

Citizen Charter

The Premier Bank PLC.



Citizen Charter
Updated on June 2026

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:

+880-2-222274844-8

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

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
- Mahar 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-Muajjal
- 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. |

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

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-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)- 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 Outlet	Agent Outlet	Real Time
Fund Transfer	Branch Cash Counter/Agent Outlet	Agent Outlet	Same Day
Remittance Payment	Agent Outlet	Agent Outlet	Same Day
Issuing & Delivery Cheque Book	Branch Cash Counter/Agent Outlet	Branch Cash Counter/Agent Outlet	Same Day to 15 Days
Issuing & Delivery Debit Card	Branch Cash Counter/Agent Outlet	Branch Cash Counter/Agent 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.	 Accounts Opening: - 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 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 For Specific Product details/Information visit our website: https://thepremierbankplc.com/retail-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 - 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://thepremierbankplc.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://thepremierbankplc.com/rates-charges/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: grpretail@thepremierbankplc.com

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.	- Accounts Opening: - Current Account - Limited Companies, Corporations and Autonomous Bodies - Association/Club/Charity/Trust/Society/School/College - Fixed Deposit (FDR) Corporate Finance - Short Term Finance - Long Term Finance - Foreign Trade Finance - Work Order/Construction Finance - Term/Project loan - Working Capital Loan Syndications and structured Finance Cash Management Solutions - 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.	Prescribed Account Opening Form with supporting documents - 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. DOWNLOAD FORMS Web Address: https://thepremierbankplc.com/pbl/download-forms/ SERVICE POINT : Bank Branch / Sub-Branch Agent Banking Outlet / Online	Service Charges will be applicable as per Schedule of Charges. Details/Information visit our website https://thepremierbankplc.com/rates-charges/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

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.	 Accounts Opening  Loan - 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 Service - Transaction Banking - Wealth Management	Customer visits at Branch/Sub-Branch / Agent Outlet and submit the duly filled Account Opening Form with required documents to respective Bank Officials.	Prescribed Account Opening Form with supporting documents - 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 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. DOWNLOAD FORMS https://thepremierbankplc.com/pbl/download-forms/ SERVICE POINT : Bank Branch / Sub-Branch Agent Banking Outlet / Online	Service Charges will be applicable as per Schedule of Charges. Details/Information visit our website https://thepremierbankplc.com/rates-charges/schedule-of-charges/	Same Day Upon submission of all prescribed and required documents to respective Branch  Loan For any viable credit proposal minimum lead time is taken depending on the nature of credit(01 day to 7 working days)	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: Grphosme@thepremierbankplc.com grpretail@thepremierbankplc.com

2.1.4. 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.	✚ Accounts Opening ✚ Credit Card Dual Currency Card Platinum Card Gold Card International Credit Card Classic Card ✚ Debit Card ✚ Prepaid Card ✚ Prepaid Hajj Card ✚ Prepaid Travel Card ✚ Card lost & found service	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. Contact by email: cops@thepremierbankplc.com https://thepremierbankplc.com/pbl/apply-for-a-product/	Prescribed Account Opening Form / Card application form with supporting required regulatory documents: 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. DOWNLOAD FORMS Credit Card/Debit Card/Prepaid Card https://thepremierbankplc.com/pbl/download-forms/	Service Charges will be applicable as per Schedule of Charges. Details/Information visit our website https://thepremierbankplc.com/rates-charges/schedule-of-charges/	7 Working Days Upon submission of all prescribed and required documents to respective Branch/ Card division	Front Desk Customer Service Officer To inquire for Branch / Sub-Branch / Agent Outlet/ Card division or nearest location, encouraging to obtain information from: ✚ Call Center 16411 ✚ Email: cards@thepremierbankplc.com
	✚ POINT OF SALE (POS)	Customer visits at Merchant / Branch	Premier Debit Card / Credit Card SERVICE POINT: Merchant / Branch SERVICE POINT: Branch/Card Division	Service Charges will be applicable as per Schedule of Charges. Details/Information Visit our website https://thepremierbankplc.com/rates-charges/schedule-of-charges/	Real Time	To inquire Merchant / Branch Please contact: ✚ Call Center 16411 ✚ Email: customercarecentre@thepremierbankplc.com

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.	- Accounts Opening - Al-Wadiah Current - Mudaraba Savings - Mudaraba Genius - Mudaraba Excel Savers - Mudaraba Esteem Savers Account - Premier Mudaraba High value Short Notice Deposit (PMHVSND)Account - Term Deposit - Mahar Savings Scheme - Hajj deposit scheme - Umrah Hajj deposit scheme - Investment Products - Bai' Murabaha - Bai' Muajjal - Bai' Salam - Bai istisna - Hire Purchase under Shirkatul Mielk (HPSM) - Lease Finance - Trade Finance - Letter of Guarantee - Letter of Credit/ Back to Back Letter of Credit - Bill acceptance - Student File Services	Customer visits at Branch / Islamic Banking windows & submit the duly filled Account Opening Form with required documents to the respective Bank Officials.	Prescribed Account Opening Form with supporting documents - NID/ Valid Passport/Birth Certificate - Two copies passport size Photo - NID Copy of Nominee's - Income TAX Return Submission - Utility Bills 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. DOWNLOAD FORMS https://thepremierbankplc.com/pbl/download-forms/ SERVICE POINT: 2 dedicated Islamic Banking Branch (Mohakhali, Sylhet) / 25 Islamic Banking windows / Online	Service Charges will be applicable as per Schedule of Charges. Details/Information visit PBL website https://thepremierbankplc.com/rates-charges/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 /25 Islamic Banking windows, encouraging to obtain information from: ☎ Call Center 16411 ✉ Email: grpibd@thepremierbankplc.com

