

# *An Internship Report* *On*

“Employee’s perception on performance appraisal”

*Submitted to*

**M. Tamzidul Islam**  
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BRAC Business School

*Submitted By:*

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## *ACKNOWLEDGEMENT*

First of all, I extend my profound gratitude to the Almighty God, the omnipresent and omnipotent, who helped me accomplish this task in time. I feel satisfied and glad that I have completed this study within specific duration. This internship report might never have been completed without the necessary practical knowledge, assistance of many books, articles, websites, and primary data. It enhanced my knowledge on employee job satisfaction. Thanks to all those persons, who have assisted me, and also providing me co-operation, guidance, books and articles

I would like to express my special gratitude to my supervisor **Md.Tamzidul Islam** Assistant Professor of Brac Business School for his motivation, inspiration, kind direction, valuable suggestions and advice during my internship period and to prepare this report. I was placed in Eastern Bank Limited to work as an employee.. The members and management of EBL was very co-operative and helpful. They helped me through providing various data, guidance and direction.

I am grateful to **Fahim Istiaque Chowdhury**, Manager of EBL, Contact Center for his cooperation and necessary support.

Finally I want to express my special thanks to **Rezoana Mehejabin**, Associate Manager, EBL Contact Center, under whom I have completed my internship program. I am also grateful to all other employees of General and Credit division of this branch.

# *LETTER OF TRANSMITTAL*

20<sup>th</sup> December, 2016

To,

Md. Tamzidul Islam  
Assistant Professor of BRAC Business School

Subject: Submission of Internship Report.

Sir,

It is my great honor to submit the report of my Internship Program at EBL Bank (Eastern Bank) Ltd., Contact Center. In addition, it is a great pleasure that I have been able to submit the internship report on “Employee’s perception on performance appraisal”

The whole experience of this internship program enabled me to get an insight into the real life situation. I have tried my best with my knowledge to make a full-fledged report by analyzing all the requirements you have asked for. Besides this, there may be shortcomings too. I would be grateful if you consider those from an excusable manner.

I would like to express my sincere gratitude to you for your guidance and suggestions in preparing the report. I will be happy to provide any further explanation regarding this research report if necessary.

Sincerely yours,

Shreeparna Mazumder Tutum  
ID: 13264013  
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## Executive Summary

Banking services in Bangladesh is characterized as a highly competitive and highly regulated sector. With a good numbers of banks already in operation and a few more in the pipeline, the market is becoming increasingly competitive day by day. The commercial banks are constantly looking for ways to develop their market and quality service & product which offers to remain ahead of others. Eastern bank is the reputed bank in Bangladesh and created one of the largest networks among all the banks in Bangladesh.

My main objective was to identify performance management process and practices of EBL contact center. For this reason I observe different performance which is present in contact center. Actually this center has to deal different services with commercial and non-commercial clients. I had to gain the practical area of responsibilities and of accountabilities as an employee. I tried my best to ask management and agent who directly and indirectly to gather my information. However I had a good access to the bank's publication. My task was analysis performance and understands performance quality, customer desire to compare the customer satisfaction of the Eastern Bank Ltd. That's why I divided my report into seven chapters.

Sincere attempts have been made to analyze the performance on different services of Eastern bank's contact center that plays a big role when customers take different services from this contact center. Having established itself as the leading foreign commercial bank in Bangladesh, is not sufficient itself unless a hearty attempt is made to sustain this position. Amidst an age of regulation and intense completion, focus on their marketing aspects and trained up their branch personnel about all sorts of information, diversification of the corporate product in a way that helps to increase the wallet share of the bank and thereby achieve growth is undoubtedly very desirable.

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# **Chapter 1:**

## **1. Introduction**

I was assigned to complete my internship and prepare an internship report under the guidance and supervision of EBL bank is one of the most renowned and well reputed banks operating in Bangladesh .it is well recognized bank which is running its vast activities in whole country.it has more than 81 branches which is situated in different places of the country.The ability EBL bank to establish itself as a successful bank and the creation of a strong brand image because of the high quality services it provides to its customers. We often hear people making different comments about the service quality of different banks. It is therefore essential to identify the performance which affects the services provided by the banks.

## **2. Back ground of this internship report:**

This is internship report prepared as a requirement for the completion of the MBA program from the BRAC University. The primary goal of the internship is to provide the students a sneak peak in the real world organizations and to give the students the opportunity to understand the application of theoretical tools in real scenario. Then my honorable supervisor sir MdTamzidul Islam selected this topic which is relevant to my job sector and also my major subject human resources. Performance appraisal is very important aspect for any sector. That is why it is very important for my job place. Since it is not tangible but I tried to stand a model for exact format of performance of any contact center. Though several times HR department of any organization plays different role to set standard performance but it exactly depend s on different customer opinion, conditions of services and also depends on how easily and how in short period an employee can provide right services to their customer. So by considering these aspects I completed a report on performance appraisal of our banking sector, especially of our contact center which will helpful to complete my MBA program effectively.

### **Scope:**

- There are some other opportunities to know overall performance of contact center.
- It is important to know overall customer satisfaction and by identifying performance of my contact center it will be helpful to identify the satisfaction level of customer.

### **Objective:**

- The broad objective:
- To identify performance quality and get an overall idea about performance management.
- Other objective:
- To identify the service quality of EBL.
- To identify the banking operation.
- To evaluate the area of the performance.
- To identify the areas of improvement.
- To identify the challenges.

## **METHODOLOGY OF THE STUDY**

To prepare a report gathering data is very important though it is very difficult. It is difficult because the management and employee of an organization do not disclose properly the real things of that organization. It is also needed to study different kinds of books, magazines, journals etc. I collected data by two sources-primary sources data and secondary sources data.

### **Primary Sources Data:**

During my internship program, I worked in contact center. From this sector I gathered different kinds of information relating to that particular section. I always discussed about the different terms with management and officer of the organization. Sometimes I spoke with the client of the bank to know the fact. Above all I observe and did everything very carefully and noted down that instantly in my note book for my report purpose.

### **Questionnaire design data collection and analysis the data:**

As the internship program involves constantly interacting with employees and management about performance management process. I asked to them about what they desire which is compare to their satisfaction. Technically I am used unstructured question. Then I collect information from those customers by conducting face-to-face indirect interviews. The result of the research is analyzed through the help of descriptive result such as percentage.

### **Secondary Sources Data:**

I collected data from the bank's manual, circular file. Besides, I took help from different kinds of books, magazines and journals and the website on the Eastern Bank Limited.

## **LIMITATION OF THE STUDY**

There are different department under EBL .It was very difficult to collect all the required information in such a short period. Due to some legal obligation and business secrecy banks are reluctant to provide data. For this reason, the study limits only on the available published data and certain degree of formal and informal interview & limited survey though questionnaire. Although the particular study is extremely extensive in nature, hard effort was given to make the study worthwhile and meaningful even then there exists some limitations.

These are as follows:

- Due to some legal obligation and business secrecy banks are reluctant to provide data. For this reason, the study limits only on the available published data and certain degree of formal and informal interview.
- Due to budget constraints, the survey could not be made up to desired level.
- Although I have put the best efforts to meet the report objective however due to the short period of time the detail information gathered May not possible.
- Finally, my personal scantiness of knowledge especially in research, studies and banking activities.



## **Chapter-2**

### **Part -1**

#### **BANKING HISTORY:**

The English word “Bank” is originated from Italian word “banco”. The Latin “bancus” and French word banque which means a bench. They are of the opinion that the medieval European bankers (i.e. money changers and money lenders) transacted their banking activities on the benches in market place. This money changing and money lending business is known as „Banking business“.

Banks have to compete with local financial institution as well as foreign financial institution in the market place, banks has to develop appropriate financial structure and should periodically review and compare their performance with its competitor to build a sound banking institution.

Banks are financial intermediary institutions. The core is to mobilize the financial surplus of saver in the form of deposits & allocate these savings to the credit worthy borrowers of different sector of economy in the form of loans & advances. The advance of the intermediary functions between the savers & investors would certainly in the lower level of savings & investment & thus lower the economic growth. That development of the financial intermediaries & instrument (both in case of deposit & advance) will lead to the development of the economy of a country.

Currently the major financial institution under the banking system include.....

Bangladesh Banks.

Commercial Banks

Islamic Banks

Leasing companies

Finance companies

Generally the commercial banks and the finance companies provide myriad of banking products/services to fulfill the needs of the customers. However Bangladeshi Banking industry is characterized by the tight Banking rules regulations set by the Bangladesh bank. All banks & financial institutes are highly governed and controlled under the banking company’s act 1993.

## **BANKING IN BANGLADESH:**

Economy of Bangladesh is in the group of world's most underdeveloped economies. One of the reasons may be its underdeveloped banking system. Modern banking system has been playing a vital role for a nation's economic development. Over the last few years the banking world has been undergoing a lot of change due to deregulation, technological innovations, globalization etc. These changes also made revolutionary changes of a country's economy. It is well recognized that there is an urgent need for better qualified management & better-trained staff in the dynamic global financial market. Bangladesh is no exception in that trend. Banking sector in Bangladesh is facing challenges from different angles though its prospect is bright in the future. Money & Banking is the center around which all-economic science clusters. So this report is carried on to find out the performance management process conducted by Eastern Bank Limited & recommend some measures to overcome these problems for economic development of Bangladesh.

EBL Bank is one of the fast growing commercial banks with having well reputation & goodwill for its commitment & service it provides towards the consumers & the nation. With day by day function the bank also provides some services & facilities which are most equal to an international banking system. It helps the banks to get closer towards the consumers. ATM, Credit card, worldwide correspondence etc. are the most recent products of this bank which has worldwide demand as well as into the country's.

For my internship I choose this bank because of its potentiality & fast growing attitudes which make it popular & well acceptable to all within a short period of time.

