
Internship report
on
The Retail and Corporate Credit Scheme
of
Prime Bank Limited



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of
Prime Bank Limited

Submitted to:

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Date

16th February, 2015

Letter of Transmittal

16 February, 2015

Ms Afsana Akhtar

Assistant Professor

BRAC Business School

BRAC University

Sub: Submission of final internship report for completion of BBA Program

Dear Ma'am,

It is my pleasure to submit my Internship Report on "Retail and Corporate Credit Scheme of Prime Bank Limited". As an internee of Prime Bank Limited I have worked in the credit department of the bank.

The report includes a review of my job duties and responsibilities as an intern. It was a huge experience for me working with a reputed bank in Bangladesh.

I have prepared this report with the help of my supervisor at Prime Bank Limited and consulting with you. Thank you for your heartiest cooperation during the making of this report. I am submitting my internship report and I will be grateful if you kindly accept my report.

Sincerely Yours,

Farah Ferdous

ID: 10304051

BRAC Business School

Acknowledgments:

I am very much grateful to my honorable teacher and internship instructor Ms. Afsana Akhtar for her kind support and instruction. I am indebted her for valuable suggestions which made the report more meaningful.

I am also grateful to my supervisor Syeda Rehana Ferdousi, First Assistant Vice President who guided me in my job and helped me to complete the report. I also thank Shoriat Uddin Ahmed, Senior Executive Officer for his immense help during my internship

Finally I want to thank my internship colleagues who helped me so much at my workplace to adopt the environment and to introduce with my responsibilities and duties.

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Executive summary:

The bank plays an important role in the economy of any country. The banking system of Bangladesh is composed of variety of banks working as nationalized commercial banks, private banks, foreign banks, specialized banks and development banks. However there are many private banks in Bangladesh. At present, among other banks Prime Bank Limited plays as a leading bank to provide efficient banking service with a view to accelerating socio-economic development of the country. Day by day, new competitors appear with better ideas and product as well as service. “Consumer Credit scheme” one of the new innovative idea which is provided to the credit needs to various income group for different purpose. In a present time few banks operate this scheme with short volume than Prime Bank Limited. To make its position more strong, PBL wants to make their credit scheme more attractive to the customer. For various purpose PBL provide their credit scheme at various level. For individual purpose, for investing purpose, for exporting-importing purpose they have different kind of loan facilities.

In retail credit the loan has to repay within a specific period. The person within the age of 25 to 60 having a permanent job can apply for the CCS loan for Prime Bank Limited. They can borrow a limited amount of money within a specific range. The interest rate is 15% for all the products. Prime Bank Limited has some problem with their CCS customer. Sometimes the down payment paid by CCS Customers is very high with the PBL. Many of the customers are not satisfied with the interest rate and loan payment period. They should include more differentiate product in their scheme. In corporate credit the organization or companies mainly deal with PBL. The SOD, BG, Commercial House Building Loan are provided in corporate credit. In this department customers are much satisfied than retail credit department. The individual person also takes loan against their SOD, PMS, FDR account etc. To gain competitive advantage and to reach the 1st position in the banking sector they need to overcome their barriers.

As Prime Bank Ltd. is one of the leading banks in Bangladesh it is providing a good service to the customers and contributing in the economic growth of our country. It's different kind of product and services helping people to overcome their financial problem. The corporate banking and retail banking services providing a good effort in the progressing of the economy and the growth of organizations.

1. Introduction:

Banking system occupies an important place in a nation's economy. A banking institution is indispensable in a modern society. Banks safeguard money and valuables and provide loans, credit and payment services such as checking accounts, money orders and cashier checks. Banks also may offer investments and insurance products. As a variety of models for cooperation and integration among finance industries have emerged, some of the traditional distinctions between banks, insurance companies and securities firms have diminished. In spite of these changes, banks continue to maintain and perform their primary role accepting deposits and lending funds from these deposits.

During the internship program, students are required to prepare a report on the organization where they have been attached. I have tried my best to properly apply my potentiality and theoretical knowledge to make the report reliable and information worthy. This report is an attempt to reflect the position of Prime Bank Limited in the banking industry in the country. This study will help to know the performance of credit scheme of Prime Bank Limited through different aspects of the banking sector and to evaluate how well bank is doing in its retail and corporate credit scheme.

1.1 Background of the study:

As a student of Bachelor of Business Administration (BBA) everyone has to conduct a practical orientation for fulfilling the requirements of the 12 weeks internship program. The main purpose of the program is to expose the student to the real world situation. This report is done as a practical requirement of the internship program for the BBA students. PBL has given me the opportunity to accomplish my internship there for a period of three months.

I did my internship in Prime Bank limited, Motijheel Branch. I have conducted a study on "The Credit scheme of Prime Bank Limited". My honorable supervisor Ms Afsana Akter, Assistant Professor of BRAC Business School approved the topic and authorized me to prepare this report as part of the fulfillment of internship requirement.

Practical knowledge is fundamental for the application intelligence. Bearing this internship program was being included in the BBA curriculum. The goal of this analysis is to expose the student in the organizational work situation and also to provide an opportunity for applying classroom learning in practice. There are some differences between theories and practice.

1.2 Origin of the report:

Now a day, education is not just limited to books and classrooms. In today's world, education is the tool to understand the real world and apply knowledge for the betterment of the society as well as business. From education the theoretical knowledge is obtained from course of study, which is only the half way of the subject matter. Practical knowledge has no alternative. The perfect coordination between theory and practice is of paramount importance in the context of the modern business world in order to resolve the dichotomy between these two areas. Therefore, an opportunity is offered by BRAC University, for its graduates to get practical experience.

1.3 Objective of the study:

Main objectives of this report are:

- To fulfill the requirement of BBA course through internship program
- To gain knowledge and experience in organizations to understand the job

Specific objectives are:

- To know the overall performance of credit scheme of Prime Bank Limited through different aspects of banking sector.
- To trace the origin of the credit scheme of PBL.
- To understand the need and objective of credit management.
- To acquire in depth knowledge on about PBL credit function
- To find out the competitive position of the retail credit and corporate credit of Prime Bank Limited.
- To identify the weaknesses and problems in credit scheme.

1.4 Limitation of the study:

There are some limitations I realized while doing the report. The limitations are:

- One problem is concerned with data collection. PBL starts in 1995, so there are shortages of sufficient data for comparing. Moreover, the bank has supplied me the annual report only for nine years.
- Learning all the banking functions about credit within just 3 months was really tough.
- Another limitation of this report is bank's policy of not disclosing some data and information for obvious reason, which could be very much useful.

1.5 Scope of the study:

The report is prepared based on the credit scheme of prime bank Limited, Motijheel Branch. These activities involve the following:

- Retail credit department
- Corporate credit department

1.6 Data collection:

a. Primary sources:

- Practical desk work
- Face to face conversation with the officer
- Direct observations
- Face to face conversation with client

b. Secondary sources:

- Annual report of (2011,2012 ,2013) off Prime Bank Limited.
- Files and folders
- Memos and circulars
- Daily dairy
- Websites
- Different circulars sent by Head Office and Bangladesh Bank
- Manuals of retail credit and corporate credit of Prime Bank Limited.

1.7 Data analysis:

This report covers Prime Bank's different position of credit scheme. It focuses on the overview of Management and Organizational structure. It highlights other schemes of PBL including loans and advances schemes.

2. Organizational overview

2.1 Background of Prime Bank Limited:

Prime Bank Limited was created and commencement of business started on 17th April 1995. The sponsors are reputed personalities in the field of trade and commerce and their stake ranges from shipping to textile and finance to energy etc. Now it has 117 branches all over the country.

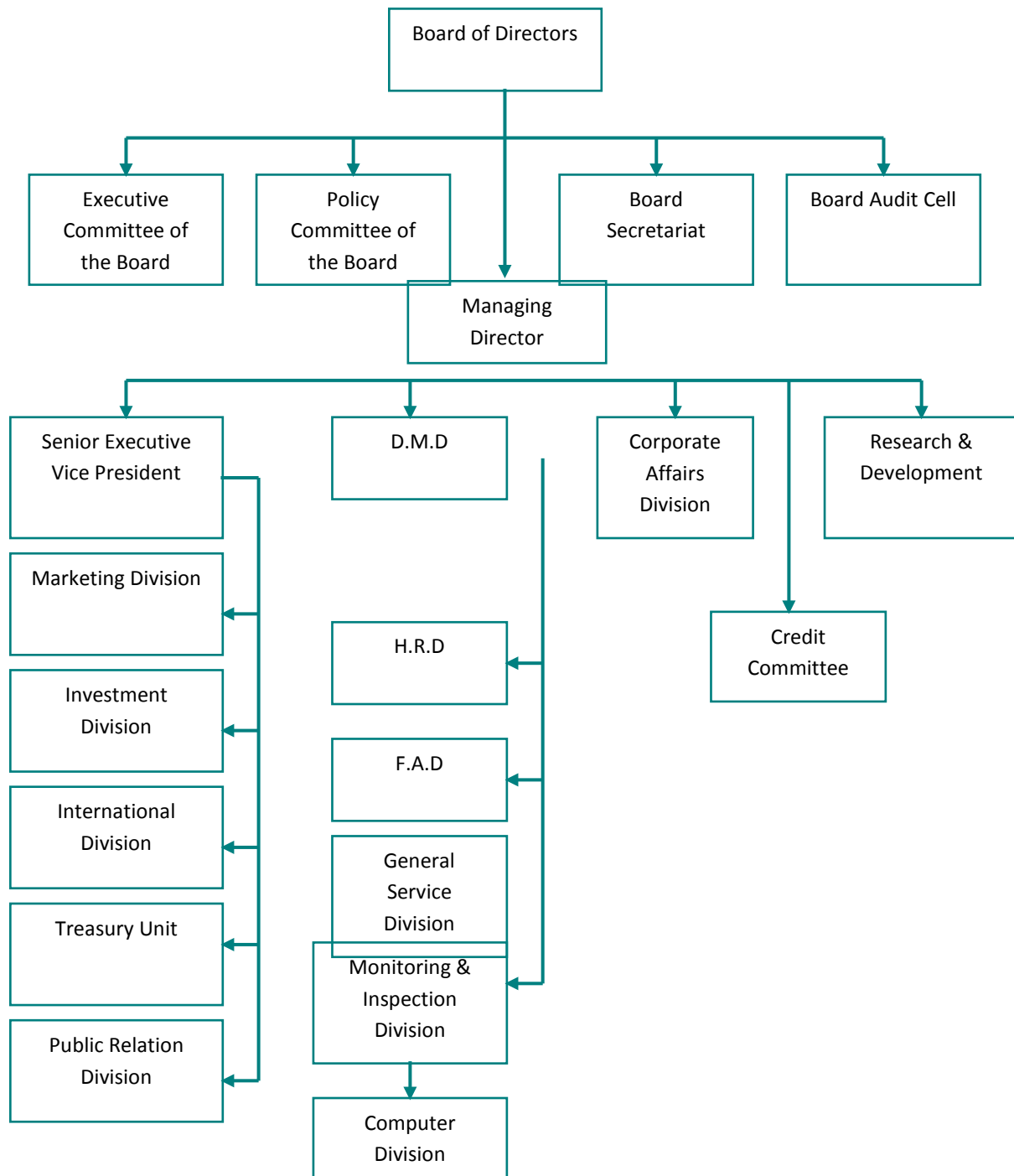
As a fully licensed commercial bank, Prime Bank Ltd. is being managed by a highly professional and dedicated team with long experience in banking. They constantly focus on understanding and anticipating customer needs. As the banking scenario undergoes so is the bank and it repositions itself in the changed market condition.

Prime Bank Ltd. offers all kinds of Commercial corporate and personal banking services covering all segments of society within the framework of Banking Company Act and rules and regulations laid down by the central bank. Diversification of products and services include corporate banking, retail banking and consumer banking right from industry to agriculture and real state to software.

Prime Bank Ltd., since its beginning has attached more importance in technology integration. In order to retain competitive edge, investment in technology is always a top agenda and under constant focus. Keeping the network with a reasonable limit, the strategy is to serve the customers through capacity building across multi-delivery channels. The past performance gives an indication of strength.

