



**city bank**

making sense of money

Internship Report  
On

# **Retail Activities & Customer Service of City Bank Ltd**

Dhanmondi Branch

## **Submitted To:**

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**Date of Submission: 10 March, 2014**

# Letter of Transmittal

10 March, 2014

Suntu Kumar Ghosh

Assistant Professor

BRAC Business School (BBS)

BRAC University

Mohakhali, Dhaka

Dear Sir,

This is to inform you that, it gives me immense pleasure in preparing this Report, which was assigned to me in fulfillment of my BUS 400 course requirement. By the completion of this course I will be able to accomplish my Undergraduate Degree (BBA). I have found the experience quite interesting, beneficial and knowledgeable.

You would be glad to hear that I have tried my level best to prepare an effective and credible report with relevant information that I have collected from *City Bank Limited*, Dhanmondi Branch and from other relevant sources during my internship program. I have the great pleasure to have the opportunity to study on “**Retail Activities and Customer Service**” of City Bank Ltd. It is meaningful to mention that the knowledge I have gathered during the internship period, will help me in practical field of professions.

Moreover, I want to thank you for your support and patience with me. I will be very pleased to answer any query you think necessary as and when needed.

Sincerely,

**Farah Tasmem**

**ID: 10104109**

# Acknowledgment

This internship has been a very good experience for me in the way that it has given me the chance to understand the real world outside the classroom. I have learnt a lot about the office environment and my interpersonal skills and self-confidence have improved suggestively.

First and foremost, I want to thank Allah for giving us the ability to conduct our regularities and complete the report within the due time period. Without His grace and sympathy, all my tasks would have been impossible to complete.

Secondly, I express my deep sense of gratitude to my honorable supervisor Suntu Kumar Ghosh for his endeavor approach and outstanding supervision by which it has been possible for me to make a good combination of theoretical & practical knowledge in preparing this report.

I forfeit my respect to Md. Salek Uddin, Manager Dhanmondi Branch; under whom I have learnt a lot of practical knowledge about retail banking activities as well as general banking also. I am also grateful to other employees of City Bank Ltd., Dhanmondi Branch for the cooperation and direction in getting necessary information.

# Executive Summary

Banking is known as the backbone of the national economy and it play an important role in the business sector & promoting industrialization & economic development of the country. City Bank Ltd is one of the ancient private commercial bank operated in Bangladesh which deals with four different and significant banking divisions which are the driving force of the bank such as Retail Banking, Corporate and Investment Banking, SME Banking and Treasury Banking. Here the report has been prepared on “Retail activities and Customer services of CBL” and it covers detail about retail banking activities and customer service accomplishes by the bank. Besides it also consist of general information of CBL, financial information, learning points, findings, and recommendation.

Retail banking discusses about the banking in which banking institutions accomplish transactions directly with consumers, rather than corporations or other banks. CBL started its retail function in 2009. Through retail banking City bank collects deposits, provides loan to customers, and offers various card services both local and abroad and some services to non-resident business. The bank wants to provide their customers the best-in-class services, innovative products and financial solutions from smart outlets.

During the internship period I worked under the customer service department. The Customer Service area is divided into few sections such as, Cheque, pin, cards, loan, remittance, pay order and so on. The customer service includes activities, such as- opening different accounts, cheque requisition and delivery, pin receive and delivery, loan paper fill up and processing, call center registration and so on.

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# **Chapter 1**

## **Introduction**

### **1.1 Origin of the Report:**

This report has been prepared as a part of the Internship (BUS400) course of BRAC University. The report titled, “Retail Banking Activities of City Bank Ltd, Dhanmondi Branch” is being assigned by my honorable supervisor for the completion of the course, and he has approved City Bank Ltd for the report. I have collected all the required information from the organization. I have tried my best to combine and relate the information with the concept of the report, but due to time limitation and restricted access to information there still remains some limitations.

### **1.2 Main Objectives:**

The main objective of this report is to learn about the Retail Banking Activities of City Bank Ltd, of Dhanmondi Branch and to find the gaps and give them suggestions as an advisor and relate with the theories.

### **1.3 Specific objectives:**

Our specific objectives are-


- To learn how a bank such City Bank Ltd conducts their retail banking undertakings.
- To compare the pros and cons of retail banking.
- To appreciate the organizational environment.
- To know the official rules and regulations and follow-up the code and conduct.



## 1.4 Methodology:


This report has been prepared on the basis of understanding gathered during the period of internship. In order to prepare this report, I have also collected information from different section and department of the bank. I have presented my experience and findings through using different table and charts which are presented sequentially. To prepare an authentic and informative report I studied all the company's information, record, company website and other relevant things. Beside these it was most significant to discuss with employees of different section regarding various confidential records.

- **Primary Sources**


-  Discussion with the organization's staff and executives in the employees of Dhanmondi Branch.


-  Talk with banks client.


-  Revise of relevant files.

-  Direct observation of daily activities.

- **Secondary Sources**

-  Official records of City Bank Ltd.

-  Annual reports of City Bank Ltd.






-  Website of the bank.

## 1.5 Scope:

The report done on the basis of retail banking activities of City Bank Ltd. of Dhanmondi Branch of year 2013. Retail banking consists of deposit, retail loan, debit card, credit card, and foreign remittance. It also covers the organizations structure, different department of City Bank Ltd. The main part of the report consists of the "Retail banking activities of City Bank Ltd."

## 1.6 Limitation:

Following listed the major limitations that affected most:

-  Complexity to gaining information from financial division of City Bank Ltd.
-  Non-availability of the most recent statistical data.
-  They won't to disclose information that required for making assigned project.
-  Because of the limitation of information, some assumptions were made. So there may be some personal mistake in the report.
-  Besides this, it was very difficult to carry out the whole analysis on the basis of limited scope of study.

## **Chapter 2**

# **Company Profile**

### **2.1 Profile of City Bank LTD.**

City Bank is one of the oldest private Commercial Banks operating in Bangladesh. City Bank is among the very few local banks which do not follow the traditional, decentralized, geographically managed, Branch based business or profit model.

The bank currently has 87 online branches and 1 SME service centers and 11 SME/Agri branch spread across the length & breadth of the country that include a full-fledged Islami Banking branch. Besides these traditional delivery points, the bank is also very active in the alternative delivery area. It currently has 189 ATMs of its own; and ATM sharing arrangement with a partner bank that has more than 550 ATMs in place; SMS Banking; Interest Banking and so on. It already started its Customer Call Center operation. The bank has a plan to end the current year with 200 own ATMs.

City Bank is the first bank in Bangladesh to have issued Dual Currency Credit Card. The bank is a principal member of VISA international and it issues both Local Currency (Taka) & Foreign Currency (US Dollar) card limits in a single plastic. The launch of VISA Prepaid Card for the travel sector is currently underway. Moreover CBL has launched American Express Credit Card and American Express Gold Credit card in November 2009.

City Bank prides itself in offering a very personalized and friendly customer service. It has in place a customized service excellence model called GAP (Graceful-Appropriate-Pleasing) that 13 focuses on ensuring happy customers through setting benchmarks for the bank's employees' attitude, behavior, readiness level, accuracy and timelines of service quality.






## History of City Bank Limited:

The City Bank Limited is one of the eldest private Banks in Bangladesh. It is a top bank among the oldest five Commercial Banks in the country which started their operations in 1983. The Bank started its journey on 27th March 1983 through opening its first branch at B. B. Avenue Branch in the capital, Dhaka city. It was the visionary entrepreneurship of around 13 local businessmen who braved the immense uncertainties and risks with courage and zeal that made the establishment & forward march of the bank possible. Those sponsor directors commenced the journey with only Taka 3.4 crore worth of Capital, which now is a respectable Taka 330.77 corer as capital & reserve.






## Vision of City Bank Limited:

The Financial Supermarket with a Winning Culture Offering Enjoyable Experiences.

## Mission of City Bank Limited:





-  Offer wide array of products and services that differentiate and excite all customer segments.
-  Be the “Employer of choice” by offering an environment where people excel and leaders are created.
-  Continuously challenge processes and platforms to enhance effectiveness and efficiency
-  Promote innovation and automation with a view to guaranteeing and enhancing excellence in service.
-  Ensure respect for community, good governance and compliance in everything we do.

## Values of City Bank Limited:


-  Result Driven.
-  Accountable & Transparent.
-  Courageous & Respectful.
-  Engaged & Inspired.
-  Focused on Customer Delight.

## Objectives of City Bank Limited:

### Strategic Objectives:

-  Achieve positive Economic Value Added (EVA) each year.
-  Be market leader in product innovation.
-  Be one of the top three Financial Institutions in Bangladesh in terms of cost efficiency.
-  Be one of the top five Financial Institutions in Bangladesh in terms of market share in all significant market segments we serve.

### Financial Objectives:

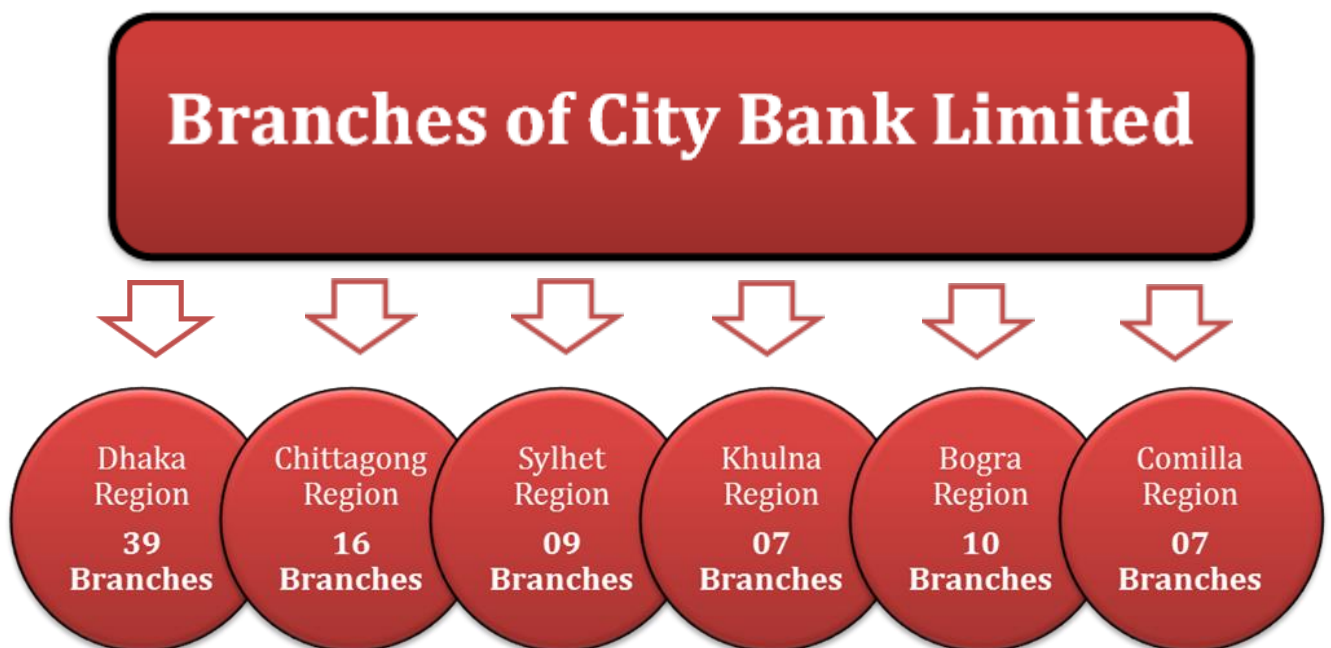
-  Achieve a return on shareholders' equity of 20% or more on average.

## Corporate Profile of City Bank Limited:

<p><b>Formal Inauguration</b></p> <p>MARCH 27, 1983</p> <p><b>Registered Office</b></p> <p>136, BIR UTTAM SHAWKAT SARA (GULSHAN AVENUE) GULSHAN-2, DHAKA-1212 BANGLADESH</p> <p><b>Web Site</b></p> <p><a href="http://www.thecitybank.com">www.thecitybank.com</a></p> <p><b>Chairman</b></p> <p>RUBEL AZIZ</p> <p><b>Managing Director &amp; CEO</b></p> <p>K MAHMOOD SATTAR</p>	<p><b>Total Manpower</b></p> <p>2765</p> <p><b>Number of ATM Booths</b></p> <p>189</p> <p><b>Authorized Capital</b></p> <p>Tk. 10,000,000,000</p> <p><b>Paid Up Capital</b></p> <p>Tk. 6,318,889,120</p> <p><b>Reserves</b></p> <p>Tk. 11,642,537,751</p> <p><b>Total Asset</b></p> <p>Tk.130, 185,631,812</p>
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## Branches of City Bank Limited:

The bank currently has 87 online branches and 1 SME service centers and 11 SME/Agri branch spread across the length & breadth of the country that include a full-fledged Islami Banking branch. The Bank has plans to open more Branches in the current fiscal year to expand the network.










## Division of City Bank Limited:

If the jobs are not organized considering their interrelationship and are not allocated in a particular department it would be very difficult to control the system effectively. If the departments are not fitted for the particular works there would be haphazard situation and the performance of a particular department would not be measured. The City Bank Limited does this work very well. There are:




## Functions of Different Division at City Bank

### FINANCIAL DIVISION


-  Financial Planning , budget preparation and monitoring
-  Payment of salary
-  Controlling inter-branch transaction
-  Disbursement of bills
-  Preparation / Review of returns and statement
-  Preparation of financial reports and annual reports
-  Maintenance of Provident Fund, Gratuity, Superannuation Fund





 Reconciliation

## **CREDIT RISK MANAGEMENT (CRM)**

 Loan administration


 Loan disbursement

 Project evaluation

 Processing and approving credit proposals of the branches

 Documentation, CIB (Credit Information Bureau) report etc


 Arranging different credit facilities


 Providing related statements to the Bangladesh Bank and other department


## **HUMAN RESOURCE DIVISION (HRD)**

 Recruiting


 Training and development

 Compensation, employee benefit, leave and service rules program and purgation


 Placement and performance appraisal of employees

 Preparing related reports


 Reporting to the Executive Committee/Board on related matters


 Promotional camping and press release

## **INFORMATION TECHNOLOGY (IT) DEPARTMENT**

 Software development


 Network management and expansion

 Member banks reconciliation

 Date entry and processing

 Procurement of hardware and maintenance

## **BRANCH CONTROL & INSPECTION DIVISION**

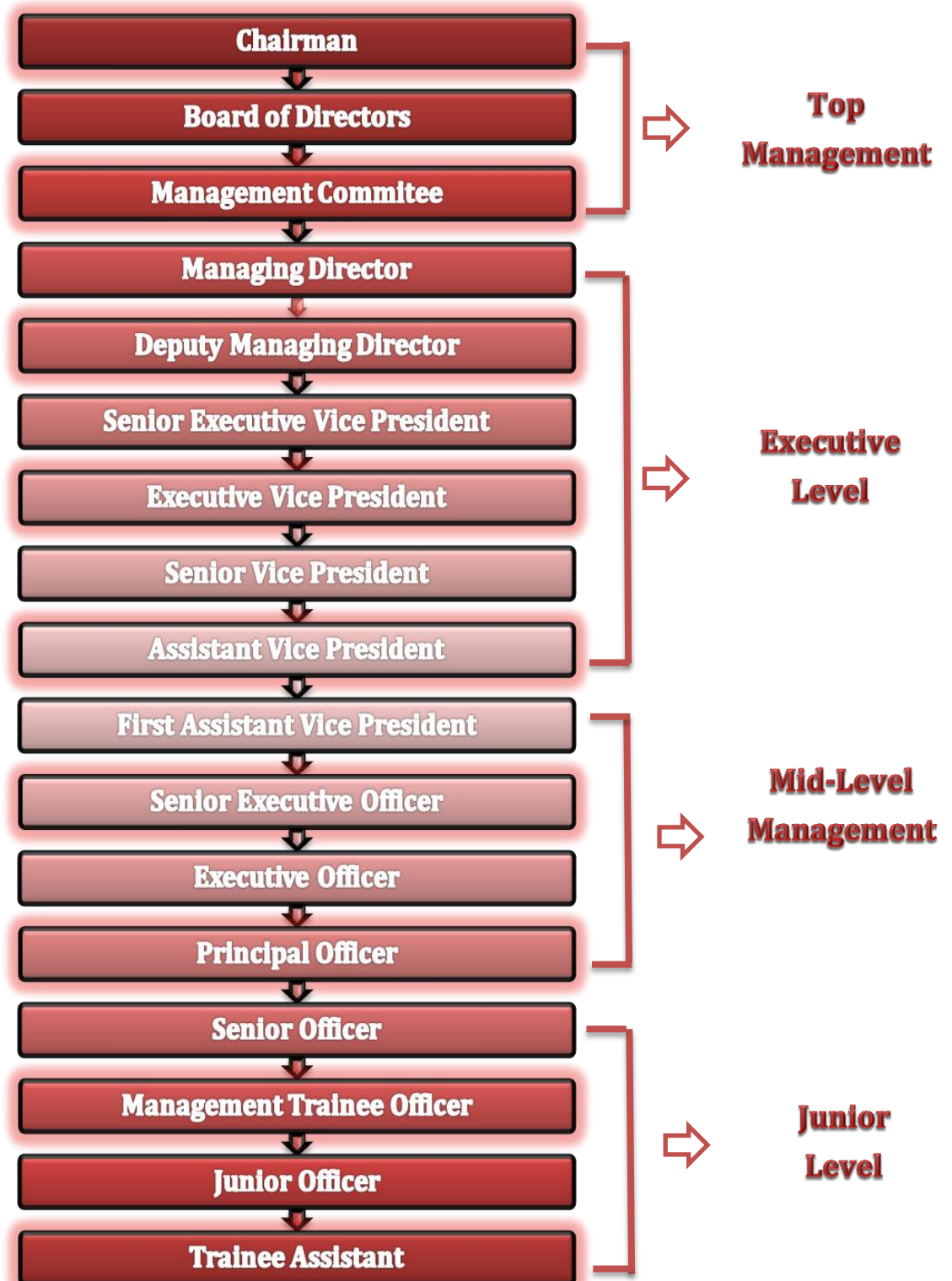
 Controlling different function of the branches and search for expansion

