

# **Citizen Charter**

## **The Premier Bank PLC.**



# **Citizen Charter**

## **Updated on December 2025**

### 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 (4<sup>th</sup> 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:

+880-2-222274844-8

#### WEBSITES:

<https://thepremierbankplc.com>

#### FACEBOOK:

<https://www.facebook.com/ThePremierBankplc>

#### SWIFT CODE:

PRMRBDDH

#### ATM & BRANCHES LOCATOR:

<https://thepremierbankplc.com/branch-atm-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        | *Evening Banking services are closed from September, 2022 as per BRPD Circular Letter no. 36, September 06, 2022. |                                 |

#### 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     |

| 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    |

#### BRANCH LIST HAVING BANK LOCKER SERVICE (18)

| Sl. No. | Branch Name                | Sl. No. | Branch Name              |
|---------|----------------------------|---------|--------------------------|
| 1       | Gulshan Branch             | 10      | Ashuganj Branch          |
| 2.      | Gulshan Circle-2 Branch    | 11      | Kalabagan Branch         |
| 3       | Banani Branch              | 12      | Tangail Branch           |
| 4       | Dhanmondi Branch           | 13      | Panthapath Branch        |
| 5       | Uttara Branch              | 14      | Nikunja Branch           |
| 6       | Khulna Branch              | 15      | Asad Gate Branch         |
| 7       | O. R. Nizam Road Branch    | 16.     | Chowdhurybari Sub-Branch |
| 8       | Banani SME Branch          | 17.     | Gulshan Avenue Branch    |
| 9       | Gulshan Glass House Branch | 18      | Cox's Bazar SME          |

#### 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  
Agent Banking Outlet: 206

## 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

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▪ Savings Account (SB)</li> <li>▪ Special Notice Deposit Account</li> <li>▪ Premier Super Account</li> <li>▪ Premier 50 Plus Account</li> <li>▪ Premier Double Benefit scheme</li> <li>▪ Premier Genius Account/School Banking Account</li> <li>▪ Premier Esteem Savers</li> <li>▪ Premier Excel Savers</li> <li>▪ Premier Shadhinota Account</li> <li>▪ Premier High-Performance</li> <li>▪ Premier Payroll Account</li> <li>▪ Registered Retirement Deposit Plan (RRDP)</li> <li>▪ Premier Supreme Savings Account</li> <li>▪ Premier Quick Account</li> </ul> | <ul style="list-style-type: none"> <li>▪ Premier Remittance Savers Account (RSA)</li> <li>▪ Current Account (CD)</li> <li>▪ Foreign Currency (FC) Account</li> <li>▪ Non-Resident Foreign Currency Deposit Account (NFCD)</li> <li>▪ Resident Foreign Currency Deposit Account (RFCD)</li> <li>▪ Fixed Deposit (FDR)</li> <li>▪ Double Benefit Scheme (DBS)</li> <li>▪ Education Savings Scheme (ESS)</li> <li>▪ Monthly Income Scheme (MIS)</li> <li>▪ Monthly Savings Scheme (MSS)</li> <li>▪ Shwapno Deposit Scheme</li> <li>▪ Premier Senior Citizen Monthly Benefit Scheme</li> <li>▪ Senior Citizen FDR A/C</li> <li>▪ Premier Educational Savings Scheme</li> <li>▪ Premier IFFD (interest first fixed Deposit)</li> </ul> |
|---|---|

### 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

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

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▪ Student File Service</li> <li>▪ Locker Service</li> <li>▪ Nationwide Collection Service</li> <li>▪ Remittance Payment Service</li> <li>▪ Hajj Pilgrims Service</li> <li>▪ Online &amp; Evening Banking Service</li> </ul> | <ul style="list-style-type: none"> <li>▪ Brokerage House Service</li> <li>▪ Utility Bill Payment Service</li> <li>▪ MRP/MRV Payment Service</li> <li>▪ POS Terminal Service</li> <li>▪ Treasury Service</li> <li>▪ SWIFT Services etc.</li> </ul> |
|--|---|

## 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       |
| ▪ Sanchaypatra 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      |

| <b>GENERAL BANKING (GB) SERVICES</b>                |                                     |                                   |                     |
|---|-------------------------------------|-----------------------------------|---------------------|
| <b>List of Service</b>                              | <b>Service Point</b>                | <b>Service Deliver</b>            | <b>Service Time</b> |
| • 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      |

| <b>UTILITY SERVICES</b>  |                      |                        |                     |
|--|----------------------|------------------------|---------------------|
| <b>List of Service</b>   | <b>Service Point</b> | <b>Service Deliver</b> | <b>Service Time</b> |
| ▪ 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:  | Collection Booths    | Collection Booths      | Instantly           |
| ▪ Utility Bill Collection (DPDC, DESCO, TITAS, BREB,WASA,WZPDCL,NESCO) |                      |                        |                     |

| <b>CREDIT RELATED SERVICES</b>                                      |                                     |                        |  |
|---|-------------------------------------|------------------------|--|
| <b>List of Service</b>  | <b>Service Point</b>                | <b>Service Deliver</b> | <b>Service Time</b>  |
| • 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)  |

| <b>FOREIGN EXCHANGE SERVICES</b>            |                      |                        |  |
|---|----------------------|------------------------|--|
| <b>List of Service</b>                      | <b>Service Point</b> | <b>Service Deliver</b> | <b>Service Time</b>                                |
| ▪ 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<br>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   |

| <b>CARD SERVICES (VISA &amp; Master)</b>                                |                      |                            |                     |
|---|----------------------|----------------------------|---------------------|
| <b>List of Service</b>  | <b>Service Point</b> | <b>Service Deliver</b>     | <b>Service Time</b> |
| ▪ 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             |

| <b>ISLAMIC BANKING SERVICES</b> |                      |                        |                     |
|---------------------------------|----------------------|------------------------|---------------------|
| <b>List of Service</b>          | <b>Service Point</b> | <b>Service Deliver</b> | <b>Service Time</b> |
| ▪ 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-TRANSPORT                   | 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 |

