



# **Internship Report On General Banking Activities of Prime Bank Limited**

## **Submitted by**

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## **Submitted to**

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## Letter of Transmittal

**To**

**Mahmudul haq**

**Associate Professor**

**BRAC Business School**

**BRAC University**

**Subject: Submission of the Internship report**

Dear Sir,

I am submitting my internship report titled "**General Banking Activities of Prime Bank Limited**" as partial requirement of internship program under MBA curriculum.

I would like to thank you for assigning this report as it provided me with the opportunity to venture into the real life scenario and to broaden the horizon of my understanding on how syndication is arranged and all the work that goes into it. I sincerely hope that my work will come up to the level of your expectation.

I welcome your query and grateful to answer them.

Sincerely yours,

**Nabila Islam**

**ID: 16364062**

## Acknowledgement

First and foremost I would like to express my gratitude to my **Internship Instructor, Mahmudul Haq**, who kindly supervised and gave me excellent suggestions, guidance and encouragement all the times during my report work. I can't complete my report work without her consistent advice.

Secondly I would like to thank all faculty and relevant staffs of **BRAC Business School of BRAC University**. I am also grateful to the employees of **Prime Bank Limited, Asadgate Branch, Mohammadpur, Dhaka**, who helped me in collecting data and other necessary information for this paper.

I would also like to thank my friends for their supports. Besides that, Special thanks to BRAC University Instructors to guide me for finding related text book for reference purpose.

Finally, I also like to thank my family members, especially my father for supporting me and always be with my side.

## Executive Summary

Earlier Bangladesh was a third world country, where Banking Industry was developing but with the passing times the banking sector and the whole banking industry in Bangladesh have improved a lot. In the last few years numbers of private commercial banks have been established and one of the leading private commercial banks is Prime Bank Limited. Through this report I have studied the general banking activities of Prime Bank Limited, their background and the products and services that they provide to their valuable customers and clients. The term general banking activities includes the day-to-day transactions they lengthen with their customers and the daily services that they provide like generating bank statement, bank certificate, issuing payment order, keeping records and delivering cheque books to the customers and fulfill the daily customers' service requirements from the bank. Prime Bank Limited have two types of account products Personal (Savings) and Non-Personal (Current) accounts and they have varieties of deposit savings scheme also, among them two are recently introduced "Prime Millionaire" and "Kotipoti with Insurance Coverage and without Insurance Coverage" along with other schemes like contributory savings scheme. Through its products and services they try to be innovative in providing most effective and efficient services to its customers and will be continuing doing the same in the years ahead.

The whole report has been prepared on the basis of practical and analytical framework. Latest annual report, related documents and materials of the bank have been studied to make this report a successful one. And the internship also helped me gather practical job life experience along with theoretical concepts, which is more fruitful than only gathering bookish concepts.

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# CHAPTER-1

## INTRODUCTION

### 1.1 ORIGIN OF THE REPORT

The report has been prepared as a requirement for the completion of **Masters of Business Administration (MBA), Internship Work, Mahmudul Haq**, the honorable course instructor, assigned me to do an internship report on “**The study of the General Banking Activities of Prime Bank Limited**”. For this purpose, I, Nabila Islam ID# 16364062 choose to prepare this report on the study of the general banking activities of Prime Bank Limited.

### 1.2 BACKGROUND

One of the most important industries within an economy is the Banking industry. When the financial sector shakes, countries around the whole world are affected and become standstill. A bank is a financial institution that accepts deposits from the public and creates credit. Lending activities can be performed either directly or indirectly through capital markets. Due to their importance in the financial stability of a country, banks are highly regulated in most countries.

Banks act as payment agents by conducting checking or current accounts for customers, paying cheques drawn by customers in the bank, and collecting cheques deposited to customers' current accounts. Banks also enable customer payments via other payment methods such as Automated Clearing House (ACH), wire transfers or telegraphic transfer, EFTPOS, and Automated Teller Machines (ATMs).

Banks borrow money by accepting funds deposited on current accounts, by accepting term deposits, and by issuing debt securities such as banknotes and bonds. Banks lend money by making advances to customers on current accounts, by making installment loans, and by investing in marketable debt securities and other forms of money lending.

Banks provide different payment services, and a bank account is considered indispensable by most businesses and individuals. Non-banks such as remittance companies provide payment services normally are not considered as an adequate substitute for a bank account.

Banks create new money through loan. New deposits are generated throughout the banking system through new loans. Through the act of lending, the money supply is usually increased and reduced when loans are repaid faster compared to the generation of the new ones.

### **1.3 RANGE OF ACTIVITIES OF BANKS**

The activities of banks are personal banking, investment banking, private banking, transaction banking, insurance, consumer finance, foreign exchange trading, commodity trading, trading in equities, futures and option trading, and money market trading. The variety of ways of generating revenue by a bank includes interest, transaction fees and financial advice. Traditionally, interest charging method is the most important method on the capital it gives to customers. The difference between the level of interest paid for deposits and other sources of funds, and the level of interest it charges in its lending activities is the source of profit for the bank.

### **1.4 PROBLEM AREA**

The drawbacks of Banks are subjective to many forms of risk which have gave birth to seasonal systemic crises. These are liquidity risk is when many depositors requests to withdraw in excess of available funds; credit risk is defined as the chance that those who are supposed to give money to the bank will not pay back; and interest rate risk, which is defined as the possibility that the bank will be in loss, if rising interest rates force it to pay relatively more on its deposits compared to the receipts of its loans. The developments of banking crisis arose many times throughout the history when one or more than one risks have emerged for a banking sector as a whole.

### **1.5 INTRODUCTION**

No knowledge is fully complete unless it is fully supported by event on ground. Nobody in this competitive arena will be successful until he is not linked with practical operation. This realization is more pronounce in the study of business administration where experience on ground plays a dominant role. Bank is a financial intermediary accepting deposit and granting loan, offer the widest menu of service of any financial institution.

For this purpose I choose PRIME BANK LIMITED to complete my internship program and making my report.

In my Internship my topic is General Banking of Prime Bank Limited. General Banking operations



of Prime Bank Limited express the general activities of the bank. The job of being both service oriented and profit oriented organization is the definition of a bank. The aim of the Bank aim is to earn profit through providing service to its customer and satisfying its stockholders. I have tried my best to use this opportunity to increase my knowledge on the assigned topic. After observing thoroughly, I have completed this report on the basis of my finding and observation relating to the topic.

## 1.6 OBJECTIVES

The objective of the internship report is to myself introduce with real market situation and compare it with theoretical concept. The main objective of this report is to have an assessment about the General Banking activities of PRIME BANK LIMITED. And additionally, the study helped me to achieve the following objectives:

- To understand general banking activities of the bank.
- To analyze the various product offered by the General Banking of the Bank.
- To find out the financial performance of the bank
- To find out problem related with General Banking
- To recommend some policies to improve Banking process.

## 1.7 METHODOLOGY

For preparing my report I have used both primary and secondary data to achieve my objectives. These two sources are given below:

### **Primary Sources of Data:**

- Face-to-Face conversation with the respective officers and staffs.
- Sharing practical knowledge of officials.
- Relevant file study provided by the officers concerned.
- Interviewing officers and staffs through questionnaire.
- In-depth study of selected cases.

### **Secondary sources of data:**

- Annual Report of PRIME BANK LIMITED(PBL)
- Official website of PRIME BANK LIMITED

- Relevant books, Research papers, Newspapers and Journals.
- Internet and various study selected reports.

From the sources mentioned above I have collected information for preparing my report effectively and efficiently.

## **1.8 DRAWBACKS**

From the beginning to end, the study has been conducted with the intention of making it as a complete and truthful one. However, many problems came in the way while carrying on the study. During the study, it was not possible to visit the whole area covered by the bank although the financial statements and other information regarding the study have been gone through. The limitations of the study are the following:

- All the units of the sample bank were not physically visited.
- All the concerned personnel of the bank have not been interviewed.
- Lack of in-depth knowledge and analytical ability for writing such report.
- Lack of experience.
- The duration for this study was short.
- Inadequacy and unavailability of required current data.

## CHAPTER- 2

# THEORETICAL FRAMEWORK OF REFERENCE

## 2.1 GENERAL BANKING

### 2.1.1 DEFINITION

General Banking is an operational function of the bank. It consists of the deposit management, cash, clearing house, bills, account opening, the handling system of security instruments, customer services, the facilities of locker and other additional services of the bank along Advance and Foreign Trade.

### 2.1.2 GENERAL BANKING SERVICES

**Services provided by General Banking are:**

- Current Account
- Savings Account
- Time Deposit
- Scheme Deposits
- Bank Certification
- Wealth Management Service
- Other Services

### **Types of Deposits**

Deposit is the major source of fund for commercial banks. There are three types of deposit-mix and they are the following:

- (a) No-cost deposit
- (b) Low-cost deposit
- (c) High-cost deposit.

## CHAPTER-3

# BANKING INDUSTRY OF BANGLADESH



### **3.1 HISTORY**

Bangladesh is a third world country with an under developed banking system, particularly in terms of the services and customer care provided by the government run banks. Recently the private banks are trying to imitate the banking structure of the more developed countries, but this attempt is often foiled by inexpert or politically motivated government policies executed by the central bank of Bangladesh, Bangladesh Bank. The outcome is a banking system fostering corruption and illegal monetary activities/laundering etc. by the politically powerful and criminals, while at the same time making the attainment of services or the performance of international transactions difficult for the ordinary citizens, students studying abroad or through distance learning, general customers etc.

### **3.2 INTRODUCTION**

The gradual improvement in the overall policy environment has enabled Bangladesh to improve its economic performance in recent years. Successive governments in Bangladesh have been confronted with the problem of stimulating the economic growth rate in a country where a substantial segment of the population lives below the subsistence level. Economic policies are still guided by five year plans. Nevertheless, some progress has been made over the years, such as self-sufficiency in food grain production, reducing the population growth rate, poverty alleviation and boosting export income. The GDP growth per annum has been about 5 percent on an average from 1994-2000; Per capita GDP was \$363 in 1999-2000.

The prospect of economic growth in Bangladesh in the near future will depend on the pace of economic reforms and the quality of macroeconomic management. Accelerating the rate of economic growth will require higher levels of investment. This will primarily come from private flows of foreign direct investment. This can be established by reforming the financial system and continuing the process of financial deepening.