 Conducting internal audit and inspection both regularly and suddenly

 Ensuring compliance with Bangladesh Bank(BB), monitoring BB's inspection and external audit reports

## **Organizational Structure of City Bank Limited**

City Bank Limited maintains organizational hierarchy to locate and differentiate employees that is varies upon employee's designation and work. Junior officer is the entry level post for the entire officers. The hierarchy is given below:



## Products and Services of City Bank Limited

The principal activities of the Bank are to provide all kinds of commercial banking, consumer banking trade services, custody and clearing to its customers through its branches in Bangladesh. City Bank is among the very few local banks which do not follow the traditional, decentralized, geographically managed, branch based business or profit model. Instead the bank manages its business and operation vertically from the head office through 4 distinct business divisions namely-

1. Corporate & Investment Banking;
2. Retail Banking (including Cards);
3. Treasury & Market Risks. &
4. SME Banking;



## Retail Banking:

Retail banking includes the tasks for the following purposes-





### 1. DEPOSITS

-  Current Account
-  Savings Account
-  City Onayash
-  City Shomridhdhi
-  City Projonmo
-  City Ichchapurun
-  FDR

### 2. LOANS

-  City Drive
-  City Solution
-  City Express
-  City Double
-  City Scholar

### 3. CARDS- DEBIT CARD, CREDIT CARD ETC.


-  Visa Debit Card
-  Master Debit Card
-  Amex Credit Card
-  Visa Credit Card

### 4. NRB- FOREIGN REMITTANCE

-  Medical File
-  Student File
-  Remittance

## Corporate Banking:


City Bank is a major player in Bangladesh wholesale banking industry to offer the full scope of innovative, customized solutions and services. Their focus is not on short-term profit, but on building long-term relationships and standing by their clients. A unique business focus on enabling project financing, trade, investment and supply chain financing for clients is maintained. Aim is to be a one-stop gateway for corporate and financial institutions looking to extend their business. They focus exclusively on corporate and institutional clients, offering clients access to extensive branch network and award-winning suite of state of the art services.

 Working Capital Finance

 Trade Finance

 Short/Mid-Term Finance


 Project Finance

 Islamic Finance

 Structured Finance

 Cash Management

 Investment Banking

 Schedule of Charges

 Interest Rate on Lending

## SME Banking

SME Banking of City Bank is assuming a new and modern dimension. It is entering into a wider horizon. The philosophy of extending banking services to SME's of the country is to meaningfully push every one of them up to the next level of respective

business operations. The upward push would be meaningful as they would be business wise competitive for a sustainable future. It is therefore would be turning in to an abode of SME's to grow to the next level. Hence, the bank has named it City Business - for taking SME's to the next level.

## **CBL'S SME-S banking is engaged of servicing for the following facilities**

### **1. City Muldhan- Trading Purpose**

SME business in Bangladesh mostly requires active financial / banking support for their business to grow. To cater various such needs of different trade related business, from July, 08 The City Bank was going introduce a complete tailor made package which surely will meet your specific financial needs and services.



### **2. City Munafa- 50% FDR backed**

There are around 106,000 Small and Medium Enterprises in Bangladesh according to a market survey. Based on the estimate, there is a total funding requirements of BDT 200 Billion. A lot of banks are financing for their working capital, fixed asset purchase and other business purposes through complicated or less friendly credit analysis methods by taking land or building as primary collateral. City Bank, as specified in its Small and Medium Enterprise financing policy, would like to offer simply structured, process based, yet risk mitigating banking product to the SMEs. CBL "MUNAF" has been designed based on the above objectives to achieve.

"MUNAFI" is a terminating loan facility (EMI based) for working capital, fixed asset purchase, or any other business purpose. Bank would finance against net cash flow of the socio economic entity derived from cash flow of any creditworthy business and secure the lending against lien of CBL fixed deposit amounting 50% of loan volume. The product will allow the bank to capture the existing market opportunity.



### 3. City Shulov- Manufacturing Purpose

A unique product to facilitate concerns engaged in manufacturing business. The product will facilitate to meet up diversified needs to different manufacturing concerns.





#### 4. City Sheba- Service Purpose

To facilitate different concerns engaged in service related industry, The City Bank is going to introduce a customized product naming City Bank Sheba. The product will positively satisfy different business related needs of the clients involved in different service sectors.



#### 5. City Nokshi- Women Entrepreneur


Women are no more belong for household activities only. Rather their movement started shifting toward ruling nation, leading corporate office, developing as business think tank. In all over the world for the last decade women has proved their capacity and entrepreneurship skill in their respective arena. The state and Bangladesh bank feel to give a comfortable ground for the development of the women in the business entity and are encouraging and inviting the financial facilitators to extend their hands. There are thousands women specially in handicrafts, boutique, agro based industry, beauty parlour, ready-made garments, creative works, interior design, entertainment market etc keeping their superb contribution. That's why City Bank introduces City Nokshi – an exclusive SME financial facility for women entrepreneur.




#### 6. City OD & TL-50% FDR backed


#### 7. City Long Term Against Mortgage Loan


#### 8. City Agri

 **City Khamar:** City Khamar is the loan product to assist the growers who are involved in fish and poultry production. Fish & poultry industry has become one of the advance industries in the past decade and many of our growers shifted their focus from crops to fish & poultry production because of scarcity of natural fish & meat to meet the high demand. City Khamar boost this industry in producing more fish & Poultry to meet our demand

 **City Shosho;** Agricultural is the main artery of the nation like Bangladesh. More than 80% of our citizen still depends on agriculture. Agro based products are no more restricted to just producing paddy. The scope of agriculture has been spread from crops to livestock, livestock to fisheries, fisheries to fruit cultivation etc. Till date rice is our staple food and we do have heavy dependency on potato, vegetable, fish, live stocks, fruits etc. In absence of adequate production of all these necessities, we need to live on imported crops and cost of living ultimately goes up and a huge stake of our population is simply lives very hard life because of crisis of the necessities. Private sector facilities are invited to take part in the development of this agro based industry

to avoid the deadly sufferings of crisis and City Bank has come forward to accept the call and introduced City Shosho to facilitate rural agricultural development.

 **City Livestock:** City Livestock is the loan product to assist the persons involve in farming livestock in different areas in the country. Livestock has a huge demand in our country for our food, milk and cultivation as well. The raw hide of the livestock is also highly demanded for the leather industry. As we can't meet our domestic demand of milk and meat from our local sources, we are hugely dependent in import for livestock products. City Livestock has been aimed to facilitate the people who are involved in livestock business in the country.

 **City Jantrapati:** City Jontropati is aimed to facilitate the farmers to produce different agro based machinery and equipment for their irrigation and cultivation. Production of modern cultivation is heavily dependent on availability facility of equipment and machinery for irrigation and cultivation. This loan product will help the farmers to buy this equipment for cultivation process.

## Islamic Banking

City Bank introduces City Manarah - Islamic Banking. City Manarah is here to guide and manage finances in a fully Islamic Shariah Compliant way. It offers a wide variety of deposit and investment products. Each account is designed to meet financial needs with best value of money. City Manarah includes services such as,


 Manarah Current Account

 Manarah Savings Account

 Manarah Term Deposit Receipt

 Manarah Hajj Deposit Scheme

 Manarah Deposite Rate


 Schedule of Charges

## City Bank Treasury and Market Risk Division

City Bank has a dedicated Treasury team who is capable of providing all treasury Solutions. Through our foreign correspondent business partners CBL is providing a wide range of Treasury products. In CBL Treasury, there are four teams who are specialized in their own area to ensure the best possible solution to our customer requirement. CBL has following teams in the Treasury:

 Foreign Exchange (Local & G7)

 Money Market

 Corporate Sales

 ALM & Market Research

## About Dhanmondi Branch

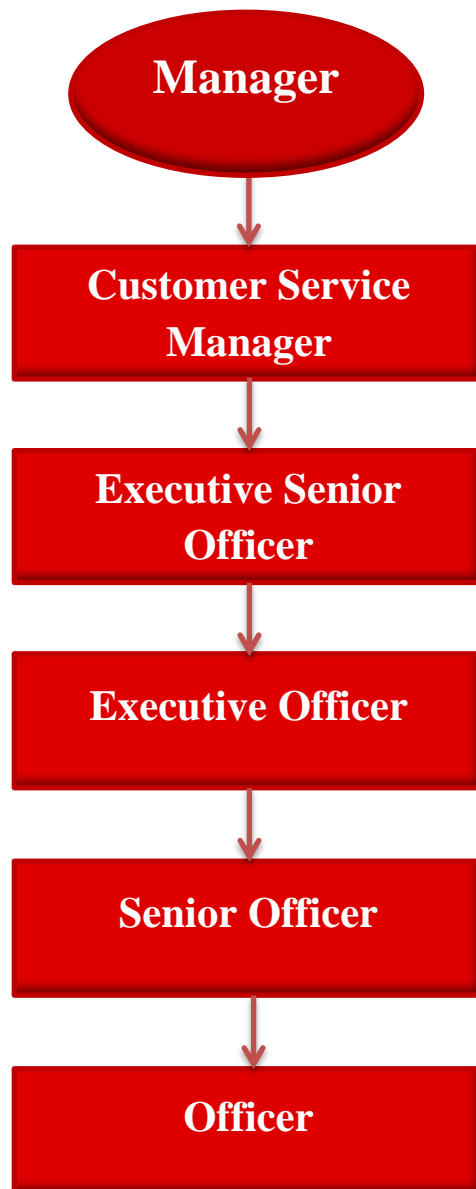
City bank Dhanmondi branch is situated in the 2<sup>nd</sup> floor of Suvastu Zenim Plaza, Road no-27(old), 16(new). It is an 11000 square feet branch established in 2006. Previously it was known as Bangshal branch which was located at Bangshal. It is a limited AD (Authorized Delader) Branch. Around 28 people work here and all security system are covered by CCTV and alarm sensor and so on. Total Business position as on 31.12.2013 is given below-

 Deposit- 220 Cr

 Advance- 110 Cr

 Profit- 18 Cr

## Branch Hierarchy



## Chapter 3

# SWOT Analysis of City Bank Ltd

### 3.1 SWOT Analysis

SWOT is an abbreviation for the internal Strength and Weakness of a firm and the environmental Opportunity and Threat facing by that firm. So if we consider The City Bank Limited as a business firm and analyze its strength, weakness, opportunity and threat the scenario will be as follows:



## **Chapter 4**

# **Retail Banking Activities of City Bank Ltd**

### **4.1 Overview of Retail banking**

Retail banking discusses about the banking in which banking institutions accomplish transactions directly with consumers, rather than corporations or other banks. It is like mass-market banking in which individual customers use local branches of larger commercial banks. Services offered include savings and checking accounts, mortgages, personal loans, debit/credit cards and certificates of deposit (CDs).

Retail banking is a banking service which is developed primarily toward individual consumers. Retail banking is usually made available by commercial banks, as well as smaller community banks. Unlike wholesale banking, retail banking focuses strictly on consumer markets. Retail banking entities provide a wide range of personal banking services, including offering savings and checking accounts, bill paying services, as well as debit and credit cards. Through retail banking, consumers may also obtain mortgages and personal loans. Although retail banking is, for the most part, mass-market driven, many retail banking products may also extend to small and medium sized businesses. Today much of retail banking is streamlined electronically via Automated Teller Machines (ATMs), or through virtual retail banking known as online banking.

Retail banking aims to be the one-stop shop for as many financial services as possible on behalf of retail clients. Some retail banks have even made a push into investment services such as wealth management, brokerage accounts, private banking and retirement planning. While some of these ancillary services are outsourced to third parties (often for regulatory reasons), they often intertwine with core retail banking accounts like checking and savings to allow for easier transfers and maintenance.

## Retail Banking Activities of City Bank Ltd

City Bank Ltd is one of the oldest private Commercial Banks operating in Bangladesh. It is a top bank among the oldest five Commercial Banks in the country which started their operations in 1983. City Bank has started its journey in Retail Banking since 2009. Through retail banking City bank collects deposits, provides loan to customers, and offers various card services both local and abroad and some services to non-resident business. The bank wants to provide their customers the best-in-class services, innovative products and financial solutions from smart outlets - all with a big smile that conveys and generates happiness all the way.

Understanding the market demand and saving trend of customer's City bank launches different facilities and new products. More over the service quality department is always there to upgrade the quality of the products and services. Thus the bank ensures the best quality service offered to their customers.

The sections and activities that the Retail Banking division includes are given below-

1. Deposit Section
2. NRB (Non Resident Business)
3. Loan Section
4. Card Section

One of the most significant success stories of last fifty years' banking industry globally has been the conceptualization and innovative execution of banking with individual customers, their friends & families. The industry has termed it as Retail Banking or Personal Banking or Consumer Banking; and it has now - at a very rapid pace – become the major revenue line for most of the top banks in the world.

City Bank has started its journey in Retail Banking with new mantra - **“City Retail - add a little City to your life”**

City Bank wants to become the most preferred bank to all individual clients of the country, at least of the cities and towns where we operate. They want to provide their customers the best-in-class services, innovative products and financial solutions from smart outlets - all with a big smile that conveys and generates happiness all the way.

In line with the Bank's strategy of making banking services more accessible to customers, City Bank is planning to launch proper banking services and business in



all branches. All branches of the bank will be brought under sales and services model focusing retail banking business while giving services to all other customers of different business units.

### Deposits:

City Bank offers a wide variety of deposit products to meet your financial needs. From current and savings accounts to Fixed Deposits and Deposit Schemes each account is designed to give customer the best value for their money. Understanding customers' savings trend and market demand the bank launched 4 new deposit products which are: City Onayash, City Ichchapurun, City Shomridhdhi and City Projonmo.

