterCard)
- EMV Debit Card Local (VISA/MasterCard)
- EMV TC/Hajj Prepaid Card (VISA/MasterCard)

DEPOSIT PRODUCTS

- | | |
|---|--|
| ▪ Savings Account (SB) | ▪ Premier Remittance Savers Account (RSA) |
| ▪ Special Notice Deposit Account | ▪ Current Account (CD) |
| ▪ Premier Super Account | ▪ Foreign Currency (FC) Account |
| ▪ Premier 50 Plus Account | ▪ Non-Resident Foreign Currency Deposit Account (NFCD) |
| ▪ Premier Double Benefit scheme | ▪ Resident Foreign Currency Deposit Account (RFCD) |
| ▪ Premier Genius Account/School Banking Account | ▪ Fixed Deposit (FDR) |
| ▪ Premier Esteem Savers | ▪ Double Benefit Scheme (DBS) |
| ▪ Premier Excel Savers | ▪ Education Savings Scheme (ESS) |
| ▪ Premier Shadhinota Account | ▪ Monthly Income Scheme (MIS) |
| ▪ Premier High-Performance | ▪ Monthly Savings Scheme (MSS) |
| ▪ Premier Payroll Account | ▪ Shwapno Deposit Scheme |
| ▪ Registered Retirement Deposit Plan (RRDP) | ▪ Premier Senior Citizen Monthly Benefit Scheme |
| ▪ Premier Genius SOD Account | |

DIGITAL BANKING SERVICES

- Mobile App (pmoney)
- ATM Banking
- Premier Fast Track Mobile Banking Manager (MBM)
- E-Statement Service
- Electronic Fund transfer through BEFTN (EFT)

ISLAMIC BANKING PRODUCTS

- Al-Wadiah Current Deposit (AWCD)
- Mudaraba Savings Deposit (MSD)
- Mudaraba Short Notice Deposit (MSND)
- Mudaraba Premier Genius Account (MPGA)
- Mudaraba Premier Excel Savers Account (MPESA)
- Mudaraba Premier Esteem Savers Account (MPESA)
- Cash Waqf Deposit Account
- Mudaraba Payroll Account
- Mudaraba Premier Sadhinota Account
- Mudaraba Premier Remittance Saver Account
- Mudaraba Foreign Currency Account
- Mudaraba Non-Resident Foreign Currency Deposit Account
- Mudaraba Resident Foreign Currency Deposit Account
- Mudaraba Term Deposit Receipt (MTDR)
- Mahar Savings Scheme (Mahar)
- Hajj Plan Scheme
- Mudaraba Hajj Savings Scheme (MHSS)
- Mudaraba Monthly Income Scheme (MMIS)
- Mudaraba Monthly Savings Scheme (MMSS)
- Mudaraba Double Benefit Scheme (MDBS)

INVESTMENT PRODUCTS

- Bai' Al-Murabaha Bai' Al-Muajal
- Bai' As-Salam
- Musharaka Documentary Bills
- Hire Purchase under Shirkatul Milk (HPSM)
- Premier Tijarah Personal (Consumer) Finance
- Premier Tijarah Auto Finance
- Premier Tijarah Home Finance

OTHER BANKING SERVICES

- | | |
|------------------------------------|--------------------------------|
| ▪ Student File Service | ▪ Brokerage House Service |
| ▪ Locker Service | ▪ Utility Bill Payment Service |
| ▪ Nationwide Collection Service | ▪ MRP/MRV Payment Service |
| ▪ Remittance Payment Service | ▪ POS Terminal Service |
| ▪ Hajj Pilgrims Service | ▪ Treasury Service |
| ▪ Online & Evening Banking Service | ▪ SWIFT Services etc. |

- Premier Supreme Savings Account
- Premier Quick Account
- Senior Citizen FDR A/C
- Premier Educational Savings Scheme
- Premier IFFD (Interest first fixed Deposit)

SERVICES AT A GLANCE:

GENERAL BANKING (GB) SERVICES

| List of Service | Service Point | Service Deliver | Service Time |
|--|-------------------------------------|----------------------|----------------|
| ▪ Account Opening (CD, SB, MSS, MIS, DBS, SND, FDR) | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Account Opening (Corporate) | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Account Closing | A/C Opening Desk | A/C Opening Desk | Same Day |
| ▪ Account Information Update (Retail) | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Account Information Update (Corporate, Mandate etc.) | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Deceased Account Close (with nominee) | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Dormant Account Activation | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ FD/ MTD Encashment | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ FD/ MTD Related Services | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Encashment of MSS | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Inter Branch/ Online Balance Transfer | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Sanchayapatra Issuance | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Encashment of Sanchayapatra | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Cheque Books Issue | Front Desk Customer Service Officer | GB Desk | 10 Days |
| ▪ Debit Card Issue | Front Desk Customer Service Officer | GB Desk | 05 Days |
| ▪ Statement Supply | Front Desk Customer Service Officer | GB Desk | Instantly |
| ▪ Solvency Certificates Issue | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Tax Certificates Issue | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Pay Order Issue/encashment | Pay Order Issue desk | Pay Order Issue desk | Same Day |
| ▪ Demand Draft Issue | Front Desk Customer Service Officer | GB Desk | Same Day |
| ▪ Locker Service | Front Desk Customer Service Officer | GB Desk | Same Day |
| • Withdrawal Interest of FDR | Front Desk Customer Service Officer | Cash counter | Same Day |
| • Stop payment of Cheque/Pay order | A/C Opening Desk | Clearing Dept. | Same Day |
| • Account Transfer | GB Desk | GB Desk | Same Day |
| • Cash | Cash counter | Cash counter | Instantly |
| • Cash Deposit | Cash counter | Cash counter | Instantly |
| • Cash Withdrawal | Cash counter | Cash counter | Instantly |
| • Cheque Deposit | Cash counter | Cash counter | 2 working Days |
| • E-KYC | Online Platform (Ibanking / Pmoney) | Digital/Branch | Same Day |
| • pmoney | Online Platform (Ibanking / Pmoney) | Digital/Branch | Instantly |
| • Online Banking through website (Internet) | Online Platform (Ibanking) | Digital/Branch | Instantly |

GENERAL BANKING (GB) SERVICES

| List of Service | Service Point | Service Deliver | Service Time |
|---|-------------------------------------|-----------------------------------|----------------|
| • Bank Guarantee Re-confirmation | Operations Division | Operations Division – Head Office | 2 Working Days |
| • Re-Confirmation of Marking Lien | Operations Division | Operations Division – Head Office | 2 Working Days |
| • Deceased Account Payment to Nominee/ Successor(s) | Front Desk Customer Service Officer | GB Desk | 3 Working Days |
| • Duplicate Issuance of Lost Instrument | Front Desk Customer Service Officer | GB Desk | 2 Working Days |

UTILITY SERVICES

| List of Service | Service Point | Service Deliver | Service Time |
|--|-------------------|-------------------|--------------|
| ▪ Utility Bill Collection (DPDC, DESCO, TITAS, BREB, WASA, WZPDCL, NESCO) | Cash Counter | Cash Counter | Instantly |
| ▪ Automated Challan System (ACS) | Branch/Digital | Branch/Digital | Instantly |
| ▪ Booth Services: ▪ Utility Bill Collection (DPDC, DESCO, TITAS, BREB, WASA, WZPDCL, NESCO) | Collection Booths | Collection Booths | Instantly |

CREDIT RELATED SERVICES

| List of Service | Service Point | Service Deliver | Service Time |
|---|-------------------------------------|---------------------|--|
| • Loan & Advance (Overdraft Loan (OD)/Cash Credit (CC)/CCS/Car Loan | Sales Unit/CRM | Branch Credit Dept. | 1 month but time depends upon head office approval and submission of papers by customers |
| • Bank Guarantee (BG), PG Given | Credit Administration Division - HO | CAD | |
| • Loan Proposal processing (New/ Renewal) | Branch CRM | Branch CRM | 5 Days |
| • Loan Closing/ Realization | Branch CRM | Branch CRM | 4 Days |
| • SOD (FO) | Credit Administration Division - HO | CAD | Same Day |
| • SOD (FDR) | Cash counter | Cash counter | Same Day |
| • Release of Bank Guarantee | Credit Administration Division - HO | CAD | Same Day |
| • Authentication of Bank Guarantee | Credit Administration Division - HO | CAD | Same Day |
| • Credit Facility Certificates | Credit Administration Division - HO | CAD | Same Day |
| • e-GP e-Procurement (Existing Client) | Credit Desk | Credit Desk | Same Day |
| • e-GP e-Procurement (New Client) | Credit Desk | Credit Desk | Same Day (Subject to HO Approval) |