## **Market size of banking sector:**

The Bangladesh banking sector relative to the size of its economy is comparatively larger than many economies of similar level of development and per capita income. The total size of the sector at 26.54% of GDP dominates the financial system, which is proportionately large for a country with a per capita income of only about US\$370. The non-bank financial sector, including capital market institutions is only 3.22% of GDP, which is much smaller than the banking sector. The market capitalization of the Dhaka Stock Exchange was US\$1,025 million or 2.19% of GDP as at mid-June 2002. In contrast, the size of the total financial sector in India, including banks and non-banks as well as the capital market is 150% (March 2002) of its GDP, with commercial banks accounting for 58.3% of GDP. Access to banking services for the population has improved during the last three decades. While population per branch was 57,700 in 1972, it was 19,800 in 1991. In 2001 it rose to 21,300, due to winding up of a number of branches and growth in population. Compared to India's 15,000 persons per branch in 2000, Bangladesh is not far behind in this regard. This indicates that access to the banking system in the country is not a significant problem.

## **Part – 2**

### **Company profile:**

#### **Eastern Bank Limited: Profile**

With a vision to become the bank of choice and to be the most valuable financial brand in Bangladesh, Eastern Bank Ltd. (EBL) began its journey in 1992. Over the years EBL has established itself as a leading private commercial bank in the country with undisputed leadership in Corporate Banking and a strong Consumer and SME growth engines. EBL's ambition is to be the number one financial services provider, creating lasting value for its clientele, shareholder, and employees and above all for the community it operates in. The Story of EBL: Creating Value through Innovation.

Over the past twenty-four years product innovation, state-of-the-art IT solutions and excellence in service proposition have become synonymous with Eastern Bank, best known in its shorter version EBL. EBL is the first bank in Bangladesh to be awarded Ba3 ratings by Moody's in March 2016. The outlook rated by Moody's is stable.

The ability to innovate and keep pace with the fast changing world made EBL the most valuable financial brand in Bangladesh. EBL has always been a forerunner in product and service innovation. Especially in the past three years, the Bank introduced 12 new-to-Bangladesh financial products and services. EBL is first in many areas including the first bank in Bangladesh to go online in its effort to go green; first to introduce internet banking, first to introduce VISA Platinum and Signature cards, first to offer priority banking proposition, first to introduce world renowned core banking solutions UBS.

#### **Product Basket:**

Bangladesh Banking Sector has grown from strength to strength over the past one decade and is fiercely competitive, especially in the Consumer Banking segment. EBL offers a wide range of depository, loan and card products to cater virtually for every customer segment. From Student Banking to Priority Banking to Platinum card EBL has almost all banking products in its repertoire. The product basket is rich in content featuring different types of Savings and Current Accounts, Personal Loans, Debit Cards, Credit Cards, Pre-paid Cards, Internet Banking, Corporate Banking, SME Banking, Investment Banking, Treasury &

Syndication services. The customers are served through a network of 81 Branches, 191 EBL 365 countrywide. EBL has its presence in the major cities/towns in the country including Dhaka, Chittagong, Sylhet, Khulna, Rangpur, Jessore, Rajshahi & Cox's Bazar.

EBL is also the first bank to introduce Priority Banking in Bangladesh. In priority segment, EBL offers high quality products and services and dedicated Relationship Managers is committed to help manage financial health, preserve lifestyle and maintain priorities of the customers wherever life takes them.

### **Product Innovation**

EBL is known for its product innovation in the market. During the past five years, EBL introduced 12 new-to-Bangladesh financial products and services. EBL Matribhumi – the bundle product for expatriate Bangladeshis, insurance covered monthly savings scheme, VISA corporate cards, remittance card and mobile-based remittance solution are just a few of them. On the SME banking window EBL offered customer-friendly and groundbreaking products like EBL Uddom and EBL Mukti. At present, EBL Consumer, SME and Corporate Banking units are capable of handling every kind of customer financial needs.

### **Things you didn't know about EBL**

01. EBL is the first bank in Bangladesh to go online.
02. EBL provided the first “Green Loan” in Bangladesh in Solar Panel manufacturing plant which will contribute to transform the lives of 1 million people of the most remote and off-grid areas by lighting up their homes.
03. EBL is the first ever local bank to finance Aircraft purchase deal of Biman Bangladesh Airlines. Prior to this, only multinational banks used to finance such projects.
04. EBL generates highest profitability per employee in Bangladesh Banking sector.
05. EBL launched first ever Bank- sponsored Mutual Fund in Bangladesh.

### **CORPORATE VISION:**

To become the most valuable brand in the financial services in Bangladesh creating long-lasting value for our stakeholders and above all for the community we operate in by transforming the way we do business and by delivering sustainable growth.

## **CORPORATE MISSION:**

We will deliver service excellence to all our customers, both internal and external.

We will ensure to maximize shareholders' value.

We will constantly challenge our systems, procedures and training to maintain a cohesive and professional team in order to achieve service excellence.

We will create an enabling environment and embrace a team based culture where people will excel

## ● **Values**

SERVICE EXCELLENCE:	We passionately drive customer delight. We use customer satisfaction to accelerate growth. We believe in change to bring in timely solution.
OPENNESS:	We share the business plan. We encourage two way communications. We recognize achievements, celebrate results.
TRUST:	We care for each other. We share learning/ knowledge. We empower our people.
COMMITMENT:	We know our roadmap. We believe in 'continuous improvement'. We do not wait to be told.
INTEGRITY:	We say what we believe in. We respect every relationship. We do not abuse information power.
RESPONSIBLE CORPORATE CITIZEN:	We are tax-abiding citizen. We promote protection of the environment for our children. We conform to all laws, rules, norms, sentiments and values of the land.

## **Business Objectives of EBL:**

The main objective of Eastern Bank is to maximize profit through customer satisfaction, which very much reflects the idea of any type service oriented business.

Eastern Bank has been ensuring profit by providing best and improved service along with other corporate objectives mentioned below:

The main objective of Eastern Bank is to maximize profit through customer satisfaction, which very much reflects the idea of any type service oriented Business.

Eastern Bank has been ensuring profit by providing best and improved service along with other corporate objectives mentioned below:

To provide excellent customer service to its clients, so they choose EBL first.

To carry on the business deals in foreign exchange including buying and selling of foreignexchange, dealing in foreign currency notes, granting and issuing letter of credit, travelerscheck, circular notes and negotiating of export documents and all other matters related tothe foreign exchange.

Ensure high return on investment and with different service products.

To play a significant role in the improvement of the economic condition.

Make profitable investment, disciplined growth strategy and growth in annual profitmargin.

To remain as the market leader through diversification of the business and automation ofthe banking operations.

Create and maintain a congenial environment so that the people will be proud and eager

Highly personalized services.

Customer driven focus.

Make sound investments

Total commitment to quality.

Ensure 95% recovery of all advances

Contribution in the economy.

Quality of human resources.

Commitment to its clients at each level.

The company believes that communication with, and feedbacks from its clients help it achieves its goal of providing world-class product and services. EBL regularly conducts client satisfaction surveys and make immediate accommodations and adjustments where needed. It also constantly monitors its standards, and strives to meet client's requirements.

## **Corporate Strategies**

To manage and operate the bank in the most efficient manner to enhance financial performance and to control cost of fund.

To strive for customer satisfaction through quality and control and delivery of timely services.

To identify customers credits and other banking needs and monitor their perceptions towards our performance in meeting these requirements.

To review and update policies, procedure and practices to enhance the ability to expand better services to customers.

To train and develop all employees and provide them adequate resources so that customers' needs can be responsibly addressed.

To promote organizational effectiveness by openly communicating company plans, policies, practices and procedures to all employees in a timely fashion.

To cultivate a working environment that fosters motivation for improved performance.

To increase direct contact with customers in order to cultivate a closure relation between the bank and its customers.

## **Regulatory and legal compliance**

The bank complied with the requirements of following regulatory and legal authorities:

The Bank Companies Act 1991

The Companies Act 1994

Rules and Regulation issued by Bangladesh Bank

The Securities Exchange Rules 1987, The Securities and Exchange Ordinance 1969, The Securities and Exchange Commission Act, 1993 The Securities and Commission Rules 2006.

The Income Tax Ordinance, 1984

The VAT Act 1991

Other Laws and Regulations as applicable



## **Chapter-3**

### **Product and services of EBL:**

The Bank has wide range of product line to suit the need of the strata. In addition to convention product both Asset and liabilities sides the Bank offers special credit products for its customer. This are-

#### **1. General Banking Services:**

##### **(i) Account opening / Cheque Issue:**

- EBL Current Account.
- EBL CURRENT PLUS Account.
- EBL Savings Account.
- EBL High Performance Account.
- EBL Interesting Account
- EBL Saving Plus
- EBL Classic Savings
- EBL Premium Savings
- EBL 50+ Savings
- EBL Smart Women's savings
- EBL Power Savings.
- EBL Millionaire Scheme
- EBL Confidence
- EBL Secure

## a. NRB Account:

- EBL Paribar
- EBL Global
- EBL Shonchoy
- EBL RFCD

## 1. EBL Student Banking:

- EBL JUNIOR SAVINGS ACCOUNT
- EBL Child Future Plan
- EBL Student Banking
- EBL Education Finance Pack
- EBL Student File Services
- EBL Education Finance Pack

### (ii) Cash Transaction:

- Cash Receipt
- Cash Payment

### (iii) Clearing Section and Bill Department:

- Outward Clearing
- Inward Clearing
- Outward Bill for Collection
- Inward Bill for collection

### (iv) Remittance Section:

- EBL Smart Remit – Mobile remittance
- Cash Payment
- Mobile Wallet

**a. Investment**

- Wage Earners Development Bond (WEDB)
- US Dollar Investment Bond (USDIB)
- US Dollar Premium Bond (USDPB)

**(v) Others:**

- ATM / Debit Card (E-Cash)
- Credit Card ( VISA)
- MoneyGram
- EBL ASHA
- EBL MUKTI
- EBL UDDOG
- EBL UDDOM
- EBL UNNOTI
- EBL UTPADAN
- NOBODOY
- UDOY
- EBL AGRIM
- EBL E-CASH/LOAN
- EBL UTKORSHA
- EBL KrishiRin
- EBL PROJUKTI

**2. Loan and Advances:**

- EBL Executive loan
- EBL Assure Loan
- EBL Women’s Loan
- EBL Home Loan
- EBL Auto Loan
- EBL Fast Cash/ Fast Loan
- EBL Education Finance Pack