#### AGENT BANKING SERVICES

| List of Service  | Service Point                       | Service Deliver                     | Service Time        |
|--|-------------------------------------|-------------------------------------|---------------------|
| Account Opening (Individual)-<br>Current/Savings Account | Agent Outlet                        | Agent Outlet                        | Same Day to 3 Days  |
| Account Opening of Corporate - Partnership               | Agent Outlet                        | Agent Outlet                        | Same Day to 6 Days  |
| Account Closing  | Agent Outlet                        | Agent Outlet                        | Same Day to 3 Days  |
| Account Information Update                               | Branch/Agent Outlet                 | Branch/Agent Outlet                 | Same Day to 6 Days  |
| Dormant Account Activation                               | Branch/Agent Outlet                 | Branch/Agent Outlet                 | Same Day to 3 Days  |
| FD/DPS Open Customer with operative account.             | Agent Outlet                        | Agent Outlet                        | Same Day to 2 Days  |
| FD / DPS Encashment                                      | Branch/Agent Outlet                 | Agent Outlet                        | Same Day to 3 Days  |
| Cash Withdrawal/ Deposit                                 | Branch Cash Counter/Agent<br>Outlet | Agent Outlet                        | Real Time           |
| Fund Transfer  | Branch Cash Counter/Agent<br>Outlet | Agent Outlet                        | Same Day            |
| Remittance Payment                                       | Agent Outlet                        | Agent Outlet                        | Same Day            |
| Issuing & Delivery Cheque Book                           | Branch Cash Counter/Agent<br>Outlet | Branch Cash Counter/Agent<br>Outlet | Same Day to 15 Days |
| Issuing & Delivery Debit Card                            | Branch Cash Counter/Agent<br>Outlet | Branch Cash Counter/Agent<br>Outlet | Same Day to 15 Days |

## 2.1 PREMIER BANK CITIZEN SERVICES

### 2.1.1. 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.  | <p> <b>Accounts Opening:</b></p> <ul style="list-style-type: none"> <li>▪ Current Account</li> <li>▪ Savings Account</li> <li>▪ Short Notice Deposit</li> <li>▪ Premier Esteem Savers</li> <li>▪ Premier Excel Savers</li> <li>▪ Premier Remittance Savers</li> <li>▪ Premier Women's Savers Account (SANCHITA)</li> <li>▪ Premier Shadhinota Account</li> <li>▪ Premier Double Benefit scheme</li> <li>▪ Foreign Currency</li> <li>▪ Non-Resident Foreign Currency Deposit</li> <li>▪ Resident Foreign Currency Deposit</li> <li>▪ Premier Payroll</li> <li>▪ Premier Supreme Savings Account</li> <li>▪ Premier Senior Citizen Monthly Benefit Scheme</li> <li>▪ Premier IFFD (interest first fixed Deposit)</li> <li>▪ Premier Educational Savings Scheme</li> <li>▪ Senior Citizen FDR A/C</li> <li> Shanchaypatra</li> <li> Prize bond</li> <li> Term Deposit</li> <li> Loan Services</li> <li> Locker Service</li> <li> School Banking</li> <li> Remittance Service</li> <li> Student File Service</li> <li> Agent Banking For Specific Product details/Information visit our website:<br/><br/><a href="https://thepremierbankplc.com/retail-banking/">https://thepremierbankplc.com/retail-banking/</a></li> </ul> | <p>Customer visits at Branch Sub-Branch Agent Outlet and submit duly filled Account Opening Form with required documents</p> <p>* The above forms are to be correctly and completely filled up by Customer his/herself and supported by required documents depending on what type of accounts to be opened.</p> | <p>Prescribed Account Opening Form with supporting documents</p> <ul style="list-style-type: none"> <li>▪ NID/ Valid Passport/Birth Certificate</li> <li>▪ Two Passport Photo size</li> <li>▪ NID Copy of Nominee's</li> <li>▪ Income TAX Return Submission</li> <li>▪ Utility Bills</li> <li>▪ Source of Fund- Salary Certificate/Appointment Letter for Service Holders</li> <li>▪ Trade License/Memorandum and Articles of Association, Form XII and Schedule X</li> <li>▪ Board resolution</li> <li>▪ Sale Deed for Sale of Property</li> <li>▪ Rental Deed/Utility Bills/Ownership Documents for Landlord</li> <li>▪ Certificate of Registration and Self-Declaration for Self-Employed Professional</li> <li>▪ Beneficiary Owner's Source of Fund Document in case of Student/Housewife/Unemployed</li> <li>▪ Customer Declaration (If Any)</li> <li>▪ Citizenship Certificate</li> <li>▪ Photocopy of work permit</li> <li>▪ Loan application form and other required documents</li> <li>▪ CIB Form</li> <li>▪ Locker rental application form</li> </ul> <p><b><u>DOWNLOAD FORMS</u></b></p> <p><b><u>Web Address:</u></b></p> <p><a href="https://thepremierbankplc.com/pbl/download-forms/">https://thepremierbankplc.com/pbl/download-forms/</a></p> <p><b><u>SERVICE POINT:</u></b></p> <p>Branch / Sub-Branch / Agent Banking Outlet / Online Banking</p> | <p>Service Charges will be applicable as per Schedule of Charges.</p> <p>Details/Information visit our website</p> <p><a href="https://thepremierbankplc.com/rates-charges/schedule-of-charges/">https://thepremierbankplc.com/rates-charges/schedule-of-charges/</a></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> <ul style="list-style-type: none"> <li>▪ Call Center 16411</li> <li>▪ Email: <a href="mailto:grpretail@thepremierbankplc.com">grpretail@thepremierbankplc.com</a></li> </ul> |