FOREIGN EXCHANGE SERVICES

| List of Service | Service Point | Service Deliver | Service Time |
|---|--------------------|-----------------------|---|
| ▪ LC Issuance | Foreign Trade Desk | Foreign Trade Desk | Same Day |
| ▪ LC Transfer | Foreign Trade Desk | Foreign Trade Desk | Same Day |
| ▪ Packing Credit (PC) | Foreign Trade Desk | Foreign Trade Desk | Same Day |
| ▪ Bill Acceptance | Foreign Trade Desk | Foreign Trade Desk | Same Day |
| ▪ Export Development Fund (EDF) | Foreign Trade Desk | Foreign Trade Desk | Subject to receipt of fund from Bangladesh Bank |
| ▪ Cash Incentives | Foreign Trade Desk | Foreign Trade Desk | |
| ▪ Export LC/Contract Lien | Foreign Trade Desk | Foreign Trade Desk | Same Day |
| ▪ Remittance Issue, Wage Earners Remittance | Foreign / GB Desk | Foreign Trade Desk | Same Day |
| ▪ FC RTGS | Foreign Trade Desk | Foreign Trade Desk/ID | Same Day |
| ▪ Student File | Foreign Trade Desk | Foreign Trade Desk | Same Day |

CARD SERVICES (VISA & Master)

| List of Service | Service Point | Service Deliver | Service Time |
|--|---------------|----------------------------|--------------|
| ▪ Card Issuance (Debit & Credit Card, Prepaid card, Hajj Card) | Card Division | Branch level/Card Division | Same Day |
| ▪ Card Maintenance | Card Division | Card Division | Same Day |
| ▪ Card Renewal | Card Division | Card Division | Same Day |
| ▪ Card Activation | Card Division | Card Division | Same Day |
| ▪ Endorsement | Card Division | Card Division | Same Day |
| ▪ Changing Product Category (Classic/Gold/Platinum) | Card Division | Card Division | Same Day |
| ▪ E-Commerce Transaction Access | Card Division | Card Division | Same Day |
| ▪ Limit Enhancement | Card Division | Card Division | Same Day |
| ▪ Credit Card Closure (Unsecured) | Card Division | Card Division | Same Day |
| ▪ Credit Card Closure (Secured) | Card Division | Card Division | Same Day |
| ▪ No Objection Certificate (NOC) | Card Division | Card Division | Same Day |
| ▪ Waiver/ Reversal | Card Division | Card Division | Same Day |
| ▪ Card & Pin Delivery (Contact with Customer before card & pin delivery) | Card Division | Card Division | 10 days |

ISLAMIC BANKING SERVICES

| List of Service | Service Point | Service Deliver | Service Time |
|--------------------------------|---------------------|---------------------|--------------|
| ▪ Personal Finance /Investment | Islamic Branch/ IBW | Islamic Branch/ IBW | 10 days |
| ▪ Auto Finance | Islamic Branch/ IBW | Islamic Branch/ IBW | 10 days |
| ▪ Bai-Muazzal | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ Bai-Murabaha | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ Bai-Salam | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ Bai-Istishna | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ MURABAHA (LC) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ MURABAHA (Pre-Shipment) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |

| | | | |
|------------------------------------|---------------------|---------------------|---------|
| ▪ MURABAHA TR | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ BAI-MUAJJAL (MTDR AND SCHEME) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ BAI-MUAJJAL (REAL ESTATE) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ AI-MUAJJAL (EXPORT) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ MURABAHA IMPORT BILL (EDF) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ HPSM-TRANSAPORT | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ HPSM-INDUSTRIAL | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ HPSM-STAFF HOUSE BUILDING | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ HPSM-STAFF CAR | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ HPSM-C.C.S (PERSONAL IN.STAFF) | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |
| ▪ HPSM OTHER - C- SALARY AND WAGES | Islamic Branch/ IBW | Islamic Branch/ IBW | 15 Days |

2.1 PREMIER BANK CITIZEN SERVICES

RETAIL BANKING SERVICES

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|--|---|--|--|---|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1 | Accounts Opening: <ul style="list-style-type: none"> Current Account Savings Account Short Notice Deposit Premier Esteem Savers Premier Excel Savers Premier Remittance Savers Premier Women's Savers Account (SANCHITA) Premier Shadhinota Account Premier Double Benefit scheme Foreign Currency Non-Resident Foreign Currency Deposit Resident Foreign Currency Deposit Premier Payroll Premier Supreme Savings Account Premier Genius SOD Account Premier Senior Citizen Monthly Benefit Scheme Premier IFFD (interest first fixed Deposit) Premier Educational Savings Scheme Senior Citizen FDR A/C Shanchaypatra Prize bond Term Deposit Loan Services Locker Service School Banking Remittance Service Student File Service Agent Banking | Customer visits at Branch Sub-Branch Agent Outlet and submit duly filled Account Opening Form with required documents * The above forms are to be correctly and completely filled up by Customer his/her-self and supported by required documents depending on what type of accounts to be opened. | Prescribed Account Opening Form with supporting documents <ul style="list-style-type: none"> NID/ Valid Passport/Birth Certificate Two Passport Photo size NID Copy of Nominee's Income TAX Return Submission Utility Bills Source of Fund- Salary Certificate/Appointment Letter for Service Holders Trade License/Memorandum and Articles of Association, Form XII and Schedule X Board resolution Sale Deed for Sale of Property Rental Deed/Utility Bills/Ownership Documents for Landlord Certificate of Registration and Self-Declaration for Self-Employed Professional Beneficiary Owner's Source of Fund Document in case of Student/Housewife/Unemployed Customer Declaration (If Any) Citizenship Certificate Photocopy of work permit Loan application form and other required documents CIB Form Locker rental application form DOWNLOAD FORMS Web Address: https://premierbankltd.com/pbl/download-forms/ SERVICE POINT: Branch / Sub-Branch / Agent Banking Outlet / Online Banking | Service Charges will be applicable as per Schedule of Charges. Details/Information visit our website https://premierbankltd.com/pbl/schedule-of-charges/ | Same Day Upon submission of all prescribed and required documents to respective Branch | Front Desk Customer Service Officer To inquire for Branch / Sub-Branch / Agent Outlet or nearest location, encouraging to obtain information from: 📞 Call Center 16411 ✉ Email: Email:grpetail@premierbankltd.com |