City Onayash, City Savings Delight is daily interest bearing and monthly interest paying savings account, City Ichchapurun is a three year and five year time deposit product which offers monthly interest. City Projonmo a deposit product for minors is a monthly savings scheme that offers attractive maturity value and is backed by insurance. City Digoon Prapti is another new product where after five years and nine months the money will be double. -

The product features and parameters at local currency are given below-

Retail Liability Product Features & Parameters										
As of June, 2013										
Product Features	Local Currency									
	City Current	City Savings	City Onayash	Savings Delight	City Youth	City Shom-riddhi	City Projonmo	City Icchapuron	City Digoon Prapti	Regular FD
Installment Size	N/A	N/A	N/A		N/A	500-20,000 Tk.	500-10,000 Tk.	N/A	N/A	N/A
Tenor	N/A	N/A	N/A	N/A	N/A	3 years	5 years	1 year	5 years 9 months	1 month
						5 years	10 years	2 years		3 months
						7 years	15 years	3 years		6 months
						10 years	20 years	5 years		1 year
										2 years
										3 years

<b>Account Opening Balance</b>	10,000 Tk.	10,000 Tk.	10,000 Tk.	1 Lac Tk.	1,000 Tk.	500 Tk.	500 Tk.	50,000 Tk.	50,000 Tk.	50,000 Tk.
<b>Debit Card</b>	Avail-able	Avail-able	Avail-able	Avail-able	Avail-able	N/A	N/A	N/A	N/A	N/A
<b>City Maxx Card</b>	Avail-able	Avail-able	Avail-able	Avail-able	N/A	N/A	N/A	N/A	N/A	N/A
<b>D. Card Withdrawal Limit (Daily)</b>	50,000 Tk.	50,000 Tk.	50,000 Tk.	1 Lac Tk.	50,000 tk.	N/A	N/A	N/A	N/A	N/A
<b>CM. Card Withdrawal limit (Daily)</b>	50,000 Tk	50,000 Tk	50,000 Tk	1 Lac Tk.	50,000 Tk	N/A	N/A	N/A	N/A	N/A
<b>Account Statement</b>	Avail-able	Avail-able	Avail-able	Avail-able	Avail-able	N/A	N/A	N/A	N/A	N/A
<b>Advice</b>	N/A	N/A	N/A	N/A	N/A	Avail-able	Avail-able	Avail-able	Avail-able	Avail-able

The product features and parameters at foreign currency are given below-

<b>Retail Liability Product Features</b>			
<b>As of June, 2013</b>			
<b>Product Features</b>	<b>Foreign Currency</b>		
	<b>FCY</b>	<b>RFGD</b>	<b>NFGD</b>
<b>Tenor</b>	N/A	N/A	1 month
			3 months
			6 Months
			1 Year
<b>Account Opening Balance</b>	N/A	USD 500 or equivalent	USD 1000, GRP 500 or equivalent
<b>Debit Card</b>	N/A	Master Platinum Card	N/A

<b>City Maxx Card</b>	N/A	N/A	N/A
<b>D. Card Withd-rawal Limit (Daily)</b>	N/A	50,000 Tk.	N/A
<b>CM. Card Withdrawal limit (Daily)</b>	N/A	N/A	N/A
<b>Cheque Book</b>	Available	N/A	N/A
<b>Account Statement</b>	Available	Available	N/A
<b>Advice</b>	N/A	N/A	Available

The retail liability products' interest rates are discussed below-

<b>Retail Liability Product Interest</b>													
<b>As of 19<sup>th</sup> November, 2013</b>													
<b>Pro-ducts</b>	<b>Local Currency</b>										<b>Foreign Currency</b>		
	<b>City Current</b>	<b>City Sav-ings</b>	<b>City On-ayash</b>	<b>Savings Delight</b>	<b>Cit-y You-th</b>	<b>City Shom-riddhi</b>	<b>City Pro- jonmo</b>	<b>City Iccha puron</b>	<b>City Digo- on Prapti</b>	<b>Reg- ular FD</b>	<b>F C Y</b>	<b>RFCD</b>	<b>NFCD</b>
<b>Inte- rest rates</b>	0%	4%	4%	1,00,000 to below 5,00,000 - 5%	4%	3 Y- 10%	5Y- 9.75%	1 Y- 11%	12.24%	1 M- 9%	0%	USD- 0.03%, GRP- 0.02%, Euro- 0.01%	1M- USD (0.03%) GRP (0.02%) Euro (0.01%)
				5,00,000 to below 1 million -5.50%		5Y-10%	10 Y- 9.75%	2 Y- 11.25%		3M- 11%			3M- USD (0.03%) GRP (0.02%) Euro (0.01%)
				1 million to below 2 million -6%		7 Y- 10%	15 Y- 10%	3 Y- 11.25%		6M- 11%			6M- USD (0.05%) GRP (0.025%) Euro (0.015%)

				2 million to below 3 million -7%		10 Y-10%	20 Y-9.50%	5 Y-11.25%		1Y-11%			1Y- USD (0.05%) GRP (0.025%) Euro (0.015%)
				3 million & above -8%						2Y-11%			
										3Y-10%			
<b>Int. Payment</b>	N/A	Half Yearly	Month-ly	Quarte-ly	Mon-thly	At Maturity	At Maturity	Month-ly	At Maturity	At Maturity	N/A	Monthl y	At Maturity
<b>Int. Calculation</b>	N/A	Month ly	Daily	Daily	Dail y	At Maturity	At Maturity	Month-ly	At Maturity	At Maturity	N/A	Monthl y	At Maturity

## NRB:

The city Bank's Foreign Remittance unit meets growing customer needs for fast, secure & easy money transfers to an extensive range of destinations. Being a committed bank to its customers, CBL goes all the lengths to remit your hard earned money safely to customers loved ones. With CBL, apart from a range of high-class modem remittance solutions, a customer will get peace of mind which customer believes counts to most.

## Facility

City Bank Limited has 83 online branches across the country; besides, the Bank has a strong remittance network with other major banks of the country. Therefore, wherever the account is, CBL is able to send the money to the customer instantly.

CBL understands the value of customer's precious time. That's why they have made the payment procedure simple & easy. Customers have the privilege of encashing the remitted money instantly from your branch counter without going through any hassle. That is to say, if a person is an account holder of City Bank, CBL can instantly credit the money to his or her account or pay cash to the receiver.

## Loans:

**City Home Loan:** CBL provides home loan to its customers to make their (customer) dreams true.



Loan amount BDT 3 Lac to maximum BDT 1 crore



Repayment tenor 1 year to 25 years



No hidden cost

**City Scholar:** A Unique education loan offered to fund higher studies not only in Bangladesh but also abroad. Customer can get up to 95% of your fixed deposit value as student loan or up to Tk 10 lacs on fully collateral – free basis.



Secured overdraft facility –value can be up to 95% of the security deposit.



Unsecured facility – loan amount up to Tk. 10 Lac



Secured Equal Monthly Installments Facility – loan amount up to 95% of the security deposit.

**City Double loan:** City Double is a unique loan facility where your fixed deposit in City Bank or in any other financial institution will now allow you to avail two loans at the same time from us – one as overdraft (up to 95% of FD value) and other as an EMI loan (up to Tk. 10 Lacs).



Fully secured loan in the for up to 95% of FD value



Unsecured loan for up to Tk. 10 Lac payable in Equal Monthly Installments (tenor ranging from 12 to 60 months).



Zero processing fee for the overdraft facility

**City Solution:** Any purpose personal loan for salaried executives, business person & self-employed individuals are known as City solution at CBL.



Loan up to Tk. 10 Lacs



12 - 60 months installment option









Competitive interest rate and processing fee 1.5%

### City Express:

*City Express Cash* is a fully secured and revolving facility for any legitimate purpose. The security for the loan should be ideally CBL FDR. Bank would finance against clients CBL FDR or other banks/NBFIs security.








*City Express Loan* is a fully secured and terminating (EMI Based) loan facility for any legitimate purpose. Bank would finance against clients CBL FDR or other bank FDR/NBFIs security.

This is a secured loan for any legitimate purpose. Features are-

-  Minimum loan amount Tk. 50,000 & Maximum 90% of the Present Value of CBL FDR or any other security
-  Quick processing
-  Minimum documentation
-  Loan tenor 12 to 60 months
-  No guarantor required
-  No hidden charges

### Card Section:

CBL has both debit cards and credit cards-

<b>Debit Card</b>	<b>Credit Card</b>	<b>The City Maxx Card</b>
 Visa Debit Card  Master Debit Card	 The American Express® Cards  Visa Classic Local  Visa Classic Dual  Visa Gold Local  Visa Gold Dual	It is the Debit card of American Express Cards

## **Chapter 5**

# **Job Responsibility of an Intern**

In September 2013, I was assigned by The City Bank HR personnel's as an intern position in the Dhanmondi Branch. A schedule of the internship program was provided to me that consist of the working schedule along with the job responsibilities. Basically I worked under the Customer service department of the Dhanmondi branch and for that reason I got longer time to gather knowledge about that particular segment. I worked in the retail or general banking division in The City Bank Limited. I got the opportunity to work in customer service, card division, clearing segment of the branch. The tasks assigned to me by the authority are deliberated below-

### **Customer Service**

The Customer Service area is divided into few sections such as, Cheque, pin, cards, loan, remittance, pay order etc. On the first day of my work in the Customer Service department, the CSM of the department explained all the things related to the operations to me. He showed me how the total customer service department works in the branch. He also made me familiarized with the various terms and tools like different application form, procedure, that are used by that department to make the life of employees easier. He also gave a brief description that how an account can be open and the rules regulations for opening any kind of account in The City Bank Limited.

#### **5.1: Welcome the Customers**

Greeting the customers is an important task for the intern in CBL. An intern has to receive the customer in a very polite way from the entrance and provide them the information that they query. Moreover, I have to show them the place of service delivery for which they are looking for. In the rush h

our the customers sometimes become impatient which create chaos, those times I have to handle the situation and try to deliver their service quickly.

## **5.2: Fills Up Account and FDR Opening Form**

Account opening and FDR form fill ups are part of the one the tasks assigned to a CBL intern. There are different kinds of bank accounts starting from current, savings, proprietorship, partnership etc. Every form has different rules and regulations. These rules are declared by Bangladesh Bank.

## **5.3: Card Deliver**

An intern of CBL is also assigned to play associate role to this service area. For example, by delivering debit credit cards to the customer or bearer, I have to keep the tracker of the regular cards received from the currier and reconcile of the cards. There were four register note book for maintaining the cards; two is for new issue cards and rest for lost and stolen card. In the both cases cards and pins maintain by two separate individual for security purpose. There were two people in the hold of card and pin of that branch. They have to maintain the existing card user with increasing large number of new card user day by day. Moreover, the City bank Limited has an account opening system named “accelerated banking”. Under this package bank provides the debit card instantly to the customer.

## **5.4: PIN Deliver**

Pin is the essential element of the debit cards as well as credit cards. Without these pins customers will not be able to withdraw money from their accounts via cards. Pins are delivered by keeping the tracker that consists of signature of either customer or bearer and the officer of CBL along with customer’s phone no. and date. It is maintained in different register book in the same way as the card by the intern.



## 5.5: Destruction

Bank check book, cards, pins expires after a certain period of time. When the time of expirations comes closer bank sent letters and phone calls to the customers for collecting their products. If customers fail to collect, the bank ends the existence of that product in the software system. This process is known as destruction. An intern of CBL plays an important role in destruction. His / Her task is divided into three steps.

**Step 1:** Find out which check, card or pin is close to destruction and list down the names categorizing them based on months.

**Step 2:** After letter sent from the bank call the listed customers and tell them to collect within upcoming week.

**Step 3:** After the check, card or pin is destroyed systematically

**Step 4:** At last, the cards, cheques and pins are destroyed manually.

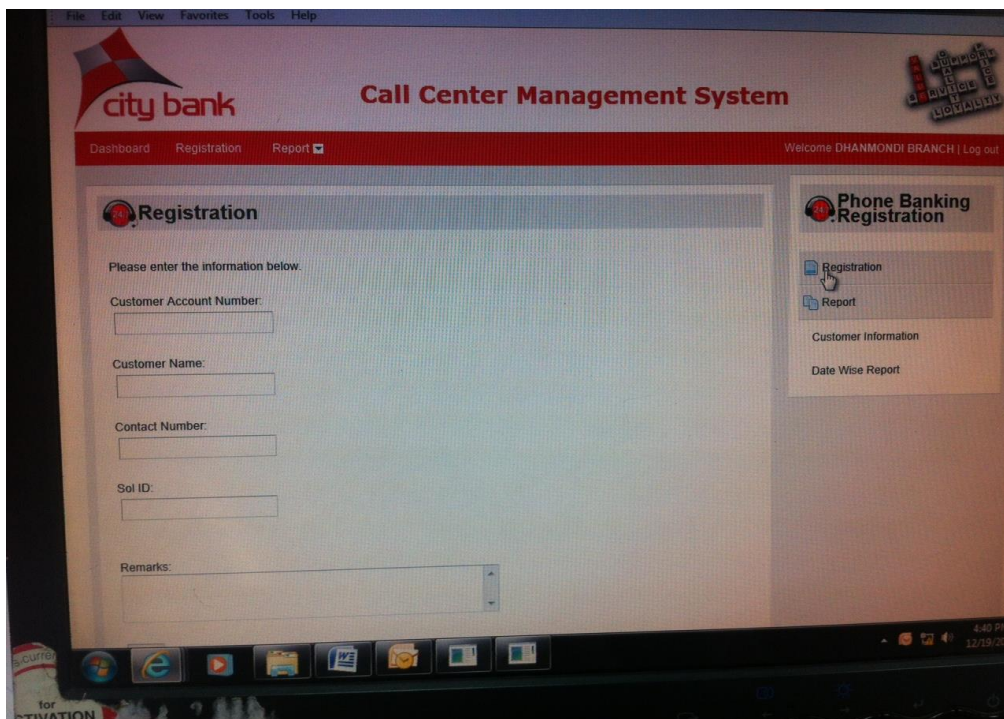
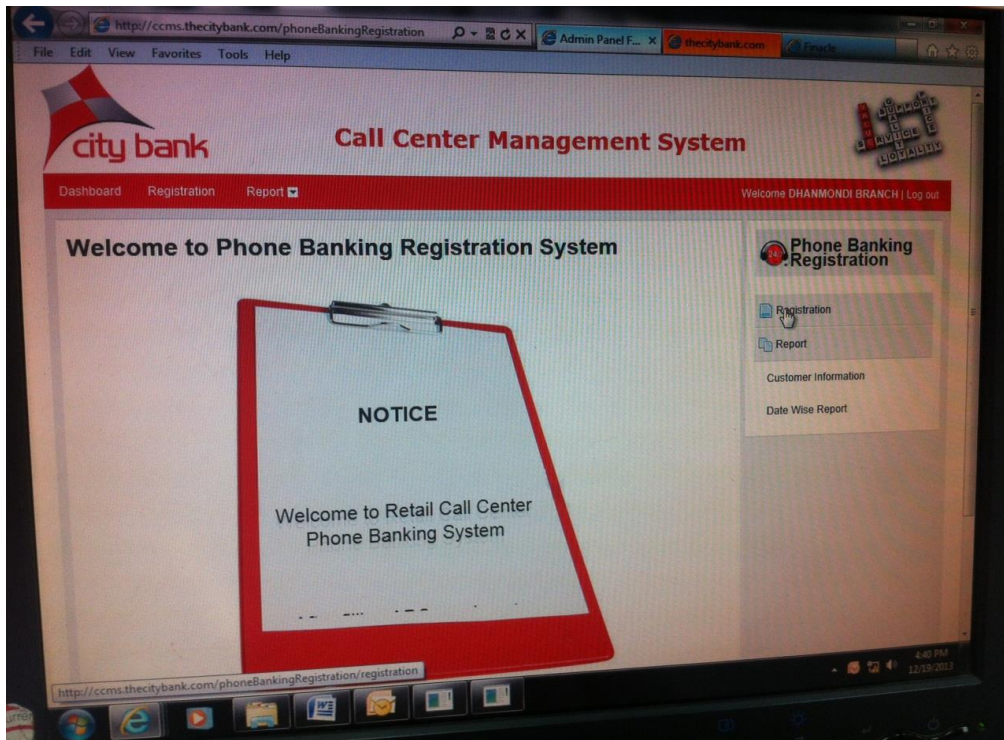
## 5.6: Fills Up Loan Paper

Customers who take loans tend to have all their information written down manually in small loan book. Every customer has one each. These information books are filled up by the interns. Again the undertaking letters are also filled up by the interns in CBL. These papers are very important both for CBL and customers, so intern has to complete this very carefully.

## 5.7: Call Center Registration and Ensure Customer's Authorization for City Touch

In the end of 2013 CBL launches a new product named "City Touch". It is the upgraded version of internet banking. In order to help the customers sometimes I have to fill up the ADC from (Alternate Delivery Channels Enrollment Form) which consists of Call Center, SMS banking, City Touch service request. After the submission of the request for ensuring about the required service intern give call to each customer who applied for the City Touch. Moreover, I did the call center

registration of the customers in the system by which the request was to the head office virtually. Then the forms are sent to head office of CBL.



## 5.8: Reconciliation

Bank reconciliation report is a report which compares the bank balance as per company's accounting records with the balance stated in the bank statement. Reconcile of the cards, pins, FDR, Cheque books are done every day. Before reconciling we have to count the closing balance of the day, then count how many are being received from the currier and the number delivered to the customers. At the end of the day we count those again to ensure that the reconciliation is done perfectly. In the branch everything is reconciled starting from cheque books, cards, pins, FDR's etc. It is very important to keep the statement updated regularly and it supervised by the Branch Operational Manager (BOM). The audit department of CBL checks these reports after a certain time and makes an audit report about the branch's performance on the basis of these reconciliation statements and sends them to the higher authority of CBL.

## **Chapter 6**

# **Analysis of Job Responsibility**

### **6.1: Analysis of Account Opening Procedure**

For individual introduction is needed by an account holder He/ She is required to fill up the sample signature card. Application fills up the relevant application form in the prescribed manner. The authorized officers analyze the introduction and examine the document submitted. Account and FDR is opened issuance of deposit slip and the deposit must be made in cash. After depositing the cash one cheque book & pay –in-slip book is issued. Before opening of a current or savings account, the following formalities must be completed by the customer:


With the main form it contains three other forms. They are Individual Information form, Transaction Profile, MID (Most Important Document). The following person can introduce an a/c opener an existing current/savings account holder of that branch patient. A respectable person of the society or locality who is well known to the manager/2nd man of the branch.

