Internship Report
On
Retail Activities & Customer Service of City Bank Ltd
Dhanmondi Branch

Submitted To:
Suntu Kumar Ghosh
Assistant Professor
BRAC Business School (BBS)
BRAC University

Submitted By:
Farah Tasmem
(10104109)
BRAC Business School
BRAC University

Date of Submission: 10 March, 2014
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.
# Table of Content

## Chapter 1
### Introduction
1.1 Origin of Report 01
1.2 Main Objectives 01
1.3 Specific Objectives 01
1.4 Methodology 02
1.5 Scope 02
1.6 Limitation 03

## Chapter 2
### Company Profile
2.1 Profile of City Bank Ltd. 04

## Chapter 3
### SWOT Analysis of City Bank LTD.
3.1 SWOT Analysis 23

## Chapter 4
### Retail Banking Activities of City Bank Ltd.
4.1 Overview of Retail Banking 24

## Chapter 5
### Job Responsibility of an Intern
5.1 Welcome the Customers 32
5.2 Fills Up Account and FDR Form 33
5.3 Card Deliver 33
5.4 Pin Deliver 33
5.5 Destruction 34
5.6 Fills Up Loan Paper 34
5.7 Call Center Registration and Ensure Customer’s Authorization for City Touch 34
5.8 Reconciliation 36

## Chapter 6
### Analysis of Job Responsibility
6.1 Analysis of Account Opening Procedure 40
   6.1.1 Dormant Account 41
   6.1.2 Activation Process of Dormant Account 41
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 core 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:

<table>
<thead>
<tr>
<th>Formal Inauguration</th>
<th>Total Manpower</th>
</tr>
</thead>
<tbody>
<tr>
<td>MARCH 27, 1983</td>
<td>2765</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Registered Office</th>
<th>Number of ATM Booths</th>
</tr>
</thead>
<tbody>
<tr>
<td>136, BIR UTTAM</td>
<td>189</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SHAWKAT SARAK</th>
<th>Authorized Capital</th>
</tr>
</thead>
<tbody>
<tr>
<td>(GULSHAN AVENUE) GULSHAN-2, DHAKA-1212 BANGLADESH</td>
<td>Tk. 10,000,000,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Web Site</th>
<th>Paid Up Capital</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.thecitybank.com">www.thecitybank.com</a></td>
<td>Tk. 6,318,889,120</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chairman</th>
<th>Reserves</th>
</tr>
</thead>
<tbody>
<tr>
<td>RUBEL AZIZ</td>
<td>Tk. 11,642,537,751</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Managing Director &amp; CEO</th>
<th>Total Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>K MAHMOOD SATTAR</td>
<td>Tk.130, 185,631,812</td>
</tr>
</tbody>
</table>
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 deposit
- Retail Loans
- Debit Card
- Credit Card
- ATMs
- Workers’ Foreign Remittance

- Structured Finance
- Syndication
- Equity Investment
- Foreign Trade
- Islamic Finance
- Leasing

- Money Market
- Foreign Exchange
- Spot
- Forward & Options

- SME deposit
- SME loans
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 in to 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.

![Image](image.png)

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 “MUNAFA” has been designed based on the above objectives to achieve.
"MUNAFA" 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 involved 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 on 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 2nd 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

Manager

Customer Service Manager

Executive Senior Officer

Executive Officer

Senior Officer

Officer
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:

- **Strengths**
  - Trustworthiness & Good Management
  - Cooperation with each other
  - Regular Customers
  - Membership with SWIFT
  - Good banker-customer relationship
  - Strong Financial Position
  - Large Network- both nationally & Internationally
  - Real- Time On-Line Banking
  - Dual-Currency City Visa Card- Unique in Bangladesh

- **Weaknesses**
  - Lack of proper motivation, training and job rotation.
  - Lack of experienced employees in junior level management.
  - Still a Problem Status Bank
  - Lack of own ATM services.
  - Large Branch Network in Rural Area

- **Opportunities**
  - SME Finance
  - Huge business area
  - High growth of sales & trade Finance volume
  - Steps taken by Bangladesh Bank
  - High growth of sales & trade Finance volume
  - Steps taken by Bangladesh Bank
  - Investments on technology.