## 2.1.2. 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"> <li>▪ Current Account</li> <li>▪ Limited Companies, Corporations and Autonomous Bodies</li> <li>▪ Association/Club/ Charity/Trust/Society/ School/College</li> <li>▪ Fixed Deposit (FDR)</li> </ul> <p><b>Corporate Finance</b></p> <ul style="list-style-type: none"> <li>▪ Short Term Finance</li> <li>▪ Long Term Finance</li> <li>▪ Foreign Trade Finance</li> <li>▪ Work Order/ Construction Finance</li> <li>▪ Term/Project loan</li> <li>▪ Working Capital Loan</li> </ul> <p>• <b>Syndications and structured Finance</b></p> <p>• <b>Cash Management Solutions</b></p> <ul style="list-style-type: none"> <li>▪ Account Services &amp; Liability Products</li> <li>▪ Nationwide Collection</li> <li>▪ Payment Service</li> <li>▪ Cash Pickup &amp; Cash Delivery</li> <li>▪ Utility Bill Collection</li> <li>▪ Collection Booth</li> <li>▪ IPO Management</li> <li>▪ Hajj &amp; HAAB Services</li> <li>▪ Electronic Government</li> <li>▪ Procurement (eGP)</li> <li>▪ Payment Service</li> </ul> | <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"> <li>▪ NID/ Valid Passport/Birth Certificate</li> <li>▪ Customer Two copies passport size Photo</li> <li>▪ passport size Photo and NID Copy of Nominee,</li> <li>▪ Income TAX Return Submission</li> <li>▪ Utility Bills</li> <li>▪ Trade License / Corporate Documents</li> <li>▪ Other Document as appropriate and necessary as per regulation</li> <li>▪ Source of Fund- Salary Certificate/Appointment Letter for Service Holders</li> <li>▪ Trade License/Memorandum and Articles of Association, Form XII and Schedule X</li> <li>▪ Board resolution</li> <li>▪ Sale Deed for Sale of Property</li> <li>▪ Rental Deed/Utility Bills/Ownership Documents for Landlord</li> <li>▪ CIB Form</li> <li>▪ 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.</li> <li>▪ Client Request Letter for utility service, Bill Copy, Deposit Slip with Branch seal, Payment Confirmation from Branches, Payment Confirmation from Utility Service Holder etc.</li> </ul> <p><b>DOWNLOAD FORMS</b></p> <p><b>Web Address:</b></p> <p><a href="https://thepremierbankplc.com/pbl/download-forms/">https://thepremierbankplc.com/pbl/download-forms/</a></p> <p><b>SERVICE POINT :</b></p> <p>Bank Branch / Sub-Branch<br/>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><a href="https://thepremierbankplc.com/rates-charges/schedule-of-charges/">https://thepremierbankplc.com/rates-charges/schedule-of-charges/</a></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</p> |

## 2.1.3. 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> <b>Accounts Opening</b></p> <p> <b>Loan</b></p> <ul style="list-style-type: none"> <li>▪ Medium &amp; Long Term Loan</li> <li>▪ Trade Finance</li> <li>▪ Working Capital Finance</li> <li>▪ Woman Entrepreneurship Loan</li> <li>▪ Micro &amp; Agriculture Finance</li> <li>▪ Motor Bike Loan</li> <li>▪ Home Loan</li> <li>▪ Boshot Vita Loan</li> <li>▪ Auto Loan</li> <li>▪ Education Loan</li> <li>▪ Personal Loan</li> </ul> <p><b>Service</b></p> <ul style="list-style-type: none"> <li>• Transaction Banking</li> <li>• Wealth Management</li> </ul> | <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"> <li>• NID/ Valid Passport/Birth Certificate</li> <li>• Customer Two copies passport size photo</li> <li>• Nominee Photo (passport size) and NID</li> <li>• TIN Certificate</li> <li>• VAT certificate (Only in Applicable case)</li> <li>• Utility Bills copy</li> <li>• Trade License</li> <li>• Other Documents as appropriate and necessary as per regulation</li> </ul> <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><b>DOWNLOAD FORMS</b><br/> <a href="https://thepremierbankplc.com/pbl/download-forms/">https://thepremierbankplc.com/pbl/download-forms/</a></p> <p><b>SERVICE POINT :</b><br/>   Bank Branch / Sub-Branch<br/>   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><a href="https://thepremierbankplc.com/rates-charges/schedule-of-charges/">https://thepremierbankplc.com/rates-charges/schedule-of-charges/</a></p> | <p>Same Day</p> <p>Upon submission of all prescribed and required documents to respective Branch</p> <p> <b>Loan</b></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:<br/> <a href="mailto:Grphosme@thepremierbankplc.com">Grphosme@thepremierbankplc.com</a><br/> <a href="mailto:grpretail@thepremierbankplc.com">grpretail@thepremierbankplc.com</a></p> |