Furnishing photographs signed by the introducers and account holder in the backside of photo Account holder needs to sign in the backside of the nominee photo.












Banker will supply a set of printed forms required for opening the account, which will normally include, Specimen Signature Cards, Deposit Slip Book, Check book Requisition slip, Card request form, ADC form and so on.

Steps in savings account opening are given below-

### **Individual and Joined Account**

 Customer should carefully read full-fill the application form

 Putting sample signature in the specimen


-  Any special instructions with regard to operation of the account should be noted on the relevant signature card boldly duly authentication by the account holder should be obtained
-  The required account number for the new account from the account opening register should be obtained
-  Obtained the signature & account number of the Introducer on the advice of new accountant the place meant for the purpose & gets the signature properly verified by an authorized official of the bank
-  The deposit slip properly filled in & signed by the customer
-  Then the new account number should be written at the appropriate place of the deposit slip and mark new account on both the copies of the deposit slip and request the customer to deposit the money at the cash customer
-  Place the signature cards, advice of new a/c , a copy of deposit slip , photographs & other necessary papers/ documents etc. in a file
-  Obtain approval of the authorized officers for opening the new account on all relevant papers. While giving approval for opening an account the Authorized official should be satisfied about of the Introducer
-  The Authorized officer on the advice of new a/c & on the specimen signature of the new a/c holder
-  After approval of the opening of the a/c , get the check book requisition slip signed by the customer
-  Deliver the check book to the customer after properly marking the account number name & place of the branch on each leaf of the checkbook
-  On completion of account opening open a file for the new a/c holder & file all relevant papers forms etc. Signature cards, copies of advice, Deposit slip, debit ticket etc is distributed to concerned department


 To fill up the KYC (know your Customer) form.


## Company Account


Companies prefer current accounts which is little different from the saving account procedure.


### Sole Proprietorship:

 Photograph of all authorized signature


 Trade license & Tin Certificate

 Permission under 18-A from Bangladesh Bank

 Photo Identification National Id Card/ Current valid Passport /Valid Driving License.


 Where Photograph is also attested/Employee Photo ID card of any multinational or listed company or organization


### Partnership concern:

 Trade license & Tin certificate


 Certified true copy of partnership deed of the partnership concern


 Nationalization copy of partnership deed of the partnership concern

 Certificate of registration of the partnership concern












 List of partners with their address

 Permission under 18-A from Bangladesh Bank

 An explanation of the nature of the business or partnership should also be ascertained

 2 copies of Photograph & identification Document of all partners & all Authorized Signatories

### **Limited Company Account:**

-  Bank's prescribed Account Opening application form,
-  Certified copy of the Memorandum & Articles of Association of the Company,
-  Certificate of incorporation,
-  Certificate of commencement of Business (For Public Limited Companies only),
-  Extract of the Board resolution sanctioning the account opening and signing authority,
-  List of the Director with address in specified from,
-  Photograph of the signatories,
-  Copy of valid Trade License,
-  Introducer's signature in the A/C opening form and at the back of the photograph(s) of Account holder(s),
-  List of names with Appointment letter and Specimen Signature of the Persons authorized to operate the Account, and
-  The personal identity of all the directors or beneficial owner(s) proprietor of the Firm has to be established by any of the documents as mentioned in Individual or Joint Customer category.

### **Resident Foreign Currency Deposit (RFCD) Account:**

Eligible persons can open Private FC/NFCD/RFCD accounts easily with any AD in Bangladesh by submitting account opening forms dully filled in, photo and other necessary papers like copy of passport, etc. Persons residing abroad interested to open Private FC/NFCD accounts can open account by sending necessary papers/documents from abroad duly verified by Bangladesh mission abroad or a reputable bank or any other person known to the AD in Bangladesh. However, submission of job certificate/certificate evidencing having business abroad is not mandatory for opening FC account by Bangladesh nationals residing abroad. Besides the opportunity of opening and maintaining Private FC/NFCD accounts as stated above, non-resident Bangladeshis/other non-resident foreign nationals can invest in (i) US Dollar

Premium Bond, US Dollar Investment Bond and Treasury Bond (in Taka) of Bangladesh Government (ii) shares/securities listed in stock exchanges through opening of Non-Resident Investor's Taka (NITA) Account. Non-resident Bangladeshis may also invest in Wage Earners' Development Bond in Taka.

### **6.1.1: Dormant Account**

Dormant account is an account which is inactive. Under the City bank policy, if an account remains inactive for 6 months then accounts will be considered as a dormant account. If the account becomes dormant then account holder won't be able to use it for transactions. For transactions customer needs go to the branch where he or she had opened that account and with certain process account can be active again.

### **6.1.2: Activation Process of Dormant Account**

At first account holder needs to come to the mother branch and then has to fill up a form named dormant account reactivation. Account holder needs to sign and fill up the form and submit it to the customer service officer. Customer service officer will verify the signature and sent the request to the head office through centralized system to reactivate the account. Then it takes 2 to 3 days for reactivate the account and then account holder can transact with this account. To active dormant accounts charges are applicable.

### **6.1.3: Nominee, Signature or Address Change of an Existing Account**

There are several issues like nominee change, signature change, and address change and so on activities regarding existing account.

Nominee is the person who is the authorize person in behalf of the account holder. Basically after the death or any such cases nominee will have the right to take any kind of decision regarding that account. To change the nominee customer needs to come to the mother branch of the account and then fill up a form named nominee change form. In the nominee form, one copy of nominee photograph is needed and



account holder has to sign the form that he or she wants to change his or her accounts nominee. Then files need to submit to the responsible officer and responsible person will verify the information and sign. This whole process takes 2 to 3 working days.

For signature change, account holder has to fill up the signature change form and then needs to submit to the customer service department. Customer service officer verify the signature and the information with photograph change, in some cases account holder needs to provide a photograph of his or her own if the previous photograph is not match with the present photograph. This whole process also takes 2 to 3 working days.

Again for name change, address change, and many other factors works as almost in the same process, except the address change process. For address change, account holder needs to provide the NID, which has to match with his present address then the account holder can change the address. The remaining process is same as other like has to fill up a form then submit it to the customer service department and then responsible officer will verify the account and signature passed to the head office. This process also takes 2 to 3 working d days as well.

#### **6.1.4: Account Closure**

If an account holder request to close his or her account, it can be closed. After receiving an application from the customer to close an account, some procedures are followed by a banker. The customer should be asked to draw the final check for the amount standing to the credit of his account less the amount of closing and other incidental charges and submit the unused cheque leaves. The A/C should be debited for the account closing charges etc. and an authorized officer of the bank should destroy unused cheque leaves. In case of Joint A/C, the applicant for closing the A/C should be signed by all the joint holders.

#### **6.2: Cheque Book**

A cheque is a document that orders a payment of money from a bank account. The person writing the cheque, the drawer, usually has a current account where their

money was previously deposited. Cheque books are issued to the account holder only against requisition on the prescribed requisition slip attached with the checkbook issued earlier, after proper verification of the signature of the account holder personally or to his duty authorized representative against proper acknowledgment. The four main items on a cheque are

- Drawer, the person or entity who makes the cheque
- Payee, the recipient of the money
- Drawee, the bank or other financial institution where the cheque can be presented for payment
- Amount, the currency amount

For having a Cheque Book customer who opens a new account must initially deposits minimum required money in the account. When the account opening form is sent for assurance of a cheque book bank charges 130 taka from the account for processing the cheque book. Officer then sealed it with branch name. It normally takes 3 working days to produce the cheque book and deliver it to the ordered branch. When the cheque books reaches it destined branch in-charge officers enter the customer's name & the account number in the Register. Account number is then writing down on the face to the cheque book & on every leaf of the check book including requisition slip. The name of the customer is also written down on the face of the cheque book and on the Requisition slip.

### **6.3: Card Service**

City Bank provides different types of card against depositary accounts, such as an ATM card or a debit card. Bank cards may be limited in their use; some can only be used at ATM machines or for certain purchases. In November, 2009 City Bank became the issuer of one of the world's most prestigious credit cards, American Express® Cards. City Bank has issued one type of American Express Credit Cards, till now, designed to satisfy customer requirements. Different types are given below:



### City Debit Cards:



Visa Debit Card



MasterCard Debit Card



City Max Card



### City Credit Cards:



VISA Local Classic



VISA Classic Dual



VISA Gold Local



VISA Gold Dual



The American Express® Cards



### The City Maxx Card



**citymaxX**  
SPEND MORE. EARN MORE.

Enjoy unlimited Cashback on all your spending and earn interest in your Bank Account on the money you have already spent!

EARN  
**5%**  
CASHBACK

at leading grocery stores across Bangladesh

EARN  
**1%**  
CASHBACK

all year round on all other transactions

EARN  
INTEREST

for 15 days on the money you have spent

REDEEM UP TO  
**25%**  
SAVINGS

with American Express SELECTS™ at some of the finest restaurants and retail outlets across Bangladesh

To find out more and to apply for the Card, please call 16234 or visit the nearest City Bank branch.



## 6.4: Loans

Loans comprise the most important asset as well as the primary source of earning for the banking financial institutions. On the other hand, this (loan) is also the major source of risk for the bank management. A sensible bank management should always try to make an appropriate balance between its return and risk involved with the loan portfolio. Banks collect deposit for lending & investment, this function is performed by Loans & Advance Department. Sanctioning of loan proposal starting from party's request for a loan, collection of necessary papers, information & financial statement, analyzing of those information, preparation of loan proposal, security analysis & valuation, inspection, lending risk analysis, setting terms & conditions have also known to us. CBL follows a procedure for sanctioning loans. They are given below-

**Step 1:** A customer who has willed to take loan from bank has to write an application along with the documents such as, Two copies of photographs, Valid trade license has to be deposited by the part. There must be description of collateral in the application. The collateral must not be the home state land out of municipal or vacant land, Physical inspection of collateral must be done and market value from the locality has to be determined. It must be done by B.Ss Engineer, Confidential report from other banks is also needed, Declaration and balance sheet form is needed.

**Step 2:** Proposal has to be sent to the Head Office by the branch along with the letter of hypothecation & other different types of certificate as per circular.


**Step 3:** Head Office confirms the sanction with some terms and conditions and if the party agrees with this, he signs on the duplicate copy.


**Step 4:** To legalize the collateral panel lawyer will complete the documentation and will give letter of satisfaction.


**Step 5:** After signing the charges documents the loan is created and the limit is ready for disbursement by giving the party a cheque book.

**Step 6:** After disbursement stock must be submitted by the party on monthly basis. In this case sudden inspection is necessary. In every 45 days the loan should have to be adjusted.

Currently City bank has six loan related services available in the market. They are,


 City home loan

 City scholar

 City double loan


 City drive


 City solution


 City express


## 6.5: City Touch


City Touch is a simple, hassle-free and secure internet banking service available to all City Bank customers in Bangladesh. This service provide fund transfer facility with CBL as well as with other banks, payment facility such as- Mobile bill pay, Internet bill pay, Credit card payment, pay Loan installment, Utility bill pay. More over customer can pay school fee by City Touch if that institution have account at CBL. Benefits of City Touch are given below-


 It's very easy to apply and it's free.





 Customers have instant access to up-to-date information on your accounts.

 It's safe and easy. By using the internet banking ID and internet banking Password, customer can now bank with confidence knowing that their transactions remain safe with CBL. By using simple and intuitive navigational toolbars and buttons, customers don't need other instructions or assistance.

 It's fast and takes only a few minutes to get updated account information and complete a banking transaction.

 It's convenient. Customer can perform on-line banking right from the comfort of their home or office. Its 24 hours service. With this service, customer can access their City Bank accounts 24 hours of the day, 365 days of the year.

 It's worldwide access. As long as customer can access the Internet, they can access their City Bank accounts, anywhere in the world.

Application available on    

**THE SIMPLEST WAY TO HANDLE BANKING**

**city touch**

Welcome to Citytouch Internet Banking


User ID   Remember ID

Password

Use virtual keyboard (Recommended) [Forgot User ID/ Password ?](#) [Not a user? Sign up!](#)

Virtual Keyboard

7 8 3 5 4 0 9 2 1 6  
n f m h c z r y a t  
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## Chapter 7

# Findings and Recommendations

### 7.1 Findings:

During the period of internship I have achieved vast experiences that enrich my knowledge of banking extensively. Here I have tried to present my experiences and knowledge in order to provide a better judgment. CBL is one of the fasts growing and committed private commercial bank in the country. It conducts business activities efficiently around the country to achieve its objectives, and goals and gradually forwarding towards its mission and vision. The bank have been achieving continuous growth rate in all spares of banking operation since its establishment. All of its departments are working rigid for better customer services. Abreast these, I also have found the following essence through careful examination.

-  Understanding customers' savings trend and market demand the bank launched four new deposit products which are: City Onayash, City Ichchapurun, City Projonmo and City Shomridhdhi.
-  At present CBL has enormous number of credit cards as well as debit cards in the market all dynamic features.
-  Most of the users of credit card are male.
-  189 ATMs are in operation and City Bank customers now can use the Dutch Bangla Bank's large ATM fleet and also Q-cash marked ATM booths.
-  Accordingly large number of customers are using deposit product right now.
-  Major portion of customer think cash withdrawal facility provided by the bank is satisfactory.
-  In terms of fees and charges customers are satisfied with current fees and charges.
-  Account opening procedure is comparatively critical and time consuming.
-  Currently launched product "CITY TOUCH" is very much popular and useful for the customers.

Besides these successes, I found some difficulties during the internship period that are causing obstacles for the bank. Those are given below-

 **Centralization:**

The Bank is too much centralized. For each and every move, branch office has to go for permission from the Head Office. The Head Office tightly controls each and every branch office. This sort of dependency on Head Office slows down the activities of branch office.

 **Old Data Finding:**

The existing system is time consuming both for the bankers as well as the clients. For instance; in terms of bankers, the officers have to go through a lot of files in searching the details of a particular transaction, if it is predated. In terms of clients, they have to wait in a long queue in order to let the officer find out the correct file.

 **Customer Dissatisfaction:**

In some cases not paying attention towards customers during a busy hour creates a negative situation. Customers get impatient of waiting for a long time like half an hour or even more for receiving during peak times.

 **Lack of Waiting Space:**

In compare to customers the place for waiting/sitting areas are not sufficient, as a result, customers have to wait by standing.

 **Negative Impression:**

Sometimes, customers do not receive appropriate attention during busy hour. Even though these customers are not a/c holders of the bank, the goodwill and negative word of mouth of the bank and its overall image of quality service are hindered.







For a service business that is in operation for long term, these effects will negatively affects the goodwill in the long run, which seems to be hazardous.


















## 7.2 Recommendations:

CBL should start strategic planning to increase the infrastructures and also important constructs needed to support its large customer base. So, considering the service sector of Bangladesh, CBL should be more conscious to deal with its customers as the customers have now more choice to bank with and there are institutions that are intensifying competition by focusing more on superb customer service.

To identify these bank needs proper information system is required badly. Customer feedback can make value to increase right services and relations to the right customers and increase precise commitment, loyalty, trust and satisfaction to become with huge good relationship. CBL has several services gap to authentic of considerate the consumer behavior and their potential attitude, which made them deficient in modern banks. CBL has to minimize their service gap though strong study on customer objection, expectation, perception and critical internal marketing aspects. Steps should be taken to implement the new process in order to ensure a smooth service as promised to customers.

-  Account opening procedure is too much critical but it should be easier otherwise people will reluctant to open an account with CBL.
-  CBL should launch EQM machine which implies the token system in every branches in order to reduce time in case of delivering service to customers.
-  Heavy marketing and promotional campaign should be conducted to popularize the retail banking activities.
-  Bank should be fast in cash payment, and to clear a cheque. It should maintain more cash and deposit balances with other banks. Because it is desirable that banks keep their cash and balance with other bank to such extent so that it can minimize the chance of liquidity crunch.
-  Customer service should be more smart and fast. CBL should increase more Consumer Banking activity. Their Consumer banking activity is quite satisfactory but it will be better if they can put attention on individual customer.
-  Card division should be more committed to deliver product on time.