### **Foreign Exchange:**

- Letter of Credit ( Export, Import, and Back to Back L/C)
- Negotiation and collection of shipping documents
- Issuance of guarantees on behalf of bank foreign correspondents
- Foreign Bill Purchased
- Foreign Remittances
- Inward Remittances

### **GENERAL BANKING**

- General Banking refers to the core banking facility that is available in any branch throughout the country. The main objective of general banking is to encourage the banking habit of a nation. Alike other branches Of EBL, Different branches also have the full-fledged set up for providing general banking facility. For this purpose, general banking division has three major departments. They are as follows:

### **GENERAL BANKING SERVICES:**

#### **ACCOUNT OPENING DEPARTMENT:**

- This department gives opportunity to customers to open accounts of the following categories of depositors.
- Individuals
- Joint Account
- Sole Proprietorship Concern
- Public Limited Company
- Trusts
- Liquidators
- Non-Govt. Organization
- Non- Trading Concern
- Co-operatives
- Wage Earners

## **DEPOSIT ACCOUNTS DEPARTMENT**

- Different types of deposit accounts and their formalities, to open any a/c KYC form must be attested with form. The different accounts are as following:

### **EBL Current Account**

#### **Description**

- The main purpose of current account is to facilitate the customers to make frequent & bulk amount of transactions both in respect of number and volume. This product designed for those individuals who do not want to enjoy interest in their account and/or has need for frequent transaction.
- **Key Features**
- Non -interest bearing taka account.
- No extra terms and conditions apply.
- Unlimited cash withdrawal facility
- Local VISA debit card facilities

#### **Free**

- a. ATM cash withdrawal facilities at all EBL ATMs
  - b. Free Internet banking facilities
  - c. Free SMS banking facilities
  - d. Free Phone banking facilities
- Customer can open their account either in single name or in the joint name. Joint account can be “Anyone can operate” or jointly.

#### **Eligibility**

Any Bangladeshi Citizen aged 18 years or above

#### **Minimum Balance and Relevant Charges**

Minimum account opening balance-BDT 5,000

All Fees are as per Prevailing Schedule of Charges

## **EBL CURRENT PLUS Account**

### **Description**

EBL Current Plus Account is a non-interest bearing taka account with specialized privileges and value propositions for Bangladeshi Citizens.

### **Key Features**

Non -interest bearing taka account.

No extra terms and conditions apply.

Unlimited cash withdrawal facility

Local VISA debit card facilities

- Free
  - a. ATM cash withdrawal facilities at all EBL ATMs
  - b. Free Internet banking facilities
  - c. Free SMS banking facilities
  - d. Free Phone banking facilities
- Customer can open their account either in single name or in the joint name. Joint account can be “Anyone can operate” or jointly. **Special Privileges**
  - Inter-city transaction fee waiver
  - Free Standing Instructions
  - 50% waiver in Demand Draft/ Pay Order Facility
  - Up to 2% waiver in EBL Personal Loan Products depending on meeting credit criterion
  - 50% waiver in Locker Service Fees
  - Insurance Coverage on accidental case up to BDT 2 Lac

### **Insurance Details**

Only first applicant can be insured.

Age of the insured should be in between 18 to 60 years.

Tagged with Debit card (No facility without debit card)

Customer(s) has to sign Good Health Declaration form to avail facility

If customer do not want insurance facility “No insurance declaration” has to be signed

AOF will be returned if either Good Health form or No insurance form is not sent

Both applicants have to sign the form

- **Eligibility**

Any Bangladeshi Citizen aged 18 years or above

- **Minimum Balance and Relevant Charges**

Minimum account opening balance-BDT 50,000 All Fees are as per Prevailing Schedule of Charges

## **EBL Savings Account**

### **Description**

- EBL savings Account is a monthly interest bearing & half yearly interest paying savings account. The main purpose of this product is to facilitate the customers to conduct personal transactions in a profitable manner.

### **Key Features**

- Interest calculated on lowest monthly balance and credited to the account on half yearly basis
- Minimum balance for interest accrual BDT 15,000
- Competitive interest rate of, (may be changed by ALCO from time to time)
- Local VISA debit card facilities
- Free
  - a. ATM cash withdrawal facilities at all EBL ATMs
  - b. Free Internet banking facilities
  - c. Free SMS banking facilities
  - d. Free Phone banking facilities
- Interest Forfeiture Rule:
  - a. No Interest in a month if:
  - b. Monthly Lowest balance goes below BDT 15,000;
  - c. More than 2 withdrawals happen in a week;
  - d. Any withdrawal is more than 10% of previous day's/current day's (BOD) balance in the account

Customer can open their account either in single name or in the joint name. Joint account can be “Anyone can operate” or jointly

### **Eligibility**

Any Bangladeshi Citizen aged 18 years or above

### **Minimum Balance and Relevant Charges**

**Minimum initial deposit amount:** BDT 10,000 for Dhaka & Chittagong Metro Branches and BDT 5,000 for others

All Fees are as per Prevailing Schedule of Charges

### **EBL High Performance Account**

#### **Description**

EBL high performance account has the security and growth of a Savings account as well as the convenience of current account-making things easier for our Customers.

#### **Key Features**

Interest calculated on day end balance and credited to the account on half yearly basis

Minimum balance for interest accrual BDT 20,000

Competitive interest rate (may be changed by ALCO from time to time),

Unlimited cash withdrawal facility

Local VISA debit card facilities

Free

ATM cash withdrawal facilities at all EBL ATMs



Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

Interest Forfeiture Rule:

No Interest in a month if:

Day End balance goes below BDT 20,000

Customer can open their account either in single name or in the joint name. Joint account can be “Anyone.

#### **Eligibility**

- Any Bangladeshi Citizen aged 18 years or above

#### **Minimum Balance and Relevant Charges**

- BDT 10,000 for Dhaka & Chittagong Metro Branches and BDT 5,000 for others
- All Fees are as per Prevailing Schedule of Charges

### **EBL Interesting Account**

#### **Description**

- EBL Interesting Account is a monthly interest bearing & monthly interest paying savings account. The main purpose of this product is to facilitate the customers to create a personal savings as well as personal transaction in a profitable manner.
- **Key Features**

Interest calculated on day end balance and credited to the account on monthly basis

Minimum balance for interest accrual BDT 50,000

Competitive interest rate of 3.00% (Hold)(may be changed by ALCO from time to time)

Unlimited cash withdrawal facility

Local VISA debit card facilities

Free

- a. ATM cash withdrawal facilities at all EBL ATMs
- b. Free Internet banking facilities
- c. Free SMS banking facilities
- d. Free Phone banking facilities

Interest Forfeiture Rule:

- e. No Interest in a month if:
- f. Day End balance goes below BDT 50,000

Customer can open their account either in single name or in the joint name. Joint account can be “Anyone can operate” or jointly

- **Eligibility**

Any Bangladeshi Citizen aged 18 years or above

- **Minimum Balance and Relevant Charges**

**Minimum initial deposit amount:** BDT 10,000 for Dhaka & Chittagong Metro Branches and BDT 5,000 for others All Fees are as per Prevailing Schedule of Charges

## **EBL Saving Plus**

### **Description**

- EBL Saving Plus account is aimed mainly for salaried, professional & business individuals belonging to upper middle and affluent class of the society- individuals who are rate sensitive and have access to large amount of idle fund.

- **Key Features**

Interest will be calculated on monthly Avg. balance & paid on quarterly basis  
Minimum balance for interest accrual BDT 100,000 Competitive interest rate (may be changed by ALCO from time to time) Unlimited cash withdrawal facility Local VISA debit card facilities

Free

- a. ATM cash withdrawal facilities at all EBL ATMs
  - b. Free Internet banking facilities
  - c. Free SMS banking facilities
  - d. Free Phone banking facilities
  - e. Free Debit Card
- Interest Forfeiture Rule:
    - a. No Interest in a month if:
    - b. monthly average balance goes below BDT 100,000
  - Customer can open their account either in single name or in the joint name. Joint account can be “**Anyone can operate**” or jointly

### **Special Customer Proposition**

Platinum card at a discount of 50% (subject to fulfillment of credit criteria)

Locker fee will be waived by 50% for the first one year.

2 Free pay order per month

50% waiver on processing fee of any student file

50% waiver on Locker Fee for first one year

Free Debit Card

### **Interest Calculation Method**

If the monthly average balance of the account falls below BDT 100,000 in January, client will not get any interest for January.

However, if the monthly average of February is 2 lac, he will get interest at a rate of 3.00% for February.

Whereas if in March the monthly average is 8 lac he will get interest at a rate of 3.00% for March

**Eligibility** Any Bangladeshi Citizen aged 18 years or above

### **Minimum Balance and Relevant Charges**

**Minimum initial deposit amount:** BDT 100,000 All Fees are as per Prevailing Schedule of Charges

## **EBL Classic Savings**

### **Description**

A monthly interest bearing & half yearly interest paying savings account.  
Targeted at MID Income Segment -best for people with minimum transaction needs

### **Eligibility**

Any Bangladeshi Citizen aged 18 years or above

### **Key Features**

Competitive interest rate of 3.0% (may be changed by ALCO from time to time)

### **Interest Calculation Method**

Interest calculated on lowest monthly balance and credited to the account on half yearly basis

Minimum balance for interest accrual 15000 tk.

### **Minimum balance for Account Opening:**

BDT **15,000** for Dhaka & Chittagong Metro Branches and BDT 5,000 for others

**Debit Card &Cheque Book:** Local VISA debit card &Cheque book is available

### **Free:**

ATM cash withdrawal facilities at all EBL ATMs

Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

### **Interest Forfeiture Rule:**

No Interest in a month if:

Monthly Lowest balance goes below BDT 15,000;

More than 2 withdrawals happen in a week;

Any withdrawal is more than 10% of previous day's/current day's (BOD) balance in the account

## **Joint Account**

Customer can open their account either in single name or in the joint name. Joint account can be “**Anyone can operate**” or jointly

### **EBL Max Saver**

#### **Description & Target**

A monthly interest paying savings account.