#### 2.1.4. CARD SERVICES

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

### 2.1.5. 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"> <li>• Accounts Opening           <ul style="list-style-type: none"> <li>▪ Al-Wadiah Current</li> <li>▪ Mudaraba Savings</li> <li>▪ Mudaraba Genius</li> <li>▪ Mudaraba Excel Savers</li> <li>▪ Mudaraba Esteem Savers Account</li> <li>▪ Premier Mudaraba High value Short Notice Deposit (PMHVSND)Account</li> </ul> </li> <li>• Term Deposit</li> <li>• Mahar Savings Scheme</li> <li>• Hajj deposit scheme</li> <li>• Umrah Hajj deposit scheme</li> <li>• Investment Products</li> <li>• Bai'Murabaha</li> <li>• Bai' Muajjal</li> <li>• Bai' Salam</li> <li>• Bai istisna</li> <li>• Hire Purchase under Shirkatul Miolk (HPSM)</li> <li>• Lease Finance</li> <li>• Trade Finance</li> <li>• Letter of Guarantee</li> <li>• Letter of Credit/ Back to Back Letter of Credit</li> <li>• Bill acceptance</li> <li>• Student File Services</li> </ul> | <p>Customer visits at Branch / Islamic Banking windows &amp; 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"> <li>▪ NID/ Valid Passport/Birth Certificate</li> <li>▪ Two copies passport size Photo</li> <li>▪ NID Copy of Nominee's</li> <li>▪ Income TAX Return Submission</li> <li>▪ Utility Bills</li> </ul> <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 style="text-align: center;"><b><u>DOWNLOAD FORMS</u></b><br/> <a href="https://thepremierbankplc.com/pbl/download-forms/">https://thepremierbankplc.com/pbl/download-forms/</a></p> <p style="text-align: center;"><b><u>SERVICE POINT:</u></b><br/> 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><b>Details/Information</b><br/> visit PBL website<br/> <a href="https://thepremierbankplc.com/rates-charges/schedule-of-charges/">https://thepremierbankplc.com/rates-charges/schedule-of-charges/</a></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<br/> Email: <a href="mailto:grpibd@thepremierbankplc.com">grpibd@thepremierbankplc.com</a></p> |

| 2.1.6. 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.                              |  Automated Teller Machine (ATM)<br><b>1. Banking Dashboard</b> <ul style="list-style-type: none"> <li><b>a. All type Banking Account</b> <ul style="list-style-type: none"> <li>- Available Amount</li> <li>- Account Details Information</li> <li>- Transaction History</li> <li>- Account Statement</li> </ul> </li> <li><b>b. Cards</b> <ul style="list-style-type: none"> <li>- Credit Limit</li> <li>- Spending limit BDT and USD</li> <li>- Minimum due BDT and USD</li> <li>- Card Details both BDT and USD</li> <li>- Transaction History</li> <li>- Statement</li> </ul> </li> </ul><br><b>2. Fund Transfer</b> <ul style="list-style-type: none"> <li><b>a. Bank Transfer</b> <ul style="list-style-type: none"> <li>- Own Bank A/C Fund Transfer</li> <li>- Within PBL Bank Fund Transfer</li> <li>- Other Bank Fund Transfer               <ul style="list-style-type: none"> <li>1. BEFTN</li> <li>2. RTGS</li> <li>3. NPSB</li> </ul> </li> </ul> </li> <li><b>b. Card Transfer</b> <ul style="list-style-type: none"> <li>- Bank Account to Own card fund transfer</li> <li>- Bank Account to Any PBL card fund transfer</li> <li>- Credit Card to Own Account fund transfer (Only BDT)</li> </ul> </li> </ul>         | Customer visits at ATM Booth for Withdrawal of Cash  | <b>Premier Bank ATM:</b> <ul style="list-style-type: none"> <li>▪ Premier Debit Card</li> <li>▪ Premier Credit Card</li> <li>▪ Other Bank Debit Card</li> <li>▪ Other Bank Credit Card</li> </ul> <b>Other Bank ATM:</b> <ul style="list-style-type: none"> <li>▪ Premier Debit Card</li> <li>▪ Premier Credit Card</li> </ul> <b>Service Point:</b> <ul style="list-style-type: none"> <li>- ATM Booth</li> <li>- ATM Locations:</li> </ul> <p><a href="https://thepremierbankplc.com/pbl/atm-branch-locator/?div=12">https://thepremierbankplc.com/pbl/atm-branch-locator/?div=12</a></p> | Free of any charges for own ATM & Other Bank ATM Cash Withdrawal charges will be applicable as per policy<br><br>Details/Information visit our website<br><a href="https://thepremierbankplc.com/rates-charges/schedule-of-charges/">https://thepremierbankplc.com/rates-charges/schedule-of-charges/</a> | Real Time    | Officers of Digital Banking Department<br><br> Call Center 16411<br> Email:<br><a href="mailto:digital banking@thepremierbankplc.com">digital banking@thepremierbankplc.com</a>  |
|                                 |  pmoney (Mobile Apps) /Internet Banking<br><b>1. Banking Dashboard</b> <ul style="list-style-type: none"> <li><b>a. All type Banking Account</b> <ul style="list-style-type: none"> <li>- Available Amount</li> <li>- Account Details Information</li> <li>- Transaction History</li> <li>- Account Statement</li> </ul> </li> <li><b>b. Cards</b> <ul style="list-style-type: none"> <li>- Credit Limit</li> <li>- Spending limit BDT and USD</li> <li>- Minimum due BDT and USD</li> <li>- Card Details both BDT and USD</li> <li>- Transaction History</li> <li>- Statement</li> </ul> </li> </ul><br><b>2. Fund Transfer</b> <ul style="list-style-type: none"> <li><b>a. Bank Transfer</b> <ul style="list-style-type: none"> <li>- Own Bank A/C Fund Transfer</li> <li>- Within PBL Bank Fund Transfer</li> <li>- Other Bank Fund Transfer               <ul style="list-style-type: none"> <li>1. BEFTN</li> <li>2. RTGS</li> <li>3. NPSB</li> </ul> </li> </ul> </li> <li><b>b. Card Transfer</b> <ul style="list-style-type: none"> <li>- Bank Account to Own card fund transfer</li> <li>- Bank Account to Any PBL card fund transfer</li> <li>- Credit Card to Own Account fund transfer (Only BDT)</li> </ul> </li> </ul> | Self-Service Through Web browser/ Downloading Mobile App pmoney<br><br>Digital Device - Smart phone or Computer, Laptop etc. | <ul style="list-style-type: none"> <li>▪ Need to be an account holder/credit card holder of The Premier Bank PLC.</li> <li>▪ Account Number/Credit Card Number and Mobile Number needed for registration</li> <li>▪ After Registration User ID &amp; Password are needed for login</li> </ul><br><b>SERVICE POINT:</b> <ul style="list-style-type: none"> <li>- Global Self-Service</li> <li>- Physical Branch Visit</li> <li>- Customer Call Center</li> </ul>   | Free of any charges   | Real Time    | <ul style="list-style-type: none"> <li>▪ pmoney back-office support and reconciliation &amp; dispute resolution of all transaction channels of pmoney conducted by officials of Digital Banking Department</li> <li>▪ GB &amp; Cash Counter at Branch level</li> </ul><br> Call Center 16411<br> Email:<br><a href="mailto:digital banking@thepremierbankplc.com">digital banking@thepremierbankplc.com</a> |