-  Should have 24 hour customer service facility
-  Employees are needed to give adequate training to work and handle clients under pressure. In this case both the branch authorities and higher authorities can persuade each other to train the employees.
-  They should invent other type of deposit to attract more customers which is different from other banks.
-  Should develop more strategic planning as to compete with its rival banks.
-  Increase the merchant locations of ATM cards.
-  As most of the customers of the bank are aged between 21 to 30, the bank should consider the products and services with fewer service charges that are suitable for that age group. The products should also be developed mostly for customers with income more than 30,000 and particularly jobholders.
-  Problems regarding IT and internet link should take seriously.
-  Should increase the number of ATMs and ensure their smooth operations.
-  CBL should recruit more capable & experiences employees to speared the products all over the country.
-  CBL should maintain errors-free customer's record & database which will help to identify the major customer's facility requirements.
-  Employees should get proper knowledge on products & facilities to deliver the customer regarding right time, right facilities as per their requirements.
-  Customers are confused about the loan pricing & hidden charges, so CBL should informed the customer about the different fees & installment size of that particular product.
-  Customers are demanding more SME Service Center & Branches in their locality which will help them regular transaction with them.
-  As per customer response, CBL is taking long time to process & disbursed the loan. More easy way should find to minimize the duration for loan process.
-  CBL is needed to reach the brand value to the customers for building up ideal relationship to create loyal customer.

## **Conclusion**

As an organization, City Bank has earned the reputation of top banking operation in Bangladesh. The organization is much more structured compared to any other bank operating local or foreign in Bangladesh. It is relentless in pursuit of business innovation and improvement. It has a reputation as a partner of consumer growth.

With a bulk of qualified and experienced human resource, City Bank can exploit any opportunity in the banking sector. It is pioneer in introducing many new products like American Express Credit Card, Special bank Account and services in the banking sector of our country.

Accordingly City Bank has started its journey in Retail Banking. Understanding customer's savings trend and market demand the bank launched new deposit products and one DPS product in the banking sector. City Bank Ltd. has already set up a Retail Finance Center, centralized retail credit and collection management unit, to amass retail loans for individuals.

This project concentrated on the retail activities and customer services of the Dhanmondi branch and identified some valuable information that could make the services more attractive and also enhance the banks reputation among the customers. With the current performance of the Bank and with little improvement here and there will certainly make City Bank one of the best Private Bank in Bangladesh in the near future.

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# Appendix

 **Exhibit 1: Personal Account Opening Form**



## PERSONAL ACCOUNT OPENING FORM

Sales & Service Centre  
\_\_\_\_\_

Customer's ID. \_\_\_\_\_  
Account No. \_\_\_\_\_

Date 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Manager  
The City Bank Limited  
Sales & Service Centre

Dear Sir,  
I/We hereby request you to kindly open an Account in the books of your bank as follows. I/We furnish our detailed information hereunder:

Account Title \_\_\_\_\_  
Account Short Name \_\_\_\_\_

Type of Account  City Onayash A/C  Savings Bank A/C  Current Deposit A/C  Short Term Deposit A/C  
 Fixed Deposit A/C (FDR)  FC A/C (Bangladeshi Wage Earner)  FC A/C (Other than Bangladeshi)  
 Convertible Taka A/C  Non-Resident Taka A/C  Resident Foreign Currency Deposit A/C  
 City Ichchapuron  City Shomiddhi  City Projanmo  Others \_\_\_\_\_

Nature of Account  Individual  Joint

Currency  Taka  US Dollar  GB Pound  Euro  Others (Please Specify) \_\_\_\_\_

Initial Deposit  By Cash Tk. \_\_\_\_\_  
 By Cheque Tk. \_\_\_\_\_ Date 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

 Drawn on \_\_\_\_\_

### OTHER BANK ACCOUNTS OF THE APPLICANT (IF ANY)

Declaration of Other Bank Accounts of the Customer (if any)

Name of the Bank	Name of the Branch	Type of Account		
a) _____	_____	<input type="checkbox"/> Deposit A/C	<input type="checkbox"/> Loan A/C	<input type="checkbox"/> Others _____
b) _____	_____	<input type="checkbox"/> Deposit A/C	<input type="checkbox"/> Loan A/C	<input type="checkbox"/> Others _____
c) _____	_____	<input type="checkbox"/> Deposit A/C	<input type="checkbox"/> Loan A/C	<input type="checkbox"/> Others _____

### FIXED DEPOSIT RECEIPT INFORMATION

Amount \_\_\_\_\_ Currency \_\_\_\_\_ Interest Rate \_\_\_\_\_ % Per Annum FDR No. \_\_\_\_\_  
Period \_\_\_\_\_ Days/Months/Year Date of Maturity 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

  
Renewal/Encashment at Maturity  Renew Both Principal and Interest  Encash at Maturity to My/Our A/C No. \_\_\_\_\_  
Renew Principal Only and Credit Interest to the Account No. \_\_\_\_\_  
Please Debit My/Our Account No. \_\_\_\_\_

### SPECIAL SCHEME INFORMATION

Name of the Scheme \_\_\_\_\_ Period of Scheme \_\_\_\_\_ Scheme A/C No. \_\_\_\_\_  
Initial Deposit Amount \_\_\_\_\_ Amount of Installment \_\_\_\_\_ No. of Installments \_\_\_\_\_ Per Year \_\_\_\_\_  
Installment Start Date 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

 Maturity Date 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

  
Payable at Maturity \_\_\_\_\_ Payable Per Month/Installment \_\_\_\_\_  
Please Debit My/Our Account No. \_\_\_\_\_

### IF ONE OR MORE APPLICANT(S) IS MINOR(S)

I, being the lawful Guardian of the following applicant, hereby declare that the applicant is a minor. His/her necessary information has been furnished above. The account will be operated under my signature being lawful Guardian until the minor becomes adult or any other declaration is given by me.

Name of the Minor 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_  
Name of the Guardian 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_  
Relationship with the Minor 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_

For both Minor and Guardian, Individual Information Form must be filled in for both forms and must be signed by the Guardian.

**NOMINATION**

I/We hereby nominate the following person as my/our nominee to whom the balance of my/our account would be paid in the event of my/our death. I/We reserve the right to charge/cancel this nomination any time. The nominee will be responsible for distributing the balance of my/our account among my/our heirs as per preset law. I/We also agree that the bank will no way be responsible for such payment as per my/our instruction or distribution as per law.

Name of the Nominee	_____	Please attach Photograph of the Nominee here. Photo must be attested by the Customer.
Father's Name	_____	
Mother's Name	_____	
Spouse's Name	_____	
Date of Birth	_____	
Occupation	_____	
National ID Card No. (if any)	_____	
Relationship with Applicant	_____ Signature of Nominee _____	
Permanent Address	_____	
	Upazilla/Thana _____ District _____ Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	Phone No. _____ Mobile No. _____ E-Mail _____	

\* If the nominee is a non-resident Bangladeshi and the balance of the account becomes payable to him/her, then all formalities as detailed in Foreign Exchange Regulations Act, 1947 will be applicable for remitting fund abroad.

**SOURCES OF FUND**

Sources of Fund/Income  Salary  Own Business  Commission  Inheritance/Gift/Return on Investment  Others (Please Specify) \_\_\_\_\_

**MAILING ADDRESS**

Upazilla/Thana \_\_\_\_\_ District \_\_\_\_\_ Post Code

Phone No. (1) \_\_\_\_\_ (2) \_\_\_\_\_ Mobile No. (1) \_\_\_\_\_ (2) \_\_\_\_\_

Statement Facility  Monthly  Quarterly  Half Yearly  Stop

**INTRODUCER'S INFORMATION**

Name	_____	Relationship with Introducer	_____
Account No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Branch Name	_____
Signature of Introducer	<div style="border: 1px solid black; width: 250px; height: 30px;"></div>	Signature Verified by	<div style="border: 1px solid black; width: 250px; height: 30px;"></div>

**SIGNING AUTHORITY & ACCEPTANCE OF TERMS & CONDITIONS**

I/We hereby acknowledge that I/we have read and understood the terms and conditions governing the customer accounts in force and any amendment thereto for conduct of such account with The City Bank Limited and agree to comply with them. I/We also solemnly and sincerely declare that the above furnished information is true and correct. I/We shall supply information/documents relating to the account that you may require in future.

How the Account will be Operated  Singly  Jointly  Any One  Others (Please Specify) \_\_\_\_\_

Please attach Photograph here

Please attach Photograph here

Please attach Photograph here

Signature

Signature

Signature

Name \_\_\_\_\_ Name \_\_\_\_\_ Name \_\_\_\_\_

**FOR BANK USE ONLY**

Date

Relationship No./Customer ID No. (1)         (2)

Account Opening Checklist  Completed Account Opening Form  Introduction  
 Photograph - Applicant [1 Copy Passport Size duly Attested by Introducer]  
 Photograph - Nominee [1 Copy Passport Size Photograph duly Attested by Applicant]  
 Copy of valid Passport/Driving License/Voter ID Card  Other Documents

Identity and Address Verified by  Passport  Driving License  Voter ID Card  Others ..... (Please specify)

Residence/Present/Communication Address is verified by  BTTB Telephone bill  Utility Bill  Others ..... (Please specify)

A/C Marketed by  Walk-in  DSO  Branch Staff

Name of DSO/Branch Staff ..... RMD/ST Code

Branch	Branch	Operations
Branch Code .....	<input type="checkbox"/> Original Passport/ID Sighted	<input type="checkbox"/> Relationship Opened
Instt. Class .....	<input type="checkbox"/> Passport/ID Copies Retained	<input type="checkbox"/> TIN Mailer Issued
Account Classification Code .....	<input type="checkbox"/> Application Details Completed	<input type="checkbox"/> Debit Card Issued
Customer Segment Code .....	<input type="checkbox"/> Cheque Book Ordered	<input type="checkbox"/> Bill Payment Input
Savings/Current Product Code .....	<input type="checkbox"/> RM Code	<input type="checkbox"/> Application Checked
Savings Scheme Product Code .....	<input type="checkbox"/> Segment Code	<input type="checkbox"/> i-Banking
FDR Product Code .....	<input type="checkbox"/> Blacklist Checked	<input type="checkbox"/> Cheque Book Requested
Loan Related A/C <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Preferred Branch .....	<input type="checkbox"/> Others .....
Non-Resident A/C <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Others .....	

Approved - BSSM / Designated Officer

Input by Name & ID

System / Inputs Verified

**TERMS & CONDITIONS**

**The City Bank Limited**

Dear Sir,

Please open and/or continue a City Onayash/Savings/Current/Short Term Deposit/Fixed deposit or any other account(s) in my/our name(s) on the terms and conditions set out below. In consideration of The City Bank Limited (the "bank") opening and/or continuing any such accounts and providing banking facilities to me/us, I/we agree to be bound by the terms and conditions set out below. These terms and conditions shall apply to each and every account of whatever nature hereafter, opened or continued in the same name(s) by the bank or its successors or assigns.

**TERMS AND CONDITIONS**

Where the account is opened by more than one person "I", "me" or "my" shall read as "we", "us" or "our". The terms and conditions, shall bind each one individually or anyone or more or all of them collectively and all agreements, obligations and liabilities of the joint customers are joint and several.

**1. Bank Accounts**

- I authorize the bank to act on signed instructions or documents drawn or accepted in accordance with the signing instructions given until such time as I shall give the bank written notice to the contrary-
  - for making payments of cheques, bills of exchange, promissory notes, standing orders, direct debits, issue of drafts, mail and telegraphic transfers, purchases and sales of securities and foreign currency and any other instruction by debiting such account(s) whether in credit or otherwise; and
  - to accept any other instruction regarding such account(s) including instruction for the closure of such account(s)
- I understand that any funds received by the bank on my behalf are to be credited to the relevant accounts unless the bank receives written instructions from me to the contrary.
- I understand that the bank acts only as my collection agent and assumes no responsibility for the realization of any items deposited with the bank for collection. Proceeds of cheques or other instruments deposited are not available for withdrawal until collected by the bank. The bank reserves the rights to debit any account that may have been exceptionally credited with an item subsequently unpaid on collection. The bank may refuse to accept for the collection cheques drawn in favor of third parties or if the payee's name is not identical to my name on the Bank's record. The bank will not accept for credit to the account any cheques or draft in favor of a third party crossed or denoted "AC Payee" (or any words of similar effect). Any cancellation of any crossing or denoting as above shall be null and void.
- The bank may also in its absolute discretion issue me with a cheque book. If a cheque book is issued, I undertake to be responsible for its safe custody at all times and I will immediately notify the bank if this or any of the cheques contained therein, is lost or stolen. I understand that the bank may in its absolute discretion, accept from me any stop cheque instructions (either orally or in writing) in cases where I have lost the relevant cheques or, in other circumstances in which it shall be allowed by law and agreed by the bank. Should the bank accept any such instruction from me or from some other person purporting to be me, I do hereby undertake to indemnify the Bank against any loss, damage, cost (including any legal cost) or demand incurred by it as a result of, or in connection therewith.
- I will be liable for any overdraft or other facilities arising in connection with any of the above account(s) and I do hereby authorize the bank to debit any such account(s) with all or any interest (including compound interest), commission and other banking charges, costs and expenses (including any legal costs) incurred in connection therewith at such rates as may be determined by the bank from time to time in its absolute discretion. I will also pay to the bank any such amounts, in the manner and, at such times, as may be required by the bank in its absolute discretion.
- Any and all amounts credited to the above account(s) while any overdraft or any other banking facilities in connection therewith is current shall firstly be applied by the bank to reduce any interest (including compound interest) payable until the interest is paid in full. Then and only then shall any such amount so credited be applied to reduce the principal amount or any such overdraft or any other banking facilities.


- The bank shall always be entitled without notice to me to levy or impose all customary banking and other charges and expenses in respect of any of the above account(s) or in respect of any other banking facilities provided to me by the bank and to debit the relevant account(s) in accordance with the bank's normal banking procedures. Such charges are not refundable upon termination of any or all of my account(s).
- I authorize the bank to accept for safekeeping, collection or for any other purpose, any securities or other property deposited with the bank or received from me and to release or deliver or give up any of these against my written instruments.
- I understand that any deposits or withdrawals in respect of any of the above accounts may be made at any of the bank's branches in Bangladesh subject to the production of evidence of identity satisfactory to the bank and, to payment of any customary charges that may be levied by the bank from time to time, for this.
- The rate of any interest payable on any account may be displayed by the bank at its various branches in Bangladesh and further, I accept that this may be subject to change without notice to me. Interest on any account will accrue in arrears from day to day in or, as otherwise determined by the Bank (in its absolute discretion), and be credited by the bank to the relevant account(s).
- The bank may, at its sole discretion, allow pre-mature withdrawal of fixed deposits. I accept that all such pre-mature withdrawals will be subject to levy or penalties and charges, as the bank may determine and these may be subject to change without notice to me.
- I appreciate that there can be risks associated with any account(s) denominated in foreign currency, convertible accounts and foreign currency investments. Accordingly, I accept that I am solely responsible for all such risks and any costs and expenses however arising (including without limitation, those arising from any international or domestic legal or regulatory restrictions) in respect of any such account(s). Withdrawals or dealings on any such account(s) are also subject to the relevant currency being available at the bank's relevant branch. Conversion from one currency to another shall be at the rate of exchange as determined by the bank (in its absolute discretion) from time to time.
- I understand that the bank will send or deliver to me a statement of account(s) at least half yearly (save in respect of any account that has, in the sole opinion of the bank been inactive for a period of one year or more, such statement of accounts will be sent or delivered by the bank annually) or in each case at such other intervals as may be agreed between the bank and me, from time to time and I agree that I am solely responsible for promptly examining all itineraries therein and that I must give the bank written notice (Notwithstanding the provisions of paragraph 4) within 14 days of the date of the relevant statement of any discrepancy that I believe no difference exists between any such statement and my own records. In the absence of any such notice from me, I shall be deemed to have agreed and certified conclusively (for all purposes) the correctness of the relevant statement of account.
- I authorize the bank to respond, if it shall so choose, to any and all enquiries received from any other bankers concerning the above accounts without reference to me. For the avoidance of doubt any such response may include a bank reference.
- I understand that I may close off the above accounts by giving prior written notice to the bank. The bank may, however, either, at its own instance or, at the instance of any court or administrative order, or otherwise close, freeze or suspend dealings on any of the above accounts without prior notice to me or without being liable for and breach of duty if it may owe to me.
- In relation to any dealings to any of the above accounts, the bank shall not be liable for any loss resulting from my death, incapacity or bankruptcy (or any other analogous event or proceeding) unless and until the bank has received written notice of any such event together with such documentary evidence as the bank may require. Further, the bank shall not be liable to me for any loss, damage or delay attributable in whole or part to the action of any government or government agency or any other event outside the bank's control (including without supplies) provided that the bank shall in each case endeavor to give notice generally to its customers or any anticipated delays due to any of the above events by notice in its branches or otherwise.