2.2 Organ-gram of Prime Bank Limited:

The organization structure of PBL is given here:



2.3 Commencement of Prime Bank Limited:

Prime Bank Ltd. started its operation on 17th April 1995 with an authorized capital of Tk. 1000 million and paid up capital of Tk. 100 million by a group of highly successful entrepreneurs who are established in various fields of economic and business activities. PBL is a fully licensed scheduled commercial bank set up in private sector in pursuance of the Government of Bangladesh to liberalize banking and financial services

Currently, there are some proposed branches. The commercial and investment services of PBL range from small enterprises to big business loans to all type of customers. Besides this, the bank actively participates in socio-economic development of priority sectors like agriculture, industry, housing, self-employment, etc. PBL is also a pioneer in providing consumer loans as well as financing the industries and transport sector through attractive leasing and higher purchase scheme.

2.4 Comparison of different private banks:

Now a day there are many banks which are competing among themselves to reach the highest peak in bank industry. Most of the banks are providing similar product and service so the competition is more high and strict. Among those banks Prime Bank Ltd. is performing well and contributing to the Bangladesh's economy. There are some variables which show that how PBL is performing compare to other banks. This analysis may give a slightest hint that how it is performing in the banking industry of Bangladesh. I put the information of PBL, DBBL, EBL, MBL, SEBL and DBL.

All Taka are in million

	Prime Bank Limited	DBBL	SEBL	Mercantile Bank Ltd.	Dhaka bank Ltd.	Eastern Bank Ltd.
ATM Booth	151	Over 2000	83	127	47	116
Branches	117	145	59	100	89	59
Product	Retail banking, corporate banking	Consumer banking, corporate banking	Consumer banking, corporate banking	Corporate finance, retail banking	Corporate banking	Retail banking, corporate finance
Year	1995	1995	1995	1999	1995	1992
Deposit	2,01,907	69,157	1,77,519	1,20,857	1,15,981	1,17,037
Loans and advances	1,53,589	1,21,626	134,864	97,688	99,596	103,331
Investment	56,940	52,056	57,589	30,090	18,757	26,018

Total asset	2,43,869	185,939	220,930	144,841	140,924	158,163
Net profit after TAX	1829	1837	3,378	1,977	1,927	2,567

Here, DBBL has the highest number of ATM booth than PBL. But PBL has also a good number of ATM booths than any other banks.

2.5 Vision, Mission and Slogan of Prime Bank Limited:

Vision:

To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

Mission:

To build Prime Bank Ltd. into an efficient, Market driven and customer focused institution with good corporate governance structure. Continuous improvement in Bank's business policies, procedures and through integration of technology at all levels.

Slogan:

To keep continue the growth with reputation and social responsibility, it has its own slogan is, “**a bank with a difference**”

2.6 SWOT Analysis of Prime Bank Limited

SWOT Analysis is an organization's strength, weaknesses, opportunity and threat analysis. It helps an organization to stay in line of performance and also inspire to improve in future.

Strengths:

PBL had been gaining market share quickly in all of the existing banking markets of the country. PBL made partner with reputable suppliers and it helped them to overcome any kind of barriers and gave them the opportunity to provide the better service to their customers. Prime Bank Limited is committed to provide timely service to their customer. Employee motivation is also strength of PBL. The employees are also stockholders and they are committed to take care of the health of Prime Bank Limited. It has recognized that if they concentrate to the quick pace of the service then it will help to serve more and quickly. So they turn their product business into a service business. Prime Bank Limited developed their metrics of performance by which they can share the responsibilities to the managers and it energized the employees significantly. It follows cost leadership for positioning in the industry. By reducing cost and process improvement it is providing uncompromised quality of service.

Weaknesses:

Decline in garments export and fall in inward remittance continued pressure on interest margin, fee and exchange earnings will be challenge to PBL. The political situation will have a significant effect throughout the year on PBL. Sometimes recruitment is done by director's influence or other way which ends of recruiting not very efficient workers.

Opportunities:

Government investment is friendly attitude. If government focus on banking sector and its investment than it will have more opportunity to growth and expand all over the country. New monetary policy targeting easy credit terms makes it possible to expand in the market. Government should allocate fund for Readymade Garments. Export sector such as leather and jute be taken special care so that the new entrepreneurs can be encouraged. Foreign missions should take steps for creating new markets of products in the respective countries. The non Bangladeshis should be encouraged to direct invest their fund in Bangladesh.

Threats:

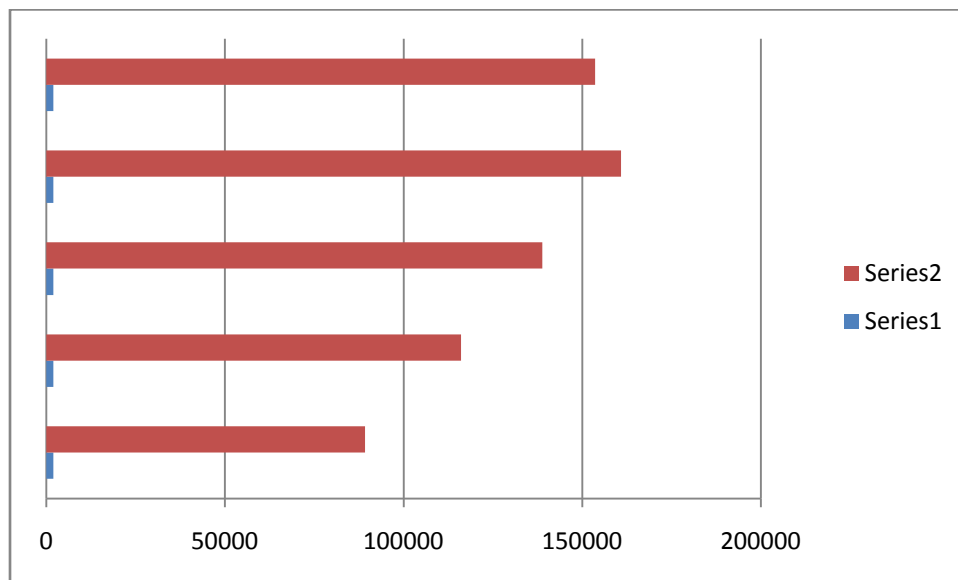
Competitive interest rate is a threat for PBL. Customers are very much pricing sensitive. Garments sector threat such as Labor unrest. In our country since the large portion is in garments sector, any turmoil in this sector may affect the finance sector of the country. Negative motivation among workforce created from various internal and external factors.

2.7 The growth of loan and advances of Prime Bank Limited:

Loans and advances/Investments of the Bank grew strongly. The Bank offered various types of Loan and Advances considering the need and wants of different category of customers. Here the table of growth of loan and advances of PBL.

Table: Loans and Advance Scenario of PBL

Year	2009	2010	2011	2012	2013
Taka in Million	89,252	1,16,057	1,38,848	1,60,890	1,53,589



Here, the chart is showing that the growth of PBL is increasing day by day. In 2012 it was highest from the past few years. In 2013 the amount was less than the year of 2013.

3.The Job

3.1 Job natures and description:

I worked as an intern in Prime Bank Limited. I worked in retail and corporate credit department in PBL. As I was an intern so my duties and responsibilities were limited. There were different activities that I had to perform as my responsibilities. As an intern my job responsibilities are given below:

- 1. Prepare CIB reports:** CIB stands for Credit Investigation Bureau. Bangladesh Bank demand for this report. They want each every individual persons report in order to ensure that the customers PBL is dealing are reliable enough to provide the loan. In CIB report we have to put every detail of the borrowers such as name, addresses, TIN number, NID number etc.
- 2. Making phone calls:** I worked in the retail department where I had to call the defaulters of retail loan borrowers. The borrower who did not repay the loan, I had to call them and fix a date of their repayment of loan.
- 3. Preparing loan files:** I had to prepare the loan files for the borrowers. To open a loan account what they would needed, I had to manage those. The formal papers, application form, cheque, receipts, the copies of personal information etc. sometimes I had to communicate directly with the customers that what kind papers they needed to open their loan account.
- 4. Preparing letters and registers:** I had to write the cancellation letters in corporate credit department. As a guarantor, when the deal is completed they need to write BG cancellation letter to their customer. I wrote those letters for Flora Limited, Bangla Phone, Energypac Electronics, Banga Dredgers, Evitex Fashions Limited, Molla and brothers Group etc. After that one of their employees had to cancel those BG transactions in their software and I cancelled it in their register. Also I filled up their register with all the loan accounts, updated amounts and defaulters' information.
- 5. Field visit:** I went to a field visit in Mirpur in order to check the project which was running by the loan advantage of the bank. To see the work progress the photos were taken which were attached in the project file.

3.2 Observation:

1. From my work experience I realized that the paperwork for opening loan account is too much hectic in PBL. Sometimes it takes time to process and sending notice to the Bangladesh Bank.
2. Sometimes they arrange to visit the sites on weekend which less the motivation of the employee.
3. Some employees are bound to come on Saturday when it is an off day for bank.
4. The working tools like computers, servers, software are not so efficient or up to date.

3.3 Recommendation:

1. The formalities of opening a loan account should be more precise and employee should be more careful while filling the client's information.
2. The site visit activities are related to their job so it should be fixed on duty time, not on weekend.
3. As many employee have to come on Saturday so bank should pay some extra for that to motivate the employees.
4. Now a day banking mostly depend on technology so the technological goods should be more up to date so that employees can keep their regular work flow.

4.The Project

4.1 Introduction:

Bangladesh is a third world developing country. Here GDP growth is very low and per person income is very poor. So, the majority of our population is forced to live a sub-standard life. The middle class and the disciplined professionals cannot afford to buy essential utility products at a time. As such, they cannot able to raise their living standard to an expected level. Different private sector banks and foreign commercial banks have introduced the household durable loan scheme known as “Consumer Credit Scheme” and for organizations “Corporate Credit” to fulfill the need of family and organizations by providing loan to purchase necessary products and to reduce the risks.

Consumer Credit Scheme is very much popular in most of the developed and developing countries. This is designed to finance the fixed income group for buying essential commodities, which is repaid by monthly installment. It is becoming very popular in our country and all the other banks also operating this program.

On the other hand corporate credit is also important for organizations where organizations can take financial advantages. In Bangladesh corporate credit service is expanding gradually. In banks the major part of revenue comes from credit operation. Customer and organization take the services from this department like SOD, Bank Guarantee etc. so that people reduce their financial risk.

In this report the discussion is about Consumer Credit Scheme and Corporate Credit of Prime Bank Limited. The revenue mainly comes from corporate credit than retail credit. The limit amount is higher in corporate credit than retail credit. The number of customer is high in retail credit but the number of defaulters also higher in the retail credit department. The popularity of retail credit is increasing day by day if we see the growth of the bank of past few years.

4.2 Description of retail credit and corporate credit

4.2.1 Retail credit:

- **The customer profile:**

Any person within the range of 25 to 60 years and if he/she has a permanent job or the permanent employee of any organization can apply for the loan of Prime Bank Limited. The job sectors are:

1. Government sector
2. Semi Government sector
3. Banks, Insurance companies and any kind of financial institute
4. Armed forces, BDR, Police and Ansar
5. Teachers of universities, colleges and schools
6. Permanent employees of public Limited companies, multinational companies and Bank acceptable companies
7. Other professionals such as: Self-employed person, Doctors, Engineers, Lawyers, Architects, Accountants, Journalists etc.

- **Loan products of Prime Bank Limited:**

Prime Bank Limited has different kind of loan services. They are given below:

1. **Household durable loan:** Motor cycle, furniture, personal computer, Fax machine, Small PABX System, Television, Mobile Phone set, Refrigerator, Auto-video equipments, home electric appliances and any other house hold items.
2. **Car loan:** Car, jeep, station jeep, pick up van, cover van, bus, truck, ambulance and any vehicles for own use.
3. **Doctors loan:** For the doctors only or their medical equipment buying purpose.
4. **Education loan:** For education purpose. Inside or outside of the country.
5. **Travel loan :** For travelling purpose
6. **Wedding loan:** For wedding purpose only
7. **CNG Conversion loan :** Only for CNG conversion purpose
8. **Any purpose loan:** For emergency need
9. **Hospitalization loan:** For treatment in hospital.
10. **Home loan (Swapna Neer):** for buying, renovation and reconstruction of home.

- **The details of different types of credit scheme in Prime Bank Limited:**

- a. Household durable loan:**

- 1. Customer segment**

Any Bangladeshi individual who has the means and capacity to repay the loan. More specifically the customer should work in Government office, Semi-Government office, Autonomous and reputed NGOs, international aid agencies and UN bodies, any employed/self-employed taxpaying individual having a reliable source of income.