- **Threats**
  - FCBs and Third Generation Banks
  - Aggressive SME Finance by New CBs
  - Losing customers
  - Entrance of new Private CBs
  - Huge FDI flow
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. Moreover 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-

<table>
<thead>
<tr>
<th>Product Features</th>
<th>City Current</th>
<th>City Savings</th>
<th>City Onayash</th>
<th>Savings Delight</th>
<th>City Youth</th>
<th>City Shomriddhi</th>
<th>City Projonmo</th>
<th>City Ichchapurun</th>
<th>City Digoon Prapti</th>
<th>Regular FD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install-ment Size</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>500-20,000 Tk.</td>
<td>500-10,000 Tk.</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Tenor</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>3 years</td>
<td>5 years</td>
<td>1 year</td>
<td>5 years 9 months</td>
<td>1 month</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 years</td>
<td>10 years</td>
<td>2 years</td>
<td></td>
<td>3 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 years</td>
<td>15 years</td>
<td>3 years</td>
<td></td>
<td>6 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 years</td>
<td>20 years</td>
<td>5 years</td>
<td></td>
<td>1 year</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 years</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 years</td>
</tr>
</tbody>
</table>
The product features and parameters at foreign currency are given below:

<table>
<thead>
<tr>
<th>Account Opening Balance</th>
<th>FCY</th>
<th>RFCD</th>
<th>NFCD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenor</td>
<td>N/A</td>
<td>N/A</td>
<td>1 month</td>
</tr>
<tr>
<td>Account Opening Balance</td>
<td>N/A</td>
<td>USD 500 or equivalent</td>
<td>USD 1000, GRP 500 or equivalent</td>
</tr>
<tr>
<td>Debit Card</td>
<td>N/A</td>
<td>Master Platinum Card</td>
<td>N/A</td>
</tr>
<tr>
<td>Product</td>
<td>Local Currency</td>
<td>Foreign Currency</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>----------------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>City Current</td>
<td>City Savings</td>
<td>City On-ayash</td>
</tr>
<tr>
<td>City Maxx Card</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>D. Card Withd-rawal Limit (Daily)</td>
<td>N/A</td>
<td>50,000 Tk.</td>
<td>N/A</td>
</tr>
<tr>
<td>CM. Card Withdrawal limit (Daily)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Cheque Book</td>
<td>Available</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Account Statement</td>
<td>Available</td>
<td>Available</td>
<td>N/A</td>
</tr>
<tr>
<td>Advice</td>
<td>N/A</td>
<td>N/A</td>
<td>Available</td>
</tr>
</tbody>
</table>

The retail liability products’ interest rates are discussed below:

<table>
<thead>
<tr>
<th>Products</th>
<th>Local Currency</th>
<th>Foreign Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>City Current</td>
<td>City Savings</td>
</tr>
<tr>
<td>Interest rates</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>5,00,000 to below 1 million -5.50%</td>
<td>3Y-10%</td>
</tr>
</tbody>
</table>
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 modern 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 enashing 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-

<table>
<thead>
<tr>
<th>Debit Card</th>
<th>Credit Card</th>
<th>The City Maxx Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Debit Card</td>
<td>The American Express® Cards</td>
<td>It is the Debit card of American Express Cards</td>
</tr>
<tr>
<td>Master Debit Card</td>
<td>Visa Classic Local</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Visa Classic Dual</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Visa Gold Local</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Visa Gold Dual</td>
<td></td>
</tr>
</tbody>
</table>

It is the Debit card of American Express Cards
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

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 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

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

5% Cashback
at leading grocery stores across Bangladesh

1% Cashback
all year round on all other transactions

25% Cashback
for 35 days on the money you have spent

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 collects 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.
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 fastest 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 spearheaded 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.
Bibliography


- Rose, P. S. (n.d.). Commercial Bank management


Appendix

Exhibit 1: Personal Account Opening Form

PERSONAL ACCOUNT OPENING FORM

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 name of your bank. We furnish the detailed information hereunder:

<table>
<thead>
<tr>
<th>Account Title</th>
<th>____________________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Short Name</td>
<td>____________________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Account</th>
<th>City Onyx A/C</th>
<th>Savings A/C</th>
<th>Current Deposit A/C</th>
<th>Short Term Deposit A/C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fixed Deposit A/C (FD)</td>
<td>PC A/C (Bangladeshi Wage Earner)</td>
<td>PC A/C (Other than Bangladesh)</td>
<td>City Ichapuran</td>
</tr>
<tr>
<td>Type of Account</td>
<td>Non-Resident A/C</td>
<td>Resident Foreign Currency Deposit A/C</td>
<td>City Puri</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nature of Account</th>
<th>Individual</th>
<th>Joint</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Currency</th>
<th>Tk</th>
<th>US Dollar</th>
<th>GB Pound</th>
<th>Euro</th>
<th>Others (Please Specify)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Initial Deposit</th>
<th>By Cash Tk.</th>
<th>By Cheque Tk.</th>
<th>Date</th>
<th>Drawn on</th>
</tr>
</thead>
</table>

OTHER BANK ACCOUNTS OF THE APPLICANT (IF ANY)

<table>
<thead>
<tr>
<th>Name of the Bank</th>
<th>Name of the Branch</th>
<th>Type of Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) _______________</td>
<td>___________________</td>
<td>__________________</td>
</tr>
<tr>
<td>b) _______________</td>
<td>___________________</td>
<td>__________________</td>
</tr>
<tr>
<td>c) _______________</td>
<td>___________________</td>
<td>__________________</td>
</tr>
</tbody>
</table>

FIXED DEPOSIT RECEIPT INFORMATION

<table>
<thead>
<tr>
<th>Amount</th>
<th>Currency</th>
<th>Interest Rate</th>
<th>% Per Annum</th>
<th>FOR No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td>Days/Months/Year</td>
<td>Date of Maturity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewal/Encashment at Maturity</td>
<td>Renew Both Principal and Interest</td>
<td>Encash at Maturity to My/Our A/C No.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Renewal Principal Only and Credit Interest to the Account No. | __________________ |
| Please Debit My/Our Account No. | __________________ |

SPECIAL SCHEME INFORMATION

<table>
<thead>
<tr>
<th>Name of the Scheme</th>
<th>Period of Scheme</th>
<th>Scheme A/C No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Deposit Amount</td>
<td>Amount of Installment</td>
<td>No. of Installments</td>
</tr>
<tr>
<td>Installment Start Date</td>
<td>__________________</td>
<td>Maturity Date</td>
</tr>
<tr>
<td>Payable at Maturity</td>
<td>Payable Per Month/Installment</td>
<td></td>
</tr>
</tbody>
</table>

| 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. I have necessary information has been furnished above. The account will be operated under my signature being lawful Guardian unless the minor becomes adult or any other declaration is given by me.

Name of the Minor | __________________ | __________________ |
Name of the Guardian | __________________ | __________________ |
Relationship with the Minor | __________________ | __________________ |

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

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. We reserve the right to change/cancel this nomination any time. The nominee will be responsible for distributing the balance of my/our account among my/our heirs as per present law. 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
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

Please attach Photograph of the Nominee here. Photo must be attested by the Customer.

Permanent Address
Upazila/Thana District Post Code
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

Upazila/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.
Signature of Introducer
Branch Name
Signature Verified by

SIGNING AUTHORITY & ACCEPTANCE OF TERMS & CONDITIONS

We hereby acknowledge that 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. We also solemnly and sincerely declare that the above furnished information is true and correct. 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