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)	Customer visits at ATM Booth for Withdrawal of Cash	Premier Bank ATM: ▪ Premier Debit Card ▪ Premier Credit Card ▪ Other Bank Debit Card ▪ Other Bank Credit Card Other Bank ATM: ▪ Premier Debit Card ▪ Premier Credit Card Service Point: - ATM Booth - ATM Locations: https://thepremierbankplc.com/pbl/atm-branch-locator/?div=12	Free of any charges for own ATM & Other Bank ATM Cash Withdrawal charges will be applicable as per policy Details/Information visit our website https://thepremierbankplc.com/rates-charges/schedule-of-charges/	Real Time	Officers of Digital Banking Department  Call Center 16411  Email: digital.banking@thepremierbankplc.com
	 pmoney (Mobile Apps) /Internet Banking 1. Banking Dashboard a. All type Baking Account - Available Amount - Account Details Information - Transaction History - Account Statement b. Cards - Credit Limit - Spending limit BDT and USD - Minimum due BDT and USD - Card Details both BDT and USD - Transaction History - Statement 2. Fund Transfer a. Bank Transfer - Own Bank A/C Fund Transfer - Within PBL Bank Fund Transfer - Other Bank Fund Transfer 1. BEFTN 2. RTGS 3. NPSB b. Card Transfer - Bank Account to Own card fund transfer - Bank Account to Any PBL card fund transfer - Credit Card to Own Account fund transfer (Only BDT)	Self-Service Through Web browser/ Downloading Mobile App pmoney Digital Device - Smart phone or Computer, Laptop etc.	▪ Need to be an account holder/credit card holder of The Premier Bank PLC. ▪ Account Number/Credit Card Number and Mobile Number needed for registration ▪ After Registration User ID & Password are needed for login SERVICE POINT: - Global Self-Service - Physical Branch Visit - Customer Call Center	Free of any charges	Real Time	▪ pmoney back-office support and reconciliation & dispute resolution of all transaction channels of pmoney conducted by officials of Digital Banking Department ▪ GB & Cash Counter at Branch level  Call Center 16411  Email: digital.banking@thepremierbankplc.com

- Credit Card to Other PBL Account fund transfer (Only BDT) c. MFS (Mobile Financial Service) Transfer - Transfer to bKash through Bank Own Account d. Fund Transfer History 3. Premier 360° - Proof of Return Submission - E-statement - Balance Conformation -Premier Quick Account -Green PIN - A-Challan - Form -C declaration -Internet Banking 4. DPS-FDR Opening - Conventional - Islamic 5. Green PIN Services - PIN generate - PIN reset 6. Mobile Recharge - Recharge or Top up can be made both Prepaid and postpaid to all mobile network (Robi, Banglalink, Grameenphone, Airtel, Teletalk) 7. Bills Pay - DESCO - DPDC - WASA - BUFT - Lanka Bangla - Bills Pay history 8. A-Challan Feature - Pay Govt. Fees - Income tax - Excise Duty - VAT - Passport fee - New passport fee - Passport renewal fee - E-Passport fee - Passport other fees - Other NBR Fees through A-Challan System (ACS) 9. QR Payment - Bangla QR Issuing & Acquiring - Branch QR Teller - Online merchant payment 10. Biometric Login - Fingerprint authentication (Android)					
---	--	--	--	--	--

b. Face recognition (IOS) 11. Premier Quick Account a. Simplified account b. Regular account 12. Beneficiary Management a. Mobile Recharge b. Within Bank Account Transfer c. Other Bank Account transfer d. Account to PBL Card Transfer e. PBL Card Transfer to Account (Own A/C) f. PBL Card Transfer to Account (Other PBL A/C) g. WASA h. DPDC i. NAGAD j. bKash 13. Product Information a. Accounts b. Card c. Deposits d. Islamic Banking e. Loan 14. Locate PBL a. Branch location b. ATM location 15. EMI Partners 16. Discount partners 17. EMI Calculator 18. Information And links a. News And event b. Notification 19. Change Password 20. Help a. FAQ b. Helpdesk information c. Terms and Condition d. Privacy and Policy 21. Activity Log					
---	--	--	--	--	--