- 2. Purpose:** purchase of household durables like Television, Refrigerator, Air Conditioner, Washing Machine, Computers, Other household furniture etc. for personal use only.

- 3. Nationality:** Bangladeshi only.

- 4. Age limit:** Minimum 21 years, Maximum 60 years.

- 5. Minimum service/length of business:** For salaried individual, minimum service length of 1 year and must be a confirmed employee. For self employed individual, a business record of minimum 3 years.

- 6. Minimum income:**

- Tk. 10,000 for salaried and Tk. 25,000 for businessman.
- Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own or family residence)

- 7. Loan size:** maximum limit of Tk. 5,00,000

- 8. Security/collateral:**

- Hypothecation over the purchased assets
- Post dated cheques based on the loan tenor

- 9. legal documents:**

- Duly filled in the loan application form terms and conditions signed
- Demand promissory note
- Letter of set-off
- Irrevocable Letter of Authority to re possess the asset
- Letter of offer with full terms and conditions stated therein and duly accepted
- Letter of guarantee

- 10. Interest Rate:** 15% p.a. (Reducing)

- 11. Maximum term of loan:** Maximum 4 years

- 12. Repayment method:** Equal Monthly Installments

- 13. Disbursement mode:** After loan approval vendor will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of down payment, service charge including VAT, risk fund, stamp cost. After that the vendor will be paid the total value of the item in the form of Pay Order.

- 14. Loan to price ratio:** loan amount will not exceed 90% of the quotation value.

- 15. Verification of Personal Details and Quotation:**

- Details of the applicant to be verified by a third party before an approval is accorded
- Letter from employer with details of employment and salary
- Trade license/partnership Deed/Memorandum of Articles
- Borrower and guarantor details (addresses both present and permanent, all telephone numbers of residence, office and mobile no.)
- Personal net-worth statement
- Quotation of the items
- Referee details (if any)
- Bank statement

16. Substantiation of income:

Proper confirmation of income will be mandatory. The original copies of documents are necessary such as: Bank statement for minimum last 6 months, personal net-worth statement, last tax return, deed of tenet agreement etc.

19. Other charges:

- Service charge: 1% loan amount or tk. 1000/- whichever is higher + 15% VAT on service charge
- Risk fund: 1% on loan amount
- Stamp Charge: Tk. 470/-

b. Car loan:

1. Customer segment:

Any Bangladeshi individual who has the means and capacity to repay the loan. in specific terms the target customers should cover salaried executives of multinational companies, middle to large size local corporate, Government, Semi –Government office, reputed NGOs, International aid agencies and UN bodies, taxpaying businessman and self-employed individual who has a reliable income source.

2. Purpose: Purchase of non-commercial new and reconditioned vehicles for personal use only by an individual.

3. Nationality: Bangladeshi only.

4. Age limit: Minimum 25 years and maximum 60 years.

5. Minimum income: Tk. 20,000 for salaried individuals and Tk. 40,000 for businessman.

6. Loan size: Tk. 20,000 for both Brand new and Reconditioned Cars.

7. Security/collateral:

- Hypothecation over the car (Registration of the vehicle in the name of the bank).
- First party comprehensive insurance of the car (policy must be renewed every year and copy of the policy must be submitted to the bank)
- Post dated cheques based on the loan tenor.

- Additional security in the form of personal guarantee may be obtained of
 - Spouse/parents or an individual having minimum solvency/income not less than that of the borrower supported by income proof.
- 8. Legal documents:**
- Duly filled in car loan application form, terms and conditions signed.
 - Demand promissory note
 - Letter of Set-Off
 - Irrevocable letter of Authority to repossess the vehicle
 - Ownership transfer form signed by customer
 - Letter of Offer with full terms and conditions stated therein and duly accepted
- 9. Interest rate:** 15% p.a. (Reducing) and 13% p.a.
- 10. Maximum term of loan:** maximum 6 years for brand new cars and 5 years for reconditioned cars.
- 11. Repayment method:** Equal monthly installments based on the tenor of the loan.
- 12. Disbursement mode:** After loan approval vendor will receive a facility confirmation letter. On the basis of that vehicle will be registered in the name of the bank. Upon submission of registration vendor will be paid the total value of the vehicle in the form of pay order. Customer should pay the down-payment/total value prior to issuance of facility confirmation letter.
- 13. Disbursement pre-condition:** Comprehensive Insurance coverage and registration document must be in place before giving the Pay Order.
- 14. Verification of personal details and quotation:**
- Details of an applicant to be verified by a third party/internal assessment officers
 - Before that an approval is accorded
 - Letter from employer with details of employment and salary
 - Borrower and guarantors (if any) details (addresses both present and permanent, all telephone numbers of residence, office and mobile no.)
 - Personal net-worth statement
 - Car quotation
 - Referee details (if any)
 - Bank statement
- 15. Substantiation of income:** Proper inspection of income will be mandatory. All of the following original/true copy of original (accepted only after seeing the originals) documents are accepted for the purpose. The documents are:
- Bank statement for minimum last 6 months
 - Personal net-worth statement
 - Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.

16. Other charges:

- Fees and charges: 1% on loan amount or Tk. 1,000/- whichever is higher + 15% VAT
- Risk fund: 1%
- Stamp charge: Tk. 475/-

c. Doctors loan:

1. **Customer segment:** Any Bangladeshi citizen who is a graduate in Medical Science/Dentist/Eye/Allopathic as self employed or salaried people has the means and capability to repay the loan.
2. **Purpose:** Small scale purchase of different medical equipment, machineries, tools or other relevant items to support professional needs. For example to run or set up a clinic/hospital/dispensary).
3. **Nationality:** Bangladeshi only
4. **Age limit:** Minimum age 25 years and maximum 65 years
5. **Minimum service/length of business:** For salaried individual, must be confirmed employees of an established organization. And for self employed individual a professional experience of minimum 2 years.
6. **Minimum income:** Tk. 10,000 for salaried individuals and Tk. 25,000 for self employed
7. **Loan size:** Tk.5,00,000 for general practitioner and Tk. 10,00,000 for specialist doctors such as holding post graduation degree
8. **Loan to price ratio:** Loan amount will not exceed 90% of the instrument/item price.
9. **Security/collateral:**
 - Hypothecation over purchased assets
 - Attested photocopy of the Certificate of the last degree and BMDC/BMA membership certificate
 - Comprehensive insurance over the assets (policy must be renewed every year and copy of the policy must be submitted to the bank).
 - Post dated cheques based on the loan tenor
 - Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof.
10. **Legal documents:**
 - Duly filled in the Loan Application Form, terms and conditions signed.
 - Demand promissory note
 - Letter of Set-Off
 - Irrevocable letter of Authority to repossess the asset
 - Letter of offer with full terms and conditions stated therein and duly accepted

- Letter of guarantee

11. Interest rate: 15% p.a. (Reducing)

12. Maximum term of loan: Maximum 5 years.

13. Repayment method: equal monthly installments

14. Disbursement mode: After loan approval vendor will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of down payment, service charge including VAT, risk fund, stamp cost. After that the vendor will be paid the total value of the item in the form of Pay Order.

15. Verification of personal details and quotation:

- Details of an applicant to be verified by a third party/internal assessment staff before an approval are accorded
- Letter from employer with details of employment and salary
- Trade license/Partnership Deed/Memorandum of Articles
- Borrower and Guarantors details such as addresses both present and permanent, all telephone number of residence, office and mobile no.)
- Personal net-worth statement
- Quotation of the item
- Referee details (if any)
- Bank statement

16. Substantiation of income

Proper checking of income will be mandatory. All kind of original or copies of original documents are accepted for the purpose:

- Bank statement for minimum last 6 months
- Personal net-worth statement

d. Education loan:

1. Customer segment:

Employees of reputed multinational companies and large local corporate.

Employees of medium sized or mid range local companies such as reputed schools and colleges, pathology labs, hospitals, restaurants, hotels, newspapers, airlines, real-estate developers of repute, insurance and leasing companies, NGOs, aid agencies, UN bodies, reputed trading firms and business establishments and all other salaried employees including employees of Government, Semi-Government and Autonomous bodies.

Any tax paying businessman of repute, any employed/self-employed tax-paying individual having a reliable income source.

2. **Purpose:** For educational purposes like study in abroad or within the country.
3. **Nationality:** Bangladeshi only
4. **Age limit:** Minimum age 25 years and maximum age 65 years.
5. **Minimum service/length of business:**
 - For salaried individual, minimum total service length of 2 years
 - Govt. employees must be confirmed on job.
6. **Minimum income:**
 - Tk. 12,000 for salaried individuals and Tk. 25,000 for businessman (for rented people)
 - Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own or family residence)
 - Tk. 10,000 for employees of Government, Semi-Government and Autonomous bodies
7. **Loan size:** Tk. 5,00,000
8. **Security/collateral:**
 - Letter of introduction from the employer
 - Post dated cheques based on the loan tenor
 - Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof
9. **Legal documents:**
 - Duly filled in the loan application form terms and condition signed
 - Demand promissory note
 - Letter Set-Off
 - Letter of Offer with full terms and conditions stated therein and duly accepted
 - Letter of guarantee
10. **Interest rate:** 15% p.a. (Reducing)
11. **Maximum term of loan:** Maximum 4 years
12. **Repayment method:** Equal monthly installments
13. **Disbursement mode:** After loan approval the customer will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of service charge including VAT, risk fund, stamp cost. After that the branch will credit the approved loan amount to the said SB account opened by the applicant.

14. Verification of personal details:

- Details of an applicant to be verified by a third party before an approval are accorded
- Letter from employer with details of employment and salary
- Borrower and Guarantee details (addresses of both present and permanent, all telephone numbers of residence, office and mobile no.)
- Personal net-worth statement
- Referee details (if any)
- Bank statement

15. Substantiation of income: Proper inspection of income will be mandatory. All kind of original documents are accepted for the purpose:

- Bank statement for minimum last 6 months
- Personal net-worth statement
- Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.

16. Other charges:

- Service charge: 1% on loan amount or Tk. 1,000/- whichever is high + 15% VAT on Service Charge
- Risk fund: 1% on loan amount
- Stamp charge: Tk. 320/-

17. Travel loan:

1. Customer loan:

- Employees of reputed multinational companies and large local corporate
- Employees of medium sized or mid-range local companies such as reputed schools and colleges, pathology labs, hospitals, restaurants, hotels, newspapers, airlines, real-estate developers of repute, insurance and leasing companies, NGOs, aid agencies, UN bodies, reputed trading firms and business establishments and all other salaried employees including employees of Government, Semi-Government and Autonomous bodies
- Any tax paying businessman of repute, any employed or self-employed taxpaying individual having a reliable source of income

2. Purpose: To meet the financial need for travel purposes

3. Nationality: Bangladeshi only

4. Age limit: Minimum age 25 years and maximum age 65 years

5. Minimum service/ length of business:

- For salaried individual, minimum total service length of 2 years
- Govt. employees must be confirmed on job

6. Minimum income:

- Tk. 12,000 for salaried individuals and Tk. 25,000 for businessman (for rented people)

- Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own or family residence)
 - Tk. 10,000 for employees of Government, Semi-Government and Autonomous bodies
- 7. *Loan size:*** Tk. 2,00,000
- 8. *Security/collateral:***
- Letter of introduction from the employer
 - Post dated cheques based on the loan tenor
 - Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof
- 9. *Legal documents:***
- Duly filled in the loan application form terms and conditions signed
 - Demand promissory note
 - Letter of Set-Off
 - Letter of offer with full terms and conditions stated therein and duly accepted
 - Letter of guarantee
- 10. *Interest rate:*** 15% p.a. (Reducing)
- 11. *Maximum term of loan:*** Maximum 3 years
- 12. *Repayment method:*** Equal monthly installments
- 13. *Disbursement mode:*** After loan approval the customer will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of services charge including VAT, risk fund, stamp cost. After that the branch will credit the approved loan amount to the said SB account opened by the applicant.
- 14. *Verification of personal details:***
- Details of an to be verified by a third party before an approval is accorded
 - Letter from employer with details of employment and salary
 - Borrower and guarantor details such as addresses of both present and permanent, all telephone numbers of residence, office and mobile no.)
 - Personal net-worth statement
 - Referee details (if any)
 - Bank statement
- 15. *Substantiation of income:*** Proper substantiation of income will be mandatory. All the following original/true copy of original are accepted for the purpose:
- Bank statements for minimum last 6 months
 - Personal net-worth statement
 - Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.
- 16. *Other charges:***
- Service charge: 1% on loan amount or Tk. 1,000/- + 15% VAT on service charge