For Specific Product details/Information visit ourwebsite:

<https://premierbankltd.com/pbl/category/retail-banking/>

CORPORATE BANKING SERVICES

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|---|---|---|--|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 2 | <p>Accounts Opening:</p> <ul style="list-style-type: none"> Current Account Limited Companies, Corporations and Autonomous Bodies Association/Club/Charity/Trust/Society/School/College Fixed Deposit (FDR) <p>Corporate Finance</p> <ul style="list-style-type: none"> Short Term Finance Long Term Finance Foreign Trade Finance Work Order/Construction Finance Term/Project loan Working Capital Loan <p>• Syndications and structured Finance</p> <p>• Cash Management Solutions</p> <ul style="list-style-type: none"> Account Services & Liability Products Nationwide Collection Payment Service Cash Pickup & Cash Delivery Utility Bill Collection Collection Booth IPO Management Hajj & HAAB Services Electronic Government Procurement (eGP) Payment Service | Customer visits at Branch/Sub-Branch / Agent Outlet and submit the duly filled Account Opening Form with required documents to respective Bank Officials. | <p>Prescribed Account Opening Form with supporting documents</p> <ul style="list-style-type: none"> NID/ Valid Passport/Birth Certificate Customer Two copies passport size Photo passport size Photo and NID Copy of Nominee, Income TAX Return Submission Utility Bills Trade License / Corporate Documents Other Document as appropriate and necessary as per regulation Source of Fund- Salary Certificate/Appointment Letter for Service Holders Trade License/Memorandum and Articles of Association, Form XII and Schedule X Board resolution Sale Deed for Sale of Property Rental Deed/Utility Bills/Ownership Documents for Landlord CIB Form ICRR Score Sheet, Credit Rating, Financial Statement with DVC, Regulatory and Business related documents, quotation, Pro-forma Invoice, Valuation and legal opinion of collateral security, project profile with feasibility study, and other pertinent documents. Client Request Letter for utility service, Bill Copy, Deposit Slip with Branch seal, Payment Confirmation from Branches, Payment Confirmation from Utility Service Holder etc. <p>DOWNLOAD FORMS</p> <p>Web Address:</p> <p>https://premierbankltd.com/pbl/download-forms/</p> <p>SERVICE POINT :</p> <p>Bank Branch / Sub-Branch Agent Banking Outlet / Online</p> | <p>Service Charges will be applicable as per Schedule of Charges.</p> <p>Details/Information visit our website</p> <p>https://premierbankltd.com/pbl/schedule-of-charges/</p> | <p>Same Day</p> <p>Upon submission of all prescribed and required documents to respective Branch</p> | <p>Front Desk Customer Service Officer</p> <p>To inquire for Branch / Sub-Branch / Agent Outlet or nearest location, encouraging to obtain information from:</p> <p>Call Center 16411 Email: cbd@premierbankltd.com</p> |

SMALL AND MEDIUM-SIZED ENTERPRISES (SME) BANKING SERVICES :