Has the security and growth of a Savings account as well as the convenience of current account.

Targeted at MID Income Segment Customers looking for standard interest and unlimited transaction facility.

#### **Eligibility:**

Any Bangladeshi Citizen aged 18 years or above

#### **Key Features:**

**Interest Rate:** Competitive interest rate of 2.5% (may be changed by ALCO from time to time)

**Interest Calculation Method:** Interest calculated on day end balance and credited to the account on monthly basis

**Minimum balance for interest accrual:** BDT 30000

**Minimum balance for Account Opening:** BDT 15,000 for Dhaka & Chittagong Metro Branches and BDT 5,000 for others

**Debit Card & Cheque Book:** Local VISA debit card & Cheque book is available

**Free:** ATM cash withdrawal facilities at all EBL ATMs

Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

**Interest Forfeiture Rule:**

No Interest in a day if:

Day End balance goes below BDT 30,000

**Joint Account:** Customer can open their account either in single name or in the joint name.

Joint account can be “Anyone can operate” or jointly

**EBL Premium Savings:**

• **Description & Target:**

- A Tier Based Savings for Upper Income Segment with the highest Savings interest rate and attractive added privileges(special discount etc).
- Aimed at individuals who are rate sensitive and have access to large amount of idle fund.
- Has the security and growth of a Savings account as well as the convenience of current account.

**Eligibility:**

- Any Bangladeshi Citizen aged 18 years or above

**Features&Privileges:**

- **Interest Rate:Competitive tier based Interest rate:**

Tier in (BDT)	EBL Premium Savings
BDT 100-500 thousand	2.00%
Above BDT 500 thousand- 1 Million	3.00%
Above BDT 1-2.50 Million	3.50%
Above BDT 2.5 -10 Million	3.50%
Above BDT 10 Million	3.50%

**Interest Calculation Method:** Interest will be calculated on monthly Avg. balance & paid on monthly basis

**Minimum balance for interest accrual:** BDT 100,000

**Minimum balance for Account Opening:**  BDT 100,000

**Debit Card & Cheque Book:**  **Local VISA Signature debit card** & Cheque book is available.

**Debit Card Feature:** Debit Card issuance, replacement & yearly fee will be 700 BDT.

**Free:**

ATM cash withdrawal facilities at all EBL ATMs

Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

**Interest Forfeiture Rule:**

No Interest in a month if:

Monthly average balance goes below BDT 100,000

**Joint Account**

Customer can open their account either in single name or in the joint name. Joint account can be “**Anyone can operate**” or jointly

**Scenario of Interest Calculation**

If the monthly average balance of the account falls below BDT 100,000 in January, client will not get any interest for January.

However, if the monthly average of February is 2 lac, he will get interest at a rate of **2.00%** for February.

Whereas if in March the monthly average is 8 lac he will get interest at a rate of **3.00%** for March

### **Special Customer Proposition:**

Accidental/Life Insurance Coverage of up to 5 lac (1 lac minimum)

Enhanced ATM withdrawal limit- 5 lac

Attractive discounts in selected alliance partner

Locker fee 50% waived for the first year

The client will get a 50% discount on processing fee of any student file

### **EBL 50+ Savings**

- **Description & Target:**

A Tier Based Savings for People over 50 (people nearing retirement or retired) with high interest rates and attractive added privileges(**special discount etc**)

Aimed at individuals who are rate sensitive and have access to large amount of idle fund.

Has the security and growth of a Savings account as well as the convenience of current account.

- **Eligibility**

Any Bangladeshi Citizen aged 50 years or above

**Features:**

**Interest Rate:**

a. **Competitive tier based Interest rate:**

Tier (BDT)	EBL 50+ Savings
50 k<500k	2.50%
500k<2.5 million	3.50%
2.5 Million<10 million	3.50%
Above 10 million	3.50%

**Interest Calculation Method:**

Interest will be calculated on Day End balance & paid on monthly basis

**Minimum balance for interest accrual:** BDT 50,000

**Minimum balance for Account Opening:**  BDT 50,000



**Debit Card & Cheque Book:** Local VISA Platinum debit card & Cheque book is available

**Debit Card Feature:** Debit Card issuance, replacement & yearly fee will be 600 BDT.

**Free:** ATM cash withdrawal facilities at all EBL ATMs

Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

**Interest Forfeiture Rule:**

No Interest in a day if:

Day end balance goes below BDT 50,000

**Joint Account:**  Customer can open their account either in single name or in the joint name. Joint account can be “Anyone can operate” or jointly. Both applicants will have to be 50 years or above.

- **Scenario of Interest Calculation:**

If the Day end balance of the account falls below BDT 50,000, client will not get any interest for that day.

However, if the next Day end Balance is 75k, he will get interest at a rate of **2.50%** for that day.

Whereas if the next day, the day end Balance is 1.5 Million, he will get interest at a rate of **3.50%** for that day

**Special Customer Proposition:**

Accidental/Life Insurance Coverage

2 Pay Order free in one year

Enhanced ATM withdrawal limit – 3 Lac

Locker fee waived by 50%(1st yr)

Special discounts from reputed hospitals, medical institutions and selected outlets.

## **EBL Smart Women's Savings**

- **Description & Target Market**

A Tier Based Savings for Both working Women (executive/professional/Businessperson) and housewives

Comes with high interest rates and attractive added privileges(**special discount etc**)

- **Eligibility**

Any Female Bangladeshi Citizen aged 18 years or above

- **Key Features**

- **Interest Rate**

Competitive tier based Interest rate:

• Tier (BDT)	• EBL Smart Women's Savings
25 k<250k	2.50%
250k<1 million	3.50%
1 Million<10 million	3.50%
Above 10 million	3.50%

- **Interest Calculation Method**

Interest will be calculated on Day End balance & paid on monthly basis

- **Minimum balance for interest accrual**

- BDT 25,000

- **Minimum balance for Account Opening**

BDT 25,000

- **Debit Card &Cheque Book**

**Customized Local VISA Platinum debit card&Cheque book is available**

**Debit Card Feature**

Debit Card issuance, replacement & yearly fee will be 600 BDT.

**Free**

ATM cash withdrawal facilities at all EBL ATMs

Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

**Interest Forfeiture Rule:**

No Interest in a day if:

Day end balance goes below BDT 25,000

**Joint Account**

Customer can open their account either in single name or in the joint name. Joint account can be “**Anyone can operate**” or jointly. Both applicants will have to be Female

**Scenario of Interest Calculation**

If the Day end balance of the account falls below BDT 25,000, client will not get any interest for that day. However, if the next Day end Balance is 75k, he will get interest at a rate of 2.50% for that day. Whereas if the next day, the day end Balance is 1.5 Million, he will get interest at a rate of 4.00% for that day

- **Special Customer Proposition**

Locker fee will be waived by 30% (1st year)

Accidental/Life Insurance Coverage

Special Alliance partners for their shopping needs

Enhanced ATM withdrawal limit -3 lac

Discount on Mukti (SME) loan processing FEE

- **Relevant Charges**

All Fees are as per Prevailing Schedule of Charges

**EBL Power Savings****Description & Target Market**

A monthly interest paying savings account.

Has the security and growth of a Savings account as well as the convenience of current account.

Targeted at Lower Income Segment Customers looking for minimal interest and unlimited transaction facility.

**Eligibility**

Any Bangladeshi Citizen aged 18 years or above

**Key Features****Interest Rate**

Competitive interest rate of 2.0% (may be changed by ALCO from time to time)

**Interest Calculation Method**

Interest calculated on day end balance and credited to the account on monthly basis

**Minimum balance for interest accrual**

BDT 5,000

**Minimum balance for Account Opening**

BDT 5,000

**Debit Card & Cheque Book**

Local VISA debit card & Cheque book is available

**Free**

ATM cash withdrawal facilities at all EBL ATMs

Free Internet banking facilities

Free SMS banking facilities

Free Phone banking facilities

**Interest Forfeiture Rule:**

No Interest in a day if:

Day End balance goes below BDT 5,000

**Joint Account**

Customer can open their account either in single name or in the joint name. Joint account can be “**Anyone can operate**” or jointly

- **Relevant Charges**

All Fees are as per Prevailing Schedule of Charges

- **EBL Millionaire Scheme**

- **Description & Target Market**

A monthly Savings Scheme (DPS) with flexible **long term tenure** and maturity Value of One Million BDT

**Target customers are Mid/upper income segment** with plans for long term savings at a attractive rate

- **Installment Amount and Tenure**

The installment amount will be as per Maturity value Table.

Customers can choose from Six different tenures:

- a. **3 years**
- b. **5 years**
- c. **7 years**
- d. **10 years**
- e. **12 Years**
- f. **15 Year**

## **EBL Confidence**

- **Description**

EBL Confidence is a monthly Savings Schemes (DPS). Customer has the option to select the time and the amount of deposit as per his/her requirement

- **Installment Amount and Tenure**

Any denomination at multiple of Tk. 500.00 per month but not exceeding Tk. 20,000.00 per month. Customer can open more than one “EBL Confidence Account”. Customers can choose from four different tenures:

- a. 3 years
- b. 5 years
- c. 7 years
- d. 10 years

- **Rate of Interest**

Rate of Interest is 5.00% in all tenures.

- All interest rates are subjective to the ALCO Decision.

- **Key Features**

Monthly installments will be automatically realized from the Customer's Personal EBL account linked with EBL Confidence.

Deduction of the monthly installments will start from the day of opening EBL Confidence and all subsequent installments will be deducted on the same day of following months. Sufficing available/cleared fund must be kept in the linked account on or within next three days of due date to collect the deposits. In case of irregular payment of the monthly installments, the Maturity value may differ and cannot be guaranteed. In such cases the customer will get the maturity amount at the end of the tenure as per system calculation based on his/her deposited amount. However, the account will not close.

- **Credit Facility**

- **EBL Confidence** Account Holders may take Credit facility against EBL Confidence Account (maximum 90% of the value).