- Risk fund: 1% on loan amount
- Stamp charge: Tk. 320/-

17. Wedding loan:

1. Customer segment:

- Employees of reputed multinational companies and large local corporate
 - Employees of medium sized or mid-range local companies such as reputed schools and colleges, pathology labs, hospitals, restaurants, hotels, newspapers, airlines, real-estate developer of repute, insurance and leasing companies, NGOs, aid agencies, UN bodies, reputed trading firms and business establishments and all other salaried employees including employees of Government, Semi-Government and Autonomous bodies.
 - Any tax paying businessman of repute, any employed/self-employed taxpaying individual having a reliable source of income
- 2. Purpose:** To meet the financial need for marriage purposes
 - 3. Nationality:** Bangladeshi only
 - 4. Age limit:** Minimum age 25 years and maximum age 65 years
 - 5. Minimum service/length of business:** For salaried individual, minimum service length of 1 year and must be a confirmed employee
 - 6. Minimum income:**
 - Tk. 10,000 for salaried individuals and Tk. 25,000 for businessman (for rented people)
 - Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own/family residence)
 - 7. Loan size:** Tk. 3,00,000
 - 8. Security/collateral:**
 - Letter of introduction from the employer
 - Post dated cheques based on the loan tenor
 - Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof
 - 9. Legal documents:**
 - Duly filled in the loan application form terms and conditioned signed
 - Demand promissory note
 - Letter of Set-Off
 - Letter of offer with full terms and conditions stated therein and duly accepted
 - Letter of guarantee
 - 10. Interest rate:** 15 % p.a. (Reducing)
 - 11. Maximum term of loan:** Maximum 3 years
 - 12. Repayment method:** Equal monthly installments

13. Disbursement mode: after loan approval the customer will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of service charge including VAT, risk fund, stamp cost. After that the branch will credit the approved loan amount to the said SB account opened by the applicant.

14. Verification of personal details:

- Details of an applicant to be verified by a third party before an approval are accorded.
- Letter from employer with details of employment and salary
- Borrower and guarantor details (addresses-both present and permanent, all telephone numbers of residence, office and mobile no.)
- Personal net-worth statement
- Referee details (if any)
- Bank statement

15. Substantiation of income: Proper substantiation of income is necessary. All kind of original documents or true copy of original are needed for the purpose. The documents are:

- Bank statement for minimum last 6 months
- Personal net-worth statement
- Any other document that may stand as a proof of income such as tax return, deed of tenant agreement etc.

16. Other charges:

- Service charge: 1% on loan amount or Tk. 1,000/- + 15% VAT on service charge
- Risk fund: 1% on loan amount
- Stamp charge: Tk. 320/-

18. CNG conversion loan:

- 1. Customer segment:** Any Bangladeshi individual who has the means and capacity to repay the loan. In specific terms, the target customers should cover salaried executives of multinational companies, middle to large size local corporate, Government officials, officials working in Semi-Government, Autonomous and reputed NGOs (non government organizations), international aid agencies and UN bodies, any tax paying businessman of repute, any employed/self employed taxpaying individual having a reliable source of income.
- 2. Purpose:** For converting vehicles from carbon based fuel to Compressed Natural Gas system.
- 3. Nationality:** Bangladeshi only
- 4. Age limit:** Minimum age 21 years and maximum age 65 years

5. *Minimum service/length of business:*

- For salaried individual, minimum total service length of 2 years
- Govt. employees must be confirmed on job
- For self-employed individual, a business record of minimum 4 years

6. *Minimum income:*

- Tk. 12,000 for salaried individuals and Tk. 25,000 for businessman (for rented people)
- Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own or family residence)
- Tk. 10,000 for employees of government, semi government and autonomous bodies

7. *Loan size:* Tk. 1,00,000

8. *Security/collateral:*

- Post dated cheques based on the loan tenor
- Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof

9. *Legal documents:*

- Duly filled in the loan application form terms and conditions signed
- Demand promissory note
- Letter of Set-Off
- Irrevocable letter of authority to repossess the asset
- Letter of offer with full terms and conditions stated therein and duly accepted
- Letter of guarantee

10. *Interest rate:* 15% p.a. (Reducing)

11. *Maximum term of loan:* Maximum 1.5 years

12. *Repayment method:* Equal monthly installments

13. *Disbursement mode:* loan approval vendor will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of down payment, service charge including VAT, risk fund, stamp cost. After that the vendor will be paid the total value of the item in the form of Pay Order

14. *Verification of personal details and quotation:*

- Details of an applicant to be verified by a third party before an approval is accorded
- Letter from employer with details of employment and salary
- Trade license/Partnership deed/Memorandum of articles

- Borrowers and guarantors details (addresses- both present and permanent, all telephone numbers of residence, office and mobile no.)
- Personal net-worth statement
- Quotation of the item
- Referee details (if any)
- Bank statement

15. Substantiation of income: proper inspection of income will be mandatory. All kind of original documents or true copy of original documents are accepted for the purpose:

- Bank statement for minimum last 6 months
- Personal net-worth statement
- Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.

16. Other charges:

- Service charge: 1% on loan amount or Tk. 1,000/- + 15% VAT on service charge
- Risk fund: NIL
- Stamp charge: Tk. 320/-

19. Any purpose loan:

1. Customer segment:

- Employees of reputed multinational companies and large local corporate
- Employees of medium sized or mid-range local companies such as reputed schools and colleges, pathology labs, hospitals, restaurants, hotels, newspapers, airlines, real-estate developers of repute, insurance and leasing companies, NGOs, aid agencies, UN bodies, reputed trading firms and business establishments and all other salaried employees including employees of Government, Semi-government and Autonomous bodies.

2. Purpose: Varied personal financial requirements. The customer has to declare the purpose of the loan but submission of supporting document is not mandatory. Purpose may be as the follows:-

- House renovation
- Marriages in the family
- Hospitalization or other emergency medical needs
- Advance rental payments trips abroad
- Purchase of assorted household appliances
- Purchase of personal computers
- Purchase of electronic items

- Purchase of furniture
 - Other acceptable purpose not mentioned above but no facilities can be granted for purposes that are legally in contradiction with the law of the land. It is therefore advisable that the dealing officer knows the purpose of the facility and records the same.
3. **Nationality:** Bangladeshi only
 4. **Age limit:** Minimum 25 years and maximum 65 years
 5. **Minimum service/length of business:** For salaried individual, minimum total service length of 2 years and for govt. employees must be confirmed on job
 6. **Minimum income:**
 - Tk. 12,000 for salaried individuals and Tk. 25,000 for businessman (for rented people)
 - Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own or family residence)
 - Tk. 10,000 for employees of Government, Semi government and Autonomous bodies
 7. **Loan size:** Tk. 3,00,000
 8. **Security/collateral:**
 - Letter of introduction from the employer
 - Post dated cheques based on the loan tenor
 - Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof
 9. **Legal documents:**
 - Duly filled in the loan application form terms and conditions signed
 - Demand promissory note
 - Letter Set-Off
 - Letter of offer with full terms and conditions stated therein and duly accepted
 - Letter of guarantee
 10. **Interest rate:** 15%p.a.(Reducing)
 11. **Maximum term of loan:** Maximum 3 years
 12. **Repayment method:** Equal monthly installments
 13. **Disbursement mode:** After loan approval the customer will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of service charge including VAT, risk fund, stamp cost. After that the branch will credit the approved loan amount to the said SB account opened by the applicant.
 14. **Verification of personal details:**

- Details of an applicant to be verified by a third party before an approval is accorded
- Letter from employer with details of employment and salary
- Borrower and guarantors details such as addresses both present and permanent, all telephone numbers of residence, office and mobile no.)
- Personal net-worth statement
- Referee details (if any)
- Bank statement

15. Substantiation of income: Proper substantiation of income will be mandatory. All kind of following original or true copy of original documents are accepted for the purpose:

- Bank statements for minimum last 6 months
- Personal net-worth statement
- Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.

16. Other charges:

- Service charge: 1% on loan amount or Tk. 1,000/- + 15% VAT on service charge
- Risk fund: 1% on loan amount
- Stamp charge: Tk. 320/-

20. Hospitalization loan:

1. Customer segment:

- Employees of reputed multinational companies and large local corporate
- Employees of medium sized or mid-range local companies such as reputed schools and colleges, pathology labs, hospitals, restaurants, hotels, newspapers, airlines, real-estate developers of repute, insurance and leasing companies, NGOs, aid agencies, UN bodies, reputed trading firms and business establishments and all other salaried employees including employees of government, semi government and autonomous bodies.
- Any tax paying businessman of repute, any employed taxpaying individual having a reliable source of income

2. Purpose: To meet the financial need for treatment purposes in the following hospitals/clinics of Dhaka and Chittagong:-

- BIRDEM, Holy family hospital ,Central hospital, Monwara hospital, Samrita hospital, Medinova, Comfort diagnostic center and hospital, Metropolitan hospital, Bangladesh medical, Sikder medical, Ibne Sina hospital, Dhaka renal center, Gastro lever clinic, Islami bank hospital, Lab Aid cardiac hospital, National heart foundation,

CMH, Dhaka, Apollo hospital. In Chittagong: Medical center, Metropolitan hospital, Royal hospital, Holy crescent, Health home, Health care, Poly clinic, Nebedita hospital, Niramoy clinic, Holy health, Sergiskop clinic, CMH.

3. **Nationality:** Bangladeshi only
4. **Age limit:** Minimum age 25 years and maximum 65 years
5. **Minimum service/ length of business:** For salaried individual, minimum total service length of 2 years and for govt. employees must be confirmed on job
6. **Minimum income:**
 - Tk. 12,000 for salaried individuals and Tk. 25,000 for businessman (for rented people)
 - Tk. 10,000 for salaried individuals and Tk. 15,000 for businessman (who are residing in his/her own or family residence)
 - Tk. 10,000 for employees of government, semi government and autonomous bodies
7. **Loan size:** Tk. 5,00,000
8. **Security/collateral:**
 - Letter of introduction from the employer
 - Post dated cheques based on the loan tenor
 - Personal guarantee from two persons having minimum solvency/income not less than that of the applicant supported by income proof
9. **Legal documents:**
 - Duly filled in the loan application form terms and conditions signed
 - Demand promissory note
 - Letter Set-Off
 - Letter of offer with full terms and conditions stated therein and duly accepted
 - Letter of guarantee
10. **Interest rate:** 15% p.a. (Reducing)
11. **Maximum term of loan:** Maximum 2 years
12. **Repayment method:** Equal monthly installments
13. **Disbursement mode:** After loan approval the customer will receive a facility confirmation letter. On the basis of that customer will open a SB account with the branch nominated by the customer. Then he/she will deposit the amount of service charge including VAT, risk fund, stamp cost. After that the branch will credit the approved loan amount to the said SB account opened by the applicant.
14. **Verification of personal details:**

- Details of an applicant to be verified by a third party before an approval is accorded
- Letter from employer with details of employment and salary
- Borrower and guarantors details (addresses- both permanent and present, all telephone numbers of residence, office and mobile no.)
- Personal net-worth statement
- Referee details (if any)
- Bank statement

15. Substantiation of income: Proper substantiation of income is necessary. All or any of the original or true copy of original documents are accepted for the purpose:

- Bank statements for minimum last 6 months
- Personal net-worth statement
- Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.

16. Other charges:

- Service Charge: 1% on loan amount or Tk. 1,000/- whichever is higher + 15% VAT on service charge
- Risk fund: 1% on loan amount
- Stamp charge: Tk. 320/-

21. Home loan (Swapna Neer):

1. Customer segment: Any Bangladeshi (singly/jointly with other co-owners or co-borrower for example spouse/son). To be more specific the following group of people will be eligible for Prime Bank “Swapna Neer” loan:

- Salaried people:
 - a. Employees of govt./semi govt./autonomous body
 - b. Employees of financial institution
 - c. Employees of different public limited company/private limited company having corporate structure
 - d. Teachers of any school/college/university
- Professional:
 - a. Doctor
 - b. Engineer
 - c. Accountants
- Self-employed: Businessman (in business at least for five years).