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|--|--|---|---|--|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 3 | <p> Accounts Opening</p> <p> Loan</p> <ul style="list-style-type: none"> Medium & Long Term Loan Trade Finance Working Capital Finance Woman Entrepreneurship Loan Micro & Agriculture Finance Motor Bike Loan Home Loan Boshot Vita Loan Auto Loan Education Loan Personal Loan <p>Service</p> <ul style="list-style-type: none"> Transaction Banking Wealth Management | <p>Customer visits at Branch/Sub-Branch / Agent Outlet and submit the duly filled Account Opening Form with required documents to respective Bank Officials.</p> | <p>Prescribed Account Opening Form with supporting documents</p> <ul style="list-style-type: none"> NID/ Valid Passport/Birth Certificate Customer Two copies passport size photo Nominee Photo (passport size) and NID TIN Certificate VAT certificate (Only in Applicable case) Utility Bills copy Trade License Other Documents as appropriate and necessary as per regulation <p>The account application form is to be correctly and completely filled up / written by Customer his/her-self with supporting documents depending on what type of accounts to be opened.</p> <p>DOWNLOAD FORMS</p> <p>https://premierbankltd.com/pbl/download-forms/</p> <p>SERVICE POINT :</p> <p>Bank Branch / Sub-Branch Agent Banking Outlet / Online</p> | <p>Service Charges will be applicable as per Schedule of Charges.</p> <p>Details/Information visit our website</p> <p>https://premierbankltd.com/pbl/schedule-of-charges/</p> | <p>Same Day</p> <p>Upon submission of all prescribed and required documents to respective Branch</p> <p> Loan</p> <p>For any viable credit proposal minimum lead time is taken depending on the nature of credit(01 day to 7 working days)</p> | <p>Front Desk Customer Service Officer</p> <p>To inquire for Branch / Sub-Branch / Agent Outlet or nearest location, encouraging to obtain information from:</p> <p> Call Center 16411</p> <p> Email: Grphosme@premierbankltd.com</p> |

CARD SERVICES

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|--|---|---|---|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 4 | <p>✚ Accounts Opening</p> <p>✚ Credit Card</p> <p>Dual Currency Card</p> <p>Platinum Card</p> <p>Gold Card</p> <p>International Credit Card</p> <p>Classic Card</p> <p>✚ Debit Card</p> <p>✚ Prepaid Card</p> <p>✚ Prepaid Hajj Card</p> <p>✚ Prepaid Travel Card</p> <p>✚ Card lost & found service</p> <p>✚ POINT OF SALE (POS)</p> | <p>Customer visits at Branch/Sub-Branch / Agent Outlet/Card division and submit the duly filled Account Opening Form/Card application form with required documents to respective Bank Officials.</p> <p>Contact by email: cops@premierbankltd.com</p> <p>https://premierbankltd.com/pbl/apply-for-a-product/</p> | <p>Prescribed Account Opening Form / Card application form with supporting required regulatory documents:</p> <p>The Account Opening Form / Card application form is to be correctly and completely filled up / written by Customer his/her-self with supporting documents depending on what type of cards to be taken.</p> <p>DOWNLOAD FORMS</p> <p>Credit Card/Debit Card/Prepaid Card https://premierbankltd.com/pbl/download-forms/</p> | <p>Service Charges will be applicable as per Schedule of Charges.</p> <p>Details/Information visit our website https://premierbankltd.com/pbl/schedule-of-charges/</p> | <p>7 Working Days</p> <p>Upon submission of all prescribed and required documents to respective Branch/ Card division</p> | <p>Front Desk Customer Service Officer</p> <p>To inquire for Branch / Sub-Branch / Agent Outlet/ Card division or nearest location, encouraging to obtain information from:</p> <p>✚ Call Center 16411 ✚ Email: cards@premierbankltd.com</p> |
| | | <p>Customer visits at Merchant / Branch</p> | <p>Premier Debit Card / Credit Card</p> <p>SERVICE POINT: Merchant / Branch</p> <p>SERVICE POINT: Branch/Card Division</p> | <p>Service Charges will be applicable as per Schedule of Charges.</p> <p>Details/Information <u>Visit our website</u> https://premierbankltd.com/pbl/schedule-of-charges/</p> | <p>Real Time</p> | <p>To inquire Merchant / Branch Please contact:</p> <p>✚ Call Center 16411 ✚ Email: customercarecentre@premierbankltd.com</p> |