- **Premature Closure**

Interest forfeiture will be as below:

- a. **Closed Before One Year** – No Interest
- b. **Closed After one Year but before three Year-** Interest at prevailing Savings Rate
- c. **Closed After 3 Year-**Interest at EBL Confidence Product Rate until the date of closing

- **Eligibility**

Any Bangladeshi Citizen aged 18 years or above

- **Relevant Charges**

All Fees are as per Prevailing Schedule of Charges

## **EBL Secure**

- **Description**

EBL Secure DPS is a monthly recurring savings scheme with full maturity value insured in case of death of the depositor after depositing only a single installment.

- **Installment Amount and Tenure**

Any denomination at multiple of Tk. 500.00 per month but not exceeding Tk. 13,000.00 per month. Customer can open more than one “**EBL Secure**”, however, total monthly installment of the schemes cannot exceed BDT 13,000. Customers can open EBL Secure for five (5) year tenure

- **Rate of Interest**

9.5% (Closed) per annum (subjective to the ALCO Decision)

- **Key Features**

The monthly installments have built in life insurance coverage which assures the maturity value of the deposit in case of depositor’s death due to any cause (excluding pre-existing illness/disability, AIDS, suicide, murder or assault, war or warlike operation etc.). If the depositor dies anytime during the DPS period - even after depositing a single installment – EBL shall pay back the full maturity value subject to fulfillment of Insurance requirements. World's leading insurer American Life Insurance Company is providing the life insurance coverage in EBL Secure DPS. Monthly installments will be automatically realized from the customer’s personal EBL account linked with EBL Secure. The deduction of the monthly installments will start from the day of opening EBL Secure and all subsequent installments will be deducted on the same day of following months. If sufficient balance (full value of installment) is not available in the corresponding account of the applicant for realizing monthly installment in time, account holder will have to pay @2% installment arrear(s) at the time of realization of the next installment. If three consecutive monthly installments are not paid – then the scheme will be closed and the account value will be transferred to customer CASA deducting necessary insurance fees and taxes. The depositor shall be bound by the terms and conditions stated in the master group insurance policy and EBL shall not be liable for any claim declined by American Life Insurance Company, Bangladesh.

- **Credit Facility**  
Premature closure
- **EBL Secure** Account Holders may take Credit facility against **EBL Secure** Account (maximum 90% of the value).
- Interest forfeiture will be as below:
  - a. **Closed Before One Year** – No Interest
  - b. **Closed After one Year but before three Year-** Interest at prevailing Savings Rate
  - c. **Closed After 3 Year-**Interest at EBL Confidence Product Rate until the date of closing
  - d. **Eligibility**
- Any Bangladesh citizen aged 18 years to 55 years

## **NRB**

### **EBL PARIBAR**

- **Description**
- **EBL Paribar**  
To provide convenient remittance solutions to the Bangladeshis living around the globe and their beneficiaries residing in Bangladesh; EBL introduced EBL PARIBAR account in November 2008. To make this product more effective following modifications are proposed as an addendum of the existing PPG.
- **Key Features:**  
Interest bearing savings account @ 2.00% p.a. accrued daily and paid monthly basis. If EOD balance of the account falls below Tk10, 000/-, no interest will be paid for that day. Local Currency Debit Card
- **Eligibility:**  
Any beneficiaries who are 18 years of old and receive money from abroad are eligible to have this account. This account will be on the beneficiary's name.
- **Minimum Initial Deposit:**  
BDT 5,000 (Account can be opened with “NIL” balance but will be operative/active only after depositing minimum amount)



- **Required Documents:** (Only applicable for Paribar account)  
One copy photograph of the beneficiary. One copy photograph of the nominee (must be attested on the back by the account holder) Proof of identity (Passport, Driving License, National ID). Any deviation must be approved by DMD CNB. Completed account opening form.
- **In case of joint application (both resident)**  
Aforementioned papers of the second applicant will be required
- **In case of joint application (Resident & Non Resident Bangladeshi)**

Photocopy of passport along with valid work permit visa

a. One copy photograph

- **Rate of Interest & Calculation:**  
Rate of Interest @2.00% p.a. accrued daily and paid monthly basis; Interest will be calculated on daily balance of the account. If EOD balance of the accounts falls below Tk. 10,000/, no interest will be paid for that day.
- **Fees & Charges:**

Account Maintenance Fee : Avg. balance up to BDT 5,000 - NIL

Avg. balance between BDT 5,000 & 25,000 - BDT 100 Half year

Avg. balance above 25,000: BDT 300 Half yearly

Closing of Account : BDT 200.00

Activation charge for dormant account : BDT 300.00

## **EBL GLOBAL**

### **Description :**

- **EBL Global**  
EBL Global is Foreign Currency (FCY) current account which is a FCY account where the fund remains in foreign currency and is freely remittable in abroad.

- **Eligibility:**

Any Bangladeshi passport holder who is living outside Bangladesh for at least six months and working there with a valid work permit/resident visa. Any Bangladeshi living outside Bangladesh holding foreign passport (migrated) or having dual citizenship or born & living abroad but is of Bangladeshi origin and legally working there. Any Bangladeshi crew member working in foreign shipping company. Persons who are leaving Bangladesh with a job offer (overseas posting/new job) can open NRB account before leaving Bangladesh. Bangladeshi Nationals migrating abroad can open NRB account before leaving Bangladesh. Age 18+

- **Key Features:**

A variety of currencies – USD/GBP/EURO

Global Visa debit card which can be used anywhere in the world.

01. Cash withdrawal facility from the account is in local currency in Bangladesh at prevailing exchange. Account balance is freely remittable to abroad. Local disbursements may also be made freely in Taka from such foreign currency accounts. Deposit can be made in foreign currency only (cash or TC). Proper declaration is required if the deposited amount is more than \$5,000.00 (or its equivalent). Drafts or transfer from other FCY account is also accepted. Fund can be used to make investment in NRB Bonds / NFCD term deposits. Account can be operated by giving mandate.

- **Minimum Initial Deposit:**

USD 150 or equivalent GBP/EURO Account can be opened with “NIL” balance (without any further approval) but in that case debit card will be issued only after crediting the minimum deposit amount.

- **Fees & Charges:**

- Account maintenance fee : BDT 500.00 (USD 6.00/EUR 4.50/GBP 3.50) half yearly. Closing fee : USD 10/EUR 7.50/ GBP 6.00

Global Debit Card Annual fee : USD10/EUR 10/GBP 10

Card replacement fee : USD 10/EUR 10/GBP 10

PIN replacement fee : USD 10/EUR 10/GBP 10

Dormant Activation fee : NIL

Annual charges : NIL

- Other standard fees and charges will be applicable as per EBL's published schedule of charges in BDT amount equivalent FCY

### **EBL SHANCHOY:**

- **Description:**

- **EBL Shanchoy**

EBL Shonchoy is a daily interest bearing and monthly interest paying taka savings account for the Global Bangladeshis. The Account is aimed to help NRBs saving their hard earned money in local currency for a secured future.

- **Eligibility:**

Any Bangladeshi passport holder who is living outside Bangladesh for at least six months and working there with a valid work permit/resident visa. Any Bangladeshi living outside Bangladesh holding foreign passport (migrated) or having dual citizenship or born & living abroad but is of Bangladeshi origin and legally working there. Any Bangladeshi crew member working in foreign shipping company. Persons who are leaving Bangladesh with a job offer (overseas posting/new job) can open NRB account before leaving Bangladesh. Bangladeshi Nationals migrating abroad can open NRB account before leaving Bangladesh. Age 18+

- **Key Features:**

Interest bearing savings account

**Interest Rate 2.00%** p.a. accrued daily basis and paid monthly basis. If EOD balance of the account falls below Tk10, 000/-, no interest will be paid for that day. Local currency debit card

**Minimum Initial Deposit:** Minimum BDT 5,000 during account opening (if applicant visits the branch in person). Account can be opened with "NIL" balance (without any further approval) but debit card will be issued only after depositing the minimum amount into the account.

**Fees & Charges:**

Account Maintenance Fee : Avg. balance up to BDT 5,000 - NIL

Avg. balance between BDT 5,000 & 25,000 - BDT 100 Half yearl

Avg. balance above 25,000: BDT 300 Half yearly

Closing of Account: : BDT 200.00

Activation charge for dormant account : BDT 300.00

Debit Card issuance : BDT 200.00

Debit Renewal Fee : NIL

Other standard fees and charges will be applicable as per EBL's published schedule of charges.

**EBL NFCD****Description:****EBL NFCD**

EBL NFCD (Non Resident Foreign Currency Deposit) Account is an interest bearing time deposit account for Non Resident Bangladeshis.

- **Key Features:**

Choice of currencies – USD/GBP/EURO Choice of tenure for fixed deposits – 1/3/6/12 months with option of auto renew.To open EBL foreign currency fixed deposit account one must have a foreign currency current account with EBL.Competitive interest rates

**Eligibility:**

Any person (individual) willing to open EBL NFCD, must have an FCY Account (EBL Global) with EBL.

- **Category A** : All non-resident Bangladesh nationals and persons of Bangladesh origin including those having dual nationality and ordinarily residing abroad can open interest bearing time deposit accounts named EBL NFCD as per Bangladesh Bank's guidelines on foreign exchange transactions.

- **Category B** : Bangladesh nationals serving with Embassies/High Commissions of Bangladesh in foreign countries as also the officers/staff of the Government/ semi-Government departments/ nationalized banks and employees of body corporate posted abroad or deputed with International and Regional agencies like IMF, World Bank, IDB, ADB etc. during their assignments abroad may open such accounts. Crew members of the Bangladeshi shipping companies are not entitled to open such accounts, but shore staff posted abroad can open such accounts.
- **Category C** : Foreign nationals and companies/firms registered and/or incorporated abroad, banks, other financial institutions including institutional investors and 100% foreign owned (A-Type) industrial units in the Export Processing Zones in Bangladesh, are also allowed to open and maintain NFCD accounts.
- Age 18+ for Category A & B

- **Minimum Initial Deposit:**

Category A & B : Initially with minimum amount of US\$ 1,000 or GBP 500 or equivalent.

Category C : The minimum amount of time deposits in such cases should be US\$ 25,000 or its equivalent in GBP or Euro.