The financial system in Bangladesh is relatively small and less developed than in most countries in South and East Asia. The sector's contribution to GDP has remained static at 1.5 percent during 1999-2000 periods. Commercial banks are at the heart of this financial sector by contributing 80% of the total. The depth of the financial system, as measured by the ratio of the broad money supply to GDP, has been growing slowly and was low at around 32% in 1999-2000.

However, as the government is often the owner and regulator as well as the supervisor and customer of a bank, there has been ample opportunity for mismanagement over the years. The banking sector is plagued with a lack of credit discipline, archaic loan recovery law, corruption, inefficiency, overstaffing, etc. Several reform measures of the financial sector have been taken to improve the situation. Relative stability achieved by the support extended by both the central bank and the Government of Bangladesh in the past has restored public confidence in the country's banking sector. Moreover, Nationalized Commercial Banks (NCBs) and old generation Private Commercial Banks (PCBs) would have to lower the rate of NPAs in their portfolios. Failure to do so would mean re-capitalization, at least for the NCBs. This may in turn lead to a further drain on the limited resources of the Government of Bangladesh. At this time or in the immediate future this re-capitalization would not be feasible. With these conditions in place, the World Bank anticipates the likelihood of a situation where the ever-increasing burden of non-performing loans and growing rate of debt servicing would place the economy under enormous strain and result in a crisis in the banking sector in the long term.

### **3.3 MARKET SEGMENT**

The banking industry of Bangladesh is mainly divided into two sectors, such as Specialized Banks (SBs) and Commercial Banks (CBs). The Specialized Banks are those banks that deal with specific sectors or industry of an economy. For instance, Bangladesh Krishi Bank (BKB) only deals with the agricultural sector of the economy; Bangladesh Shilpa Bank (BSB) only deals with the industrial sector of the economy, etc.

After liberation, the banks operating in Bangladesh (except those incorporated abroad) were nationalized. These banks were merged and grouped into six commercial banks. Of the total six commercial banks, Pubali Bank Ltd. and Uttara Bank Ltd. have subsequently been transferred to the private sector with effect from January 1985. Moreover at present there are 51 scheduled banks operating all over the country. Out of these, 9 are state-owned (including five specialized banks), 30 are private commercial banks (including four Islami banks) and the remaining 12 are foreign commercial banks (including one Islami bank).

There were no domestic private commercial banks in Bangladesh until 1982; when the Arab-Bangladesh Bank Limited commenced private commercial banking in the country. Five more commercial banks came up in

1983 including United Commercial Bank Limited and initiated a moderate growth in banking financial institutions.

### 3.4 COMPOSITION OF THE INDUSTRY

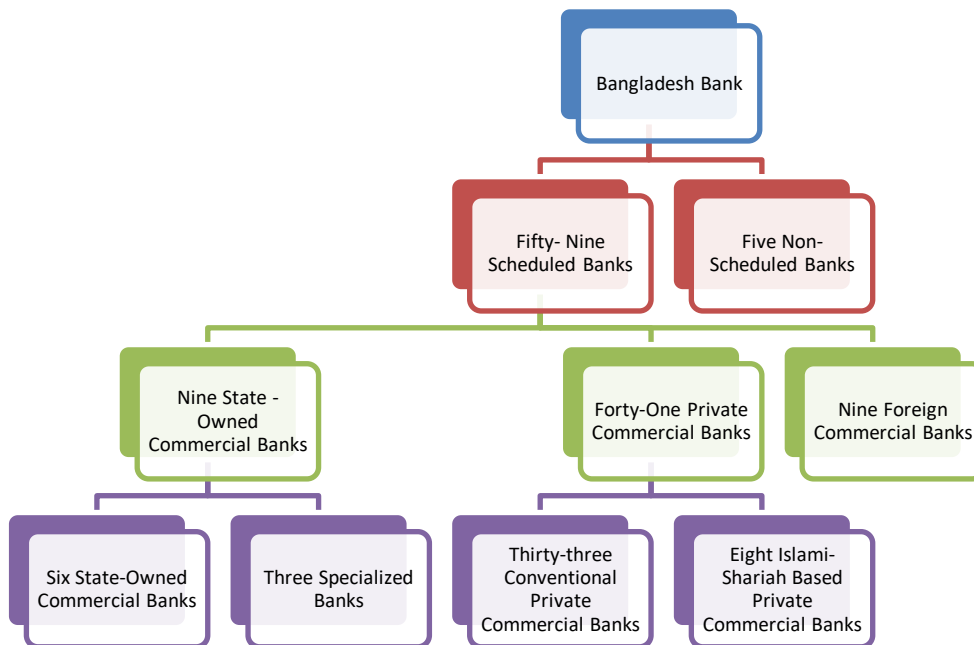
Banks in Bangladesh are primarily of two types:

#### 3.4.1 Scheduled Banks

The banks which get license to operate under Bank Company Act 1991, (Amended in 2003) are termed as Scheduled Banks. State-owned commercial banks, private commercial banks, Islamic commercial banks, foreign commercial banks and some specialized banks are Scheduled Banks.

#### 3.4.2 Non-Scheduled Banks

The banks which are established for special and definite objective and operate under the acts that are enacted for meeting up those objectives, are termed as Non-Scheduled Banks. These banks cannot perform the functions of scheduled banks.



**Figure 1: Banking Sector comprising of Scheduled Banks**

**Table 1: The name of all the banks operating in Bangladesh and their year of incorporation**

<b>NAME OF THE BANK</b>	<b>DATE OF INCORPORATION</b>	<b>NAME OF THE BANK</b>	<b>DATE OF INCORPORATION</b>
<i>State Owned Commercial Banks</i>		<i>Specialized Banks</i>	
Sonali Bank	1972	BKB	1972
Janata Bank	1972	BSB	1972
Agrani Bank	1972	BSRS	1972
Rupali Bank Ltd.	1972	RAKUB	1987
		BASIC	1988
<i>Private Commercial Banks</i>			
Arab Bangladesh Bank Ltd.	1982	Eastern Bank Ltd.	1992
Uttara Bank Ltd.	1983	National Credit & Commerce Bank Ltd.	1993
National Bank Ltd.	1983	Prime Bank Ltd.	1995
Islami Bank Bangladesh Ltd.	1983	Dhaka Bank Ltd.	1995
IFIC Bank Ltd.	1983	Southeast Bank Ltd.	1995
United Commercial Bank Ltd.	1983	Al-Arafa Islami Bank Ltd.	1995
The City Bank Ltd.	1983	Social Investment Bank Ltd.	1995
Pubali Bank Ltd.	1984	Dutch-Bangla Bank Ltd.	1996
Al-Baraka Bank Ltd.	1987		
Bangladesh Commerce Bank	1998	Standard Chartered Grindlays Bank	1905
Mercantile Bank Ltd.	1999	Standard Chartered Bank	1948
Standard Bank Ltd.	1999	American Express Bank Ltd.	1996
One Bank Ltd.	1999	State Bank of India	1975



Exim Bank Ltd.	1999	Habib Bank Ltd.	1976
Premier Bank Ltd.	1999	Muslim Commercial Bank	1994
Mutual Trust Bank Ltd.	1999	National Bank of Pakistan	1994
First Security Bank Ltd.	1999	CITI Bank, N.A.	1995
Bank Asia Ltd.	1999	HSBC	1996
The Trust Bank Ltd.	1999	Shamil Islami Bank	1997
Jamuna Bank	2001	Credit Agricole Indosuez	1997
Shahjalal Bank	2001	Hanvit Bank	1999
BRAC Bank	2001	Mashreq	2001

### **3.5 CURRENT STATUS OF THE BANKING INDUSTRY**

The Banking Industry of Bangladesh at present is in the growth stage. Almost every year new private banks are coming up, new branches are opening within two to three months, new customers are coming to open an account in different banks. As a result, according to *July 30, 2001* there are *4 nationalized commercial banks, 3 specialized banks, 30 local private commercial banks and 12 foreign commercial banks* operating in this country.

Chapter-4  
Bank Profile



## 4.1 COMPANY BACKGROUND

Prime Bank was established in April, 1995 by a group of committed and visionary entrepreneurs who conceived an idea of floating a commercial bank with different outlook. Prime bank is prominent for its superior service quality, brand image, strong corporate governance and corporate culture. They always remain committed to delivering the best service for our customers. They aim to treat all of them fairly and inclusively, making it easy for them to find, understand and access products that are right for them, whatever their circumstances. They have continued to transform the bank to become a safer, more agile and customer focused organization whilst increasing profitability. Committed for excellence, Prime Bank is a top-tier bank in Bangladesh and reputed among regulators as distinctly ‘compliant’. A bank aligned to its vision, mission, values and strategic priorities. They seek to run their business responsibly, sustainably and successfully, delivering value for all our stakeholders.

With its network of 146 branches in Bangladesh and history of over 23 years, Prime Bank has developed unique insights into the needs of every customer segment whether retail, MSME, Commercial or large corporate and has consistently demonstrated the ability to offer innovative solutions for all. Over the years, Prime Bank has built on its expertise in a wide area of financial services and today its range of services includes corporate and institutional banking, commercial banking, investment banking. It has achieved numerous international awards for excellence and innovation, which stand testimony to the high standards it employs in every area of its operations.

Their simple, low risk, customer focused centralized business model is driven by their competitive positioning. Prime Bank’s mission of improving financial services is clearly demonstrated through its commitment to ensure easy access to financing for all, provide fair terms and pricing, advising customers based on their needs and being at the heart of the community. Prime Bank remains steadfast in its efforts to ensure the sustainability of its operations as well as that of the communities it serves. This is not only efforts to finance economic development band the provision

of modern financial services but also through innovation community program that impact the lives of the people included in the lower segment of the society. Prime Bank Foundation, its healthcare and educational arm to undertake Corporate Social Responsibility (CSR) initiatives, is supported by sponsors and remains a major vehicle for the Bank to positively impact many of most needy communities in an effort to build a better tomorrow for all.