|   |  |  |  |  |
|---|--|--|--|--|
| <ul style="list-style-type: none"> <li>- Credit Card to Other PBL Account fund transfer (Only BDT)</li> <li><b>c. MFS (Mobile Financial Service) Transfer</b> <ul style="list-style-type: none"> <li>- Transfer to bKash through Bank Own Account</li> </ul> </li> <li><b>d. Fund Transfer History</b></li> <li><b>3. Premier 360°</b> <ul style="list-style-type: none"> <li>- Proof of Return Submission</li> <li>- E-statement</li> <li>- Balance Conformation</li> <li>- Premier Quick Account</li> <li>-Green PIN</li> <li>- A-Challan</li> <li>- Form -C declaration</li> <li>-Internet Banking</li> </ul> </li> <li><b>4. DPS-FDR Opening</b> <ul style="list-style-type: none"> <li>- Conventional</li> <li>- Islamic</li> </ul> </li> <li><b>5. Green PIN Services</b> <ul style="list-style-type: none"> <li>- PIN generate</li> <li>- PIN reset</li> </ul> </li> <li><b>6. Mobile Recharge</b> <ul style="list-style-type: none"> <li>- Recharge or Top up can be made both Prepaid and postpaid to all mobile network (Robi, Banglalink, Grameenphone, Airtel, Teletalk)</li> </ul> </li> <li><b>7. Bills Pay</b> <ul style="list-style-type: none"> <li>a. DESCO</li> <li>b. DPDC</li> <li>c. WASA</li> <li>d. BUFT</li> <li>e. Lanka Bangla</li> <li>f. Bills Pay history</li> </ul> </li> <li><b>8. A-Challan Feature</b> <ul style="list-style-type: none"> <li>a. Pay Govt. Fees</li> <li>b. Income tax</li> <li>c. Excise Duty</li> <li>d. VAT</li> <li>e. Passport fee           <ul style="list-style-type: none"> <li>- New passport fee</li> <li>- Passport renewal fee</li> <li>- E-Passport fee</li> <li>- Passport other fees</li> <li>- Other NBR Fees</li> </ul> </li> </ul> </li> <li><b>9. QR Payment</b> <ul style="list-style-type: none"> <li>a. Bangla QR Issuing &amp; Acquiring</li> <li>b. Branch QR Teller</li> <li>c. Online merchant payment</li> </ul> </li> <li><b>10. Biometric Login</b> <ul style="list-style-type: none"> <li>a. Fingerprint authentication (Android)</li> </ul> </li> </ul> |  |  |  |  |
|---|--|--|--|--|

|  |  |  |  |  |
|--|--|--|--|--|
| <p>b. Face recognition (IOS)</p> <p><b>11. Premier Quick Account</b></p> <ul style="list-style-type: none"> <li>a. Simplified account</li> <li>b. Regular account</li> </ul> <p><b>12. Beneficiary Management</b></p> <ul style="list-style-type: none"> <li>a. Mobile Recharge</li> <li>b. Within Bank Account Transfer</li> <li>c. Other Bank Account transfer</li> <li>d. Account to PBL Card Transfer</li> <li>e. PBL Card Transfer to Account (Own A/C)</li> <li>f. PBL Card Transfer to Account (Other PBL A/C)</li> <li>g. WASA</li> <li>h. DPDC</li> <li>i. NAGAD</li> <li>j. bKash</li> </ul> <p><b>13. Product Information</b></p> <ul style="list-style-type: none"> <li>a. Accounts</li> <li>b. Card</li> <li>c. Deposits</li> <li>d. Islamic Banking</li> <li>e. Loan</li> </ul> <p><b>14. Locate PBL</b></p> <ul style="list-style-type: none"> <li>a. Branch location</li> <li>b. ATM location</li> </ul> <p><b>15. EMI Partners</b></p> <p><b>16. Discount partners</b></p> <p><b>17. EMI Calculator</b></p> <p><b>18. Information And links</b></p> <ul style="list-style-type: none"> <li>a. News And event</li> <li>b. Notification</li> </ul> <p><b>19. Change Password</b></p> <p><b>20. Help</b></p> <ul style="list-style-type: none"> <li>a. FAQ</li> <li>b. Helpdesk information</li> <li>c. Terms and Condition</li> <li>d. Privacy and Policy</li> </ul> <p><b>21. Activity Log</b></p> |  |  |  |  |
|--|--|--|--|--|