ISLAMIC BANKING SERVICES

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|--|---|---|--|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 5 | <ul style="list-style-type: none"> Accounts Opening <ul style="list-style-type: none"> Al-Wadiah Current Mudaraba Savings Mudaraba Genius Mudaraba Excel Savers Mudaraba Esteem Savers Account Term Deposit <ul style="list-style-type: none"> Mahar Savings Scheme Hajj deposit scheme Umrah Hajj deposit scheme Investment Products <ul style="list-style-type: none"> Bai' Murabaha Bai' Muajjal Bai' Salam Bai' istisna Hire Purchase under Shirkatul Mielk (HPSM) Lease Finance Trade Finance <ul style="list-style-type: none"> Letter of Guarantee Letter of Credit/ Back to Back Letter of Credit Bill acceptance Student File Services | <p>Customer visits at Branch / Islamic Banking windows & submit the duly filled Account Opening Form with required documents to the respective Bank Officials.</p> | <p>Prescribed Account Opening Form with supporting documents</p> <ul style="list-style-type: none"> NID/ Valid Passport/Birth Certificate Two copies passport size Photo NID Copy of Nominee's Income TAX Return Submission Utility Bills <p>The account application form is to be correctly and completely filled up / written by Customer his/her-self with supporting documents depending on what type of accounts to be opened.</p> <p>DOWNLOAD FORMS https://premierbankltd.com/pbl/download-forms/</p> <p>SERVICE POINT: 2 dedicated Islamic Banking Branch (Mohakhali, Sylhet) / 25 Islamic Banking windows / Online</p> | <p>Service Charges will be applicable as per Schedule of Charges.</p> <p>Details/Information visit PBL website https://premierbankltd.com/pbl/schedule-of-charges/</p> | <p>Same Day</p> <p>Upon submission of all prescribed and required documents to respective Branch</p> | <p>Front Desk Customer Service Officer</p> <p>To inquire for Branch /25 Islamic Banking windows, encouraging to obtain information from:</p> <p>Call Center 16411 Email: grpibd@premierbankltd.com</p> |

DIGITAL BANKING SERVICES :

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|---|---|--|--------------|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 6 |  Auto Mated Teller Machine (ATM) | Customer visits at ATM Booth | Premier Bank ATM: <ul style="list-style-type: none"> ▪ Premier Debit Card ▪ Premier Credit Card Others bank ATM: <ul style="list-style-type: none"> ▪ Premier Debit Card ▪ Premier Credit Card Service Point: ATM Booth ATM Locations: https://premierbankltd.com/pbl/atm-branch-locator/?div=12 | Service Charges will be applicable as per Schedule of Charges. Details/Information visit our website https://premierbankltd.com/pbl/schedule-of-charges/ | Real Time | Service Maintenance Officer at Digital Banking Department  Call Center 16411  Email: digital.banking@premierbankltd.com |
| |  INTERNET BANKING  pmoney (Mobile Apps) <ul style="list-style-type: none"> ▪ Bill Bap ▪ Mobile Recharge ▪ E-KYC ▪ Pay vide QR Code ▪ Fund Transfer ▪ Mobile Recharge ▪ Service Request ▪ PBL Locate ▪ Online Merchant payment ▪ Credit card payment ▪ Quick Account  Branch QR Teller  Green PIN | Self-Service Through Web browser Mobile App Digital Device Smart phone Computer etc. | <ul style="list-style-type: none"> ▪ Valid Email ID ▪ Mobile Number ▪ NID, TIN, VAT, Trade License etc. ▪ Registration in Apps ▪ User ID & Password ▪ OTP & Unique Transaction Code (7 Digit) etc. SERVICE POINT: Global Self-Service | Service Charges will be applicable as per Schedule of Charges. | Real Time | <ul style="list-style-type: none"> ▪ Service Maintenance Officer at Digital Banking Department ▪ GB & Cash Counter at Branch level  Call Center 16411  Email: digital.banking@premierbankltd.com E-KYC Email: aml@premierbankltd.com cards@premierbankltd.com |

2.2 PREMIER BANK INSTUTUTIONAL SERVICES

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|--|---|---|--------------|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1 |  DPDC  DESCO  TITAS GAS  Bangladesh Rural Electrification Board (BREB)  WASA  West Zone Power Distribution (WZPDCL)  North DESCO | Online Application (App) Over the Cash Counter at Branch / Sub-Branch / Agent outlet/ Collection Booths | Original Bill Documents <u>SERVICE POINT:</u> Branch / Online | To be mentioned In Utility Bill Such as VAT, Late Charges etc. | Real Time | Cash Counter Officer Branch / Sub-Branch / Agent Outlet Further information:  Call Center 16411  Email: clcm@premierbankltd.com |
| 2 |  Automated Challan System (ACS) | Request through email & Hard Copy | <ul style="list-style-type: none"> ▪ Client Request Letter with Challan number ▪ Filled Automated Challan Form ▪ Challan details ▪ Challan Cash ▪ Confirmation Copy ▪ NID copy / Previous Passport copy ▪ Passport Office response <u>SERVICE POINT:</u> Branch / Online | As per approved Schedule of Charges. | Real Time | Branch / Sub-Branch / Agent Outlet Further information:  Call Center 16411  Email: clcm@premierbankltd.com |

2.3 PREMIER BANK INTERNAL SERVICES

IT SERVICES :