**Table: 2 Share Capital**

(BDT in millions)

Share Capital	2017	2016
Authorized Capital	25,000.00	25000.00
Paid-up Capital	10,293.49	10,293.49

**Table: 3 Distribution of Shareholdings**

Types	(2017)BDT(2016)		(2017)% of Shares(2016)	
Sponsors	3,915,393,493	3,996,150,370	38.04%	38.82%
Financial Institutions	2,503,815,050	2,795,256,750	24.32%	27.16%
Foreign Investors	385,416,330	38,472,820	3.75%	0.37%
Non-resident Bangladeshi	27,819,790	25,142,410	0.27%	0.24%
General Public	3,461,041,500	3,438,463,810	33.62%	33.41%
Total	10,293,486,160	10,293,486,160	100.00%	100.00%

**Table: 4 On The Basis of Share Range**

Shareholding Range	No. of Shareholders	Shares	Percentage
1-499	6751	1205535	0.12
500-5000	6806	11855979	1.15
5001-10000	992	7111001	0.69
10001-20000	518	7529837	0.73
20001-30000	160	3992641	0.39
30001-40000	80	2783123	0.27
40001-50000	70	3200581	0.31
50001-100000	159	11059118	1.07
100001-1000000	206	62652199	6.09
1000001-9999999999	134	917958602	89.18
Total	15876	1029348616	100.00

**Table: 5 Important Information of Prime Bank Limited**

<b>Type</b>	Private (Non-Government)
<b>Traded as</b>	Dhaka Stock Exchange (DSE): PRIME BANK
<b>Industry</b>	Banking
<b>Founded</b>	1995; 23 years ago in Dhaka, Bangladesh
<b>Headquarters</b>	Motijheel, Dhaka, Bangladesh
<b>Key People</b>	Mr. AZAm J Chowdhury (Chairman) Mr. M A Khaleque (Vice Chairman) Mr. Mafiz A Bhuiyan (Vice Chairman) M. A. Wahhab
<b>Net Income</b>	BDT 140.4 crore (US\$ 18 million)
<b>Number of Employees</b>	3,499
<b>Number of Branches</b>	128
<b>Number of ATM Booths</b>	170

## **4.2 BANK CULTURE**

Every organization has unique culture that they follow, so similarly Prime Bank also have a different culture. Prime Bank understands that their ability to succeed ultimately depends on their culture and ensuring it holds everything they need to deliver: their strategies from performance and compliance to stewardship and responsibility. As an important determinant of the culture, Prime Bank wish to build dynamic and engaged leadership teams who are charged with, living the Bank's values each day and holding themselves accountable and responsible for the business, celebrating success and learning from their mistakes.

## **4.3 BANK VISION**

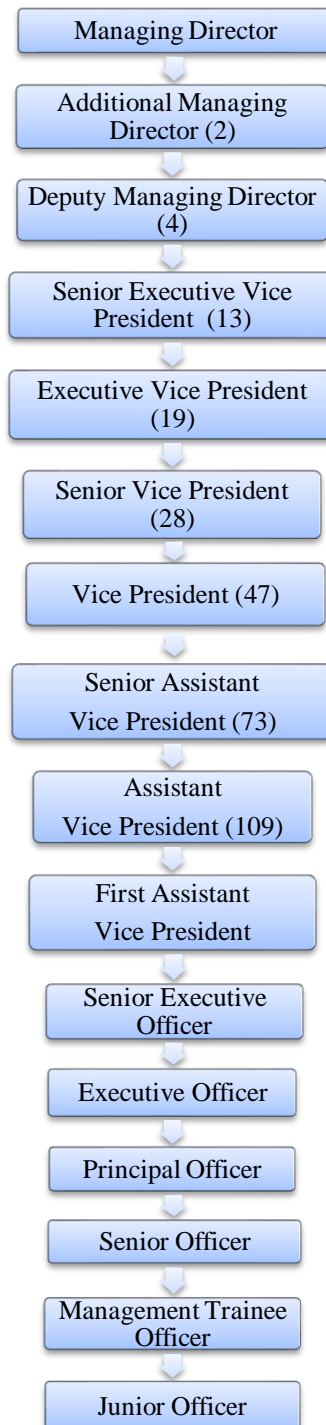
To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

## **4.4 BANK MISSION**

To build Prime Bank Limited into an efficient, market driven, customer focused institution with good corporate governance structure. Continuous improvement of their business policies, procedure and efficiency through integration of technology at all l

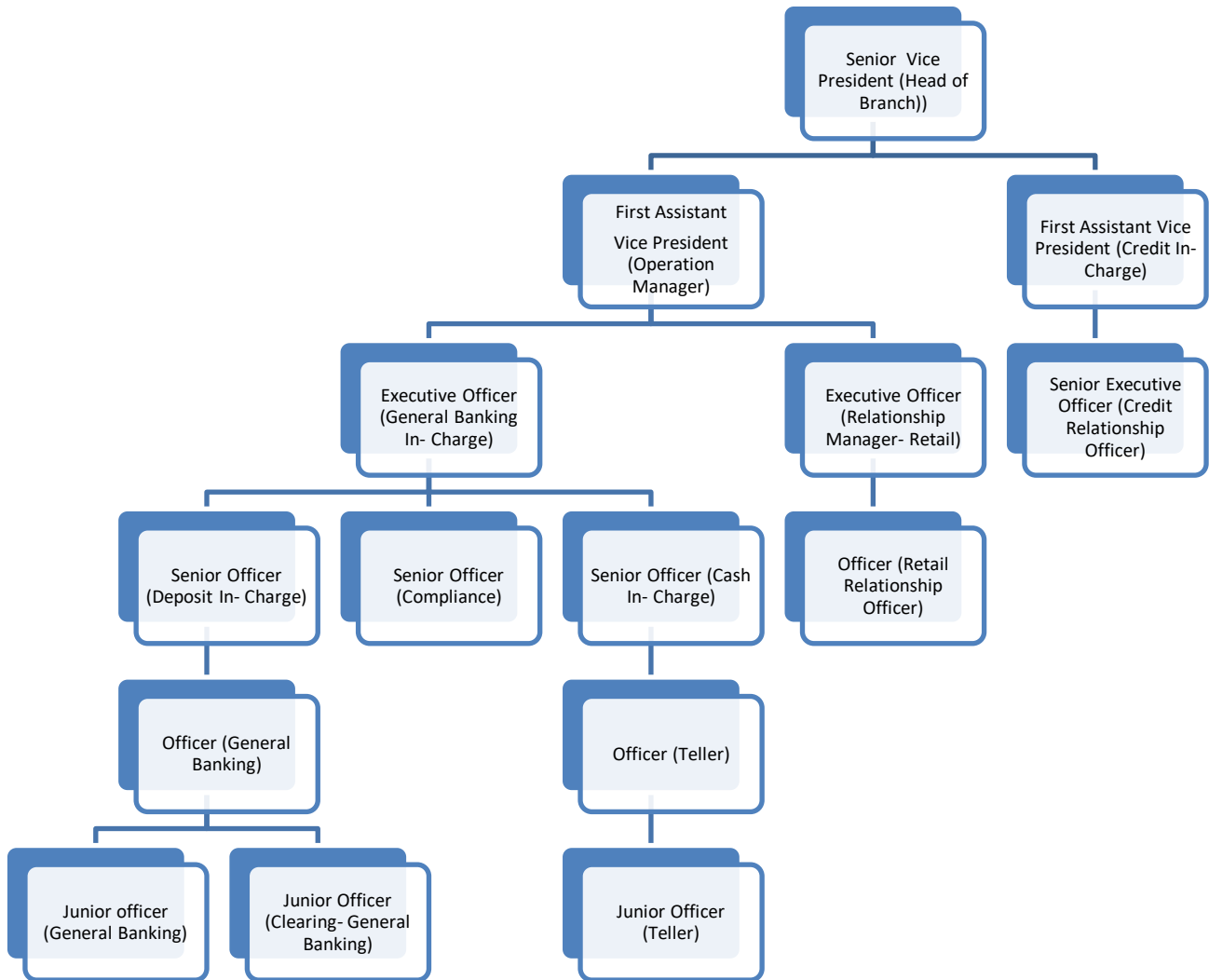
## 4.5 ORGANIZATION STRUCTURE

Every organization has a particular structure, from the top to bottom everyone are responsible to perform their own responsibility. The basic organizational structures of BRAC Bank Limited are given below



**Figure: 2 Organization Structure of Prime Bank Limited**

**4.5.1 ORGANIZATION STRUCTURE OF PRIME BANK LIMITED (ASADGATE BRANCH)**



**Figure: 3 Organization Structure of Prime Bank Limited (Asadgate Branch)**



## 4.6 BANK CORE VALUES

Every organization has some core values that they follow throughout their organization. The core values of Prime Bank Limited are in their delivery system, commitment, trust and successes.

- Through their delivery system, they have high standard set for their customers, clients and shareholders. They share a passion for serving the financial needs of people, companies and institutional investors.
- Through their commitment, they are fully committed to achieving success for their customers, their teams and themselves through compliance with regulatory guidelines.
- They have trust in their team. They work together to deliver towards full capabilities to all their constituents. They strike to be consistent and straightforward in their interactions.
- They know how to succeed only when their customers, communities and environment succeeds. They do their business in an open, direct and sustainable way.

## 4.7 BANK CORPORATE PHILOSOPHY

### For Customers

- To provide the most courteous and efficient service in every respect of its business.
- To be innovative in the development of new banking products and services.

### For Employees

- By promoting their well-being through attractive remuneration and fringe benefits.
- By promoting good staff moral through proper staff training and development, and provision of opportunities for career development.

### For Shareholders

- By forging ahead and consolidating its position as a stable and progressive financial institution.
- By generating profits and fair return on their investment.

## For Community

- By assuming their role as a socially responsible corporate citizen in a tangible manner
- By adhering closely to national policies and objectives thereby contributing towards the progress of the nation
- By upholding ethical values and best practices constantly seeking to improve performance by aligning their goals with stakeholders' expectations, because they value them.