**2.1.7. BANCASSURANCE SERVICE:**

| SL No. | Service Name           | Service Method   | Required Documents & Service Point   | Fee & Mode of Payment   | Max Service Time        | Responsible Officer (Name, Designation, Phone & email) |
|--------|------------------------|--|--|---|-------------------------|--|
| 1.     | LIC Jibon Bijoy        | In-person submission of completed proposal form and required documents at branch | Prescribed proposal form with supporting documents: <ul style="list-style-type: none"> <li>Copy of NID (applicant)</li> <li>1 color passport-size photo of applicant</li> <li>Copy of NID of the nominee</li> <li>1 color passport-size photo of the nominee</li> <li>Proof of income of the applicant, depending on the sum assured (will be required if sum assured crosses 10 Lacs)</li> <li>Copy of the NID of the legal guardian where the proposed nominee is minor</li> <li>1 color passport-size photo of the legal guardian where the proposed nominee is minor</li> <li>Medical Reports incase depending on underwriting requirements</li> </ul> -All documents to be submitted at the branch during application | Mode-Monthly/Quarterly/Half-Yearly/Yearly/Single.<br>Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA | Three (03) working days | Bancassurance Officer at Branch                        |
| 2.     | Jibon Swapno           | Do   | Do   | Mode-Monthly/Quarterly/Half-Yearly/Yearly/Single<br>Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA  | Three (03) working days | Bancassurance Officer at Branch                        |
| 3.     | Nabo Jibon Anando Plan | Do   | Do   | Mode-Monthly/Quarterly/Half-Yearly/Yearly<br>Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA         | Three (03) working days | Bancassurance Officer at Branch                        |
| 4.     | LIC Grow Fast          | Do   | Do   | Mode-Single<br>Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA                                       | Three (03) working days | Bancassurance Officer at Branch                        |
| 5.     | Overseas Mediclaim     | Do   | <ul style="list-style-type: none"> <li>Proposal Form Duly Filled-in and signed by The Insured</li> <li>Passport Copy</li> </ul> -All documents to be submitted at the branch during application  | Mode-Single<br>Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA                                       | Three (03) working days | Bancassurance Officer at Branch                        |
| 6.     | Motor Insurance        | Do   | <ul style="list-style-type: none"> <li>Motor Insurance Proposal Form</li> <li>Sum Insured Value (Vehicle Purchase Invoice)</li> <li>Present Market Value of Vehicle (If Not Available Vehicle Purchase Invoice)</li> <li>Vehicle Registration Copy</li> <li>Vehicle Owner NID</li> </ul> -All documents to be submitted at the branch during application   | Mode-Single<br>Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA                                       | Three (03) working days | Bancassurance Officer at Branch                        |

**2.1.8. Agent Banking Services:**

| Service Name  | Service Method   | Required documentation   | Service Point       | Fee & Mode of payment   | Max Service Time   | Responsible Officer (Name, Designation, Phone & email)     |
|---|--|--|---------------------|---|--------------------|--|
| Account Opening (Individual)- Current/Savings Account | Customer visits Agent Outlet and Open Account through eKYC or submit the duly filled Account Opening Form and required documents to Respective Agent CSO for further processing. | <ul style="list-style-type: none"> <li>* Duly Filled Account Opening Form</li> <li>* NID/ Valid Passport/Birth Certificate of Account holder (in case of having no NID of customer then require Introducer)</li> <li>* Two copies passport size Photo of A/C Holder</li> <li>* NID Copy of Nominee,</li> <li>* One copy passport size Photo of Nominee</li> <li>* Income TAX Return Submission Copy if amount is BDT 10 Lac above</li> <li>* Proof of Income Source Document - • Salary Certificate/Appointment Letter for Service Holders /Trade License/Memorandum and Articles of Association, Form XII and Schedule X</li> <li>* Sale Deed for Sale of Property</li> <li>* Rental Deed/Utility Bills/Ownership Documents for Landlord</li> <li>* Certificate of Registration and Self- Declaration for Self-Employed Professional</li> <li>* Beneficiary Owner's Source of Fund Document in case of Student/Housewife/Unemployed</li> <li>* Customer Declaration (If Any)</li> </ul> | Agent Outlet        | For Schedule of Charges details/Information visit our website | Same Day to 3 Days | Agent Banking Outlet / Agent Banking Division, Head Office |
| Account Opening of Corporate - Partnership            | Customer visits Agent Outlet and submit the duly filled Account Opening Form and required documents to Respective Agent CSO for further processing.                              | <ul style="list-style-type: none"> <li>* Duly Filled Account Opening Form</li> <li>* NID/ Valid Passport/Birth Certificate of all Partners</li> <li>* Two copies Passport size photos of all partners</li> <li>* Valid Trade License</li> <li>* Certified Copy of the partnership deed of the partnership concern (if registered)</li> <li>* Notarized Copy of the partnership deed of the partnership concern (if unregistered)</li> <li>* Certificate of Registration (if registered)</li> <li>* E-TIN certificate in the name of organization. (if any.)</li> <li>* Partners letter of Authority for opening the account &amp; authorization of its operation duly certified by the Managing Partner</li> </ul>   | Agent Outlet        | For Schedule of Charges details/Information visit our website | Same Day to 6 Days | Agent Banking Outlet / Agent Banking Division, Head Office |
| Account Closing                                       | Customer visits Branch/Agent Outlet and submit the duly filled Account Closing Application Form and required documents through Courier or Email                                  | <p>Individual - • Account closing request from the account holder duly signed for individual account, in case of joint account signature of all signatory will be required</p> <p>* Sole Proprietorship Account-• Account closing request by the proprietor</p> <p>Partnership-• Resolution from the partners or letter from partners who are empowered to close the account as specified in the partnership deed.</p>   | Branch/Agent Outlet | For Schedule of Charges details/Information visit our website | Same Day to 3 Days | Agent Banking Outlet / Agent Banking Division, Head Office |