2. Purpose:

- Purchasing apartment/house (if old, not older than 10 years)
- Constructing new house

- Taking over of house building loans from other banks/non banking finance institutions.

3. **Nationality:** Bangladeshi only

4. **Age limit:** Up to 6 years (Repayment age)

Note: At the time of sanctioning loan, the age of the borrower as well as cash flow/repayment capacity of the borrower, should be such to ensure full adjustment of the loan within 60 years of age. However Head Office may relax age of the borrower as and when deem fit but not exceeding 65 years.

5. **Minimum income:**

- Loan amount, debt-equity ratio etc. shall be decided on a case to case basis considering location of the project, prospect of rental income, repayment capacity, financial and social standing of the customer, other source of income, size of family, income of the family members, other debts, age of the borrower etc.
- However, the quantum of loan shall be such to ensure monthly installment size would not exceed 40% of the gross income or 80% of the residual income (after deducting all expenses except present rental expense) whichever is lower.

6. **Loan size:** The Managing Director may be authorized to sanction Prime Bank “Swapna Neer” loan up to Tk. 50 lac only.

All home loan proposals shall be evaluated by the officials working at housing finance unit, Head Office.

7. **Loan to price ratio:**

- At least 40% of the total cost of construction of home
- At least 30% of purchase price of new apartment/home
- At least 50% of purchase price of old apartment/home and repairing cost, if any.

8. **Security/collateral:**

- Under construction apartment: Under supervision of bank’s panel lawyer, a tri-partite agreement will be signed among the customer, the developer and Prime Bank Limited to the effect that the developer will handover property related documents directly to Prime Bank Limited being the financier of the apartment. Subsequently, the apartment will be registered mortgaged in the name of Prime Bank Limited.
- Construction of house:
 - a. Registered mortgage of the concerned property
 - b. Registered IGPA to sell/foreclosure of the mortgage property without intervention of the court.

Note: The building/apartment/land to be financed is secured by the registered mortgage along with Registered Power of Attorney to sell the property directly without referring the same to the borrower/court in case of default.

- Collateral: On a case to case basis, if available:
 - a. Mortgage (Registered/equitable) of any other property
 - b. Pledge of shares/securities and other cashable securities
 - c. Lien on retirement benefits
 - d. Assignment of life insurance policy
 - e. Guarantee from a person acceptable to the bank

9. Legal documents:

- a. D.P. note,
- b. Housing loan agreement,
- c. Letter of authority of the employer to pay monthly installment by deducting from salary/service in case of salaried person,
- d. Letter of installment
- e. Land documents

10. Interest rate:

- 13.25% p.a. (Up to 7 years)
- 13.50% p.a. (for 7-10 years)
- 14.00% p.a. (over 10 years)

11. Maximum term of loan:

- For construction of new house grace period is 12 to 18 months and repayment period is up to 20 years
- For purchase of new apartment under construction grace period is 6 to 18 months and loan repayment period is up to 20 years
- For purchase of new ready apartment/house the grace period is up to 3 months and loan repayment period is 15 years
- For purchase of old house/apartment (not older than 10 years) only repayment period is 10 years
- For taking over loan the remaining loan period with existing financier or 15 years whichever is lower.

Note: The grace period interest may be recovered before starting repayment of installments or may be capitalized with the principal for repayment

12. Repayment method: The repayment will be started from the subsequent month of disbursement or from the following month at the end of grace period. The repayment will be made in amortized monthly installment comprising of principal and interest

13. Disbursement mode:

- For purchasing apartment: Firstly, the customer shall pay the equity portion to the developer. Later on, the remaining amount will be provided by the bank.
- For construction of building: The customer will have to invest the equity portion first for having disbursement from the sanctioned loan. Bank's Civil Engineer will determine whether the customer's equity is rightly invested or not. Any cost overrun of the project cost shall be borne by the customer.

14. Disbursement pre-condition: The subject property should be insured for fire, RSD, Flood, Cyclone and Earthquake. However, obtaining Fire and Earthquake policy is mandatory.

15. Substantiation of income: Appropriate inspection of income is necessary. All or any of the following original/true copy of original documents are accepted for the purpose:

- Bank statements for minimum last 6 months
- Personal net-worth statement
- Any other document that may stand as a proof of income such as last tax return, deed of tenant agreement etc.

16. Other charges:

- Service charge: 1% on loan amount
- Risk fund: 0.50% on loan amount

4.2.2 Credit limit and down payment:

For personal loan or retail credit department of Prime Bank Limited borrower can get minimum of taka 10,000 and maximum of taka 40, 00,000. For the each product of loan the down payment is 10% except car loan and home loan (Swapna Neer) which required 40%.

4.2.3 Interest and other charges:

The interest rate is 16% for all products except home loan (Swapna Neer). The interest rate of home loan is 13%. Prime Bank charges 1% service charge and 1% risk fund for all products but for home loan it is 0.50%.

4.2.4 Application procedure for loan:

Interested client have to fulfill an application to the credit department in Prime Bank and the application form is printed by the Bank. The application form is available in each branch and customers can collect it with the payment of tk.10. The customer will submit

the application form with two photographs and signed along with the quotation for which purpose he/she wants to take the loan. The customer's full name should be mentioned in every loan application.

4.2.5 Processing of application:

After proper study and inspection branch will inform the initial decision (acceptable for processing/decline) to the customer within 3 working days from the date of receiving application. The customer will submit the above with some important additional papers and they are:

1. Salary certificate for service holders
2. Trade license and TIN certificate for business person
3. e-TIN
4. National ID card/birth certificate
5. TIN certificate for vehicle loan (compulsory)
6. Bank statement of last six months
7. Attested photocopies of current tax receipt, electric bill etc, lease agreement (if any) is needed if the source of income is house rent as a land lord.

Branch will examine the given information with respect to eligibility and security. After completion of all formalities branch shall disburse the loan or refuse the proposal within 7 working days from receiving the additional papers. Price of the items (down payment +loan amount) should be given to the respective supplier through payment order after completion of necessary documentation.

Now-a-days Bangladesh Bank follows some rules while giving loans. It wants Banks to take proper and correct information of customers to whom they are giving loans. After accepting the loan proposal of customers Prime Bank send a report to Bangladesh Bank about customers information which known as CIB report. Then 3 or 4 days later Bangladesh Bank sends another report to Prime Bank Limited. This report from Bangladesh Bank is to ensure that Prime Bank can deal with that person any further, it is kind of inspection and Bangladesh Bank ensure the information was right and Bank can provide loan to that person.

4.2.6 Documentation:

For implementation of customers loan Bank usually uses two types of documents. One is application form and another one is charge documents.

Details of these are given below:

a. Application form:

The contents of application form for loan are:

1. **Personal details of applicant:** The applicant's personal information is written down in this segment.
2. **Employment details:** In this section applicant has to specify the details about his/her employment (name of the company, designation, years of service, salary etc.)
3. **Loan details:** Amount of loan, Period, Interest, Equity, Mode of Repayment, Security and other charges are to be mentioned.
4. **Financial details:** total assets, total liabilities, monthly income, monthly expenses and all other financial details of the applicant have to be mentioned.
5. **Particular of guarantors:** details of guarantors with their job details are to be stated here.
6. **Quotation:** quotation contains the details descriptions of the goods, brand, model, size, manufacturer, price and details of supplier.
7. **Letter of assurance:** this is the assurance of the working organization of the client to pay the installment in case of client fails to repay to the Bank.
8. **Declaration:** this is the declaration of the borrower which means all the information about the quotation of the goods is correct and the applicant agrees with all terms and conditions of the Bank.
9. **Certification of the organization:** here the working organization will certify that the borrower is the employee of the organization.
10. **Photograph:** two copies of photograph is needed for each client

b. Charge documents:

Charge documents are set for documents that contain different e rules, terms and condition. Borrower needs to follow the rules otherwise the documents will be exercised to suit against the borrower. Before the disbursement of loan the following document must be signed by the client/borrower:

1. The stamps must be needed for these documents are paid by the clients.
2. Letter of guarantee: the letter of guarantee is two sided. One is borrower sided guarantee and another one is guarantor side guarantee. Borrower side guarantee consists or agreement of all terms and conditions of Bank as well as assurance of

proper repayment of installment. Guarantor side guarantee is the undertaking by the guarantor to pay the installments in case of failure of the client.

3. Letter of hypothecation: it signifies that the goods/items are hypothecated to the Bank.
4. Demand promissory note: it is the promise of borrower to pay on demand to the Bank the overdue or total outstanding if necessary.
5. Letter of installment: in this document borrower promise to pay all regular and irregular installments in due time.
6. Letter of disbursement: this is the declaration of disbursement of loan to the borrower.
7. Letter of agreement: this is the agreement where borrower is bound to pay all dues together with all other charges and the borrower gives the Bank the authority to discharge the agreements any time due to the fault in the borrower side
8. Letter of authority: this is the letter the borrower gives the Bank the authority to debit the account if necessary.

4.2.7 Mode of repayment:

The repayments of loans including interest will be made by equal monthly installments which will start from the following month of the disbursement of loan. Before disbursement of loan the customer will deposit crossed cheque covering the total number of monthly installments in favor of Bank which will have to be presented for collection on the due date. Installment will be paid within 7th day of each month or prepayment is also allowed.

4.2.8 Other conditions:

- Customer will bear the license fee, registration fee, insurance charge etc. if any, in respect of the articles
- Customers will bear the expenses for necessary repair and maintenance of the articles during the period loan.

After delivery of the articles, the respective customer shall remain responsible if the articles are broken, stolen or damaged. The articles shall be used by the customer with optimum care, caution and prudence and he will be liable for

- Compensation or replacement etc. for any damaged caused due to this negligence, carelessness and inefficient handling. In the event of the articles being lost or totally damaged and become irreparable due to his negligence, carelessness and inefficient handling, he will be liable to adjust Bank's due such as outstanding principal, interest and other charges on demand
- Customer will inform the bank of any change of his address immediately after the change
- Customer will keep available all the articles supplied to him for inspection by the bank officials or supervising agency as and when required
- Default in payment of three consecutive installments shall render the customer liable to handover the articles of the bank
- In case of loan for purchase of car loan, the registration of the vehicle loan shall be made in the sole name of the bank/joint name of the bank and the customer until full adjustment of the loan
- The registration, Blue book, Tax token, Fitness certificate etc. for vehicles must always be kept up to date at the cost of the customer

4.2.9 Judgment process of credit proposal the consumer credit scheme:

Loan and advances are the main assets of a bank. It is very crucial for any bank because it is generates the greatest part of revenue of bank. Within the total credit portfolio consumer credit is the most popular form of credit because it is easily recoverable. To disburse the loan, the credit officer has to verify the potential borrower's income, expenditure pattern, type of service etc to select the appropriate borrower. The factors which are considered in this process are started below:

- a. ***Borrower's income:*** It is the vital factor for selecting a borrower. To gather required information in his regard, the borrower is requested to allow the credit officer to verify the following subject matters:
 - Place of employment
 - The stated salary
 - The continuity of existing job
 - Income from part time employment
 - Spouses income
 - Income from rentals
 - Dividend or interest
 - Children's support

Besides these the credit officer also verifies borrower's income from the TIN certificate, tax return and salary statement etc.

b. *Estimated housing expenses:* The credit officer tries to evaluate the expenditure pattern as well as monthly living expenditure with the help of the following information:

- Children's educational expenses
- House rent
- Interest payment on previous borrowing
- Interest payment for the loan which is under consideration.

c. *Location:* The location of the borrower is an important factor for selecting any borrower. If the location of the borrower is far from the bank, the physical communication becomes tough for the bank. So bank likes to provide loan to those who stay near to the bank's branch.

d. *Assessment of credit history:* The credit officer evaluates the credit history of a potential borrower with the help of the CIB report and with the inquiry of his or her business community subsequently verified by five outsourcing CPV (Contact Point Verification) agents namely Credit Ben balance Consultancy, Snipers Secures Limited, Beacon Consultancy Services, Management Consultancy Limited and Prime Asset and Insight Management. Quality of a loan is heavily dependent on the reports provided by the low salaried employees of the outsource agents.

e. *Social status:* Social status of a borrower is to be verified from the following information:

- Ownership of a car
- Ownership of a house in the metropolitan area
- Holding a land phone in residence
- Holding a passport, TIN certificate
- Membership of a first club
- Marital status
- Guarantors status

Under the credit scheme, credit is offered by taking personal guarantors from a third party. The guarantor will be liable for the default of loan. So guarantor's designation, type of job, monthly salary, period of service, office address and the consent of the guarantors regarding the matters are evaluated.

f. *Loan sectioning process:*

- The officer of retail credit unit pursue the prospective customer to take the retail asset product
- The customer may submit the loan application directly to the retail credit or to any nearest branches of Prime Bank as convenience
- After receiving the credit application from the customer the branch forward it to retail credit unit immediately
- Then the retail credit unit inspect and verify the information provided by the customer in the credit application and apply all due diligences for approval or declining the loan

- If the retail credit committee approves the proposal, section advice is issued to the customer and asked to finish all other documentation and to give the required number of post date cheques
- Both the retail credit unit and branches keep the record of approved and declined loan proposals.