- In respect of accounts opened in the name of minors (whether or not jointly with an individual who is not a minor), the bank shall be entitled to act on the instructions received from the guardian named on the account opening form, irrespective of whether the minor account holder continues to be a minor or not, unless the bank receives written notice to the contrary from an appropriate authority.
- 2. Automated Teller Machine ("ATM") Debit Card (the "Card")**
- The bank may in its absolute discretion issue card(s) to me. A card is the property of the bank and I will surrender it unconditionally at the time of closing my account(s) or upon demand by the bank at any time.
  - I will immediately notify the bank of the loss or theft of a card or of unauthorized acquisition of the personal identification number relating to it and shall accept full responsibility for all ATM transactions effected by use of a card until such time as the bank confirms to me that it has received this notice.
- 3. Banking Instructions by Telex/Facsimile**
- Unless instructed by me in writing to the contrary the bank is authorized, but not obliged, to act on my banking instructions (including any instructions required by or, given by me in relation to these terms and conditions unless these terms and conditions otherwise expressly state to the contrary) transmitted through a telex or facsimile machine.
  - I shall release the bank from and indemnify and hold the bank harmless from and against all actions, suits, proceedings, costs, claims, demands charges, expenses, losses and liabilities however arising in consequences of or in any way related to:
    - i) The bank having acted in good faith in accordance with my written telephone, facsimiles or telex instruction(s), notwithstanding that such instruction(s) as above may have been initiated or transmitted in error or fraudulently altered, misunderstood or distorted in the line of communication of transmission; and
    - ii) The bank having refrained from acting in accordance with my written telephone, facsimile or telex instruction(s) by reason of failure of actual transmission, thereof to the bank or receipt by the bank for whatever reason, whether connected with fault, failure or unreadiness of the sending or receiving machine; or
    - iii) My failure to forward all original copies of facsimile instruction(s) to the bank within such period as the Bank may specify.
- 4. Banking Instructions by Phone (Call Centre)**
- I do hereby authorize the bank (in its absolute discretion) to follow/act on my oral or instructions by telephone (including any instructions required by or, given by me, in relation to these terms and conditions unless these terms and conditions otherwise expressly state to the contrary).
  - I shall not reveal my Telephone Identification Number (TIN) to anyone. My oral instruction(s) identified by my correct bank Account Number and TIN shall be deemed to be proper. Accordingly, the bank shall be entitled to rely on any such instructions. Should the bank accept any such instruction from me, or from some other person purporting to be me, I do hereby agree to indemnify the bank against any loss, damages, costs (including legal costs), or demands incurred by the bank as a result of or, in connection therewith.
  - The bank may in its absolute discretion require that written confirmation of my oral instruction(s) be received by it within such period as the bank may specify.
  - Where any of the above accounts are opened by more than one person any such one person shall be entitled to give any such oral instructions and the bank shall be entitled to rely upon such instructions.
- 5. Joint Accounts**
- Each of us (if more than one) do hereby authorize and empower each other to endorse for deposit and to deposit with the bank any and all cheques, notes or other instruments for the payment of money, payable to or purporting to belong to anyone or all of us and if any such instruments be received by the bank without having been so endorsed then the bank is hereby authorized to endorse any such instrument on behalf of us and to credit the same to the account.
  - An overdraft of other obligations incurred on the account of otherwise shall be the joint and several liability of each and every joint account holder. In the event of the death or legal disability of any of the individuals constituting the account holder, the other individual(s) shall immediately (but in any event not later than ten (10) days after such death or disability) and before affecting any transactions in the account, notify the bank of such death or legal disability.
  - Each of us authorize the bank to hold, on the death of either of us, any credit balance on any account in our joint name and any securities, deeds, boxes and parcels and their contents and property of any description held in our joint names, to the order of the survivor (if any). Each of us hereby agree that the instructions given by us in the mandate are to remain in force until written revocations thereof by us or either of us.
  - In the event that there is no survivor and nomination is made, the terms and conditions stated on "nominee" shall apply.
  - In the event that there is no survivor or nominee, that account will then be frozen until the legal successor to the deceased or disabled individual is appointed/determined by the relevant court or department.
- 6. Nominee**
- The account holder for each account can appoint nominee as per section 103 of the bank companies Act.
  - Nomination will be canceled if the nominee dies in the lifetime of the account holder. The account holder in such cases will advise in writing a new nominee.
  - The account holder, with written instruction, may change the nominee any time before the maturity of City Somridh.
- In the event of account holder's death, his/her nominee will not be allowed to continue the account and the amount deposited prior to the death of the account holder shall be paid to the nominee after proper identification and upon obtaining such document as the bank may require.
  - Account holder can name and authorize any competent person to represent the nominee, so that such person can withdraw money from the account of the customer on behalf of nominee in case nominee is a minor at the time of death of the customer and the bank shall be discharged from its liability upon making payment to such person.
  - In case where there is no nominee the Succession Certificate from the appropriate court will be required for releasing the balance amount after the death of the account holder
- 7. Set-off and Consolidation Rights**
- The bank may at any time and from time to time without notice combine all or any of my accounts and liabilities with it in Bangladesh or elsewhere, whether singly or jointly with any other person or set off all or any money standing to the credit of such accounts including my deposits with the bank (whether matured or not) towards satisfaction of any of my liabilities to the bank in Bangladesh or elsewhere, whether as principal or actual or contingent, primary or collateral, singly or jointly, with any other person, and the bank may effect any necessary currency conversion, at the bank's own rate to exchange that prevailing.
- 8. Confidentiality**
- Whilst the Bank maintains strict confidentiality in all matters relating to my account (s) and business, I hereby authorize the Bank (and/or any of its officers or employees) to disclose any information concerning me, my business, my accounts held with the Bank or another Group Member, or my relationship with the Bank or another Group Member, to any of the following:
- any office or branch of the Bank or another Group Member;
  - any agent, contractor or third party service provider, or any professional adviser of the Bank or another Group Member;
  - any regulatory, supervisory, governmental or quasi-governmental, authority with jurisdiction over the Bank or another Group Member;
  - any person to whom the Bank is required or authorized by lower court order to make such disclosure;
  - any person who is under a duty of confidentiality to the Bank;
  - any bank or financial institution with which I have or propose to have dealings; regardless of whether the recipient in each case is located in Bangladesh or in another country, and regardless of whether such information will, following disclosure, be held, processed, used or disclosed by such recipient in Bangladesh or another country.
- 9. Indemnity**
- I also agree to fully indemnify the bank against all costs and expenses (including legal fees) arising in any way in connection with the above accounts, these terms and conditions or, in enforcing these terms and conditions and in recovering of any amount due to the bank or incurred by the bank in any legal proceedings of whatever nature.
- 10. Waiver**
- No forbearance, negligence or waiver by the bank in the enforcement any of these terms and conditions shall prejudice the bank's right thereafter to strictly enforce the same. No waiver by the bank shall be effective unless it is in writing.
- 11. Variations**
- The bank in its sole discretion may amend these terms and conditions at any time. If I use any banking facility after the effective date of the amendment, I shall be deemed to have received notice of the amendment and to have decided to continue to use the banking facilities upon the revised terms and conditions to be informed to me by the bank. I further acknowledge that in the event of any changes being communicated to me, the bank is not obliged to obtain my signature for receipt of such communication.
- 12. Notices**
- Save as otherwise provided in these terms and conditions, and demand of communication made by the bank under these terms and conditions shall be in writing and made at the address given by me (of such other address as I shall notify the bank from time to time) and, if posted, shall be deemed to have been served on me on the date of posting whether actually received by me or not.
- 13. Governing law**
- These terms and conditions shall be governed by and construed in accordance with the laws of Bangladesh and I do hereby irrevocably submit to the exclusive jurisdiction of the courts of law of Bangladesh, such submission shall, however, not prejudice the rights of the bank to bring proceedings against me in any other jurisdiction or courts of law elsewhere.
- 14. Acceptance of Terms and Conditions**
- I/We, do hereby declare that I/we have read and understood all the terms and conditions mentioned herein above and do hereby accept and agree to all the terms and conditions.

Signature _____	Signature _____	Signature _____
Date _____	Date _____	Date _____
Name _____	Name _____	Name _____

Issued by The City Bank Limited



 **Exhibit 2: Corporate Account opening Form**



**CORPORATE ACCOUNT OPENING FORM**

Sales & Service Centre

Customer's ID.

Account No.

Date

Manager  
The City Bank Limited  
Sales & Service Centre

Dear Sir,

We hereby request you to kindly open an Account in the books of your bank as follows. We furnish our detailed information hereunder

Account Title

Account Short Name

Type of Account  Current Deposit A/C  Savings Bank A/C  Short Term Deposit A/C  
 Fixed Deposit A/C (FDR)  FC A/C (Other than Bangladeshi)  Convertible Taka A/C  
 Non-Resident Taka A/C  Resident Foreign Currency Deposit A/C  Others (Specify) \_\_\_\_\_

Nature of Business  Proprietorship  Partnership  Joint Venture  Private/Public Ltd.  Government Org.  
 NGO  School/College/Club/Association/Society  Others (Specify) \_\_\_\_\_

Currency  Taka  US Dollar  GB Pound  Euro  Others (Please Specify) \_\_\_\_\_

Company Address

Registered Address

Upazila/Thana \_\_\_\_\_ District \_\_\_\_\_ Post Code

Country \_\_\_\_\_

Business/Office Address

Upazila/Thana \_\_\_\_\_ District \_\_\_\_\_ Post Code

Country \_\_\_\_\_

Factory Address

Upazila/Thana \_\_\_\_\_ District \_\_\_\_\_ Post Code

Country \_\_\_\_\_

Trade License No. \_\_\_\_\_ Date

Issuing Authority \_\_\_\_\_

Registration No. \_\_\_\_\_ Date

Registration Authority \_\_\_\_\_ Country \_\_\_\_\_

Tax Identification No. (TIN) \_\_\_\_\_

VAT Registration No. (if any) \_\_\_\_\_

Nature of Business (Detailed) \_\_\_\_\_

Initial Deposit/FDR Amount  By Cash Tk. \_\_\_\_\_

By Cheque Tk. \_\_\_\_\_ Date  Drawn on \_\_\_\_\_

Transfer from A/C No.

**OTHER BANK ACCOUNTS OF THE APPLICANT (IF ANY)**

Declaration of Other Bank Accounts of the Customer (If any)

Name of the Bank	Name of the Branch	Type of Account		
a) _____	_____	<input type="checkbox"/> Deposit A/C	<input type="checkbox"/> Loan A/C	<input type="checkbox"/> Others _____
a) _____	_____	<input type="checkbox"/> Deposit A/C	<input type="checkbox"/> Loan A/C	<input type="checkbox"/> Others _____
a) _____	_____	<input type="checkbox"/> Deposit A/C	<input type="checkbox"/> Loan A/C	<input type="checkbox"/> Others _____

**INTRODUCER'S INFORMATION**

Name \_\_\_\_\_

Account No. \_\_\_\_\_ Branch Name \_\_\_\_\_

Signature of Introducer \_\_\_\_\_ Signature Verified by \_\_\_\_\_

**FIXED DEPOSIT RECEIPT INFORMATION**

Amount \_\_\_\_\_ Currency \_\_\_\_\_ Interest Rate \_\_\_\_\_ % Per Annum FDR No. \_\_\_\_\_

Period \_\_\_\_\_ Days/Months/Year Date of Maturity

Renewal/Encashment Instruction  Renew Both Principal and Interest  Encash at Maturity to My/Our A/C No. \_\_\_\_\_

Renew Principal Only and Credit Interest to the Account No. \_\_\_\_\_

**SPECIAL SCHEME INFORMATION**

Name of the Scheme \_\_\_\_\_ Period of Scheme \_\_\_\_\_ Scheme A/C No. \_\_\_\_\_

Initial Deposit Amount \_\_\_\_\_ Amount of Installment \_\_\_\_\_ No. of Installments \_\_\_\_\_ Per Year

Installment Start Date           Maturity Date

Payable at Maturity \_\_\_\_\_ Payable per Month/Installment \_\_\_\_\_

Please Debit My/Our Account No. \_\_\_\_\_

**SOURCES OF FUND**

Sources of Fund/Income  Salary  Own Business  Commission  Inheritance/Gift/Return on Investment  Others (Please Specify) \_\_\_\_\_

**ACCEPTANCE OF TERMS & CONDITIONS**

I/We hereby acknowledge that I/We have read and understood the terms and conditions governing the customer accounts in force and any amendment thereto for conduct of such account with The City Bank Limited and agree to comply with them. I/We also solemnly and sincerely declare that the above furnished information is true and correct. I/We shall supply information/documents relating to the account that you may require in future.

\_\_\_\_\_  
Signature (with Date)

\_\_\_\_\_  
Signature (with Date)

\_\_\_\_\_  
Signature (with Date)

Name \_\_\_\_\_ Name \_\_\_\_\_ Name \_\_\_\_\_

**FOR BANK USE ONLY**

Date

A/C Marketed by \_\_\_\_\_ Name of DSO/Branch Staff \_\_\_\_\_ RMOST Code

Branch	Branch	Operations
Account Classification Code _____	<input type="checkbox"/> Cheque Book Ordered	<input type="checkbox"/> Application Checked
Customer Segment Code _____	<input type="checkbox"/> Backlist Checked	<input type="checkbox"/> Banking
Saving/Current Product Code _____	<input type="checkbox"/> Preferred Branch _____	<input type="checkbox"/> Cheque Book Requested
Savings Scheme Product Code _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
FDR Product Code _____	<input type="checkbox"/> _____	<input type="checkbox"/> Others _____
Loan Related A/C <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> _____	
Non-Resident A/C <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Others _____	

Approved - BSSM / Designated Officer \_\_\_\_\_ Input by Name & ID \_\_\_\_\_ System / Inputs Verified by Name & ID \_\_\_\_\_

## ACCOUNT OPENING DOCUMENTATION CHECKLIST

<b>General Requirements</b>	<input type="checkbox"/> Completed Account Opening Form <input type="checkbox"/> Signature Cards (as appropriate) <input type="checkbox"/> Proof of Address Verification: Utility Bill (Gas/Electricity/Water)/STCL Telephone Bill/ House Rent/Lease Agreement/Proof of personal visit by the RM
<b>Additional Documentary Requirements</b>	<input type="checkbox"/> Photograph of Applicant (02 Copies Attested by the Introducer) <input type="checkbox"/> Photograph of all Authorized Signatories (02 copies) <input type="checkbox"/> Trade License (valid up-to-date copy) & TIN Certificate (if any) <input type="checkbox"/> Permission under 15-A from Bangladesh Bank (for GSA and Agents only) <input type="checkbox"/> Photo Identification: National ID/Voter ID Card/Current valid Passport/Valid Driving License, Where photograph is also attested/Employee Photo ID Card of any multinational or listed (with stock exchange) company or organization
<b>Partnership Concern</b>	<input type="checkbox"/> Trade License (valid up-to-date copy), TIN Certificate <input type="checkbox"/> Certified true copy of partnership deed of the partnership concern (if registered) <input type="checkbox"/> Notarized copy of the partnership deed of the partnership concern (if unregistered) <input type="checkbox"/> Certificate of Registration of the partnership concern <input type="checkbox"/> Partners' letter of authority for opening the account and authorization for its operation duly certified by the Managing Partner <input type="checkbox"/> List of partners with their addresses <input type="checkbox"/> Permission under 15-A from Bangladesh Bank (for GSA and Agents only) <input type="checkbox"/> Where a third party is authorized to operate a partnership account, a Mandate Form must be signed by all the partners and the signature of the third party should be attested thereon <input type="checkbox"/> Copy of the latest report and account (audited where applicable) <input type="checkbox"/> An explanation of the nature of the business or partnership should also be ascertained (but not necessarily verified from a partnership deed) to ensure that it has a legitimate purpose <input type="checkbox"/> 02 copies of Photographs and Identification Document of all Partners and all Authorized Signatories
<b>Limited Company Incorporated in Bangladesh</b>	<input type="checkbox"/> Trade License (valid up-to-date copy), TIN Certificate <input type="checkbox"/> Certified true copies of the Memorandum and Articles of Association or By-Laws of the company <input type="checkbox"/> Certified true copy of Certificate of Incorporation <input type="checkbox"/> Certified true copy of Certificate of Commencement of Business (in case of public limited company) <input type="checkbox"/> Extract of Resolution of the Board/General Meeting of the company for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company clearly mentioning the operating instruction <input type="checkbox"/> List/Registrar of directors <input type="checkbox"/> Permission under 15-A from Bangladesh Bank (for GSA and Agents only) <input type="checkbox"/> An explanation of the nature of the applicant's business, the reason for the relationship being established, an indication of the expected turnover, the source of funds and a copy of the best available financial statement where appropriate <input type="checkbox"/> 02 copies Photographs and Identification Document of: <ul style="list-style-type: none"> <li>- All of the directors who will be responsible for the operation of the account/transaction</li> <li>- All the authorized signatories for the account/transaction</li> <li>- All holders of power of attorney to operate the account/transaction</li> <li>- The beneficial owner(s) of the company</li> <li>- The major shareholders holding 20% or more shares in the company</li> </ul>
<b>Association/Club/Charity/Trust/Society/School/College</b>	<input type="checkbox"/> Certified true copy of the Constitution/By-Laws/Trust Deed/Memorandum and Articles of Association <input type="checkbox"/> Trust Deed and Rules (for Trusts) <input type="checkbox"/> Certificate of Registration/Recognition <input type="checkbox"/> List of members of the Governing Body/Executive Committee with their addresses <input type="checkbox"/> Extract of resolution of the Governing Body/Executive Committee for opening the account and authorization for its operation duly certified by the chairman/secretary of the association/club/charity/trust/society/school/college <input type="checkbox"/> 02 copies of Photographs and Identification Document of all Authorized Signatories
<b>NGO/Unincorporated Associations</b>	<input type="checkbox"/> Certified true copy of the Constitution/By-Laws/Rules of Charter <input type="checkbox"/> Certificate of Registration from NGO Bureau <input type="checkbox"/> List of members of the Governing Body/Executive Committee with their addresses <input type="checkbox"/> Extract of resolution of the Governing Body/Executive Committee for opening the account and authorization for its operation or Power of Attorney <input type="checkbox"/> Form QA-22 signed in duplicate by all signatories (foreign entity) <input type="checkbox"/> 02 copies of Photographs and Identification Document of all Authorized Signatories
<b>Limited Company Incorporated outside Bangladesh</b>	<input type="checkbox"/> Memorandum and Articles of Association of the company (*) <input type="checkbox"/> Certificate of Incorporation (*) <input type="checkbox"/> Certificate of Commencement of Business (in case of public limited company) (*) <input type="checkbox"/> Extract of Resolution of the Board/General Meeting of the company for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company clearly mentioning the operating instruction <input type="checkbox"/> List of Authorized Signatories and Directors (*) <input type="checkbox"/> Permission under 15-B from Bangladesh Bank (**) <input type="checkbox"/> Permission from Ministry of Industry (**) <input type="checkbox"/> Certificate of filing with registrar Joint Stock Companies (**) <input type="checkbox"/> Form QA-22 signed in duplicate by all Signatories (**) <input type="checkbox"/> 02 copies of Photographs and Identification Document of: <ul style="list-style-type: none"> <li>- All of the directors who will be responsible for the operation of the account/transaction</li> <li>- All the authorized signatories for the account/transaction</li> <li>- All holders of power of attorney to operate the account/transaction</li> <li>- The beneficial owner(s) of the company</li> <li>- The major shareholders holding 20% or more shares in the company</li> </ul>
	<p>(*) These items should be certified by the authorities where the company is registered and counter certified by Bangladesh Mission overseeing that country or the Ministry of Foreign Affairs in Dhaka</p> <p>(**) These are not required if the application is for a non-resident account by a limited liability company incorporated overseas</p>