Signature

Name

Please attach Photograph here

Signature

Name

Please attach Photograph here

Signature

Name
Exhibit 2: Corporate Account opening Form

```
| Service Centre |  |
|----------------|  |

CITY BANK

CORPORATE ACCOUNT OPENING FORM

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 below. 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 (FD) A/C
- [ ] FC A/C (Other than Bangladesh)
- [ ] Convertible Tk A/C
- [ ] Non-Resident Tk 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

<table>
<thead>
<tr>
<th>Upazila/Thana</th>
<th>District</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
</tbody>
</table>

Country

Business/Office Address

<table>
<thead>
<tr>
<th>Upazila/Thana</th>
<th>District</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
</tbody>
</table>

Country

Factory Address

<table>
<thead>
<tr>
<th>Upazila/Thana</th>
<th>District</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
</tbody>
</table>

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/FOA Amount
- [ ] By Cash Tk. ______
- [ ] By Cheque Tk. ______ Date: ______
- [ ] Transfer from A/C No. ______

Drawn on

| ______ |
| ______ |
```
OTHER BANK ACCOUNTS OF THE APPLICANT (IF ANY)

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

<table>
<thead>
<tr>
<th>Name of the Bank</th>
<th>Name of the Branch</th>
<th>Type of Account</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>□ Deposit A/C □ Loan A/C □ Others</td>
</tr>
<tr>
<td>a)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

INTRODUCER’S INFORMATION

Name

Account No. [Space]

Signature of Introducer

Verified by [Space]

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

Payable per Month/Installment

Payable at Maturity

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

We hereby acknowledge that 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. We also solemnly and sincerely declare that the above furnished information is true and correct. We shall supply information/documents relating to the account that you may require in future.

Name

Signature (with Date)

Name

Signature (with Date)

Name

Signature (with Date)