## 4.8 BANK CORPORATE MILESTONE

**Table: 6 Corporate Milestone of Prime Bank Limited**

<b>1995</b>	Memorandum and Article of Association signed by the Sponsors Incorporation of the Company Certificate of Commencement of Business License issued by Bangladesh Bank License issued for opening the first Branch Motijheel- Head Office Formal Launching of the Bank Commencement of Business from Motijheel Branch Commencement of Islamic Banking Business from IBB, Dilkhusha
<b>1999</b>	Initial Public Offering (IPO)- Publication Of Prospectus Initial Public Offering (IPO)- Subscription Opened Initial Public Offering (IPO)- Subscription Closed Listed with Chittagong Stock Exchange Limited
<b>2000</b>	Listed with Dhaka Stock exchange Limited Trading of Shares on Dhaka Stock Exchange Limited Trading of Shares on Chittagong Stock Exchange Limited Dividend declared in the 5 <sup>th</sup> AGM (First after the IPO)
<b>2001</b>	Registered as Merchant Banker with the Securities and Exchange Commission
<b>2003</b>	License issued from the Bangladesh Bank as Primary Dealer
<b>2004</b>	Registered as Depository Participant Of CDBL Trading of Shares started in Demat Form in Stock Exchanges
<b>2005</b>	Completion of 10 years of Service Agreement with Temenos for Core Banking software Temenos T24
<b>2006</b>	Incorporation of Prime Exchange Co. Pte. Ltd., Singapore Prime Exchange Co. Pte. Ltd., Singapore formally started business
<b>2007</b>	Opening of first Off-shore Banking at DEPZ, Savar, Dhaka
<b>2008</b>	Launching of ATM
<b>2009</b>	Launching of Internet Banking Opening of First SME Centre Incorporation of Prime Bank Limited (PBL) Exchange (UK) Limited Obtained permission for issuance of Subordinated Bond for tk. 2,500 Million for Basel-II Compliance
<b>2010</b>	Incorporation of PBIL

<b>2010</b>	Incorporation of PBSL
	Obtained permission for issuance of Rights Share
	Launching of SMS Banking
	Ground breaking of Prime Tower
<b>2011</b>	Change of Face Value and Market Lot of Shares of PBL
	Launching of Phone Banking
	Commencement of Business PBL Finance (Hong Kong ) Ltd
<b>2012</b>	Launching of Mobile Banking
	Launching of Biometric Smart Card-Prime Cash
<b>2013</b>	Launching of Prime Bank Nursing Institute
	Launching for the first time in Bangladesh the JCB Card's online acquiring service
	Launching of Islamic Credit Card
<b>2014</b>	Launching of JCB Cards in Bangladesh
	Launching of Premium Banking Service 'Monarch'
<b>2015</b>	Launching of First Business World MasterCard Credit Card in Bangladesh
	Opening of 145 <sup>th</sup> Branch at Saidpur, Nilphamari

#### **4.9 AWARDS AND RECOGNITION OF PRIME BANK LIMITED**

- ICAB National Awards for Best Published Accounts and Reports 2002- Diamond (Financial Sector)
- ICAB National Awards 2003 for Best Published Accounts and Reports – 2<sup>nd</sup> Prize in Financial Sector (Banking)
- 6<sup>th</sup> ICAB National Awards 2005 for Best Published Accounts and Reports- 1<sup>st</sup> Prize in Financial Sector (Banking)
- Financial News Services (FNS) Award 2005- Best Performing Local Bank
- Financial Institution Award- 10 years of Service
- 7<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2006- 1<sup>st</sup> Prize in Financial Sector (Banking)
- 8<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2007- 1<sup>st</sup> Prize in Financial Sector (Banking)
- SAFA Best Presented Accounts Awards 2007- Bronze award (Banking Sector)
- ICMAB National Best Corporate Award 2007- 2<sup>nd</sup> Position in Local Banks
- 9<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2008- 1<sup>st</sup> Prize in Financial Sector (Banking)
- SAFA Best Presented Accounts Awards 2008- Joint Winner (Under Banking Financial Sector)

- 10<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2009- Winner (Category: Corporate Governance Disclosures)
- 10<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2009- First (Category: Banking Sector)
- SAFA Best Presented Accounts Awards 2009- Overall Winner
- SAFA Best Presented Accounts and Corporate Governance Disclosures Awards 2009- Winner in Banking Sector Subject to Prudential Supervision
- ICMAB Best Corporate Performance Award 2009- 1<sup>st</sup> Position (Jointly)
- 11<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2010- 1<sup>st</sup> Prize in Financial Sector (Banking)
- SAFA Best Presented Accounts Awards 2010- Winner- Joint (Banking Sector)
- ICMAB Best Corporate Award 2010- 1<sup>st</sup> Prize
- 12<sup>th</sup> ICAB National Awards for Best Published Accounts and Reports 2011- 1<sup>st</sup> Position in Private Sector Banks
- SAFA Best Presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosures 2011- Winner in Private Sector Banks (including Co-operative Banks)
- SAFA Best Presented Annual Report Awards and SAARC Anniversary Award for Corporate Governance Disclosures 2011- Overall 1<sup>st</sup> Runner Up
- Bangladesh Business Awards 2011- DHL- The Daily Star
- International Star for Leader in Quality (ISLQ) Award, France
- 13<sup>th</sup> ICAB National Awards for Best Presented Annual Reports 2012- 2<sup>nd</sup> Position in Private Sector Banks (including Co-operative Banks)
- 13<sup>th</sup> ICAB National Awards for Best Presented Annual Report 2012-3<sup>rd</sup> Prize in SAARC Anniversary Award for Corporate Governance
- SAFA Best presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosures 2012- Runner-Up in Private Sector Banks (including Co-operative Banks)
- SAFA Best Presented Annual Report Awards and SAARC Anniversary Award for Corporate Governance Disclosures 2012- Certificate of Merit for Corporate Governance.
- ICMAB Best Corporate Award 2012- 1<sup>st</sup> Position in Private Commercial Banks (Traditional Operation) The Industry 2012- Best Rated Bank Award
- Industry Best Rated Bank Award 2012- Awarded as Strongest Bank

- The Bizz 2012- Inspirational Company Award
- International Platinum Star for Quality Award 2012
- 14<sup>th</sup> ICAB National Awards for Best Presented Annual Report 2013- 3<sup>rd</sup> Prize Corporate Governance Disclosure
- 14<sup>th</sup> ICAB National Awards for Best Presented Annual Report 2013- 1<sup>st</sup> Prize in Private Sector Banks (including Co-operative Banks)
- SAFA SAARC Anniversary Awards for Corporate Governance Disclosures 2013- Winner
- SAFA Best Presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosures 2013- 2<sup>nd</sup> Runner up in Private sector Banks (including Co-operative Banks)
- ICMAB Best Corporate Award 2013- 1<sup>st</sup> Position in Private Commercial Banks (Traditional Operation)
- Best Bank of Bangladesh by Global Survey (Best Emerging Market Bank in Asia)-2013
- 15<sup>th</sup> ICAB National Award for Best Presented Annual Reports 2014- Certificate of Merit
- 16<sup>th</sup> ICAB National Award for Best Presented Annual Reports 2015 (Category: Private Sector Banks (including Co-operative Banks))- 1<sup>st</sup> Prize
- 16<sup>th</sup> ICAB National Award for Best Presented Annual Reports-2015 (Category: Corporate Governance Disclosures)- 1<sup>st</sup> Prize
- 16<sup>th</sup> ICAB National Award for Best Presented Annual Reports 2015 (Category: Integrated Reporting)- 3<sup>rd</sup> Prize
- SAFA Best Presented Annual Report Awards and SAARC Anniversary Awards for Corporate Governance Disclosures 2015- Joint Winner in Private Sector Banks (including Co-operative Banks)
- SAFA Best Presented annual Report & SAARC Anniversary Awards for Corporate Governance Disclosures 2015- First Runner UP (Category: SAARC Anniversary Awards for Corporate Governance Disclosures)
- ICSB National Award 2015 for Corporate Governance Excellence 2015- Gold Award (Category: Banking Companies)
- National Centre for Sustainability Reporting- Sustainability Reporting Awards 2016 (Commendation for First Year Report) Serdar Patel Awards
- 17<sup>th</sup> ICAB National Award for Best Presented Annual Reports 2016 (Category: Private Sector Banks (including Co-operative Banks))- 3<sup>rd</sup> Prize

- ICSB National Award 2016 for Corporate Governance Excellence 2016- Gold Award (Category: Banking Companies)

#### **4.10 STATEMENTS REGARDING FORWARD LOOKING APPROACH OF PRIME BANK LIMITED**

- Prime Bank is creating a responsible business that will always meet customers' needs and a culture where our colleagues put customers first. This is the key to their long-term success and to fulfilling their aim to retain their position as the best private commercial Bank for customers, colleagues and shareholders;
- The transformation in the form of centralization recently undertaken will ensure they maintain the core values of the past while equipping them to succeed in the future;
- To keep pace with the rapid change in technology to bring new opportunities to improve their service to customers with faster, more convenient and more extensive propositions tailored to meet their needs;
- They aim to treat all their customers fairly and inclusively, making it easy for the customers to find, understand and access products that are right for the customers, whatever the circumstances;
- They are working to build a 'strong balance sheet' by maintaining capital adequacy, asset quality, strengthening liquidity position, and adopting risk mitigation measure against market risk;
- Develop the bottom line through improved recovery processes. Recovery of NPL will be the Bank's priority area and there is significant room for improvement;
- Cost management has been a strategic priority and they like to remain focused on maintaining their competitive advantage in cost leadership aligned with their centralized business model;
- They are strong supporters of comprehensive regulatory reform. They support many of the steps that have been taken to protect consumers in the financial services sector. If properly implemented, reform should contribute to future stability of the financial system;
- Their approach to reward aims to provide a clear link between remuneration and delivery of the Bank's key strategic objectives, namely, becoming the best bank for customers whilst delivering long-term, superior and sustainable returns to shareholders;

- They believe in offering fair reward where colleagues are rewarded for performance aligned to the long-term sustainable success of the business, our commitment to rebuilding trust and changing the culture of the Bank;
- The increasing role of digital has heightened customer expectations for personalization while transforming the manner in which customers interact with Banks. We believe security and resilience are important factors, with the ability to respond to heightened cyber and fraud risks key to retaining customer trust in a digital environment;
- Maintaining corporate sustainability will always remain to be an issue of critical importance to them. They recognize their responsibility to take actions supporting environmental issues and to use their business resources to enable their clients, customers and employees to reduce their own environmental impacts.