- **Rate of interest:**

Competitive Interest Rates to be provided - please contact with nearest EBL AD Branches for details.

- **Fees & Charges:**

No Account related fee

01. Premature encashment fee USD 10

## **EBL Paribar**

- **Description:**

- **EBL Paribar**

To provide convenient remittance solutions to the Bangladeshis living around the globe and their beneficiaries residing in Bangladesh; EBL introduced EBL PARIBAR account in November 2008. To make this product more effective following modifications are proposed as an addendum of the existing PPG.

- **Key Features:**

Interest bearing savings account @ **2.00% p.a.** accrued daily and paid monthly basis. If EOD balance of the account falls below Tk10,000/-, no interest will be paid for that day. Local Currency Debit Card

- **Eligibility:**

Any beneficiaries who are 18 years of old and receive money from abroad are eligible to have this account. This account will be on the beneficiary's name.

### **Minimum Initial Deposit:**

- BDT1, 000 (Account can be opened with “NIL” balance but will be operative/active only after depositing minimum amount)
- **Required Documents:** (Only applicable for Paribar account) One copy photograph of the beneficiary One copy photograph of the nominee (must be attested on the back by the account holder) Proof of identity (Passport, Driving License, National ID). Any deviation must be approved by DMD CNB. Completed account opening form.
- **In case of joint application (both resident)**  
Aforementioned papers will be required
- **In case of joint application (Resident & Non Resident Bangladeshi)**  
Photocopy of passport along with valid work permit visa One copy photograph
- **Rate of Interest & Calculation:**  
Rate of **Interest @4.5% p.a.** accrued daily and paid monthly basis; Interest will be calculated on daily balance of the account. If EOD balance of the accounts falls below Tk. 10,000/-, no interest will be paid for that day.

- **Fees & Charges:**

Account Maintenance Fee : Avg. balance up to BDT 5,000 - NIL

Avg. balance between BDT 5,000 & 25,000 - Avg. balance above 25,000: BDT 300 Half  
yearly Closing of Account: : BDT 200.00

Activation charge for dormant account : BDT 300.00

### **01. Required Documents:**

- Copy of passport along with valid work permit visa or valid resident permit
- (In case of foreign passport customer needs to provide the copy of “No Visa required traveling to Bangladesh” page – if his/her birthplace is in abroad.)

—

- Proof of employment/income – (not Mandatory)\*
- Employment certificate/Pay slip/ Employment Contract mentioning annual income/Bank statement mentioning monthly salary/ last tax return paper/Trade license copy or Business related documents.

\*If Applicant is unable to provide any income proof document then his/her written income declaration can be obtained.

**Note:** NRBs (blue color) working in Middle East can provide their copy of labor card/akama or work permit visa mentioning Employer’s name as proof of income. One copy passport size photograph of account holder. One copy passport size photograph of the "Nominee" which must be attested on the back by the account holder. Proof of address (applicable for overseas address only) – copy of recent utility bill/bank statement. If the address proof document is not in Account holder’s name then applicant’s signature is required on the proof doc.

**Note:** Applicant’s passport/driving license can be considered as address proof document if the address mentioned in AOF is same as the address mentioned in applicant’s passport/driving license. Duly completed account opening forms.

## **Required documents for Bangladeshi crew member working in foreign shipping**

### **company:**

1. One copy passport size photograph of account holder. One copy passport size photograph of the "Nominee" which must be attested on the back by the account holder. Copy of passport Copy of the mariner's Discharge book

Proof of Income/Employment: Letter from local agent confirming next date of joining vessel or current work contract.

Proof of address (applicable for overseas address only): copy of recent utility bill/bank statement. If the address proof document is not in Account holder's name then applicant's signature is required on the proof doc.

Duly completed account opening forms.

- **Note:** Applicant's passport/driving license can be considered as address proof document if the address mentioned in AOF is same as the address mentioned in applicant's passport/driving license.

- **Required documents for persons going abroad with a job (overseas posting/new job):**

Account can be opened before leaving Bangladesh but no FCY deposit can be taken (zero balance). They will send the remittance after leaving Bangladesh. Debit card to be issued after the fund is deposited.

Documents Required: One copy passport size photograph of account holder. One copy passport size photograph of the "Nominee" which must be attested on the back by the account holder. Copy of passport along with valid visa Proof of Income/Employment: Copy of overseas employment contract/ Govt. Order for the govt. officials. Proof of address (applicable for overseas address only): copy of recent bill/bank statement. If the address proof document is not in Account holder's name then applicant's signature is required on the proof Duly completed account opening forms.

- **Note:** Applicant's passport/driving license can be considered as address proof document if the address mentioned in AOF is same as the address mentioned in applicant's passport/driving license.



### **Required documents for persons migrating abroad:**

Account can be opened before leaving Bangladesh but no FCY deposit can be taken (zero balance). They will send the remittance after leaving Bangladesh. Debit card to be issued after the fund is deposited.

Documents Required: One copy passport size photograph of account holder. One copy passport size photograph of the "Nominee" which must be attested on the back by the account holder. Copy of passport along with valid visa Proof of Income/Employment: Not required.

- Proof of address (applicable for overseas address only): copy of recent utility bill/bank statement. If the address proof document is not in Account holder's name then applicant's signature is required on the proof doc. Duly completed account opening forms.
- **Note:** Applicant's passport/driving license can be considered as address proof document if the address mentioned in AOF is same as the address mentioned in applicant's passport/driving license.

All the above documents must be in English (if the documents are in other language it has to be translated to English) and need to be verified and attested by the Notary Public/Bangladesh High Commission or Consulate General's Office.

### **Document Attestation:**

- A. Documents send from abroad directly by the customer: Photocopies of the documents must be certified / attested by any reputed International Bank/Notary Public/Bangladesh High Commission located in abroad/Exchange companies having Drawing arrangement with EBL(only authorized signatories)
- B. If customer visits our branch in person: The documents need to be attested by Bank Official (with official seal & signature).
  - C. Account opened through EBL appointed 3rd party Agency: The documents must be attested by the authorized signatories of the 3rd party Agency. (Specimen signature of the 3rd party agency's authorized signatories will be provided as per agreement

## **EBL RFCD**

- **Description**

- **EBL RFCD**

Deposit account for resident Bangladeshis which can be opened with foreign exchange brought at the time of their return from abroad. Resident persons may open this account at any time after their return to Bangladesh.

- **Eligibility:** Persons ordinarily resident in Bangladesh may open RFCD account with foreign exchange brought in at the time of their return from abroad. Age 18+
- **Minimum Initial Deposit:** USD 500 / GBP 350/ EURO 500. For EBL credit card holders account can be opened with “NIL” balance (without any further approval).
- **Required Documents:**

Completed application form. A written declaration from the depositor mentioning the date of return from abroad and the amount of foreign exchange brought in and that the FC (i) is not a receipt against export of goods or services from Bangladesh, (ii) is not a commission due from abroad arising from business deal in Bangladesh. FMJ form if the deposit amount is greater than USD 5,000. Copy of Bangladeshi passport with immigration arrival stamp in passport Standard account opening documentation.

- **Joint Applicant:**

Not allowed

- **Rate of Interest & Calculation:**

Rate is 0.25% less than the rate at which interest is paid on balance of bank in their FC Clearing account with Bangladesh Bank. Interest will not be payable if EOD balance goes below USD 1,000 or GBP 500 in any day of a month.

- **Fees & Charges:**

No ledger fee

No minimum Balance fee

- **Features:**

Interest bearing deposit account Account can be opened in USD, GBP & EURO Foreign currency deposited in this account is freely convertible into Taka. Deposited foreign currency may easily be sent abroad through banking channel. Foreign currency in cash may be taken (as per Central Bank’s Foreign Exchange Guideline) from this account

while visiting abroad. Funds can be withdrawn locally in local currency. No inward remittance is allowed into this type of account Up to US\$ 5000/= or its equivalent may be deposited in this account at any time after return to Bangladesh. Amount in excess of US\$5000/= or its equivalent brought in with declaration to customs authority in FMJ Form should be deposited in this account within 30 days of arrival. Can be opened as a current or time deposit account

- **International Card:** International Card will be issued against the account balance (lien card) or by loading the account balance to the card. Completed Card application form has to be submitted at the time of opening the account, if the applicant wants to take card. Card usage/fees/regulations shall be as per EBL cards Terms & conditions.

## **EBL JUNIOR SAVINGS ACCOUNT**

- **Description**

- **EBL JUNIOR SAVINGS ACCOUNT**

Guide your child through the world of banking

EBL Junior Savings Account is designed exclusively for children aged below 18 years.

Get your children into the habit of saving and get them in banking.

### **ABOUT THE ACCOUNT**

This account is only for Children but it will be operated by the parents until his/her maturity (18 Years).

### **What is there for you?**

Now you can guide your children to save and spend their money judiciously. With EBL Junior Savings Account, you can even directly deposit the pocket money into your child's account. The best part of it is you can still maintain complete control over the account while your child enjoys the benefits of banking. Simple, isn't it?

**Features:**

- Higher interest rate (3.50% per annum, paid quarterly)
- Interest will be calculated on daily balance
- Local VISA debit card facilities
- Cheque Book Facilities
- Free ATM cash withdrawal facilities at all EBL ATM's
- Free internet banking facilities
- No minimum balance fee
- No account maintenance fee
- Minimum Initial deposit amount is only BDT 100/=
- For availing debit card minimum amount of BDT575/= needs to be deposited.

**Eligibility & Requirements:**

- Any school going children aged below 18 will be eligible to open EBL Junior Savings Account
- Children cannot open the account with anyone other than his/her parents
- Minimum balance for interest accrual BDT 10,000/=
- Required documents to open EBL Junior account
- Photocopy of School ID or Certificate from school or Payment slip of latest tuition fees.
- Photocopy of Birth certificate (Student).
- Photocopy of Parent NID/Passport.
- Two copies passport size photograph of student.
- One copy passport size photograph of Operating parent.
- One copy passport size photograph of the nominee.
- KYC related required documents as per Bangladesh bank School Banking guideline & circular.
- For operating parent - All documents need to be kept as per regular CASA requirement.