FOR BANK USE ONLY

Date

A/C Marked by

Name of DSO/Branch Staff

RMDST Code

Branch

Branch

Operations

Account Classification Code

Customer Segment Code

Saving/Current Product Code

Savings Scheme Product Code

FDK Product Code

Loan Related A/C

Non Resident A/C

Cheque Book Ordered

Hospital Cheque

Preferred Branch

Application Checked

Cheque Book Requested

Others

Approved by BSSM/Designated Officer

System/Inputs Verified by Name & Date
<table>
<thead>
<tr>
<th>Account Opening Documentation Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Requirements</strong></td>
</tr>
<tr>
<td>- Completed Account Opening Form</td>
</tr>
<tr>
<td>- Signature Cards (as appropriate)</td>
</tr>
<tr>
<td>- Proof of Address Verification: Utility Bill (Gas/electricity/Water/Telephone)</td>
</tr>
<tr>
<td>- House Rent/Less Agreement/Proof of personal or firm by the RM</td>
</tr>
<tr>
<td><strong>Additional Documentary Requirements</strong></td>
</tr>
<tr>
<td>- Photograph of Applicant (2 Copies Attached by the Introducer)</td>
</tr>
<tr>
<td>- Photograph of Authorized Signatories (2 Copies)</td>
</tr>
<tr>
<td>- Trade License (valid up-to-date copy) &amp; TIN Certificate (if any)</td>
</tr>
<tr>
<td>- Permission under 18-A from Bangladesh Bank (for ESA and Agents Only)</td>
</tr>
<tr>
<td>- Passport/Identity Card/Passport/Valid Driving License, Where photograph is also attested/Employee Card of any multinational or listed (with stock exchange) company or organization</td>
</tr>
<tr>
<td><strong>Partnership Concern</strong></td>
</tr>
<tr>
<td>- Trade License (valid up-to-date copy), TIN Certificate</td>
</tr>
<tr>
<td>- Certified true copy of partnership deed of the partnership concern (If registered)</td>
</tr>
<tr>
<td>- Notarized copy of the partnership deed of the partnership concern (If unregistered)</td>
</tr>
<tr>
<td>- Certificate of Registration of the partnership concern</td>
</tr>
<tr>
<td>- Partners' letter of authority for opening the account and authorization for its operation duly certified by the Managing Partner</td>
</tr>
<tr>
<td>- List of partners with their addresses</td>
</tr>
<tr>
<td>- Permission under 18-A from Bangladesh Bank (for ESA and Agents only)</td>
</tr>
<tr>
<td>- Where a third party is authorized to operate a partnership account, a Mandate Form must be signed by all partners and the signature of the third party should be attested thereto</td>
</tr>
<tr>
<td>- Copy of the Bank's report and account (quintuplet alive applicable)</td>
</tr>
<tr>
<td>- An explanation of the nature of the business or partnership should also be ascertained (but not necessarily certified from a partnership deed) to ensure that it has a legitimate purpose</td>
</tr>
<tr>
<td>- 02 copies of Photographs and Identification Document of all Partners and all Authorized Signatories</td>
</tr>
<tr>
<td><strong>Limited Company Incorporated in Bangladesh</strong></td>
</tr>
<tr>
<td>- Trade License (valid up-to-date copy), TIN Certificate</td>
</tr>
<tr>
<td>- Certified true copy of the Memorandum and Articles of Association or Bye-Laws of the company</td>
</tr>
<tr>
<td>- Certified true copy of Certificate of Incorporation</td>
</tr>
<tr>
<td>- Certified true copy of Certificate of Commencement of Business (in case of public limited company)</td>
</tr>
<tr>
<td>- Extract of Resolution of the Board of Directors Meeting of the company for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company duly mentioning the operating instructions</td>
</tr>
<tr>
<td>- List/Register of directors</td>
</tr>
<tr>
<td>- Permission under 18-A from Bangladesh Bank (for ESA and Agents only)</td>
</tr>
<tr>
<td>- An explanation of the nature of the company's business, the reason for the relationship being established, an indication of the expected turnover, the source of funds and a copy of the latest available financial statement where appropriate</td>
</tr>
<tr>
<td>- 02 copies Photographs and Identification Document of:</td>
</tr>
<tr>
<td>- All the directors who will be responsible for the operation of the account/transaction</td>
</tr>
<tr>
<td>- All the authorized signatories for the account/transaction</td>
</tr>
<tr>
<td>- All holders of power of attorney to operate the account/transaction</td>
</tr>
<tr>
<td>- All beneficial owner(s) of the company</td>
</tr>
<tr>
<td>- The major shareholders holding 20% or more shares in the company</td>
</tr>
<tr>
<td><strong>Association/Club/Charity/Trust/Society/School/College</strong></td>
</tr>
<tr>
<td>- Certified true copy of the Constitution/By-laws/Trust Deed/Memorandum and Articles of Association</td>
</tr>
<tr>
<td>- Trust Deed and Rules (for Trusts)</td>
</tr>
<tr>
<td>- Certificate of Registration/Recognition</td>
</tr>
<tr>
<td>- List of members of the Governing Body/Executive Committee with their addresses</td>
</tr>
<tr>
<td>- 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/charity/trust/society/college</td>
</tr>
<tr>
<td>- 02 copies of Photographs and Identification Document of all Authorized Signatories</td>
</tr>
<tr>
<td><strong>NGO (Unincorporated Associations)</strong></td>
</tr>
<tr>
<td>- Certified true copy of the Constitution/By-laws/Rules of Charter</td>
</tr>
<tr>
<td>- Certificate of Registration from NGO Bureau</td>
</tr>
<tr>
<td>- List of members of the Governing Body/Executive Committee with their addresses</td>
</tr>
<tr>
<td>- Extract of Resolution of the Governing Body/Executive Committee for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company duly mentioning the operating instructions</td>
</tr>
<tr>
<td>- Form GPA2 signed in duplicate by all signatories (foreign entity)</td>
</tr>
<tr>
<td>- 02 copies of Photographs and Identification Document of all Authorized Signatories</td>
</tr>
<tr>
<td><strong>Limited Company Incorporated outside Bangladesh</strong></td>
</tr>
<tr>
<td>- Memorandum and Articles of Association of the company (*)</td>
</tr>
<tr>
<td>- Certificate of Incorporation (*)</td>
</tr>
<tr>
<td>- Certificate of Commencement of Business (in case of public limited company) (*)</td>
</tr>
<tr>
<td>- Extract of Resolution of the Board of Directors Meeting of the company for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company duly mentioning the operating instructions</td>
</tr>
<tr>
<td>- List of Authorized Signatories and Directors (*)</td>
</tr>
<tr>
<td>- Permission under 18-A from Bangladesh Bank (*)</td>
</tr>
<tr>
<td>- Permission from Ministry of Industry (**)</td>
</tr>
<tr>
<td>- Certificates of filing with registrar Joint Stock Companies (**)</td>
</tr>
<tr>
<td>- Form GPA2 signed in duplicate by all Signatories (**)</td>
</tr>
<tr>
<td>- 02 copies of Photographs and Identification Document of:</td>
</tr>
<tr>
<td>- All the directors who will be responsible for the operation of the account/transaction</td>
</tr>
<tr>
<td>- All the authorized signatories for the account/transaction</td>
</tr>
<tr>
<td>- All holders of power of attorney to operate the account/transaction</td>
</tr>
<tr>
<td>- All beneficial owner(s) of the company</td>
</tr>
<tr>
<td>- The major shareholders holding 20% or more shares in the company</td>
</tr>
</tbody>
</table>