4.2.10 Monitoring and Recovery:

The credit under this scheme is fully supervised and as such, the success of the schemes depends on proper and persistent supervision, follow up, persuasion and monitoring of the credits by the branches. Branches shall maintain proper records of the applicants received, loan sanctioned, disbursement and recovery made. It is worthwhile to mention here that optimum recovery can be ensured by developing relationship with the customers and the beneficiaries and maintaining supervision thereon without filling any suit/case. The mechanism of supervision and monitoring are as follows:

- Regular checking of the balance of the clients account
- Regular communication with the defaulting customer and guarantors physically/over telephone
- Issuance of letter to customers immediately after dishonor of cheque
- Issuance of letter to defaulting customers and respective guarantors
- Contacting the employers of the defaulting customers (after their overdue installments)
- Issuance of legal notice to the customers and guarantors prior classification of loans
- Periodical visit to the customer to maintain relationship and supervision of supplied goods/items
- Call Center of Head Office Recovery Unit of Retail Banking Division is currently handling only overdue (Standard) and SMA (Special Mention Account) files with the help of 79 Collection Executives. There are also six outsourcing agents such as Standard Credit Collection Agency, Smart way, Quorum Financial Services Limited, Intelligent Credit Care Advance Business Snipers Secures Limited and Legal Care Services Limited also involved in recovery of overdue and all types of classified loans as referred to them by the management.
- Legal actions to be taken after all possible efforts to recover the Bank's dues have in vain

4.2.11 Steps against defaulters:

If a borrower fails to pay 3 (three) installments consecutively he/she consider as a defaulter. Prime Bank Limited usually follows the following guidelines for treatment of its overdue installments:

- Telephone contact
- Cheque bounce letter
- Overdue recover letter
- Letter of guarantors
- Letter to authority
- Legal notice to borrower and guarantor
- Suit notice

4.2.12 Prepayment:

Customers can repay the loan before maturity of the loan. In case of early payment bank has to face reinvestment risk. That is from the early payment of a loan bank gets an unanticipated fund that may not be invested at the previous rate, because interest tends to decline over time because of the growing competition among banks. But Prime Bank usually welcomes the early repayment of loan and offers a rebate of interest amount as well as no prepayment penalty is to be charged like other banks. The reason behind this is that Prime Bank tries to avoid classified loan even at the cost of losing some profit and receiving risk just to maintain its credit history and good rating.

4.2.13 Present position of Prime Bank Loan and advances:

- Position of loan and advances of 2013 as follows:
- Total loans and advances 153,588.76 (taka in millions)
- Credit deposit ratio is 76.07%
- Percentage of classified loans 5.09%
- Amount of classified loans 7,814.50 (taka in millions)
- Provision kept against classified loans 3,342.05% (taka in millions)
- Interest income on house building loan is 586,329,448 tk.
- Particularly in retail loan the interest income was 1,915,282,906

5. Corporate credit department in Prime Bank Limited:

5.1 Products of Corporate Credit in PBL:

- 1. Lending sector:** In this sector loans and advances have been divided into three major groups:
 - a. Term loan:** These loans were made by the bank with fixed repayment schedules. The term loans are Short term, Medium term and Long term with a different time period.
 - b. Continuous loan:** It has no fixed repayment schedule but it has limit and expiry date which can be renewable according to customers demand.
 - c. Demand loan:** In this kind of loan which is repayable on demand by the bank and no fixed installment or repayment schedule are laid down. Forced loan are also treated as demand loan.
- 2. Agricultural sector:** This facility is given to the customers who are doing agro business. It is also divided into two sectors. They are:
 - a. Loans to primary producers and
 - b. Loans to dealers/distributors
- 3. Term loan to large and medium scale industry:** For long term financing and capital formation of new industries who manufacture goods and services, the term loan is provided to them. For example: Tea gardens, leather industries, plastic industries etc.
- 4. Term loan to small and cottage industries:** For small and cottage industries they allow the industries which do not exceed 30 million tk. and equipment do not exceed 10 million tk.
- 5. Working capital:** Here the purpose of providing loan is to meet their working capital requirements according to their business size.
- 6. Export credit:** In this sector loan facilities are given to export all items against letter of credit. It is accommodated under the heads of Export Cash Credit, Packing Credit, and Foreign Documentary Bill Purchased etc.
- 7. Commercial lending:** This credit is allowed for commercial purpose businesses such as local trade, import business, service establishment etc. Medium and long term loans are not allowed here. They can get loan in the form of Loan against Imported Merchandise (LIM), Loan against Trust Receipt (LTR), Secured Overdraft (SOD), and Cash Credit etc.

5.2 Types of corporate credit facilities: All the credit facilities have been brought under two major groups: 1) Funded Credit and 2) Non-funded Credit.

- 1. Funded credit facilities:** It is a kind of facility which involves direct outflow of bank's fund on account of borrower refers to funded credit facility. The facilities are:
 - a. PAD (Payment Against Documents):** It is a short term advance connected with import through L/C. The L/C issuing bank is compelled to pay for the import bills when these are presented for payment. By creating PAD the issuing bank will lodge the in-order shipping documents in their book.

- b. LTR (Loan against Trust Receipt):** This facility allowed for retirement of shipping documents so that the importer can release the imported goods through Letter of Credit. Then it needs to be adjusted with PAD liability and it's known as LTR.
- c. SOD (EM) (Secured Over Draft (Earnest Money)):** This facility is allowed by issuing payment order/demand draft/ special deposit receipt in favor of bid security.
- d. PC (Packing Credit):** It is a short term facility allowed to customers against export L/C and firm contract for processing/packing/shipping of goods to be exported. It must be adjusted from proceeds of the relevant exports.
- e. FBP (Foreign Bill Purchase):** Payment made to a customer through purchase of Foreign Currency Cheques/Drafts.
- f. Over Draft (Export):** This facility is allowed for making import payments including L/C liability in foreign currency against export L/C.
- g. Loan (General):** This is mainly allowed to accommodate term financing, when the other term financing modes are not applicable. Loan facility may be allowed to meet short, medium and long term requirement for the customer.
- h. House Building Loan (commercial):** Term loans allowed for purchase of commercial space or construction of house for commercial purpose.
- i. ECC (Export Cash Credit):** This facility is allowed to a customer for processing of export of goods. It must be adjusted from proceeds of the relevant exports.
- j. SOD (FO):** It stands for Secured Over Draft (Financial Obligation). This continuous credit limit is allowed against financial obligations such as FDR, MBDR, Scheme Deposit of bank.

There are more Funded Credit Facilities, they are OD General, Cash Credit (against Hypothecation), SOD (Work Order), Hire Purchase, Lease Finance, OD (Export) etc.

- 2. Non-Funded Credit Facility:** It is a kind of credit facility which involves direct commitment of bank on behalf of customer for payment to third party in case of under some conditions refers to non-funded credit facility. The facilities are:
 - a. Letter of Credit:** This is an obligation undertaken by the Bank to import any allowed items on behalf of the customer from both local and foreign sources. There are some kinds of L/Cs which are practicing in PBL. They are: Sight L/C, Deferred Payment L/C, Back to Back L/C.
 - b. ABP (Accepted Bills for Payment):** It is an acceptance which is made by the bank for payment. After a certain period through DP L/C against shipping documents for import the payment can be done.
 - c. Bank Guarantee:** BG is an unconditional responsibility given by the bank. The task is for the beneficiary on behalf of their customer to pay a specific amount of money if beneficiary claims that the customer is failed to complete the task and as a guarantor

bank should pay that amount. There are many kinds of bank guarantee that PBL follows:

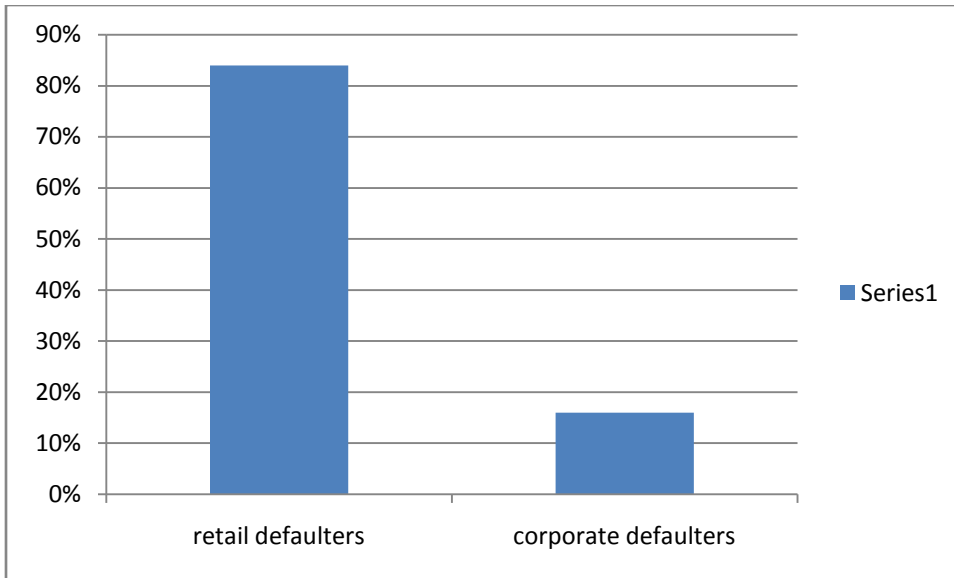
Bid bond, Performance Guarantee, Advance Payment Guarantee, Retention Money Guarantee, Payment Guarantee, customs guarantee etc.

6.Differences between retail and corporate credit in Prime Bank

Limited:

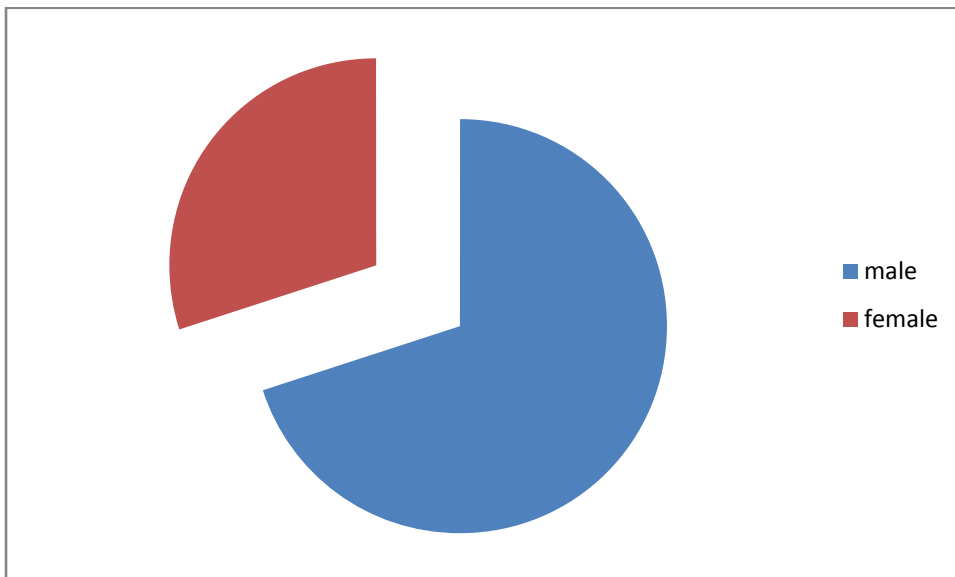
1. In terms of defaulters:

The numbers of defaulters are more in retail credit than corporate credit. In 2014 the percentages of defaulters in retail credit were 84 % which is larger than corporate credit. And the rest (16%) defaulter was in corporate credit. The reason behind the many defaulters in retail credit is mainly the interest percent of the loan. Somehow it is difficult to borrower to carry this high interest rate so they skip their repayment and outstanding increase day by day. In corporate credit that has loan account, they take loan against their SOD, FDR, PMS etc. account. If they are failed to repay their terms then outstanding will increase day by day. As the limit in corporate credit much higher than retail credit so people try to repay the loan on time so that they do not fall in any problem. In retail credit people mainly default in home loan. They buy their home by taking loan but they got upset because of their service and because of this the numbers of defaulter increase.