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: • Copy of NID (applicant) • 1 color passport-size photo of applicant • Copy of NID of the nominee • 1 color passport-size photo of the nominee • Proof of income of the applicant, depending on the sum assured (will be required if sum assured crosses 10 Lacs) • Copy of the NID of the legal guardian where the proposed nominee is minor • 1 color passport-size photo of the legal guardian where the proposed nominee is minor • Medical Reports incase depending on underwriting requirements -All documents to be submitted at the branch during application	Mode-Monthly/Quarterly/Half-Yearly/Yearly/Single. 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 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 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 Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA	Three (03) working days	Bancassurance Officer at Branch
5.	Overseas Mediclaim	Do	• Proposal Form Duly Filled-in and signed by The Insured • Passport Copy -All documents to be submitted at the branch during application	Mode-Single Fee- Commission Income as per Bancassurance Corporate Agent Guideline 2023 by IDRA	Three (03) working days	Bancassurance Officer at Branch
6.	Motor Insurance	Do	• Motor Insurance Proposal Form • Sum Insured Value (Vehicle Purchase Invoice) • Present Market Value of Vehicle (If Not Available Vehicle Purchase Invoice) • Vehicle Registration Copy • Vehicle Owner NID -All documents to be submitted at the branch during application	Mode-Single 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.	* Duly Filled Account Opening Form * NID/ Valid Passport/Birth Certificate of Account holder (in case of having no NID of customer then require Introducer) * Two copies passport size Photo of A/C Holder * NID Copy of Nominee, * One copy passport size Photo of Nominee * Income TAX Return Submission Copy if amount is BDT 10 Lac above * Proof of Income Source Document - • Salary Certificate/Appointment Letter for Service Holders /Trade License/Memorandum and Articles of Association, Form XII and Schedule X * 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)	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.	* Duly Filled Account Opening Form * NID/ Valid Passport/Birth Certificate of all Partners * Two copies Passport size photos of all partners * Valid Trade License * Certified Copy of the partnership deed of the partnership concern (if registered) * Notarized Copy of the partnership deed of the partnership concern (if unregistered) * Certificate of Registration (if registered) * E-TIN certificate in the name of organization. (if any.) * Partners letter of Authority for opening the account & authorization of its operation duly certified by the Managing Partner	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	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 * Sole Proprietorship Account-• Account closing request by the proprietor Partnership-• Resolution from the partners or letter from partners who are empowered to close the account as specified in the partnership deed.	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 * 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 *Nominee assignment page with photograph (name written at the back), attested by the applicant (if nominee is not same as operative account). * 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 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: grpclmd@thepremierbankplc.com
2.	 Automated Challan System (ACS)	Request through email & Hard Copy	▪ 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: grpclmd@thepremierbankplc.com

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 For Server & other device 12 Weeks(Approx)	HOIT, (CC),VP 01730325145 & humayun@thepremierbankplc.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@thepremierbankplc.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@thepremierbankplc.com
4.	Internet Service Support	Up and Running Internet service	email	N/A	Instant	System Admin and DC Management, EO, 01787672673, grpitinfra@thepremierbankplc.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@thepremierbankplc.com
6.	email service	Up and running email communication	N/A	N/A	Instant	System Admin and DC Management, EO, 01787672673, grpitinfra@thepremierbankplc.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@thepremierbankplc.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@thepremierbankplc.com
9.	Agent Banking Support	Review & Analysis the requirement then Guide user	email	N/A	Instant	Surrounding App Support, SO, 01730002780, appsupport@thepremierbankplc.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@thepremierbankplc.com
11.	BACH/BEFTN/RTGS/NPSB Support	Ontime Clearing and support users	email	N/A	Instant	Alternate Delivery Channel, EO,01985552819, it-shahed@thepremierbankplc.com
12.	Internet Banking and Mobile Apps(pmoney) Support	Up and running Internet banking and Mobile apps	email	N/A	Instant	Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@thepremierbankplc.com
13.	Remittance Software Support	Up and running Remittance Solution and Exchange houses	email	N/A	Instant	Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@thepremierbankplc.com
14.	PBL Website Maintenance	Up and running PBL Website	email	N/A	Instant	Team Lead, MIS & DevOps,FVP, 01985552818, grpmis@thepremierbankplc.com
15.	SWIFT Technical Support	Up and running SWIFT service	email	N/A	Instant	System Admin and DC Management, EO, 01787672673, grpitinfra@thepremierbankplc.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@thepremierbankplc.com

2.3.2. 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

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 ✓ Bangladesh Bank approval	General Services Division, Head Office, Banani, Dhaka.	No Charge	Within 06 (Six) months	Mohammed Fazlur Rahman - FVP & Head of General Services Division(Current Charge) Phone No. +88-02-22274844-8, ext:103 E-mail: fazlur@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 - 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.	

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 <u>For example:</u> https://forms.office.com/r/dJOBf1AaYb	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@thepremierbankplc.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@thepremierbankplc.com (+8802) 222274844-08,Ext-439, 231	Based on complaint (Instant/Same day/3 working days/7 working days/14 working days etc.)

~~~ End ~~~