(*) These items should be certified by the authorities where the company is registered and counter certified by Bangladesh Mission overseas in that country or the Embassy of Foreign Affairs in Chittagong (**) These are not required if the application is for a new account held by a limited liability company incorporated overseas
The City Bank Limited

Bills, the undersigned hereby agree to comply with and be bound by the above terms and conditions.

<table>
<thead>
<tr>
<th>Name (with Date)</th>
<th>Signature (with Date)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Bills, the undersigned, hereby agree to comply with and be bound by the above terms and conditions.

61
Exhibit 3: ADC and City Touch Form
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 acknowledgment of the inherent risks in conducting any transaction and using the Services over the Alternate Banking Channels and you authorize the Bank to follow instructions for the use of electronic/bank/credit card/ATM and/or other services under the Alternate Banking Channels as 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, The Bank may notify you from time to time about changes 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/OurBank” 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, administration, and permitted assignees.

2.3 “Eligible Accounts” means the Credit Card accounts/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 authentic.

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 about account balance, last transactions (in relation to the card holder’s account), exchange rates, etc. transfer funds between any of the accounts as per the request of the account holder, Request for statement, Card payment, cheque book requisition/activation, contact details update in relation to the card holder’s card account, Card bill payment, bill-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 balances, 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, Card 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 Telephonic Personal Identification Number (“TPIN”), which are generated automatically through Software as you desire, 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 whatever 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 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 the Bank’s authority and confirmation, have yet to be processed by the Bank, require verification of the Bank, or are in progress. You agree that the data in the Phone Banking Service shall not be used 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, irrevocable 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 claim or legal action against the Bank.

4.9 The Bank shall have the right (but not the obligation) to record your instructions 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 rights, obligations and undertakings. You may request to terminate the use of Phone Banking Services by notifying the designated 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.citybank.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 a notice to your email address through courier, according to Bank’s procedures and the risk of non-receipt and/or non-disclosure of Security Codes to 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 accounts) with the Bank, including to open accounts in the Bank or transfer funds to or from your accounts. If you instruct the Bank to open an account in the Bank or transfer funds to or from your accounts, the Bank shall not be liable in respect of any transaction that is valid and has been processed in accordance with your instructions.

5.4 For this service, regular SMS charges of the respective Mobile Phone Operator will apply.

6. SMS ALERT
6.1 For Push Services, the Bank will use the respective mobile phone operator’s text message 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 Services, 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 whatever 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 information. If the mobile phone/number is lost, stolen or sold to another individual, you shall immediately notify the Bank of the incident and cancel the SMS Banking Services. You hereby agree that The City Bank Limited/Mobile Phone Operator shall not be responsible for any loss or SMS Banking Service due to any technical failure on the part of The City Bank Limited/Mobile Phone Operators.

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 intended stop date.

6.6 You shall inform the Bank of any changes in your designated mobile number or any request for deactivation of the service. The Bank shall not be liable or responsible for any transaction after the date of the request in respect of the service.

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 a 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 are 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 maintain 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 TPIN 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 the accounts of the account holder or sending a bill for such 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 losses, damages or expenses that you may or shall incur, including without limitation, any loss or damage caused by, software, computer, telecommunications equipment or other equipment in connection with the Services unless they are caused wholly 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 REVISON 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.

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 ABC 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. 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. 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. 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).

---

**1st Applicant**

signature and date

**2nd 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