The defaulter's percentage in retail credit and corporate credit (retail 84% and Corporate 16%)

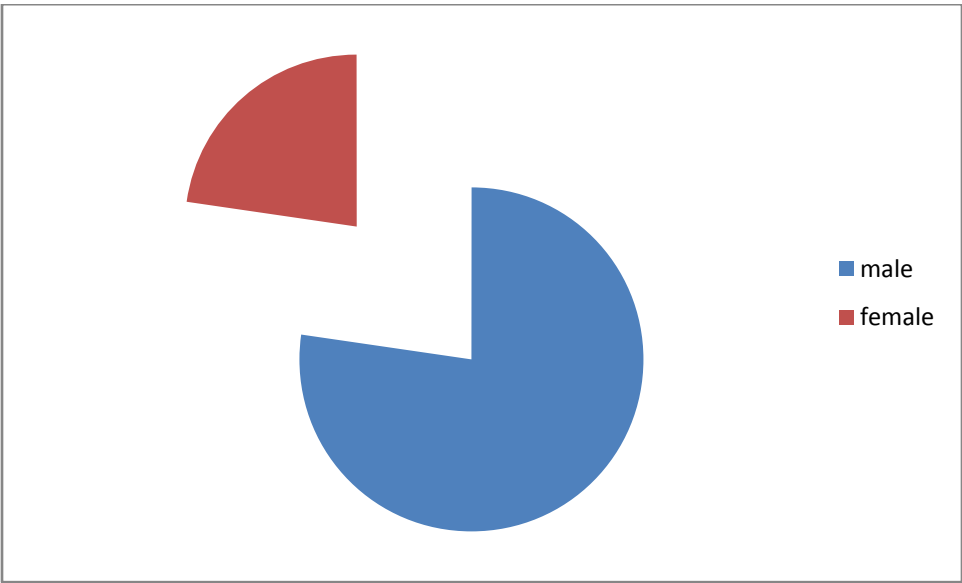
2. **In terms of male/female:** In Prime Bank Limited the number of male borrower is more than female borrower. If we consider the percentage then it is 70% of male borrower and 30% is female borrower.



Male borrower is 70% and female borrower is 30%

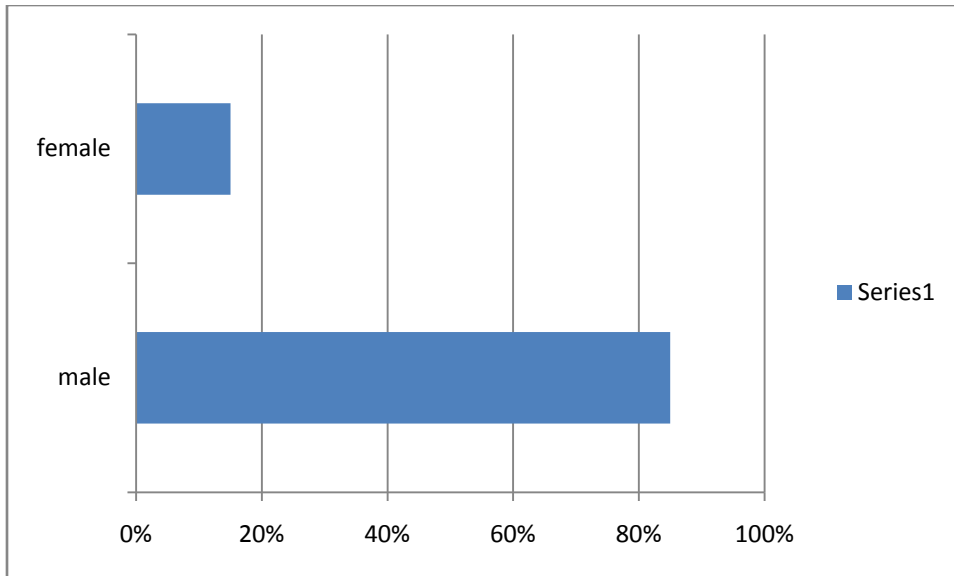
The pie chart is showing the percentage of male and female borrower in Prime Bank Limited. As in our country most of the male are the only income person in family so they took loan in their name so that he can easily get the loan from the bank.

In corporate credit the customers are mainly the organizations, companies and NGOs but they have also individual customer. In corporate credit the percentage of male and female borrower is same. Both of the borrowers (male and female) mainly take home loan, car loan and any purpose loan. In terms of home loan the percentage of male borrower is 77.3% and female borrower is 22.7%. In terms of car loan the male borrower is 85% and female borrower is 15%. In terms of any purpose loan the male borrowers are 60% and female borrowers are 40%.



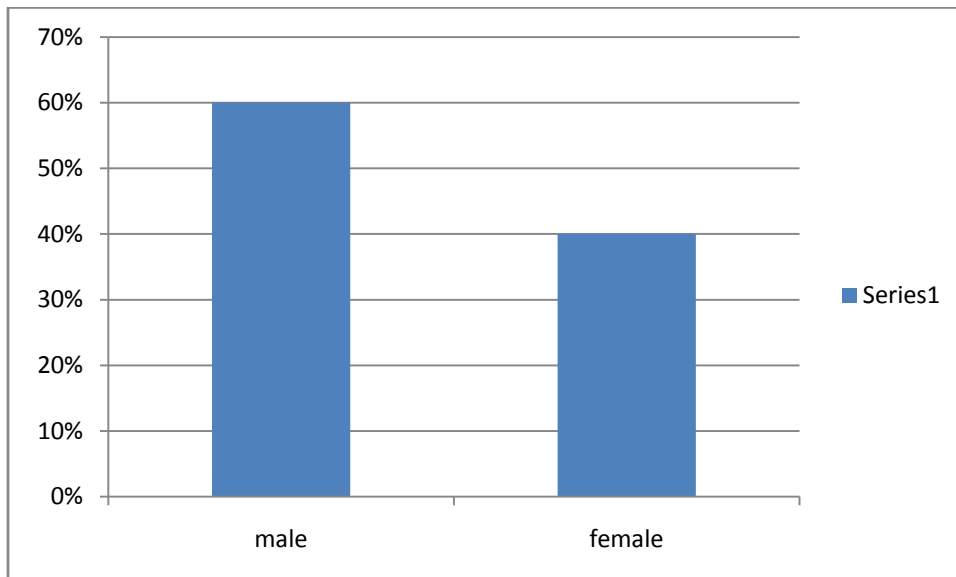
The percentage of home loan (male 77.3% and female 22.7%)

The home loans are mostly taken by the male who are the only income source in the family. So, the number of the male borrowers is much than the female borrowers.



The percentage of car loan (male 85% and female 15%)

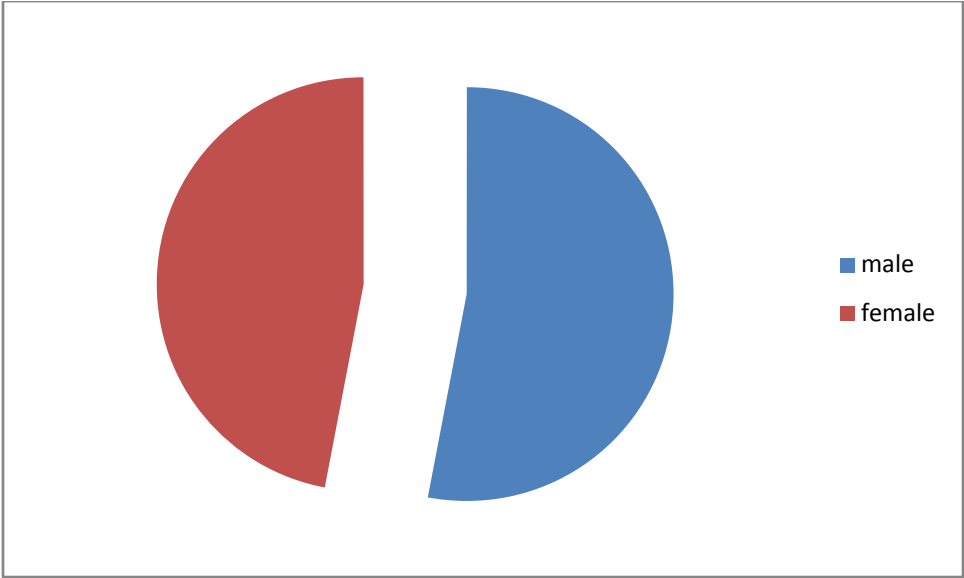
Female customers who are an employee in any organization mainly apply for the car loan. The percentage is less than male because in our country most women use the car they get from family.



The percentage of any purpose loan (male 60% and female 40%)

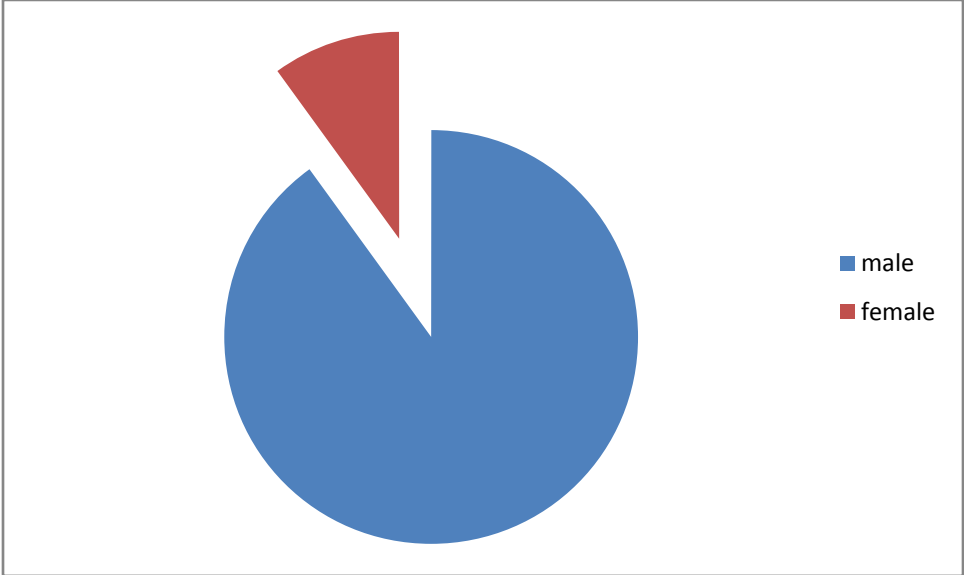
Here also the percentage of male is higher but comparatively the percentage of female borrower is higher than other purposes. Because any purpose loan is applied when there is any emergency situation comes. That is why most of the time females apply for the loan if their husband or father has already taken a loan. So here the percentage of female borrower is much than the other purposes.