|  |   |  |                                  |   |                     |  |
|--|---|--|----------------------------------|---|---------------------|--|
| Account Information Update                   | Customer visits Branch/Agent Outlet and submit the information update request with required documents to Respective Bank Employee for processing.                           | *Duly filled prescribed customer request form<br>* Documentation required as per Account Information update Type basis.  | Branch/Agent Outlet              | For Schedule of Charges details/Information visit our website | Same Day to 6 Days  | Agent Banking Outlet / Agent Banking Division, Head Office |
| Dormant Account Activation                   | Customer visits Branch/Agent Outlet and submit the dormant activation request with required documents (if any) to Respective Bank Employee for processing.                  | Duly filled Dormant Account Reactivation Form, updated trade license ( in case of business account) , other necessary document which are mandatory for account opening but were not taken during account opening.  | Branch/Agent Outlet              | For Schedule of Charges details/Information visit our website | Same Day to 3 Days  | Agent Banking Outlet / Agent Banking Division, Head Office |
| FD/DPS Open Customer with operative account. | Customer visits Agent Outlet and submit the FD/DPS Open request with required documents (if any) to Respective Bank Employee for processing.                                | *Prescribed single page of FD/DPS Account Opening Form<br>*Nominee assignment page with photograph (name written at the back), attested by the applicant (if nominee is not same as operative account).<br>* Income TAX Return Submission Copy if FDR amount is BDT 10 Lac above | Agent Outlet                     | For Schedule of Charges details/Information visit our website | Same Day to 2 Days  | Agent Banking Outlet / Agent Banking Division, Head Office |
| FD / DPS Encashment                          | Customer visits Branch/Agent Outlet and submit the FD/DPS closure request with required documents (if any) to Respective Bank Employee for processing                       | Filled up Closure Request Form/Thum Impression request from Agent Banking System   | Branch/Agent Outlet              | For Schedule of Charges details/Information visit our website | Same Day to 3 Days  | Agent Banking Outlet / Agent Banking Division, Head Office |
| Cash Withdrawal/ Deposit                     | Customer will visit Agent Outlet/Branch and request for the Cash Deposit/Withdraw (Customers Biometric Authentication will be required for Cash Withdraw from Agent Outlet) | Deposit Slip/ Cheque/ NID when required  | Branch Cash Counter/Agent Outlet | For Schedule of Charges details/Information visit our website | Real Time           | Agent Banking Outlet / Agent Banking Division, Head Office |
| Fund Transfer                                | Customer will visit Agent Outlet/Branch and request for the Fund Transfer (Customers Biometric Authentication will be required for Fund Transfer from Agent Outlet)         | Transfer Application Form/NID When necessary   | Branch Cash Counter/Agent Outlet | For Schedule of Charges details/Information visit our website | Same Day            | Agent Banking Outlet / Agent Banking Division, Head Office |
| Remittance Payment                           | Beneficiary will visit the Agent Outlet and provide all the required Documents to Agent CSO for further remittance process.   | NID/Passport/Photo ID When Necessary   | Agent Outlet                     | For Schedule of Charges details/Information visit our website | Same Day            | Agent Banking Outlet / Agent Banking Division, Head Office |
| Issuing & Delivery Cheque Book               | Customer will visit Agent Outlet and request for the Cheque Book  | Duly filled Application form   | Branch GB/Agent Outlet           | For Schedule of Charges details/Information visit our website | Same Day to 15 Days | GB, Branch   |
| Issuing & Delivery Debit Card                | Customer will visit Agent Outlet and request for the Debit Card   | Duly filled Application form   | Branch GB/Agent Outlet           | For Schedule of Charges details/Information visit our website | Same Day to 15 Days | GB, Branch   |

## 2.2 PREMIER BANK INSTITUTIONAL 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<br> DESCO<br> TITAS GAS<br> Bangladesh Rural Electrification Board (BREB)<br> WASA<br> West Zone Power Distribution (WZPDCL)<br> North DESCO | Online Application (App)<br><br>Over the Cash Counter at Branch / Sub-Branch / Agent outlet/ Collection Booths | Original Bill Documents<br><br><b>SERVICE POINT:</b><br>Branch / Online   | To be mentioned In Utility Bill<br>Such as VAT, Late Charges etc. | Real Time    | Cash Counter Officer<br>Branch / Sub-Branch / Agent Outlet<br><br>Further information:<br> Call Center 16411<br> Email:<br><a href="mailto:grpclmd@thepremierbankplc.com">grpclmd@thepremierbankplc.com</a> |
| 2.  |  Automated Challan System (ACS)  | Request through email & Hard Copy  | <ul style="list-style-type: none"> <li>▪ Client Request Letter with Challan number</li> <li>▪ Filled Automated Challan Form</li> <li>▪ Challan details</li> <li>▪ Challan Cash</li> <li>▪ Confirmation Copy</li> <li>▪ NID copy / Previous Passport copy</li> <li>▪ Passport Office response</li> </ul><br><b>SERVICE POINT:</b><br>Branch / Online | As per approved Schedule of Charges.                              | Real Time    | Branch / Sub-Branch / Agent Outlet<br><br>Further information:<br> Call Center 16411<br> Email:<br><a href="mailto:grpclmd@thepremierbankplc.com">grpclmd@thepremierbankplc.com</a>                         |