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|--|---|---------------------------------|--|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1 | Hardware Purchase, Delivery and Deployment | As per requirement of branch/Head office take approval of Management/EC. Then float Tender/RFQ for selecting Lowest bidder. Finally deliver and deploy the Hardware. | Vendor Offer, Management/EC Approval, Work Order, SLA | N/A | For PC 1 Month For Server & other device 12 Weeks(Approx) | HOIT, (CC),VP 01730325145 & humayun@premierbankltd.com |
| 2 | Hardware support | As per requirement In-house/Third party support vendor provide support | email | N/A | 1-7 days(Approx) | In-charge, Tech Operations, SAVP, 01787672674, mmislam@premierbankltd.com |
| 3 | Network Support for Branch, ATM & Head Office | Up and Running network with In-house resource and ISP if required | N/A | N/A | Instant | Network Admin, AVP, 01730002782, noc@premierbankltd.com |
| 4 | Internet Service Support | Up and Running Internet service | email | N/A | Instant | System Admin and DC Management, EO, 01787672673, grpitinfra@premierbankltd.com |
| 5 | Domain User | As per Branch/HO requirement new Domain user creation and maintenance. | Sealed and Signed Domain user form | N/A | Same Day | System Admin and DC Management, EO, 01787672673, grpitinfra@premierbankltd.com |
| 6 | email service | Up and running email communication | N/A | N/A | Instant | System Admin and DC Management, EO, 01787672673, grpitinfra@premierbankltd.com |
| 7 | CBS(GB, Credit, Trade Finance, Treasury, OBU) Support | Review & Analysis the requirement then Guide user | email | N/A | Instant | Team Lead, CBS Support, AVP, 01730002780, 01730002781, grpitbu@premierbankltd.com |

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|--|--|--|---------------------------------|------------------|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 8 | Surrounding Application(HRMS, CBRMS, ACS, eGP, HAAB,NID,KPI etc) & Utility Collection Software(DPDC, DESCO, Titas,WASA,BREB,BUFT,Oxford etc) Support | Review & Analysis the requirement then Guide user | email | N/A | Instant | Surrounding App Support, SO, 01730002780, appsupport@premierbankltd.com |
| 9 | Agent Banking Support | Review & Analysis the requirement then Guide user | email | N/A | Instant | Surrounding App Support, SO, 01730002780, appsupport@premierbankltd.com |
| 10 | MIS/Report Support | Review & Analysis the requirement then create/update new report/data | email | N/A | 2-7 days(Approx) | Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@premierbankltd.com |
| 11 | BACH/BEFTN/RTGS/NPSB Support | Ontime Clearing and support users | email | N/A | Instant | Alternate Delivery Channel, EO,01985552819, it-shahed@premierbankltd.com |
| 12 | Internet Banking and Mobile Apps(pmone) Support | Up and running Internet banking and Mobile apps | email | N/A | Instant | Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@premierbankltd.com |
| 13 | Remittance Software Support | Up and running Remittance Solution and Exchange houses | email | N/A | Instant | Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@premierbankltd.com |
| 14 | PBL Website Maintenance | Up and running PBL Website | email | N/A | Instant | Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@premierbankltd.com |
| 15 | SWIFT Technical Support | Up and running SWIFT service | email | N/A | Instant | System Admin and DC Management, EO, 01787672673, grpitinfra@premierbankltd.com |
| 16 | End of Day Process | Running EOD process and confirm next day business | N/A | N/A | 3 hours(Approx) | In-charge, Tech Operations, SAVP, 01787672674, mmislam@premierbankltd.com |

HUMAN RESOURCE SERVICES :

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|--|--|------------------------------------|--|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1 | Recruitment | Request through email | As per Human Resources Division Advice | N/A | Maximum 90 working days for each recruitment | Human Resources Division, Premier Bank Head Office |
| 2 | Human Resources Information System | Peoples HR and Request through email | As per Human Resources Division Advice | N/A | As & when required | Human Resources Division, Premier Bank Head Office |
| 3. | Salary, Commission, Incentive and other Allowance related query | Request through email | Employee ID | N/A | Within 7 working days from the request | Human Resources Division, Premier Bank Head Office |
| 4. | Staff Loan | Email/Hard copy application submission | Duly filled up Application Form | N/A | Within 15 working days from the request (For HBL: Subject to take of final approval) | Human Resources Division, Premier Bank Head Office |
| 5. | Separation (Post Resignation Formalities & End Service Benefit) | Email/Hard copy application submission | Clearance Certificate | N/A | 30 working days (Subject to adjustment of all liabilities) | Human Resources Division, Premier Bank Head Office |
| 6. | Training & Development | Request through email | Identified learning need assessment with necessary details Budgetary Approval | N/A | 1 Working Day to 30 Working Days | Human Resources Division, Premier Bank Head Office |
| 7. | Integrity Award under National Integrity Strategy (NIS) | Through Email | Nomination from Division | N/A | 30 working days once in a year after June | Human Resources Division, Premier Bank Head Office |
| 8. | Staff disciplinary issues | Reported incidents | Complaint, evidences, witnesses, as available | N/A | 21 days | Human Resources Division, Premier Bank Head Office |