#### **4.11 DEPARTMENTS OF PRIME BANK LIMITED**

If the jobs are not organized according to their interrelationships and if they are not allocated in a specific department then it would be very problematic to handle the whole working system effectively. If the allocation of departments does not fit the specific jobs, then the environment will become undisciplined and as a result the measurement of the job performance of a specific department would not be measured. Prime Bank Limited is efficient in doing their work. The divisions of Prime Bank Limited are the following:

- Human Resource (HR) Division
- International Division
- Public Relations Division
- Marketing Division
- IT Infrastructure & Planning Division
- IT Project Management Division
- IT Service & Support Division
- Islamic Banking Division
- Anti- Money Laundering (AML) Division
- Research and Development Division
- Facility Management Division

## CHAPTER- 5

### PRODUCTS AND SERVICES OF PRIME BANK LIMITED

#### PRODUCTS OF PRIME BANK LIMITED

##### 5.1 CONVENTIONAL BANKING

###### 5.1.1 CURRENT ACCOUNT

Current Account is designed to facilitate business persons. Taka can be freely deposited and withdrawn. At the time of opening, this account is also accompanied by a Special Notice Deposit (SND) account. The account has cheque-book facility, safe deposit locker facility, and foreign remittance, transfer of fund from one branch to another by demand draft, mail transfer, and telegraphic transfer. It also offers transfer of fund on standing instruction arrangement, collection of cheques through clearing house, online banking service and Prime Bank Branded ATM card.

###### 5.1.2. SAVINGS ACCOUNT

It is an account for any Bangladeshi national with an age of 18 years or above. The account consists of Cheque-book facility, safe deposit locker facility, utility payment service, collect foreign remittance, transfer of fund from one branch to another by demand draft, mail transfer and telegraphic transfer, ATM card, etc.

###### 5.1.3. MY FIRST ACCOUNT (SCHOOL BANKING)

My First Account is a Savings Deposit account that can be opened by only endearing Bangladeshi student having an age 6 years to below 18 years. This account will offer the account holders a unique opportunity to save from an early stage of life to ensure better education and other financial needs in future. It has all the features of savings account minimum BDT 100.00 will be required to open this account. No fees and charges are applicable for “My First Account” (except Government fees as applicable by NBR time to time).



#### **5.1.4. SHORT NOTICE DEPOSIT (SND)**

Short Notice Deposit is an interest bearing deposit account, for a short period of time usually 7 days to 30 days. SND includes personalized MICR Cheque, nominal service charge, branch banking facility (cash withdrawal and deposit from any branch). The revised rate of interest varies from 2% to 6%.

#### **5.1.5. FIXED DEPOSITS (3/6/9/12 MONTHS)**

Fixed deposit is a term product where customer is paid interest based on time of the investment. It starts from one (1) month to 1 year and above. The interest rate is fixed 6%.

### **Other Deposit: Prime Premium, Prime Excel, Prime Power**

#### **5.1.6 DEPOSIT SCHEMES**

##### **a. Single- Installment Based**

- **Double Benefit Deposit Scheme**

In this scheme the initial amount becomes double within a period. Currently, the product matures within 10 years at an interest rate of 7.23%. Besides, depositor can take loan against this deposit.

- **Monthly Benefit Deposit Scheme:**

This is a Deposit Scheme where the depositor gets a fixed amount of profit every month without disturbance of the principal. The lower ceiling is BDT 1 Lac.

##### **b. Monthly- Installment Based**

- **House Building Deposit Scheme**

The terminal benefit of this scheme is BDT 10 Lac and monthly installment varies according to tenure. The tenure of the scheme is 5/7/10 years. The interest ranges from 7-8%.

- **Laksmapuron Deposit Scheme**

This is a deposit scheme where the customer gets his or her targeted investment within 3-5 years based on suitable monthly installment size. The minimum desired amount is BDT 50,000 and interest is 7%.

- **Lakhopati Deposit Scheme**

In this scheme the matured amount becomes BDT 1 Lac. The tenure of the Lakhopati Deposit Scheme will be 3/5/10/15 years. Maximum interest rate for the deposit is 8.50%.

- **Nobagoto Account**

This is a monthly based deposit scheme for the infants or new born. The interest varies from 8% to 8.50%. The minimum monthly deposit size is BDT 500 and it multiples up to BDT 25,000.

- **Contributory Savings Scheme**

This is a monthly based deposit scheme. The interest varies from 7% to 8.50%. The minimum monthly deposit size is BDT 500 and it multiples up to BDT 25,000.

- **Prime Millionaire Scheme**

In this scheme the matured amount becomes BDT 10 Lac. The tenure of the Prime Millionaire Scheme will be 5/7/10/12 years. Maximum interest rate for the deposit is 8.50%.

## **5.2 ISLAMIC BANKING- HASANAH**

Prime Bank Limited started its operations in the year 1995 as ‘A bank with a difference’ blending its conventional banking system with that of Islamic Banking operations based on Shari’ah principles. Five of the branches of the bank provide Islamic Banking operations to serve the increasing demand of customers for Islamic products and services. Prime Bank is the pioneer in such a kind of blending (of conventional and Islamic banking) in the country which is followed by many other banks. In the year 2008, the bank has taken initiative to identify all of its Islamic banking activities by adopting a generic name of “Hasanah”- the brand name for Islamic products

and services of the bank, which has been used in the Qur'an and the Hadith several times to denote good deed, welfare, virtue, beauty spot, etc. that expresses Prime Bank's willingness for working towards well-being of humanity through Islamic Banking activities.

### **5.2.1 AL-WADEEAAH CONCEPT**

In Al-Wadeeah, a bank is deemed as a keeper and trustee of funds. A person deposits funds in the bank and the bank guarantees refund of the entire amount of the deposit or any part of the outstanding amount, when the depositor demands it. Islamic banks obtain permission from such depositor to utilize his fund at its own responsibility without sharing profit or loss. The depositor, at the bank's discretion, may be rewarded with a hibah (gift) as a form of appreciation for the use of funds by the bank. The depositors have to pay government tax and other charges, if any.

#### **5.2.1.1 AL-WADEEAAH CURRENT ACCOUNT (AWCA)**

Al-Wadeeah Current Account is designed to facilitate business persons. Taka can be freely deposited and withdrawn. At the time of opening, this account is also accompanied by a Special Notice Deposit (SND) account. The account has cheque-book facility, safe deposit locker facility, and foreign remittance, transfer of fund from one branch to another demand draft, mail transfer and telegraphic transfer. It also offers transfer of fund on standing instruction arrangement, Collection of cheques through clearing House, Online banking service and Prime Bank Branded ATM card.

#### **Documents required**

- Completed account opening form
- Passport size photograph for each account holder
- Proof of identification such as national/voter's ID, passport or driving license.

#### **5.2.1.2 AL-WADEEAAH OTHER ACCOUNT**

Al-Wadeeah Other Accounts are: Al-Wadeeah Non Resident Taka Account (NRTA), Al-Wadeeah Non-Convertible-Taka Account, Al-Wadeeah Convertible-Taka Account and Al-Wadeeah Non Resident Investor's Taka Account- (NITA)

### **5.2.2 MUDARABA SAVINGS ACCOUNT (MSA)**

It is an account for any Bangladeshi national with an age of 18 years and above. The account consists of Cheque-book facility, safe deposit locker facility, utility payment service, foreign remittance facility and transfer of fund from one branch to another by demand draft, Mail transfer and telegraphic transfer, ATM Card etc.

### **5.2.3 MUDARABAH PAYROLL ACCOUNT**

Mudaraba Payroll Account is a Savings Account in nature specially designed for the salaried individuals' where his or her salary account is maintained with Prime Bank Limited (PBL). Mudaraba Payroll Account holder will get a 'Bundle Offer' consisting: No annual Ledger/ account maintenance fee is applicable, zero Balance Maintenance in the account i.e. no minimum balance is required, 50% waiver on annual charges of Internet Banking (ALTITUDE), SMS Banking, 100% waiver on Annual fee of Master Debit Card.

### **5.2.4 MUDARABA SPECIAL NOTICE DEPOSIT (MSND)**

Short Notice Deposit is a profit bearing deposit account, for a short period of time usually 7 days to 30 days. SND includes personalized MICR cheque, Nominal service charge, any branch banking facility (cash withdrawal and deposit from any branch). The revised rate of profit varies from 2% to 6%.

### **5.2.5 OTHER MUDARABA DEPOSIT ACCOUNTS**

Mudaraba My First account, Mudaraba Non Resident Taka Account- (NRTA), Mudaraba Non Residence Investor's Taka Account- (NITA), Mudaraba Convertible Taka Account, Mudaraba Non Resident Taka Account- (MSND)

## 5.2.6 MUDARABA DEPOSIT SCHEMES

### a. Single-Installment Based

- **Mudaraba Double Benefit Deposit Scheme (MDBDS)**

In this scheme the initial amount can become double within the estimated period. Currently, the product matures within an estimated period of 10 years at a provisional profit rate of 7.23%. Besides, loan can be taken against this deposit.

- **Mudaraba Monthly Benefit Deposit Scheme (MMBDS)**

This is a Deposit Scheme where the depositor gets an estimated mature amount every month without disturbance of the principal.. The lower ceiling is BDT 1 Lac.

- **Mudaraba Educational Savings Scheme (MESS)**

The scheme can be opened for 5 years with an initial amount of BDT 50,000 and it is multiple thereof but maximum amount is Tk. 5,00,000/- (Five Lac) at a time.

### b) Monthly-Installment Based

- **Mudaraba House Building Deposit Scheme (MHBDS)**

The terminal benefit of this scheme is BDT 10 Lac to 20 Lac and monthly installment varies according to tenure. The tenure of the scheme is 5/7/10 years. The interest ranges from 7-8%.

- **Mudaraba LakshmaPuron Deposit Scheme (MLPSS):**

This is a deposit scheme where the customer gets his or her targeted investment within 3-5 years based on suitable monthly installment size. The minimum desired amount is BDT 50,000 and provisional profit rate is 7%.

- **Mudaraba Lakhopati Deposit Scheme (MLDS):**

In this scheme the matured amount becomes BDT 1 Lac. The tenure of the Lakhopati Deposit Scheme will be 3/5/10/15 years. Maximum provisional profit rate for the deposit is 8.50%.

- **Mudaraba Contributory Savings Scheme (MCSS):**

This is a monthly based deposit scheme. The profit rate varies from 7% to 8.50%. The minimum monthly deposit size is BDT 500 and it multiples up to BDT 25,000.

- **Mudaraba Hajj Savings Scheme (MHSS):**

This is a deposit scheme for pious Muslims who intend to go for Hajj. Different tenures and installment are there to realize the estimated matured amount.

- **Mudaraba Cash Waqf Deposit Scheme:**

This is a perpetual deposit scheme where provisional profit is 8%. The installment size is BDT 10,000 and it's multiple. Profit under is scheme shall be payable to the respective sector/institution/project/person determined by the Waqf on annual basis.