**TERMS & CONDITIONS**

The City Bank Limited  
Bangladesh

I/We, the undersigned being the Chairman/Managing Director/Director(s)/Partner(s)/Proprietor (hereinafter referred to as the 'Customer') hereby agree to open Current/STDC/D Fixed Deposit or any other account(s) (hereinafter collectively referred to as the 'Account') with The City Bank Limited (the 'Bank') under the following terms and conditions:

**TERMS AND CONDITIONS**

These terms and conditions for Accounts at Bank branches in Bangladesh are deemed to supplement and/or modify, and in the event of inconsistency, prevail over the general account conditions of The City Bank Limited.

**1. Introduction**

The Bank be and is hereby, appointed Banker of the Customer and that the Customer shall open and/or continue Current/STDC/D Fixed Deposit Account or any other Accounts in the name of the Customer designated in Title (or any other currency as may be permitted to maintain by the Customer).

**2. Cheques & Others**

- Bank will not accept any request to stop payment on a cheque unless it is in writing duly signed by the Customer. Such request shall be binding on the Bank only upon its actual receipt and provided sufficient time is given to the Bank to permit the Bank to notify its offices or branches as may be necessary and appropriate.
- The Customer shall be fully responsible for the genuineness, correctness and validity of all endorsements appearing on cheques, guarantees, orders, bills, notes, negotiable instruments and receipts or other documents deposited in the Account, which the Bank shall presume to be proper, correct and in case of companies or partnership, duly authorized.
- All deposits are accepted subject to subsequent verification by the Bank. Cash deposits and withdrawals shall be subject to the minimum and maximum limits set by the Bank from time to time.

**3. Interest On Account**

- No interest will be payable on a Current Account.
- The rate of any interest payable on any Account may be displayed by the Bank at its various branches in Bangladesh and further, I/We accept that this may be subject to change without notice to me/us. Interest on any Account will accrue in arrears from day to day in or, as otherwise determined by the Bank (in its absolute discretion), and be credited by the Bank to the relevant Account(s).
- The Bank may, at its sole discretion, allow premature withdrawal of fixed deposits. I/We accept that all such premature withdrawals will be subject to levy or penalties and charges, as the Bank may determine and these may be subject to change without notice to me/us from time to time.

**4. Overdraft**

I/We will be liable for any overdraft or other facilities arising in connection with any of the above Account(s) and I/We hereby authorize the Bank to debit any such Account(s) with all or any interest (including compound interest), commission and other banking charges, costs and expenses (including any legal costs) incurred in connection therewith at such rates as may be determined by the Bank from time to time in its absolute discretion. I/We will also pay to the Bank any such amounts, in the manner and, at such times, as may be required by the Bank in its absolute discretion.

**5. Closing of An Account**

I/We may close any of my/our Account(s) with the Bank by giving the Bank prior written notice to the Bank. The Bank may, however, either, at its own instance or, at the instance of any court or administrative order, or otherwise foreclose, freeze or suspend dealings or any of the above Accounts without prior notice to me or without being liable for and breach of duty if it may owe to me. Notwithstanding the above, in case of companies where the Bank has received conflicting instructions and board resolutions, the Bank shall also be entitled at its sole discretion to close, freeze or suspend their Account(s) until the management of these companies resolves their internal disputes to the satisfaction of the Bank.

**6. Predecessorship or Partnership Account**

- A proper succession certificate (in case of will) or a letter of administration (in case of non-will) issued by a competent court having jurisdiction must be provided to the Bank in the event of death of a Customer by the heirs or administration to enable the Bank to act accordingly with regard to the relevant Account(s).
- In a partnership Account where the Account can be operated by authorized signatories individually, if prior to acting on instructions received from an authorized signatory, City Bank shall immediately thereafter rely on, on the joint and collective instruction(s) or mandate of all the authorized signatories to the Account.

**7. Communications**

- The Customer shall inform the Bank in writing about any change in the Customer's address or residential status as and when such changes take place.
- The Customer understands, acknowledges and accepts that communication sent via facsimile machines, internet, diallines or any other method over public lines, is not encrypted, and that these transmission methods are not necessarily secure means of transmission and delivery of information, and that there are associated risks, including of breach of confidentiality, possible unauthorized alteration and/or unauthorized use, and failure of communication. The Customer agrees to exempt the Bank from any misuse of communication, and to hold the Bank harmless for any cost or loss that the Customer may incur due to the same and any error, delay or problem in transmission or otherwise.

**8. Banking Instruction by Telex/Facsimile**

Unless instructed by me/us in writing to the contrary the Bank is authorized, but not obliged, to act on my/our banking instructions transmitted through a telex or facsimile machine. I/We shall release the Bank from and indemnify and hold the Bank harmless from and against all actions, suits, proceedings, costs, claims, demands, charges, expenses, losses and liabilities however arising in consequences of or in any way related to:

- The Bank having acted in good faith in accordance with my written telephone, facsimile or telex instruction(s), notwithstanding that such instruction(s) as above may have been initiated or transmitted in error or fraudulently altered, misunderstood or distorted in the line of communication of transmission and
- The Bank having refrained from acting in accordance with any written instruction(s) for reasons, including and not limited to, corruption of transmission of message, failure of actual transmission to or receipt of such instruction(s) by the Bank, illegibility of written instructions received, whether due to the any malfunctioning or technical failure of equipment or machine.
- My failure to forward all original copies of facsimile instruction(s) to the Bank within the close of banking hours of the next working day.

**9. Set-Off**

- The Customer hereby agrees that the Bank may at any time or times hereinafter without notice to the Customer set off, transfer or apply all or any of the monies from time to time standing to the credit of the all or any Account(s) of the Customer in or towards the discharge and satisfaction of all sums of money which now are or at any time or times hereinafter may become due or owing to the Bank or payable by the Bank on account of the Customer, regardless of the place or mode of payment or the currency of such obligation.

**10. Liability, Joint and Several Liability**

- The Customer shall fully indemnify the Bank from and against any expense, loss, damage or liability (as to the amount of which the certificate of the Bank shall serve for manifest error, be conclusive and binding upon the Customer hereon and payable on demand) which the Bank may incur as a consequence of the occurrence of any claim, suit or action arising from or in connection with, inter alia, payments made in good faith in compliance to the instruction(s) of the Customer or where the stop transfer notice has not been received in time for payment to be stopped, any fraudulent act or omission by the Customer or third parties with regard to the Account(s) of the Customer, payments against any forged authorized signatures, forged or counterfeit cheques, documents, papers and instruments or due to any miscommunication or otherwise in connection with this agreement and the Account(s). Without prejudice to its generality, the foregoing indemnity shall extend to any costs, expenses, interest, fees or other sums whatsoever paid or payable by the Bank on account of the foregoing.
- These conditions shall be binding upon the respective heirs, executors, administrators, successors, or permitted assigns (as the case may be) of each Customer. If the Customer is a partnership, the provisions hereof shall continue in force notwithstanding any change in such partnership unless otherwise decided by the Bank and notified to the Customer.

**11. Confidentiality**

- While the Bank maintains strict confidentiality in all matters relating to my/our Accounts and business, I/We hereby authorize the Bank (and/or any of its officers or employees) to disclose any information concerning me/us, my/our business, my/our Accounts held with the Bank, or my/our relationship with the Bank, to any of the following:
  - Any office or branch of the Bank.
  - Any agent, contractor or third party service provider, or any quasi-governmental authority with jurisdiction over the Bank.
  - Any person to whom the Bank is required or authorized by a court order to make such disclosure.
  - Any person who is under a duty of confidentiality to the Bank.
  - Any Bank or financial institution with which I/We have or propose to have dealings, regardless of whether the recipient in each case is located in Bangladesh or in another country, and regardless of whether such information will be having disclosure, to hold, processed, used or disclosed by such recipient in Bangladesh or another country.

**12. Indemnity**

I/We also agree to fully indemnify the Bank against all costs and expenses (including legal fees) arising in any way in connection with the above Accounts, these terms and conditions or, in enforcing these terms and conditions and in recovering of any amount due to the Bank, or incurred by the Bank in any legal proceedings of whatever nature.

**13. Waiver**

No forbearance, negligence or waiver by the Bank in the enforcement any of these terms and conditions shall prejudice the Bank's right thereafter to strictly enforce the same. No waiver by the Bank shall be effective unless it is in writing.

**14. Variations**

The Bank in its sole discretion may amend these terms and conditions at any time. I/We use any Banking facility after the effective date of the amendment, I/We shall be deemed to have received notice of the amendment and to have decided to continue to use the Banking facilities upon the revised terms and conditions to be informed to me/us by the Bank. I/We further acknowledge that in the event of any changes being communicated to me/us, the Bank is not obliged to obtain my/our signature for receipt of such communication.

**15. General**

- All the Accounts of foreign companies shall be operated in accordance with the general or special permission of Bangladesh Bank, the applicable provisions of the Foreign Exchange Regulation Act, 1947, and any subsequent amendments thereof, and rules, direction, regulation or order made there under.
- All Accounts shall be subject to the provisions of the guidelines for Foreign exchange Transactions 1996 and other circulars and guidelines together with any alteration or modification thereto effected by Bangladesh Bank from time to time.


**16. Governing Law**


These terms and conditions shall be governed by and construed in accordance with the laws of Bangladesh and I/We do hereby irrevocably submit to the exclusive jurisdiction of the courts of law of Bangladesh, such submission shall, however, not prejudice the rights of the Bank in bringing proceedings against me/us in any other jurisdiction or courts of law elsewhere.

I/We, the undersigned, hereby agree to comply with and be bound by the above terms and conditions:

Signature (with Date)	Signature (with Date)	Signature (with Date)
Name _____	Name _____	Name _____
Designation _____	Designation _____	Designation _____
Seal _____	Seal _____	Seal _____


Issued by The City Bank Limited

 **Exhibit 3: ADC and City Touch Form**



www.thecitybank.com

**Alternate Delivery Channels Enrollment Form**



Branch  Date

**Personal Information** Customer ID

Customer Name (s)

Father's Name

Mother's Name

Spouse's Name

Date of Birth

Address

City/ District  Postal Code

Telephone Number (T&T/ Landphone)  Mobile Number

E-mail Address  Device ID

I would like to avail the CBL ADC Service(s) for the following accounts. Service(s) Required (Please Tick)

1.   City Touch  Call Center  SMS Alert  Others .....

2.   City Touch  Call Center  SMS Alert  Others .....

I would like to avail the CBL City Touch Service(s) for the following Credit Card accounts.

	Credit Card Name	Credit Card Number
1.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
2.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
3.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

I hereby authorize to debit my following account for any applicable fee for availing ADC Service(s).  
Account Number

My Preferred City Touch Login ID (06-10 Alpha Numeric Characters):  
1.  2.  3.

City Bank would try to incorporate and facilitate you with either of these three Login ID sequentially based on availability as you desired. In case of unavailability, you would be provided with automated system generated Login ID.

I/We, 1. .... 2. ....  
hereby acknowledge that it is my/our responsibility to generate TPIN (Telephony Personal Identification Number) from CBL Call Center. I/We also authorize the Bank to update the information provided herein in all my accounts, Credit Cards and Debit Cards recorder with the Bank. I/We also authorize the Bank to enroll my/our said above account(s) and/or Debit/Credit Cards in above identified alternate channels and also authorize "The Bank" to send my/our financial information through SMS or any other electronic channels or through courier as and when applicable. I/We also request the Bank to do the same for my/our other account(s) linked with the said above account(s).

1<sup>st</sup> Applicant  Signature

2<sup>nd</sup> Applicant  Signature

For Bank Use Only

Customer Signature Verified By: Signature with Date & Name Seal

## Terms & Conditions

Please read these terms and conditions carefully.

These terms and conditions set out the rights and obligations of you as the customer, and us as the Bank, in connection with your use of the Services under the Alternate Banking Channels:

- eStatements and eAlerts;
- Call Centre (Phone Banking);
- City Touch (Internet Banking);
- SMS Alert;
- Utility Bill Payment through Call Center;

unless otherwise amended and notified by the Bank from time to time. In consideration of the Bank agreeing at your request to provide you with the use of above mentioned Services, you agree to use the Services in accordance with these terms and conditions.

### 1. AGREEMENT

- 1.1 These terms and conditions form integral part of Credit Card / Account Agreement that you have executed with the Bank and all other terms and conditions of the Credit Card / Account Agreement that have not been changed or modified by this agreement shall remain in full force and effect. If there is a conflict between the terms and conditions of this Agreement and any other relevant terms and conditions, the terms and conditions of this Agreement will prevail as far as it relates to the Services unless otherwise expressly stated herein.
- 1.2 You agree that the use of the Service by you will constitute your agreement to and acceptance of these terms and conditions as well as your acknowledgement of the inherent risks in conducting any transaction and using the Services over the Alternate Banking Channels and you authorize the Bank to follow/act on your instructions over telephone/mobile/internet and/or other means under the Alternate Delivery Channels set out herein.
- 1.3 You agree to pay all fees, costs and charges as may be associated with the use of the Services as the Bank may prescribe from time to time. You do hereby authorize the Bank to collect, set-off, and/or adjust any such fees from the account or accounts you maintain with the Bank.
- 1.4 In order to use the Services, you must:
  - 1.4.1 be the holder of an Eligible Account or a person authorized to operate an Eligible Account (as the case may be);
  - 1.4.2 apply to use the Service in the prescribed form and agree to the terms and conditions set out herein;
  - 1.4.3 be registered with the Bank to use the Services and taking all necessary steps that the Bank may advise you to complete the registration process; and
  - 1.4.4 comply with the terms and conditions of the Credit Card and Account Agreement (as may be applicable) and all other applicable laws, regulations, rules and the policies of The City Bank Limited as may be framed and notified from time to time.
- 1.5 User Guidance and additional terms and conditions on the operation of the Services is or may be available at [www.thecitybank.com](http://www.thecitybank.com). The Bank may notify you from time to time about changes to the user guidance of the Services.
- 1.6 The Bank may, at its sole discretion, utilize the services of the external service provider/s or agent/s and on such terms as required or necessary, in relation to its products/services.
- 1.7 The Bank shall be entitled to suspend or terminate the Services and to vary the Services available through the use of Alternate Banking Channels or the operating hours of any such service at any time at its sole and absolute discretion without assigning any reason and without prejudice to any of its rights of action for any antecedent breach of these terms and conditions by you. Termination will not affect your liability or obligations in respect of instructions processed by the Bank on your behalf.