## **Special Benefits:**

- Complementary Insurance Coverage\* – EBL Junior Account holders will be entitled for the following coverage:
- **Loss of Life** of the paying parent due to accident – BDT5, 000 per month for 60 months for the Tuition Protection of the child/student.
- **Permanent Total Disability (PTD)** of the paying parent due to accident – BDT5, 000 per month for 60 months for the Tuition Protection of the child/student. Complementary Insurance facilities are provided only to the account holder's availing debit card facilities.

## **EBLCHILD FUTURE PLAN**

### **Description**

#### **EBL Child Future Plan:**

#### **Invest today for your child's future**

**EBL Child Future Plan** a unique recurring deposit protection scheme (DPS) which will help you to save for your child's future. To fulfill your child's dream & aspirations, this savings can be used for higher education, marriage or meeting any special needs of your children.

#### **Feature & Benefit:**

Choice of Tenure is available for 3, 5, 10 & 15 years Attractive Interest Rate Monthly installment amount: Any multiple of BDT 500 not exceeding BDT 15, 000.

## **EBL CAMPUS ACCOUNT**

### **Description**

#### **EBL Campus Account**

Smart banking for Generation X

Under the umbrella of **EBL Student Banking** "EBL Campus", yet another wonderful product specially designed for the students that directly take them into the rewarding world of general banking. It's very own, very special savings account with no hidden charges or restrictions, while giving very attractive interest on daily balance. Plus a super-smart plastic in your wallet!

### **Key Features:**

- Higher interest rate (2% per annum, paid quarterly)
- Interest will be calculated on daily balance.
- Local VISA debit card facilities
- Free ATM cash withdrawal facilities at all EBL ATM's.
- Free internet banking facilities.
- No minimum balance fee.
- No account maintenance fee.
- Minimum Initial deposit amount is only BDT1,000/=

### **Eligibility & Requirements:**

- Any student aged from > 18 – 28 years will be eligible to open EBL Campus Account.
- Minimum balance for interest accrual BDT 10,000/=
- Required documents to open EBL Campus account
- Photocopy of Valid Student ID Card
- Photocopy of National ID/Passport or Ward Commissioner certificate with photo (Photo must be attested by ward commissioner)
- One copy passport size photograph of the student.
- One copy passport size photograph of nominee.

### **Special Benefits:**

- Discount on Student File processing fees.
- Discount on EBL Education Loan processing fees.
- Complementary Insurance Coverage\* – EBL Campus Account holders will be entitled for the following coverage:

**Loss of Life** of the paying parent due to accident – BDT5, 000 per month for 60 months for the Tuition Protection of the student.

**Permanent Total Disability (PTD)** of the paying parent due to accident – BDT5, 000 per month for 60 months for the Tuition Protection of the student.

**Accidental Medical Reimbursement** Benefit for student: which covers the reasonable, customary and necessary medical expenses whether Inpatient or Outpatient up to BDT15, 000 per accident.

- Insurance facilities are provided only to the account holder's availing debit card facilities.

### **EBL EDUCATION FINANCE PACK**

#### **Description**

#### **EBL Education Finance Pack**

Like planting seeds in fertile soil, giving children the best education now will help them grow to reach their full potential. Many families like yours choose to send children abroad for higher education because you believe this will cultivate your child's unique skills and talents in a supportive and nurturing environment. And while the cost of this may seem daunting, the benefits will last a lifetime. At EBL, we've developed the Education Finance Pack with three types of loan facilities so that you can select matching your need. Our Education Loan covers the entire cost of your child's education to help your children pursue their higher education abroad. Either it is higher education at home or abroad – EBL Education Finance Pack is always there to support.

### **EduLoan Unsecured – Education Loan without Security Deposit**

EMI based loan facility Maximum loan amount BDT 10,00,000 or 10 times of Gross Monthly Income of the applicant Loan amount up to 30% of the summation of admission fee, tuition fee, semester fee, other fees as stated by the educational institutions, living/lodging expenses and traveling expense. Total expense estimation needs to be submitted by the applicant with supporting documents. Processing fee – 1% of the Loan amount Repayment tenor : 12 – 60 months Advance / partial pre payment is allowed Interest Rate: 18% Student File services available

- **Disbursement:**

**Study in Bangladesh:** Initial admission fee & initial semester/tuition fee to be remitted directly to the institutions through Pay Order.

- **Study Abroad:** Initial admission and initial semester/tuition to be remitted abroad through EBL Smart Student File. Payment for traveling expenses to be reimbursed through Pay Order favoring the travel agent. Only the Spouse can be joint Applicant, provided combined Gross Salary is BDT30, 000

### **EduLoan Secured - Education Loan with Security Deposit**

EMI based loan facility

Loan amount is 90% of the security deposit

Processing fee – 1% of the Loan amount or BDT 10,000 whichever is higher

Repayment tenor : 12 – 60 months

Advance / partial pre payment is allowed

Within same day processing

No personal guarantee required

Interest Rate: FD+3%

Student File services available

Joint Applicant Possible, provided he/she is a co-applicant of the security.



- **EduLine – Overdraft Facility against Security Deposit**

Loan amount is 90% of the security deposit

Advance / partial pre payment is allowed

Interest against utilization only

Within same day processing

Processing fee – 1% of the Loan amount or Tk. 2,000, whichever is higher

No personal guarantee required

Interest Rate: FD+3%

Student File services available

Joint Applicant Possible, provided he/she is a co-applicant of the security

## **EBL STUDENT FILE SERVICES**

### **Description**

#### **EBL Student File Services**

- EBL Student File Services are aimed to provide customized banking solutions for the students going abroad for higher education. Any students pursuing higher studies need to send fund abroad for their tuition fees & living expense. Once a student file is opened with us; it becomes very convenient for the student to send funds abroad since we maintain separate files for each student and keep all the information till the completion of their course.

- **Required Documents**

University Offer Letter (Translated & attested if the offer letter is in other language than ENGLISH), I-20 for USA based Institutions Information regarding Tuition Fees & Living cost. (In case of advance payment refund policy should be mentioned in the documents provided by the educational Institution.) All relevant educational certificates & mark sheets including IELTS, TOEFL if any. (original needs to be shown at the branch) University/Beneficiary Bank Details Detail information of the person financing the student with 1 copy passport size photograph Copy of valid passport (original needs to be shown at the branch) 1 copy passport size Photograph of the student

(N.B. Student & the financier should be present in person at the time of opening the student file. A personal savings account of the student/Financer needs to be maintained with EBL for opening student file.)

**Fees:**

Student File opening Fee (Non-SAARC countries): BDT 5,000 + VAT

Student File opening Fee (SAARC countries): BDT 4,000.00 + VAT

Student File Renewal Fee (Non-SAARC countries): BDT 4,000 + VAT

Student File Renewal Fee (SAARC countries): BDT 3,000.00 + VAT

Remittance charges: Standard charges (as per schedule of charges) will be applicable while sending fund abroad.

**Features:**

- Convenient and quick fund transfer facilities throughout the course tenure.
- Reliable and legitimate source to send fund which can be used as proof document in favor of the students in future for achieving permanent resident status in abroad.
- Three dedicated Student center at:
  - a. Principal Branch
  - b. Dhanmondi Branch
  - c. Banani Branch.

## **EBL Loan Product:**

**Assure loan:** It is one kind of personal loan. All segment people can apply for this loan. Loan amount can be 1- 10 lac. And interest amount is 11%. It also provides insurance benefit

**Executive Loan:** It is one kind of personal loan. Only executive people can apply for this loan. Loan amount can be 1- 10 lac. And interest amount is 11%. It also provides insurance benefit.

**Home loan:** Ebl offer home lan only at 9% interest rate.

**Eduloan:** For educational purpose people can get this loan.

**Auto loan:** Ebl offer home lan only at 11% interest rate.

**Fast cash loan:** For getting this loan people need to have FRD in EBL.

## **Remittance Section**

EBL, earns a lot through the remittance Business. The following instruments are used for this purpose:

**Demand Draft (DD):** Demand Draft (DD) is an instrument containing and unconditional order of the issuing branch upon another branch of the same bank known as drawee branch, for the payment of a certain sum of money to the payee or to his order on demand by the beneficiary presenting the draft itself.

- **Online Transfer (OT):** It is an order of the Issuing Branch to the Paying Branch to pay a certain sum of money to the beneficiary. OT transaction is done in between the two branches of the same bank only. The beneficiary should maintain an account with the EBL to get this facility. Before sending the message, the Issuing Branch must be sure that there is a test arrangement for authenticating the online messages with the branch designed to make payment.
- **Payment Order:** Pay-Order is an undertaking of a certain branch to pay a certain sum of money in favor of a customer. Issuing Branch orders itself to pay the amount containing by the instrument. Banker can sell it in exchange of commission. It is issued as a means of local remittance. It may be called as the cheque of the bank. Because bank pays house rent, electricity bill, telephone bill, borrowing from the other banks and shortage of clearinghouse and other necessary costs through P.O. It can be negotiated through endorsement and delivery.
- **Money Gram:** Eastern Bank Limited is very happy to announce to have joined hands with Money Gram Payment Systems Inc to serve expatriates to send money back home quickly from anywhere in the world. Moreover, money can also be sent quickly through Money Gram from Bangladesh to other parts of the World as is done through the banking channel. At the moment we are concentrating on home remittances being sent by the expatriates. Money Gram Payment system Inc is a non-bank provider of electronic money transfer service. Money Gram is providing its customers a service of an unsurpassed quality and superior value. Money Gram has over 25,000 Agent locations throughout the world. Persons anywhere require transferring cash quickly, reliably, conveniently and at attractive prices to more than 115 countries can depend Money Gram agents for the service.

- **Personal Banking**

Automated teller machine (ATM) is one of the modern financial services provided by bank. This is providing customer collection of money any time he desires. Now a day life is to fast, by considering this bank creates this service where she/he needs not to follow the banking hour to collect money from his deposit. It is a debit card. Customer firstly deposit money against this A/C then gets ATM service. EBL has 172 ATM booths and 87 CDM machine.