## 2.3 PREMIER BANK INTERNAL SERVICES

### 2.3.1 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<br>For Server & other device 12 Weeks(Approx) | HOIT, (CC),VP 01730325145 & <a href="mailto:humayun@thepremierbankplc.com">humayun@thepremierbankplc.com</a>                            |
| 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, <a href="mailto:mmislam@thepremierbankplc.com">mmislam@thepremierbankplc.com</a>         |
| 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, <a href="mailto:noc@thepremierbankplc.com">noc@thepremierbankplc.com</a>                               |
| 4.  | Internet Service Support                              | Up and Running Internet service  | email   | N/A                             | Instant  | System Admin and DC Management, EO, 01787672673, <a href="mailto:grpitinfra@thepremierbankplc.com">grpitinfra@thepremierbankplc.com</a> |
| 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, <a href="mailto:grpitinfra@thepremierbankplc.com">grpitinfra@thepremierbankplc.com</a> |
| 6.  | email service   | Up and running email communication   | N/A   | N/A                             | Instant  | System Admin and DC Management, EO, 01787672673, <a href="mailto:grpitinfra@thepremierbankplc.com">grpitinfra@thepremierbankplc.com</a> |
| 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, <a href="mailto:grpitbu@thepremierbankplc.com">grpitbu@thepremierbankplc.com</a> |

| 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, <a href="mailto:appsupport@thepremierbankplc.com">appsupport@thepremierbankplc.com</a>        |
| 9.  | Agent Banking Support  | Review & Analysis the requirement then Guide user                    | email                                  | N/A                             | Instant          | Surrounding App Support, SO, 01730002780, <a href="mailto:appsupport@thepremierbankplc.com">appsupport@thepremierbankplc.com</a>        |
| 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, <a href="mailto:grpmis@thepremierbankplc.com">grpmis@thepremierbankplc.com</a>                |
| 11. | BACH/BEFTN/RTGS/NPSB Support   | On time Clearing and support users                                   | email                                  | N/A                             | Instant          | Alternate Delivery Channel, EO,01985552819, <a href="mailto:it-shahed@thepremierbankplc.com">it-shahed@thepremierbankplc.com</a>        |
| 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, <a href="mailto:grpmis@thepremierbankplc.com">grpmis@thepremierbankplc.com</a>                |
| 13. | Remittance Software Support  | Up and running Remittance Solution and Exchange houses               | email                                  | N/A                             | Instant          | Team Lead, MIS & DevOps,FVP, 01985552818, <a href="mailto:grpmis@thepremierbankplc.com">grpmis@thepremierbankplc.com</a>                |
| 14. | PBL Website Maintenance  | Up and running PBL Website   | email                                  | N/A                             | Instant          | Team Lead, MIS & DevOps,FVP, 01985552818, <a href="mailto:grpmis@thepremierbankplc.com">grpmis@thepremierbankplc.com</a>                |
| 15. | SWIFT Technical Support  | Up and running SWIFT service   | email                                  | N/A                             | Instant          | System Admin and DC Management, EO, 01787672673, <a href="mailto:grpitinfra@thepremierbankplc.com">grpitinfra@thepremierbankplc.com</a> |
| 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, <a href="mailto:mmislam@thepremierbankplc.com">mmislam@thepremierbankplc.com</a>         |

**2.3.2. HUMAN RESOURCE SERVICES :**

| Sl. | Name of Services  | Service Method                         | Required Documentation & Service Point   | Service Charges<br>Mode of payment | Service Time   | Responsible Officer<br>(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<br><br>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        |

**2.3.3 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<br>✓ Bangladesh Bank approval | General Services Division, Head Office, Banani, Dhaka. | No Charge                       | Within 06 (Six) months                 | Syed Shafqat Rabbi - SEVP & Head of General Services Division<br><br>Phone No.<br>+88-02-222274844-8, ext:122<br>E-mail:<br>shafqat@thepremierbankplc.com |
| 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"> <li>• Pool Car Management</li> <li>• Renewal of Car documents</li> <li>• Fuel Management</li> </ul> | 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.                        |   |

**2.3.4. 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 provided link by the Financial Administration Division<br><b>For example:</b><br><a href="https://forms.office.com/r/dJ0BF1AaYb">https://forms.office.com/r/dJ0BF1AaYb</a> | As per Financial Administration Division Advice | N/A                             | 2 minute                                   | Financial Administration Division                      |
| 2.  | Automated Debit Card Requisition System (DRS) | <a href="http://192.168.1.162/cardrequisition/public/login">http://192.168.1.162/cardrequisition/public/login</a>  | 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      | <p>-Complaint Handling Officer (CHO)</p> <ul style="list-style-type: none"> <li>▪ GB Incharge</li> <li>▪ Operation Manager</li> </ul> <p>-Complaint Box at Branch</p> | Respective Branch   | Based on complaint<br>(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 | <p>Appeal Officer:</p> <p><u>Branch level:</u> Manager/Operation Manager</p> <p><u>Head Office:</u> Service Quality Team(CCS&amp;CMC)</p>                             | <p>-Respective Branch</p> <p><u>Customer.service@thepremierbankplc.com</u><br/>(+8802) 222274844-08,Ext-439</p> | Based on complaint<br>(Instant/Same day/3 working days/7 working days/14 working days etc.) |
| 3.      | When Appeal Officer failed to resolve within determined timeline                   | <p><u>Complaint Management Cell(CMC):</u></p> <ul style="list-style-type: none"> <li>▪ Head of Operations</li> <li>▪ Service Quality Team</li> </ul>                  | <p><u>Customer.service@thepremierbankplc.com</u><br/>(+8802) 222274844-08,Ext-439, 231</p>                      | Based on complaint<br>(Instant/Same day/3 working days/7 working days/14 working days etc.) |

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