### 2. INTERPRETATIONS

Some words and expressions used in this Agreement have particular interpretations as follows:

- 2.1 "We/Us/Our/Bank" means The City Bank Limited and includes its successors-in-interest and permitted assignees.
- 2.2 "You/Your/Customer/User" means you, the customer(s), who applied to use and/or use the Services and includes your successors, heirs, legal representatives, administrators, and permitted assignees.
- 2.3 "Eligible Accounts" means the Credit Card account(s) held by you with the Bank and/or any other applicable accounts, including but not limited to savings, current, fixed deposit, loan or other accounts as determined by the Bank to be eligible to conduct Transactions on the Account using the Services under the Alternate Delivery Channel.
- 2.4 "Designated Electronic Mail Account" means the electronic mail account specified by you on the subscription form or upon registration for the Service by such other means and in the absence of such details, any electronic mail account you provided in connection with your use of the Bank's services, or such other electronic mail account which you may designate to the Bank from time to time for purposes of receiving electronic mails in relation to your use of the Services, as the case may be.
- 2.5 "Designated Mobile Number" means the mobile number specified by you on the subscription form or upon registration for the Service by such other means and in the absence of such details, any mobile number you provided in connection with your use of the Bank's services, or such other mobile number which you may designate to the Bank from time to time for purposes of communications in relation to your use of the Services, as the case may be.

### 3. eSTATEMENTS and eALERTS

- 3.1 All statements and alerts whether sent through eStatement and/or eAlert service or other means of transmission by the Bank to the designated email accounts or designated mobile number for the Account or Credit Card shall be accepted and upheld by you as correct and authenticate.
- 3.2 You shall fully accept the risk and responsibility of statements transmitted by the Bank. The Bank does not warrant against any external factors affecting the privacy and/or security of emails during Internet transmission.
- 3.3 Bank have the discretion from time to time to modify, restrict, withdraw, cancel, suspend or discontinue the eStatement Service and/or eAlert Service without giving any reason or prior notice.
- 3.4 eStatement Service and eAlert Service are available to you provided that you have appropriate internet and telecommunication services and equipment. You shall keep such equipment used for eStatement Service and eAlert Service secure and shall prevent anyone else from accessing any confidential information.
- 3.5 You shall inform the Bank of any changes in your email address or any request for discontinuing of the service. The Bank shall not be liable or responsible for data corruption, delay and/or interception of the information so given and the Bank reserves the right to update and vary such information from time to time and at any time.
- 3.6 Any information received by your pursuant to the eAlert Services is for your (and not any other person's) reference only, and shall not be taken as conclusive evidence of the matters to which it relates.

#### 4. CALL CENTRE (PHONE BANKING)

4.1 You may use the Phone Banking Services to:

##### **Cards Services**

Enquiry card account balance, last transactions (in relation to the card holder's card account), etc.  
Request for statement, bill payment, cheque book requisition/activation, contact details update in relation to the card holder's card account,  
Card bill payment related issues or payment, and  
Such other type of card services as the Bank may from time to time introduce.

##### **Banking Services**

Enquiry on account balance, loan queries, last transactions (in relation to the account holder's accounts), exchange rates, etc., transfer funds between any of the accounts as per the request of the account holder, Request for statement, bill payment, cheque book requisition/ activation, stop payment of cheque in relation to the account holder's account and such other types of banking or investment services as the Bank may from time to time introduce.

- 4.2 To enable you to use the Service, the Bank shall assist you to generate Telephony Personal Identification Number ("TPIN"), which are generated automatically through Software as you desired. You shall be solely responsible for proper safe custody and control of your TPIN. You must not disclose your TPIN to anyone else, including to someone who is a joint account holder with you, or to a member of our staff, or to someone giving assistance on a service helpdesk or any other representative of the Bank. Without prejudice to the other clauses of these terms and conditions, you shall be liable for all transactions and/or the use of the TPIN with or without your knowledge or consent for whatsoever purpose.
- 4.3 You shall ensure that there are sufficient funds or prearranged credit facilities in your Account when giving the telephone or other instructions and the Bank shall not be liable for any consequences arising out of the Bank's failure to carry out such instructions due to inadequacy of funds and/or credit facilities.
- 4.4 If as a result of Transaction conducted using Phone Banking Services, your Account is overdrawn, you shall forthwith pay on demand to the Bank all such sums withdrawn in excess of available funds together with interest at the prevailing rate which the Bank charges on such overdrawn amounts.
- 4.5 In connection with your account, you acknowledge that any information pertaining to your accounts or transactions as reported through the Phone Banking Service may not always be completely up to date as there may be transactions and/or instructions which, without limiting the generality of the foregoing, have yet to be processed by the Bank, require verification of the Bank, or are in progress. You agree that the information pertaining to the Service shall not use for any purpose whatsoever be taken as conclusive of your account balance or transaction status.
- 4.6 You acknowledge that any transaction made through the Phone Banking Service shall be undertaken through an Automatic Service Machine. If you become aware of any transaction on any of your accounts that has not been validly authorized by you, you must notify the Bank as soon as reasonably practicable.
- 4.7 All Instructions shall be irrevocable, irreversible and unconditional.
- 4.8 The Phone Banking Services are provided for your convenience. Consequently, the Bank shall not be liable for any error, mistake or damage which may arise in connection with the services, information or evidence relating to the use of Phone Banking Services. You shall not raise such error, mistake or damage as proof or evidence in bringing a challenge or legal action against the Bank.
- 4.9 The Bank shall have the right (but not the obligation) to record your instruction in writing or by tape recording or otherwise. Any recorded instruction shall be final and binding on you. You irrevocably and unconditionally agree that the Bank may at any time refer to the recorded instruction as evidence in the investigation or legal proceedings against you.
- 4.10 Bank may cancel your right to use the Phone Banking Services at any time without assigning any reason. Such cancellation of your right will not extinguish or affect your accrued liabilities, obligations and undertakings. You may request to terminate the use of Phone Banking Services by notifying the domicile branch of your account in writing and you shall be liable for all transactions until the Bank has terminated the use of Phone Banking Services.

#### 5. CITY TOUCH (INTERNET BANKING)

- 5.1 Your use of the City Touch (Internet Banking) Services shall be governed by the Bank's prevailing terms and conditions, available in the Bank's website at [www.thecitybank.com](http://www.thecitybank.com) which forms integral part of these terms and conditions. When you use the City Touch (Internet Banking) Services, you must comply with the terms & conditions and other applicable terms relating to your Account, Banking Services, Third Party Accounts and the terms of the Credit/Debit/Charge Card Agreements. You by signing the Subscription/Enrollment Form and/or by using the services declare that you have read and fully understood the terms and conditions and accept the same.
- 5.2 You instruct and authorize the Bank to email you the City Touch (Internet Banking) User ID and Password (collectively "Security Codes") relating to your access to the City Touch (Internet Banking) Services to the designated email address. You may also instruct and authorize the Bank to send your City Touch (Internet Banking) Password to a branch of your choice for collection by you or send to your mailing address through courier, according to Bank's procedures and the risk of non-receipt and/or non-disclosure of Security Codes to an unauthorized third party shall be fully borne by you.
- 5.3 Subject to the Bank's prevailing terms & conditions governing the use of the Services, you hereby authorize and instruct the Bank to act on any instructions received through the use of Security Codes, including but not limited to the transfer of funds (subject to limits as may be imposed by the Bank from time to time) from your account(s) with the Bank (which you are entitled to operate on a single signatory basis) to the third party accounts named under the heading "Beneficiary Accounts", above, and, to any account which you may designate from time to time, for this purpose under the Bank's prevailing procedures.

#### 6. SMS ALERT

- 6.1 For Push Services, the Bank will use the respective mobile phone operator's text mail service (SMS) to send the financial information related to your Credit Card/Account on the following working day after the statement has been generated to your designated mobile number.
- 6.2 For Pull Service, the Cardholder/Account holder will be able to obtain a range of financial information related to Credit Card/Account by typing a pre-defined Key Word with a 4-digit PIN as a message in the Designated Mobile Number and then sending this message to a prescribed SMS short code. You shall be solely responsible for proper safe custody and control of your Password and designated mobile number. You must not disclose your Password to anyone else, including to someone who is a joint account holder with you, or to a member of our staff, or to someone giving assistance on a service helpdesk or any other representative of the Bank. Without prejudice to the other clauses of these terms and conditions, you shall be liable for all transactions and/or the use of the PIN with or without your knowledge or consent for whatsoever purpose.
- 6.3 For this service, regular SMS charges of the respective Mobile Phone Operator will apply.
- 6.4 You are solely responsible to ensure the possession of the Mobile Phone/Connection assigned to SMS Banking Services to maintain the confidentiality of your financial information. If the mobile phone/connection is lost, stolen or sold to another individual, you shall immediately notify the Bank of the incident and cancel the SMS Banking Service. You hereby agree that The City Bank Limited/Mobile Phone Operator shall not be responsible for any disruption in SMS Banking Service due to any technical failure on the part of The City Bank Limited/Mobile Phone Operator.
- 6.5 SMS Banking Service shall remain effective until otherwise advised in writing by the Cardholder/Account holder, which should reach the Bank at least one week before the next statement is due.
- 6.6 You shall inform the Bank of any changes in your designated mobile number or any request for discontinuing of the service. The Bank shall not be liable or responsible for data corruption, delay and/or interception of the information so given and the Bank reserves the right to update and vary such information from time to time and at any time.
- 6.7 Any information received by you pursuant to the SMS Banking Services is for your (and not any other person's) reference only, and shall not be taken as conclusive evidence of the matters to which it relates.

**7. UTILITY BILL PAYMENT THROUGH CALL CENTER**

- 7.1 Payment amount must be 100% accurate as per the bill. You must check & retain the advice slip for future reference (photocopy).
- 7.2 Last date of payment will be as per the utility bill and has to be made within 6:00 pm of that date. In case of any difference in payment, it will not be treated as a payment and will be refunded upon confirmation from the service provider (without any risk and responsibility on the Bank).
- 7.3 In case of any mechanical default on ATM, the Bank will not be held responsible.
- 7.4 The Bank will not be responsible for payment made through ATM after disconnection of the concerned utility service.
- 7.5 The Bank shall not be held responsible for disconnection of the utility service for any reason by the utility agency.
- 7.6 Bank is not an agent of the utility service provider and the bank neither guarantees the quality of service of the utility service providers nor gives any assurance for the maintenance of service. Bank will act as collecting banker of the utility service provider for the purpose set forth in this agreement with regard to bills of the said utility service provider. Bank shall not be a party to any dispute between the utility service provider and you. You by subscribing and using the Services do irrevocably indemnify the Bank from any liability for excess, insufficient, late or incorrect payment of the said bills or any consequence thereof.
- 7.7 The Bank shall obtain the account holder's consent on payment of cheques for the amount of Tk. 1 lac and above received through Bangladesh automated cheque clearing house. In this respect account holder's communication using the TPN will be treated as final instruction.
- 7.8 You shall ensure that there are sufficient funds in the account for the purpose to carry out the telephone or other instructions and the Bank shall not be liable for any consequence arising out of the Bank's failure to provide the same always that if the Bank shall at its sole discretion decide to carry out the instructions notwithstanding such inadequacy the Bank may do so without seeking prior approval from or notice to the account holder. In such event, the excess amount of such transaction shall automatically become a loan of the account holders and shall be paid immediately on demand with interest and other fees and charges at the prevailing rate.
- 7.9 The account holder hereby irrevocably and unconditionally authorizes the Bank to recover all charges related to Call Center (Phone Banking) as determined by the Bank from time to time by debiting one of accounts of the account holder or sending a bill for the said to the account holder who would be liable to make the payment within the specified period. Failure to do so shall result in interest being payable at the rate specified at the point in time by the Bank. The services shall be withdrawn if any charges remain unpaid, without any notice to the account holder and/or without the Bank incurring any liability or responsibility for such withdrawal.
- 7.10 Bank is not liable for non-payment of utility bill due to any mechanical default in IVR or any circumstance beyond the Bank's control. It is my/our responsibility to inquire and confirm whether the transaction has been processed or not.

**8. DISCLAIMER**

- 8.1 Due to the nature of the Services, no oral or written information or advice given by the Bank or the Bank's employees shall create a warranty or in any way increase the scope of this warranty, and you may not rely on any such information or advice. Bank shall not be liable for any loss, damages or expenses that you may or shall incur, including without limitation, any loss or damage caused to data, software, computer, telecommunications equipment or other equipment in connection with the Services unless they are caused solely and directly by gross negligence or willful default of Bank.
- 8.2 TO THE EXTENT PERMITTED BY APPLICABLE LAWS, THE BANK SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY DIRECT, INCIDENTAL, CONSEQUENTIAL, INDIRECT DAMAGES (INCLUDING LOSS OF PROFITS, LOSS OF OPPORTUNITY, LOSS OF SAVINGS AND BUSINESS INTERRUPTION) OR SPECIAL OR EXEMPLARY DAMAGES (INCURRED OR SUFFERED BY YOU OR ANY OTHER PERSON AS A CONSEQUENCE OF USING THE SERVICES).
- 8.3 The Bank reserves the right to refuse or discontinue the Instructions for the following events: (a) the insufficiency of your outstanding credit balance, (b) non-existence or suspension of any Bank's credit line granted to you, (c) transaction with the Bank which may lead to an excess of the credit line originally agreed between the Bank and you, (d) transaction which is related to or become a dispute pending the court's trial, (e) notice of the Bank informing you of any operation irregularity which arises prior to or at the time of the Bank's execution of the transaction, you fail to perform or comply with any terms or agreements with the Bank or a consequence of Act of God.
- 8.4 You acknowledge that electronic mails sent by the Bank are/may not be encrypted; and the use of and transmission of information via electronic mail and/or the Internet cannot be guaranteed to be secure; and information transmitted may be susceptible to errors, viruses, delay, interception, modification or amendment by unauthorized persons.

FROM TIME TO TIME, BANK MAY NEED TO REVISE THESE TERMS AND CONDITIONS, IN WHICH CASE BANK WILL POST THE REVISED TERMS AND CONDITIONS ON ITS OFFICIAL WEBSITE OR NOTIFY BY CORRESPONDENCES. IF YOU CHOOSE TO CONTINUE USING THESE SERVICES AFTER ANY REVISION TO THESE TERMS AND CONDITIONS, YOU SHALL BE DEEMED TO HAVE ACCEPTED THE REVISED TERMS AND CONDITIONS ACCORDINGLY. IF YOU CHOOSE NOT TO ACCEPT THE REVISED TERMS AND CONDITIONS, PLEASE IMMEDIATELY DISCONTINUE YOUR ACCESS TO AND/OR USE OF THE SERVICES.

*I/We confirm that the information given above is true and complete and agree to comply with the terms and condition stated in the attached Agreement for ADC Services Payment Agreement (if applicable) and also agree to comply with the rules governing customer accounts with The City Bank Limited. This agreement shall apply to each and every account/product of whatever nature herein after opened or continued in the same name(s) by the Bank its successors or assigns. I/We hereby acknowledge that we have read and understood the terms and conditions related to the above service request mentioned in the Alternate Delivery Channels Enrollment Form and agreed to comply with them. I/We also hereby acknowledge that, we are fully aware of the associated risks of using of alternate channels for any types of financial and non financial transactions and also agreed to bear that risk. I/We also accept that, use of the alternate channels services is subject to compliance of prevailing regulations and schedule of charges/pricing of CITY BANK ("The Bank").*

**1<sup>st</sup> Applicant**

Signature and Date


**2<sup>nd</sup> Applicant**

Signature and Date

Customer Signature Verified By: (For Bank Use Only)

Signature with Date & Name Seal



 Exhibit 4: Cheque Requisition Slip



The Manager

**The City Bank Limited**

Date \_\_\_\_\_

Dear Sir,

CD A/C. NO. \_\_\_\_\_

SB A/C. NO. \_\_\_\_\_

With reference to my / our above CD/SB A/C.  
I/We request you to please issue me / us a Cheque  
book containing \_\_\_\_\_ leaves.

Yours faithfully.

\_\_\_\_\_  
Signature

Code-10212

Cheque Nos. \_\_\_\_\_ to \_\_\_\_\_ Issued

\_\_\_\_\_  
Officer

Received the Cheque Book, Counted the leaves &  
Found in order.

\_\_\_\_\_  
Signature