- **Terms and Condition:**

At the applicant request the Bank may issue the cardholder a card and PIN if the applicant is a depositor of the Bank and remains an account at ant bank.

The cardholder will pay such charges and fees for the provision of the card and PIN as the Bank may prescribe from time to time.

Holders of valid E-Cash ATM/Debit are eligible to enroll for the utility bill payment service using the card and PIN, POS or other payment terminal.

All transactions including utility bill payment initiated by the use or purported use of the card shall be debited from the cardholder.

A cardholder can withdraw from his account minimum Tk. 20.000/- per day.

A cardholder can withdraw his money from anywhere in Bangladesh from any Bank Mentioned above if there is in an ATM Machine.

## **Credit Card (VISA)**

EBL Bank has launched Credit Card of VISA brand in, with access in local market.

Card for international market will be issued soon. Procedure for obtaining credit card is given below:

**Age Limit:** 18 to 60 years

**Minimum Income:** Tk 20000 for Classic card

## **Credit card product:**

Classic card

Gold card

Platinum card

Women platinum card

Zet airways platinum card

Dinners club Credit card.

Signature Lite credit card

Signature Acci-shild credit card.

### **Features:**

Convenient Interest rate

Standard fees and charges

Free two supplementary cards

Cash advance facility through ATM

Sky lounge visit

Global lounge visit.

Cheque book

Hipo

## **Job part of contact center**

Contact center of Eastern bank has been established on 2011. To provide good and smart services through EBL, management established this wing as contact center which is part of digital banking. Main aim to establish this wing was to collect the customer opinion which may helpful to set exact and standard performance through measuring customer satisfaction and in terms of service providing methods. Exactly there are three categories employees. Some are engaged with inbound sector, some are for out bound and some are for execution part. Main purpose of this wing is to collect information and to provide prompt services to their valuable customer. Therefore, customer can get services without visiting any branch. Yes of course there are some restriction like contact center has not overall access on all services but for 24 hours services they can try to solve a problem within few times.

## **Chapter-4**

### **Analysis and Discussion**

#### **Literature Review**

Performance is a concept associated with Human Resource Management and by this association one concept of the broader concept of management. Every year employees experience an evaluation of their past performance. Employees generally see these evaluations as having some direct effect on their work lives. They may result in increased pay, a promotion, or assistance in personal development areas for which the employee needs some training. As a result, any evaluation of employee's work can create an emotionally charged event. Because the performance evaluation is not the simple process it once was, it is now more critical to perform one while simultaneously focusing on key activities of the job. The survey of different research studies in the concerned area indicates that the term performance evaluation, merit rating and performance appraisal are mostly used in measuring the performance of an employee or employees. Performance appraisal is essential for career and succession planning. Performance appraisal is important for staff motivation, attitude and behavior development, communicating organizational aims, and fostering positive relationships between management and staff. Performance appraisal provides a formal, recorded, regular review of an individual's performance, and a plan for future development. In short, performance and job appraisals are vital for managing the performance of people and organizations. Performance appraisals are usually carried out annually and are used to review an employee's performance within an organization. They are used to maintain and assess the person's growth and development and for promotions. It evaluates an employee's work performance by comparing it with set standards, documents the results of the comparison, and uses the results to provide feedback to the employee to show where improvements are needed and why. It is also employed to determine who needs training, and who will be promoted, demoted, retained, or fired. Performance. It is the systematic evaluation of the performance of employees and to understand the abilities of a person for further growth and development. With respect to the performance of Bangladeshi Commercial Banking sector, foreign and national experts undertook number of studies.

Chowdhury (2002) observed that the banking industry of Bangladesh is a mixed of comprising nationalized, private and foreign commercial banks. Many efforts have been made to explain the performance of these banks. Understanding the performance of these banks knowledge about profitability and the relationships between variables like market size, bank's risk and bank's market size with profitability. Indeed, the performance evaluation of commercial of commercial banks is especially important today because of the fierce competition.

Hossain and Bhuiyan (1990) stated that there is no universally accepted operational definition of performance measures. In broad sense performance level of an enterprise can be measured by the extent of its organizational effectiveness. In context of service rendered towards public the performance of an organization can be viewed as „the extent to which its work is carried out within established specification for goods and services produced, to the general satisfaction of the clientele served, within given cost and time constraints, and in such a manner as to support or contribute to the achievement of the organization objectives.

According to Ahmed, Rashid & Shahabuddin(2004)“ banking activities are aimed at serving the customers in various areas and thus performance of a bank depends upon the level of its customer satisfaction. Performance management can use some rules to maintain the good customer services and also maintain and assess the person's growth and development and for promotions. It also establishes individual training needs and enables organizational training needs analysis and planning. It gathers data feeds into organizational annual pay and grading reviews, and coincides with the business planning for the next trading year.

## **Project part:**

For creating survey I have structured questionnaire consisting of 8 questions revealing employee's opinion on the existing performance management system. It occurred on contact center employees of Eastern bank limited. Numbers of employees were 50.

### **Analysis of Performance Appraisal System of Eastern Bank Limited views of Appraises**

**Question no. 1:** Targets are set clearly and with full transparency after having conversation with respective employees

Options	No. of participants	% of participants
Strongly Agree	30	60
Agree	10	20
Neutral	5	10
Disagree	3	6
Strongly Disagree	2	4
Total	50	100

- **Question no. 2** The performance management method is visible and standard.

Options	No. of participants	% of participants
Strongly Agree	25	50
Agree	10	20
Neutral	10	20
Disagree	3	6
Strongly Disagree	2	4
Total	50	100



- **Question no. 3:** Employees are fully aware of performance management system

Options	No. of participants	% of participants
Strongly Agree	30	60
Agree	10	20
Neutral	10	20
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

**Question no.4:** Employees are allowed to formally communicate with supervisor regarding the performance management.

Options	No. of participants	% of participants
Strongly Agree	25	50
Agree	10	20
Neutral	10	20
Disagree	5	10
Strongly Disagree	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

**Question no.5:** Supervisor provides employees useful performance development materials.

Options	No. of participants	% of participants
Strongly Agree	30	60
Agree	10	20
Neutral	8	16
Disagree	2	4
Strongly Disagree	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

**Question no.6:** Supervisor provides feedback with necessary guidelines to improve the performance of employees.

Options	No. of participants	% of participants
Strongly Agree	30	60
Agree	10	20
Neutral	8	16
Disagree	2	4
Strongly Disagree	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

**Question no.7:** Effective measures are always taken after identifying potential areas of improvement through performance appraisal

Options	No. of participants	% of participants
Strongly Agree	30	60
Agree	10	20
Neutral	8	16
Disagree	2	4
Strongly Disagree	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

**Question no.8:** Do you think is there any improvement in the existing management process

Options	No. of participants	% of participants
Strongly Agree	20	40
Agree	10	20
Neutral	15	30
Disagree	5	10
Strongly Disagree	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

# Chapter-5

## Major findings

According to question number 1, 50 respondents (Employees) responded that “Targets are set clearly and with full transparency after having conversation with respective employees.” 60% of the employees strongly agreed with this issue.20% remained agree and 10% were neutral. And 6% were disagreed and 4% were strongly disagreed.

According to question number 2., “The performance management method is visible and standard..” 50% of the employees strongly agreed with this issue.20% remained agree and 20% were neutral. And 6% were disagreed and 4% were strongly disagreed.

According to question number 3. “Employees are fully aware of performance management system”60% of the employees strongly agreed with this issue.20% remained agree and 20% were neutral.

According to question number 4., “Employees are allowed to formally communicate with supervisor regarding the performance management .” 50% of the employees strongly agreed with this issue.20% remained agree and 20% were neutral. And 10% were disagreed and 0% was strongly disagreed.

According to question number 5., “Supervisor provides employees useful performance development materials..” 60% of the employees strongly agreed with this issue.20% remained agree and 16% were neutral. And 4% were disagreed and 0% was strongly disagreed.

According to question number 6., “Supervisor provides feedback with necessary guidelines to improve the performance of employees.” 60% of the employees strongly agreed with this issue.20% remained agree and 16% were neutral. And 4% were disagreed and 0% was strongly disagreed.

According to question number 7., “Effective measures are always taken after identifying potential areas of improvement through performance appraisal.” 60% of the employees strongly agreed with this issue.20% remained agree and 16% were neutral. And 4% were disagreed and 0% was strongly disagreed.

According to question number 8: “Do you think is there any improvement in the existing management process” 40% of the employees strongly agreed with this issue.20% remained agree and 30% were neutral. And 10% were disagreed and 0% was strongly disagreed

## **Chapter-6**

### **RECOMMENDATION:**

In order to competitive advantage and to deliver quality services, top management should try to modify the system of services. The following ways and means are recommended for improving bank financial performance: The synergy of dedicated manpower, technology, and market opportunity can lead the organization to achieve the goal, a bank must establish and adhere to adequate of loan provision and reserve.

They need focus on the marketing aspects to let customers know about their products and offerings and more promotion should be given to attract new customer.

EBL need train up their branch personnel about all sort of information regarding marketing of their service products.

The compensation should increase so that they can match their compensation with their responsibilities.

EBL need to ensure the overall job security to the employee by a contract signed.

EBL may give more attention to personal accomplishment and recognition of the employee to increase the level of job satisfactions and customer satisfaction

They need to provide more access on different product and services to contact center.

## **Chapter-7**

### **Conclusion:**

There are so many banks in Bangladesh. EBL is one the most famous bank. EBL has been plying a significant role in its scattered braches and diversifying operations. The marketing department should think freshly about their marketing objectives and practices. Rapid change can quickly make yesterday, wining strategies out of date. As a developing private bank in Bangladesh, EBL Bank shouldn't allow their client to gent dissatisfied with their service. The have their competitors who actively striving to take the advantages in every side. In fact this report preparing has given me an important learning opportunity. Working in this arena has provided me lots of real life experience which was totally unthinkable before. After preparing this report now I am confident enough that I may choose banking sector as a glorious profession. Though there are some obstacles it seems to me nice. As I am interested to do something for my country banking may give me that opportunity.

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