### **5.3 PREMIUM BANKING “MONARCH”**

Monarch is designed to manage the wealth and enrich the life of our premium clients with exceptional privileges. At Prime Bank, it is a symphony of banking benefits, unique investment products, personalized service and exclusive lifestyle benefits that bring complete harmony to all financial needs of their valued customers. As premium customers, Monarch clients get exclusive services with discount not only at Prime Bank but also at their partner organizations in home and abroad.

## **SERVICES OF PRIME BANK LIMITED**

### **5.4 NRB BANKING SERVICES**

#### **5.4.1 FOREIGN REMITTANCE**

The foreign remittance service is provided to the customers to receive foreign currency services. The services under this are Web-based Instant Cash Remittance, IT Remittance, Wire Transfer

Remittance (SWIFT) and DD Remittance.

#### **5.4.2 INVESTMENT BOND FOR NON- RESIDENT BANKING (NRB)**

The services/products under Investment Bond for NRBs are Wage Earner's Development Bond, US Dollar Investment Bond and US Dollar Premium Bond.

#### **5.4.3 ACCOUNT FACILITIES FOR NON- RESIDENT BANKING (NRB)s**

The facilities for NRBs are Foreign Currency (FC) Account, Non-Resident Foreign Currency Deposit (NFCD) Account, and Non-Resident Taka Account (NRTA), Non-Resident investors Taka Account (NITA), Prime NFCD Account and Resident Foreign Currency Deposit (RFCD) Account.

### **5.5 TREASURY SERVICES**

#### **5.5.1 FOREX & FUND MANAGEMENT/MONEY MARKET SERVICES**

This includes SPOT, Forward & SWAPS, Import/Export Financing, Call Money, Term Lending & Borrowing and Investment in Corporate Debenture and Bonds.

#### **5.5.2 PRIMARY DEALER SERVICES**

This includes Treasury bill, treasury Bonds, Repurchase Agreement (REPO)s and Reverse REPOs.

### **5.6 ATM/ PROPRIETARY/PREPAID CARDS**

#### **5.6.1 DEBIT CARDS**

To give the customer the benefit of withdrawing money from anywhere and anytime, Prime Bank offers the following card services under Debit Card are: Prime Bank Master Debit Card, JCB Debit Card and Proprietary Debit Card

#### **5.6.2 CREDIT CARDS**

To offer wide range of customer purchase from different merchants, Prime Bank provides blend of

credit cards fulfill the customers' needs. The types of credit card are: MasterCard Gold Credit Card, VISA Gold Credit Card, MasterCard Silver Credit Card, VISA Classic Credit Card, International Credit Card, Platinum Credit Card, Hasanah Credit Card and Japan Credit Bureau (JCB) Credit Card.

## **5.7 FUND TRANSFER**

Prime bank provides fund transfer through Inter-Branch Money Transfer, SWIFT, Issuing and encashment of foreign drafts, Bangladesh Electronic Fund Transfer (BEFTN) and Bangladesh Automated Cheque Processing System (BACPS), Real Time Gross Settlement (RTGS).

## **5.8 OFF-SHORE BANKING SERVICES**

Off shore banking services includes funded and Non- funded facilities (EXP certifying, LC opening, advising, Export Negotiation, export Bill Discounting, LTR Creation, Short Term Loan, OD for Working Capital, Guarantee etc.

## **5.9 OTHER SERVICES**

### **5.9.1 ALTITUDE INTERNET BANKING**

Altitude is becoming popular among the Customers of PBL for its unique inter-intra bank financial services. Moreover, using ALTITUDE, customers can view the account details; pay utility bill, credit card bill of PBL and other Banks from anywhere, anytime.

### **5.9.2 SMS BANKING**

SMS Banking comprises SMS PUSH-PULL, Bulk SMS and Alert SMS Service. By PUSH-PULL services registered customer may receive their account balance, mini statement, and currency exchange rate information at anytime from anywhere using their mobile handset.



### 5.9.3 PHONE BANKING

PBL Phone Banking Service provides various services to the customers such as balance enquiry, activation/block debit card, and available limit enquiry/total outstanding/minimum payable amount/last date of payment of Credit Card through IVR (Interactive Voice Response) system.

### 5.9.4 LOCKER SERVICES

Prime Bank offers locker services of 3 sizes (Small, Medium and Large) to secure the customers' most precious possessions. The service charge varies according to different sizes of the locker.

## 5.10 LOANS AND ADVANCES

### 5.10.1 CORPORATE BANKING

- **General credit**

Prime Bank provides the credit facilities to finance current assets and loans to finance fixed assets in the form of Working Capital Finance, Capital Machinery Finance, and Real Estate Finance, Work order Financing/Construction Business, Import and Trade Finance etc.

- **Export Finance**

To provide complete banking solutions to their export-oriented customers, they have a separate Export Finance Unit as well as AD branches and OBUs.

- **Project Loan**

Prime Bank offers project loan to export-oriented customers for setting up new projects as well as for expansion and Balancing, Modernization, Rehabilitation and Expansion (BMRE) of existing projects.

- **Working Capital (WC)**

The mode of WC may be as mentioned here depending on the nature and requirement of the business: Back-to Back L/C and EDF Facility, PC/Overdraft, L/C & LTR, SOD (CI) etc.

### 5.10.2 STRUCTURED FINANCE

Our Structured Finance Unit deals with project financing and covers virtually every sector of the economy with a focus on infrastructure projects, project finance, acquisition finance, securitization, and advisory services.

### 5.10.3 LEASE FINANCE

Prime Bank provides one of the most convenient long term sources of loans in the industry for acquiring capital machinery, various equipments and vehicles under lease financing. It is very popular scheme whereby a customer is given the opportunity to have an exclusive right to use an asset, usually for an agreed period of time, against payment of installments.

### 5.10.4 RETAIL BANKING

1) **Swapna Neer Home Loan**

This loan fulfills customer's dream of building or purchasing home/apartment. Maximum 70% of the cost price is financed for maximum of 25 years. Service-holders, Businessmen, Landowners can avail this home loan at competitive interest rates. Home Loan varies from the amount of Tk. 5 Lac to Tk. 1.2 crore for maximum 25 years.

2) **Swapna Shaj Home Loan**

Swapna Shaj Home Loan varies from the amount of Tk. 5 Lac to Tk. 1 crore for maximum 15 years including grace period.

3) **Abash home loan**

Customer can make use of their vacant land which is just outside the Metropolitan Zone to build semi-pacca houses through Abash Home Loan. Loan amount can be of Tk. 5 Lac to Tk. 30 Lac for maximum 10 years in addition to 6-month grace period.

4) **Car Loan**

Car Loan allows maximum of 50% of the vehicle price but loan ceiling up to Tk. 40 Lac for maximum 6 years at competitive rate processed within shortest time.

**5) Any Purpose (Personal) Loan**

Customer can take loan amount of Tk. 50,000/= to Tk. 1,000,000 for maximum of 5 years. Early/full/partial settlement is allowed.

**6) CNG Conversion Loan**

With the 'CNG Conversion Loan' customer can make carbon-fueled personal vehicle energy-efficient by converting it into CNG. Customer can take loan amount of Tk. 50,000/- to Tk.1 Lac for maximum 2 years. Two personal guarantees are required for this loan facility.

**7) Doctor's loan**

Doctor's loan is designed to support MBBS professionals for purchasing medical equipments as well as opening own chambers/expanding premises. Maximum tenure is 5 years while loan amount to be maximum 30% of the item costs or up to Tk. 10 Lac.

**8) Marriage Loan**

'Marriage Loan' varies from Tk. 50,000.00 to Tk. 3 Lac for maximum of 5 years . Eligible male or female singly or jointly can take this loan to meet their financial needs for marriage purpose.

**9) Travel Loan**

Provide 'Travel Loan' to the potential customers at easy terms and competitive rates. As loan, Tk. 50,000.00 to Tk. 2 Lac is allowable for maximum 5 years. Customer can enjoy flexible repayment schedule.

**10) Household Durables Loan**

Household Durables Loan will enable customer to buy desired home appliances/ household durable at competitive rates with attractive features. Loans starting from Tk.50,000 to Tk. 10 Lac for maximum 5 years.

**11) Education Loan**

For an educated nation, we are providing 'Education Loan' at competitive rates for the potential students. To meet up educational expenses, eligible borrowers can take loan up to Tk. 10 Lac for maximum of 5 years at easy terms.

**12) Hospitalization loans**

Prime Bank provides Tk. 50,000.00 to Tk. 5 Lac for maximum 2 years for treatment purpose at convenient terms.

**13) Loan Against Salary**

Prime Bank provides loan facilities of maximum of 14 times against salary at easy terms and competitive rates, minimal documentation with shortest processing time.

**14) Carnival Loan**

Prime Bank provides this type of 'Carnival Loan' to meet up personal financial expenses for celebrating festivals, a loan up to Tk. 10 Lac for maximum 5 years at easy terms.

**15) Retail SOD (FO)**

This loan facility will enable the customer to serve their emergency requirement without the encashment of FDR/DPS maintained with the Bank or other Banks/NBFIs. Customer can borrow maximum 90% of principal value of Prime Bank's FDR and Deposit Schemes for 1 year renewable.

**16) Retail secured EMI**

Against FDR/DPS we have with them or any other Financial Institutions, customer can avail 'Retail Secured EMI' at easy terms and convenient rates. Maximum loan amount is 90% of the principal value of the instrument and maximum tenure is 5 years.

### 5.10.5 ISLAMIC BANKING HASANAH INVESTMENTS

- **Home Investment (Manjeel)**

Investment is given for up to Tk. 1.20 crore for maximum 25 years. Profit rates on a monthly/quarterly reducing balance is applicable with 3-18 months grace period. This product is based upon the Shariah concept 'Hire Purchase' under Shirkatul melk.

- **Auto Investment (Burak)**

Customer can buy a brand new/ reconditioned personal vehicle with our Shariah Compliance auto finance 'Burak'. Investment amount is up to Tk. 20 Lac for maximum 6 years. Partial or early settlement facilities are allowed.

- **Household Durables Investment (Asbab)**

Their 'Asbab' investment will enable us to buy our desired household products with competitive rates, convenient features and simple procedures. Investment amount is up to Tk. 10 Lac for maximum 5 years. Income of spouse, parents and siblings if any are considered.