Education loan: In education the percentage does not vary so much. Because both male and female students are in need to apply for education loan. Mainly both male and female students apply education loan to study outside of the country so here percentage does not differ much between male and female. In 2014, the male borrower was 53% and female borrower was 47% in education loan



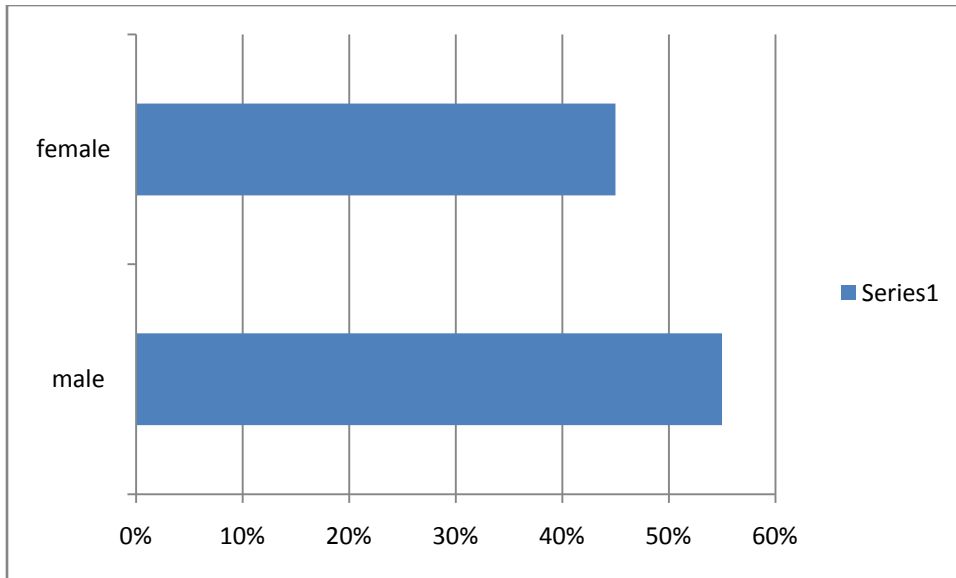
The education loan (53%male, 47% female)

CNG conversion loan: In 2014, the male percentage was 90% and female percentage was 10%. Mainly male applied for the CNG conversion loan for their vehicles and female borrowers are very few in this loan sector. As male are the buyer of the vehicle most of the time so they take the responsibility to convert it into CNG than female buyer.



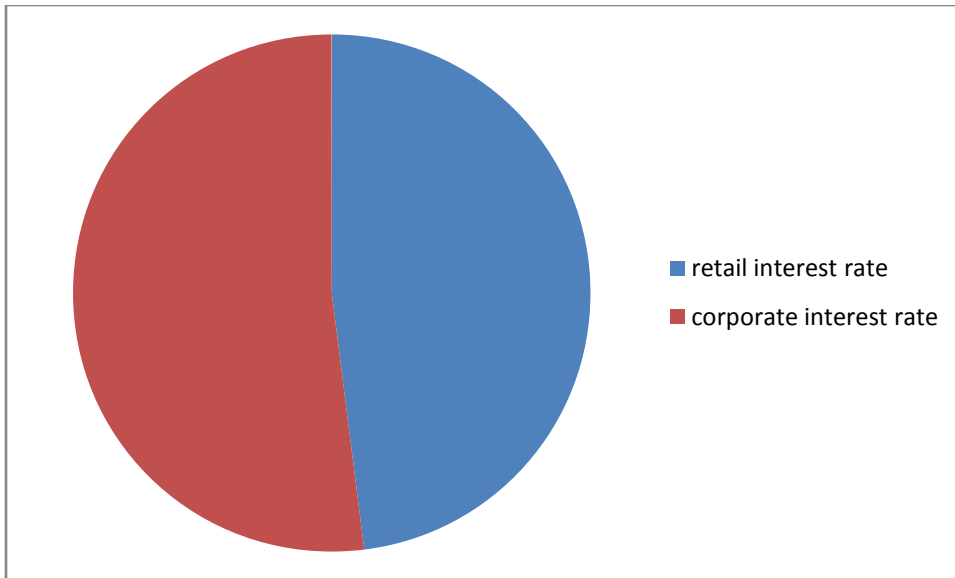
CNG Conversion loan (male 90% and female 10%)

Doctors loan: For buying medical equipments both male and female doctors take loan from PBL and the percentage difference does not vary much so likewise in 2014 male borrower was 55% and female borrower was 45%. Mainly the doctors who own their personal clinic they apply for the loan to buy equipments. In our country most of the hospital shares belong to males. So in terms of taking loan for clinic or hospital male customer take the advantage of doctors loan.



Doctors loan (55% male borrower and 45% female borrower)

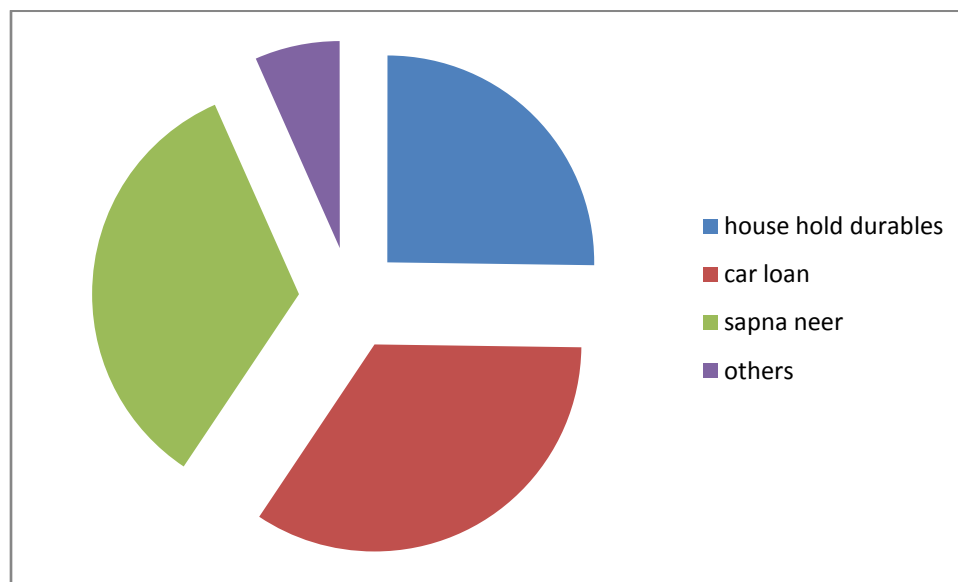
- In terms of interest rate:** In retail the interest rate range is 13% to 15% and in corporate credit the interest is 11.5% to highest 16.5% based on the level of risk and type of security offered. So there is also much not difference between interests rate. The interest rate of retail credit is low because people take loan from here because of household needs so they won't be agree to pay high interest for household durables or otherwise they won't take loan from PBL. On the other hand organization always need the regular flow of cash so to survive in the market the owners have no option without loan and they also get a high amount of money from investment and it will be easy to repay the installment of loan in corporate credit.



Retail interest rate 13% to 15% and Corporate interest rate 11.5% to 16.5%

The outstanding position of the loan products of retail credit department

In 2014 the house hold durable loan was 25.21%, car loan was 34.16%, home loan was 33.98% and others were 6.64%. This position means people want to reduce risk in terms of buying cars and home. As the demand of home and car assure the security of life so people are more passionate to buy those goods and that is why they take loan for home and car loan. As household durables have also demand in people lives because they want to lead a easy life, so the demand of household product loan is also high.



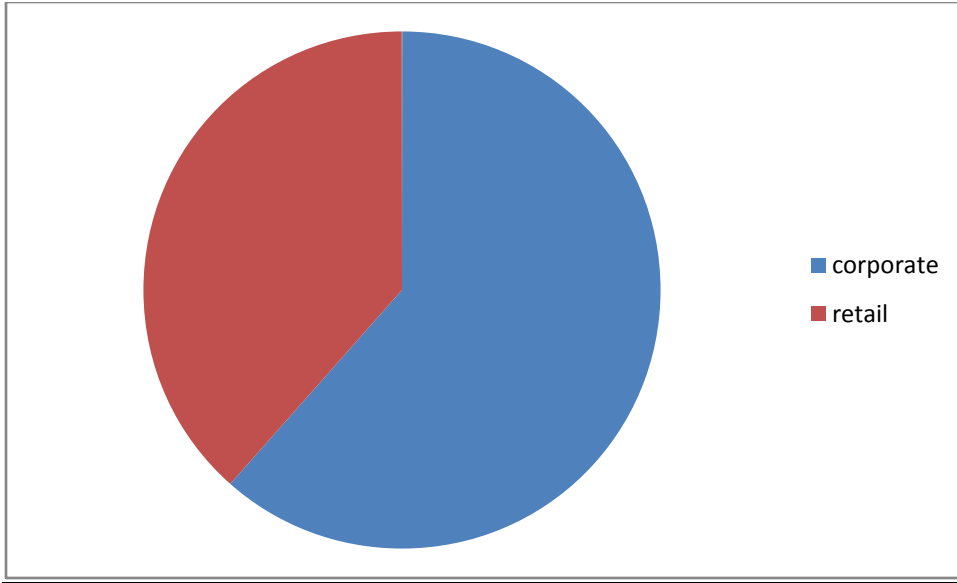
The outstanding position of the loan service of corporate credit department:

In 2014 the SOD loan was 32.73%, FDR was 43.12%, PMS was 20.45% and others were 12.70%. The service of SOD and FDR are popular here because PBL provides a high quality service in this sector and the customer satisfaction is at high level.



The amount of loan limit:

In retail credit the highest amount of limit is 5, 00,000 and in corporate credit it is 8, 00,000. As retail credit is mainly for household durables so the amount is lower and corporate credit is mainly to reduce the risk in organizations so it has to be a higher limit amount than retail credit.



Here the pie chart is showing the limit difference between retail and corporate credit

7. Findings:

- The interest percentage is high against loans
- The information about customer is not taken properly like valid address and live contact numbers. That is why the chance of default loan accounts increase.
- The server they use “Globus Temenos” for daily transaction is not developed enough.
- They give too much attention to car loan and home loan, which is good but on the other hand it is risky only concentrate in few products.
- The activities of some of the branches are slow
- Some customers complain to the employee that they are not satisfied with their service like money transfer from one branch to another branch or account.
- The formalities to open a bank account or loan account is very much hectic because of formalities, sometimes it takes time to finish the process.
- Some employees are given too much pressure work
- To call the defaulters they have no extra rooms, so the work environment spoils when they communicate with the defaulters.
- The number of ATM booths is less than other bank’s ATM booths.
- Software system and hardware should be more up to date. Their IT team needs to provide more flexible and efficient service.
- Sometimes the credit term and conditions seems more critical for the customer. They should concentrate more in retail credit defaulters.

8. Recommendations:

Since its beginning Prime bank Ltd. Has been performing impressively with their well defined organizational structure, management system, business model supported by clear and smart strategies and their timely execution. Still there are some challenges that Prime Bank Ltd. is going to face in near future for further expansion.

Following are some recommendation that will help Prime Bank Ltd. to hold leading position among the private commercial banks in Bangladesh:

- The interest amount should be reduced by the bank like Dhaka bank it is 13%, MTBL it is 10%.
- The information about customer should be taken more properly.
- They should concentrate equally all kind of products.
- The server and hardware or computers they use should be more developed.
- The banking sector in Bangladesh is undergoing significant changes. For those sudden changes and future risks bank should take steps to recover them.
- Continue to do the business that they do well. Their exposure in corporate business will be better managed.
- Expand into areas of potentialities such as retail and SME business
- Enter new sectors like micro finance in collaboration with NGOs
- Explore innovative ideas
- Continued focus on IT development for efficient customer service and expand to larger customer base

Conclusion

The Prime Bank Limited is one of the largest local banks in our country. For any kind of loan and advances PBL is always preferred by people who preferred local banks. The banking sector plays an important role in the success of economic development of the country. But this sector has been suffering from so many problems like corruptions, unsatisfactory performance level or overdue loan, poor recovery rate and unethical and illegal influences in decision-making process etc. These problems can be overcome through increasing employees' efficiency by training & motivating, enhance recovery rate, strictly prohibiting unethical & illegal influences in decision making process etc. There is no alternative of skilled, trained and professional manpower. So, continuous training, learning and development are essential for Prime Bank Ltd. to enrich knowledge and develop skills and competences to succeed in today's dynamic banking world and to compete with multinational banks. To reach its expected goals, Prime Bank Limited has to compete with multinational and foreign banks along with local bank. After all, PBL must put special attention to its employees, customer segmentation, service quality and IT and R&D sector. Corporate banking is a useful scheme for the organizations to reduce the risk. Organizations are growing gradually and taking financial risks, Prime Bank is giving them an opportunity to growth and step ahead through providing money and guarantee. Retail credit scheme also contributing the value to the people's life. The demand of various kinds of product or in emergency people needs money to overcome their problems. Retail loan is solving their problems by providing money for their needs. To run the economy of a country people need money and the security of collecting money and PBL is helping them through loan and advances. The customers of Prime Bank are taking advantage of different scheme and they are fulfilling their needs by money. To gain the highest peak of success PBL should spread their service to the people and organization and they should be more flexible dealing with the customers and give them their best services.

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