GENERAL SERVICES:

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|---|--|---------------------------------|--|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1. | Establishment of new Branch, Sub-Branch, Unit Office and ATM & others outlet | ✓ According Management/EC /Board approval ✓ Bangladesh Bank approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | Within 06 (Six) months | <p>Mr. Syed Nowsher Ali The AMD and Head of General Services Division</p> <p>Phone No. +880-2-222274844-48</p> <p>E-mail: snali@premierbankltd.com</p> |
| 2. | Shifting & renovation of Existing Branch, Sub-Branch, Office and ATM & others outlet | | | No Charge | Within 06 (Six) months | |
| 3. | Renewal of Lease and related Service agreements | | | No Charge | Within 03 (Three) months | |
| 4. | Arrange for supply and installation & maintenance office equipment's (CCTV, AC, Generator, PABX etc.) | According Management/EC approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | 30 days to 45 days or depends on work. | |
| 5. | Vehicle Management <ul style="list-style-type: none"> Pool Car Management Renewal of Car documents Fuel Management | According Management/EC approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | 01 week | |
| 6. | All Types of printing and supply of office stationeries | According Management/EC approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | 15 days to 30 days or depends on work. | |
| 7. | Arrangement for insurance coverage for Cash and vehicle and others | According Management/EC approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | 01 week | |
| 8. | Arrangement for Physical Security Guarding | According Management/EC approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | 03 days | |
| 9. | Arrangement for Cleaner | According Management/EC approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | 03 days | |
| 10. | Central Godown Management | According Management approval | General Services Division, Head Office, Banani, Dhaka. | No Charge | Depends on job. | |

Other Internal Services:

| Sl. | Name of Services | Service Method | Required Documentation & Service Point | Service Charges Mode of payment | Service Time | Responsible Officer (Name, Designation, Phone & email) |
|-----|---|--|---|------------------------------------|---|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1. | Filing of Income Tax Return by employees | Submit Data through following Address https://forms.office.com/r/dJ0BF1AaYb | As per Financial Administration Division Advice | N/A | 2 minute | Financial Administration Division |
| 2. | Automated Debit Card Requisition System (DRS) | http://192.168.1.162/cardrequisition/public/login | As per Card Division Advice | N/A | 10-15 minute (Based on requisition volume) | Card Division |

3. CUSTOMERS' OBLIGATION:

Customers' obligation for seeking desired services:

- » Customers shall follow the banking norms, practices, functional rules etc.
- » Customers shall abide by the terms and conditions prescribed for each banking product and services.
- » Customers shall maintain disciplinary arrangement at the customer service points.
- » Customers shall convey their grievance to the bank in proper way or in prescribed form.
- » Customers shall convey the bank any changes in their address, contact numbers, KYC & TP.
- » Customer shall not try to show unreasonable persistence, demand, argument & behavior.
- » Customers generally shall ask any query at prescribed desk such as Customers' Service Desk, Help Desk, Information Desk or Enquiry Desk at first instance.
- » Customer should avoid misunderstanding as far as possible

4. COMPLAINT LODGEMENT PROCESS:

When Customer unable to avail desired services as per citizen charter, following steps can be followed.

| Sl. No. | When to contact | For whom to contact | Contact Address | Resolve Duration |
|---------|--|--|--|---|
| 1. | When responsible dealing officer failed to resolve within determined timeline | -Complaint Handling Officer (CHO) ▪ GB Incharge ▪ Operation Manager -Complaint Box at Branch | Respective Branch | Based on complaint (Instant/Same day/3 working days/7 working days/14 working days etc.) |
| 2. | When Complaint Handling Officer (CHO) failed to resolve within determined timeline | Appeal Officer: <u>Branch level:</u> Manager/Operation Manager <u>Head Office:</u> Service Quality Team(CCS&CMC) | -Respective Branch - Customer.service@premierbankltd.com (+8802) 222274844-08,Ext-439 | Based on complaint (Instant/Same day/3 working days/7 working days/14 working days etc.) |
| 3. | When Appeal Officer failed to resolve within determined timeline | <u>Complaint Management Cell(CMC):</u> ▪ Head of Operations ▪ Service Quality Team | Customer.service@premierbankltd.com (+8802) 222274844-08,Ext-439, 231 | Based on complaint (Instant/Same day/3 working days/7 working days/14 working days etc.) |

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