- **Medical Investment (Shifa)**

Our 'Shifa' investment is designed to support medical graduates or physicians for establishment of chambers, clinics as well as procuring modern medical equipments. This easy and flexible financial instrument is based upon the Ijara concept. Investment amount is up to Tk. 10 Lac for maximum 5 years.

- **Quard-e-Hasana**

In Islamic Banking Branches of Prime Bank, this investment is offered against pledge of Term Deposit. Generally 80% of the Term deposit is allowed to the holder for Halal activities without any profit. It is also called Quard against Term Deposit Receipt. A Quard is sanctioned for maximum of 6 months.

### 5.10.6 SME BANKING

- **Anchol (Women Entrepreneur’s Loan)**

Prime Bank’s ‘Anchol’ is the credit facility for the women entrepreneurs to expand and operate their businesses at desired level. Loan size is Tk. 1 Lac to Tk. 50 Lac while unsecured loan is up to Tk. 25 Lac. Tenure is Maximum 12 months for continuous loan and maximum 60 months for term loan; interest rate is only 10% p.a.

- **Chalti Rin (Working Capital Loan)**

Their ‘Chalti Rin’ offer us loan facility to increase the working capital base by financing day-to-day business of our SME business. Loan size is Tk. 2 Lac to Tk. 50 Lac for Small Enterprise (SE) customers and Tk. 2 Lac to Tk 300 Lac for Medium Enterprise (ME) customers. Tenure is Maximum 12 months for continuous loan and maximum 60 months for term loan.

- **Sampad Rin (Capital Loan)**

Their ‘Sampad Rin’ offer us the loan facility to augment capital base for our business expansion, purchase/ expansion of business space and purchase of capital machineries, light or heavy vehicles for business use etc. loan size is Tk. 2 Lac to Tk. 50 Lac for Small Enterprise (SE) customers and Tk. 2 Lac to Tk 300 Lac for Medium Enterprise (ME) customers. Tenure is maximum 60 months and grace period may be allowed for maximum 6 months.

- **Sahaj Rin (Collateral Free Loan)**

Sahaj Rin provides us an easy to access loan facility to successfully grow our small & medium enterprise business; any justifiable business purpose for small & medium enterprise customers. Investment amount is Tk 2 Lac to Tk 6 Lac and Tenure is maximum 36 months.

- **Moushami Rin (Seasonal Loan)**

Moushami Rin offers us the loan facility to grab the additional opportunities in various festivals and seasonal events (i.e. Eids, Pujas, Christmas, Bengali and English New Year etc.) by organizing special business arrangements to increase sales and profit for our SME

business. To meet short term financing need of any existing small and medium enterprise customers. Investment amount is maximum Tk. 50 Lac for SE customers and maximum Tk 300 Lac for medium enterprise customers. Tenure is maximum 6 months.

- **Digun Rin (Double Loan)**

Prime Bank's Digun Rin helps us to avoid the encashment of our long held saving and provide us the required capital for our business operation. Under this SME product, if we offer the encashment of any security i.e. FDR, we will be entitled to receive double amount of the value of security provided for any justifiable business purpose for small and medium enterprise customers. Investment amount is Tk 2 Lac to Tk 50 Lac for both small enterprise and medium enterprise customers. Tenure is maximum 60 months.

- **Prodip loan**

With the objective to extend financial support to SME under refinance or pre-finance scheme of Bangladesh Bank, this loan product is being offered to market. In case of new enterprise/ project finance, the owner of the project will have to gain sufficient knowledge about the project or experienced employee/ consultant will have to recruit. Loan size is minimum Tk. 5 Lac to maximum Tk. 5 crore at attractive interest rates. Tenure is 1 year to maximum 8 years including grace period.

- **Prime Shomhabona**

This loan product will allow customer towards propensity to save out of their net cash flow. Now, the bank will finance in creditworthy business which are partially secured by financial obligation (FDR/ Deposit Schemes) placed in Prime Bank under the name of business/ proprietor/ partners/ directors name/ third-party

### 5.10.7 AGRICULTURE BANKING

- **Abad (Crop Loan)**

To support farmers, croppers and landless farmers for bearing the cost of tilling of land, fertilizers pesticides, irrigation, seed, etc. for producing different crops and vegetables,

Prime Bank offers 'Abad' loan. Loan size is up to Tk. 300 Lac and its tenure is maximum 6 months (Maximum 12 months for financing on banana & mango cultivation).

- **Khamar (Farm/ Non-Crop Loan)**

Any justifiable capital expenses and/ or working capital and Project finance in the areas of Fisheries, Hatchery, Poultry, Dairy, Bio-gas plant, Feed-mills, solar panel for farm can be availed from Prime Bank under Khamar Loan. Loan size is up to Tk. 1 crore. Tenure is maximum 1 year for Cash Credit (CC) and maximum 3 years for Term Loan.

- **Nabanno (for any Agri-purpose Loan)**

Under Nabanno, Prime Bank offers loan facility for any justifiable capital expenses and/ or working capital and Project Finance in the areas of farm machinery, nursery, weavers, flower cultivation, mushroom cultivation, bio-gas plant, rural transport and many more. Loan size is up to Tk. 1 crore. Tenure is maximum 1 year for Cash Credit (CC) and maximum 5 years for Term.



## CHAPTER-6

### GENERAL BANKING SYSTEM OF PRIME BANK LIMITED

#### 6.1 GENERAL BANKING ACTIVITIES

The general banking activities are the overall banking of all sorts of day-to-day of any bank through which transactions are performed. As it plays an important role in banking, the general banking department that consists mainly of the following points that are given below-

- Customer Service Section
- Cash Section
- Clearing Section
- Remittance Section

#### 6.2 CUSTOMER SERVICE SECTION

The activities of Asadgate branch are divided into two departments. Customer service department are organized with six cash and service officer. The main job of Customer service department is Account opening, Account Closing, Customer information, FDR/DPS open, FDR/DPS Encashment, FDR/DPS Closing, Issuing Payment order, Transferring Payment Order, Cancellation of Payment order.

##### 6.2.1 SCOPE OF CUSTOMER SERVICE SECTION

The main jobs of Customer Service department are the banking operational activities, such as: Open Current / Savings Account open for individual Customer, Open Current Account for Sole Proprietorship Firm, Partnership Firm, Club/ Society /School / College, Limited Companies, Trust, FIXED DEPOSIT (FDR)/Deposit Pension Scheme (DPS) Opening, Encashment of Fixed Deposit Receipt (FDR)/Deposit Pension Scheme (DPS), Close Savings Account of Individual Customer, Close Current Sole Proprietorship, Partnership, Club/ Society/ School/ College, Limited

Company/Trust Account, Debit Card – Issuance, Damaged and Replacement, New PIN Issue, Receives & Delivery, PIN re-issues, PIN Delivery, Cheque Book Requisition, Stop Cheques Request, Dormant Accounts, Open Internet & SMS Banking, Issuance of Bank Certificates, Issuance of Bank Statements, Duplication statement request, Payment Order (PO) Cancellation/lost Payment Order (PO), Pay Order Bulk and Counter stock register and daily reconciliation, Fund Transfer and Issuance of Payment Order (PO).

### **6.2.2 MANPOWER OF CUSTOMER SERVICE SECTION**

Man power of Customer Service department of Asadgate branch is 6. Customer service officer are known as Officer and Junior Officer. Every officer is very cooperative with each another. The overall activities of customer service officer are given below

- **Personal (Savings) Accounts**

Customer comes to customer service officer for opening an account. The customer service officer gives an account opening form to the customer and requests the customer to complete the account opening form and submit that form after completing all the necessary information along necessary documentation. Customer completes the formalities and customer service officer verifies the submitted documents. Then after the completion of all the formalities the customer is required to deposit minimum Tk. 1000/- to open the account.

**Papers required for providing to the customer for opening Personal (Savings) Account are the following:**

- Personal Account opening form (Appendix Figure:
- White signature card
- Requisition Slip

**Documents required for opening Savings Account for Resident Customer:**

- Two copies of recent passport-size photograph of the account holder/ person who will operate the account duly attested by the introducer.
- Two copies of recent passport-size photograph of the each account holders/ persons, in case of Joint Account who will operate the account duly attested by the introducer.

- Introduction by an Account Holder of Prime Bank Limited
- Photocopy of valid National ID/ Passport/ Birth Registration Certificate. In case of Birth registration Certificate another photo ID acceptable to the Bank to be provided for Account Holder/ Legal Guardian and all Nominees.
- Paper related to source of income of account holder/ Legal guardian such as employer's certificate/ pay slip/ Job ID Card/ Salary Certificate/ valid trade license (for business man)/ Spouse income (where applicable) etc.
- One copy of recent passport-size photograph of nominee (Attested by account holder)
- Letter of introduction in Company Letterhead Pad from Employer (for Payroll Account)
- E-TIN certificate (if applicable)
- My First Account/ Minor Account (additional requirement) copy of Birth Registration Certificate & School ID/ receipt of tuition fees and two copies of recent passport-size photograph to be attested by the guardian.
- Foreign citizen in Bangladesh (additional requirement) photocopy of passport with valid visa and work permit.
- Photocopy of Utility Bill of recent month of present business addresses (Electricity/ WASA/ Gas/ Telephone).

**Documents required for opening Savings Account for Non-Resident Taka Account (NRTA):**

- Account opening form: to be filled in and signed by each applicant.
- Copy of passport along with valid visa/ work permit (in case of foreign passport customer needs to provide the copy of "No visa required for Bangladesh" page)
- Proof of employment/ income (employment certificate/ pay-slip/ employment contract mentioning monthly salary or last tax return paper)
- Introduction by an Account Holder of Prime Bank Limited
- Recent Passport-size photograph for each account holder attested by the introducer.
- Nominee details & one copy of nominee photograph (photo to be attested by the applicant)
- Form QA22 for Foreign Resident.

**Documents required for opening Savings Account for Non-Resident Investors Taka (NITA) Account:**

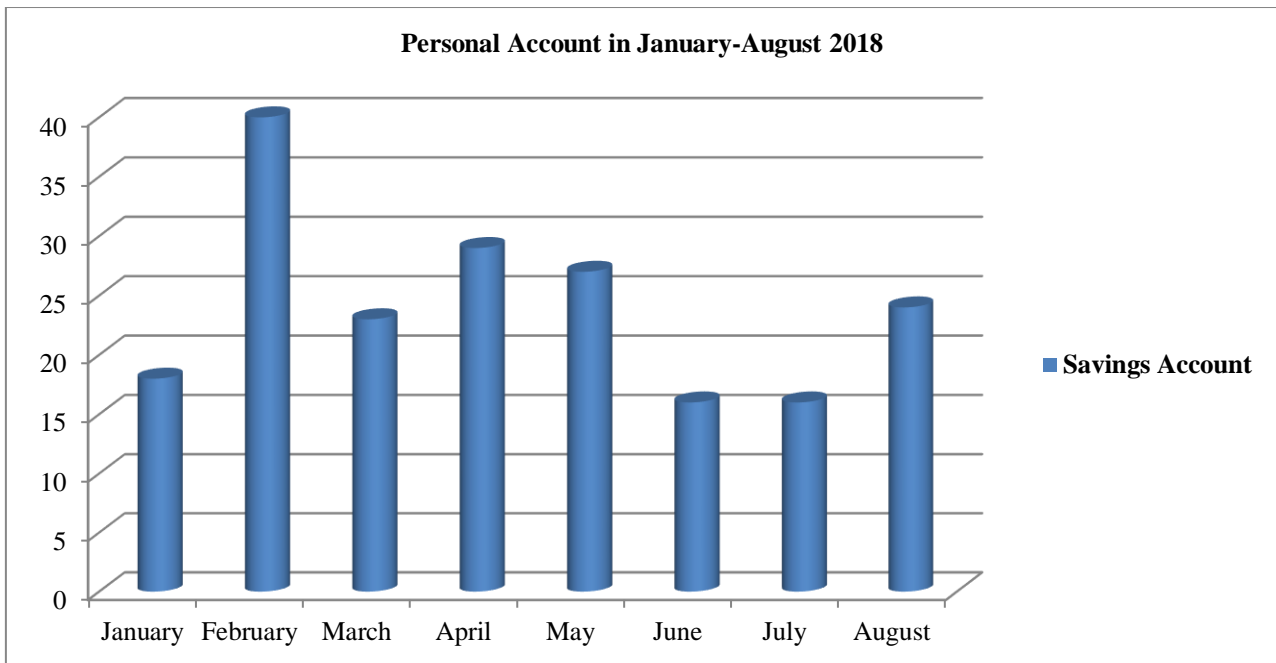
- Copy of passport along with valid visa/ work permit (in case of foreign passport customer needs to provide the copy of "No visa required for Bangladesh" page)

- Proof of employment/ income (employment certificate/ pay-slip/ employment contract mentioning monthly salary or last tax return paper)
- Introduction by an Account Holder of Prime Bank Limited
- Six copies of recent passport-size photograph of the applicant attested by the introducer.
- Five copies of recent passport-size photograph of the nominee(s) which must be attested by the applicant
- Duly completed account opening forms, BO account nominee form, Trade account opening forms, Power of Attorney & Tripartite Agreement.

Customer service officer forwards the completed Account opening form with the documents to the General Banking (GB) in-charge/ Head of Branch (HOB) / his designate for review and approval. At the end of the day customer service officer prepares all welcome Pack list (annexure) and service officer, General Banking (GB) in-charge and Head of Branch (HOB) and sends the original account opening documents with customer acknowledgement letter to Deposit origination for further processing. Branch receives the welcome Pack Receipt copy from DO and Branch preserves the copy own custody through scanning (DOCU-Desk). After the account has been opened the cheque book has been given to the customer after they received the thanks letter delivered in their present address by the bank.

**Table: 7 Personal Account in January- August (1<sup>st</sup> quarter and 2<sup>nd</sup> quarter) 2018 (Asadgate Branch)**

<b>Months</b>	<b>Savings Account</b>
January	18
February	40
March	23
April	29
May	27
June	16
July	16
August	24
Total	193



**Figure: 4 Personal Account in January-August (1<sup>st</sup> quarter and 2<sup>nd</sup> quarter) 2018 of Asadgate Branch**

- **Non- Personal (Current) Account**

Customer comes to customer service officer for opening an account. The customer service officer gives an account opening form to the customer and requests the customer to complete the account opening form and submit that form after completing all the necessary information along necessary documentation. Customer completes the formalities and customer service officer verifies the submitted documents. After the completion of all the formalities customers are required to deposit minimum Tk. 5000/- as an initial deposit to open the account.

**Papers required providing to the customer for opening Non-Personal (Current) Account are the following:**

- Non- Personal Account opening form (Appendix Figure:
- Yellow signature card
- Requisition Slip

**Documents required for opening Current Account for Sole Proprietorship Firm:**

- Two copies of recent passport-size photograph of the account holder(s)/ person(s) who will operate the account duly attested by the introducer.
- Introduction by an Account Holder of Prime Bank Limited
- Certified copy of valid Trade License
- Photocopy of valid National ID/ Passport/ Birth Registration Certificate. In case of Birth registration Certificate another photo ID acceptable to the Bank to be provided for Account Holder/ Signatories and all Nominees.
- One copy of recent passport-size photograph of nominee (Attested by account holder)
- E-TIN certificate (if applicable)
- VAT Registration Number (if any)
- Rental agreement (if any)
- Photocopy of Utility Bill of recent month of present business addresses (Electricity/ WASA/ Gas/ Telephone).

**Documents required for opening Current Account for Partnership Firm:**

- Two copies of recent passport-size photograph of the account holder(s)/ person(s) who will operate the account duly attested by the introducer.
- Introduction by an Account Holder of Prime Bank Limited
- Certified copy of valid Trade License
- Resolution to open Account
- Notarized copy of partnership deed duly signed by all partners (Non Judiciary Stamp Tk. 1000/- for capital less than 50,000/-, stamp Tk. 2000/- for capital Tk. 50,000/- and above)
- Partnership agreement duly signed by all partners
- Trade seal
- Photocopy of valid National ID/ Passport/ Birth Registration Certificate. In case of Birth registration Certificate another photo ID acceptable to the Bank to be provided for all partner(s), account operator(s)/ Signatory(s) and all Nominees
- E-TIN certificate (if applicable)
- VAT Registration Number (if any)
- Photocopy of Utility Bill of recent month of present business addresses (Electricity/ WASA/ Gas/ Telephone).

**Documents required for opening Current Account for Club/ Society/ School/ College:**

- Two copies of recent passport-size photograph of the account holder(s)/ person(s) who will operate the account duly attested by the introducer.
- Introduction by an Account Holder of Prime Bank Limited
- Registration Certificate (from respective Ministry/ Directorate)
- Certified copy of Memorandum of Association & Article of Association duly attested by the chairman/ secretary
- Resolution for opening and operation of the account duly attested by the chairman/ secretary
- Up to date list of office Bearers/ Governing Body/ Managing Committee duly certified by the chairman/ secretary
- Seal (designation wise)
- Photocopy of valid National ID/ Passport/ Birth Registration Certificate. In case of Birth registration Certificate another photo ID acceptable to the Bank to be provided for Account Operator/ Signatories and all Nominees
- Rental agreement (if any)
- Certificate of Registration from NGO Bureau (in case of NGOs funded by overseas donor agencies.
- Copy of POA to represent the NGO and open any Bank account in Bangladesh (NGO registered abroad)

**Documents required for opening Current Account for Club/ Society/ School/ College:**

- Two copies of recent passport-size photograph of the account holder(s)/ person(s) who will operate the account duly attested by the introducer.
- Introduction by an Account Holder of Prime Bank Limited
- Certified copy of Memorandum of Association & Article of Association duly signed or authenticated at each page by the Managing Director/ Chairman
- Certified copy of incorporation
- Resolution of the Board of Directors for opening and operation of the account duly by the Managing Director/ Chairman
- List of Directors with name, father's name, mother's name, spouse's name date of birth and signature (up-to-date) in Letterhead pad of the company duly certified by the Chairman or the Managing Director

- Seal (designation wise)
- Valid Trade License
- Photocopy of valid National ID/ Passport/ Birth Registration Certificate. In case of Birth registration Certificate another photo ID acceptable to the Bank to be provided for Account Operator/ Signatories, all directors and all Nominees
- Rental agreement
- E-TIN certificate
- VAT Registration Number (if any)
- Photocopy of Utility Bill of current month of present business addresses (Electricity/ WASA/ Gas/ Telephone).
- Certified copy of Certificate of Commencement of Business duly authenticated by the Chairman or Managing Director (in case of public limited company)
- Form XII (in case of transfer of Directorship)

**Documents required for opening Current Account for Trust:**

- Two copies of recent passport-size photograph of the account holder(s)/ person(s) who will operate the account duly attested by the introducer.
- Introduction by an Account Holder of Prime Bank Limited
- Up to date list of members of the Trustee Board
- Certified copy of Deed of Trust
- Certified copy of the Resolution of the Trustee Board for opening and operation of the account.
- Seal (Designation wise)
- Rental agreement (if any)

Customer service officer forwards the completed account opening form with the documents to the General Banking (GB) in-charge/ Head of Branch (HOB) / his designate for review and approval. At the end of the day customer service officer prepares all welcome Pack list (annexure) and service officer, General Banking (GB) in-charge and Head of Branch (HOB) and sends the original account opening documents with customer acknowledgement letter to Deposit origination for further processing. Branch receives the welcome Pack Receipt copy from DO and Branch preserves the copy own custody through scanning (DOCU-Desk). After the account has been opened the cheque book is delivered to the customer after the thanks letter has been delivered to the present



address by the bank.

- **Procedure for Closing Current or Savings account**

Customer comes to customer service officer and approaches for closing his or her current or savings account. Customer service officer requests the customer to complete an 'Account Closing Form'. At times, such requests may be received through letters. In such cases CSO verifies the signature. Then customer service officer checks the following before closing the account:

- If the account is in joint names, customer service officer will ensure that the account closing form is also signed jointly irrespective of mode of operation.
- Customer service officer requests the customer to surrender the unused cheque leaves, debit card and credit card (if any). The received cheque leaves (except one leaf if customer wants the balance to be paid in cash) are destroyed by the customer service officer.
- The customer is charged Tk. 230 as the account closing charge for amount up to Tk. 1 Lac and from Tk. 1 Lac and above Tk. 230 + Tk. 150 is required.
- If there is any account balance left in the account then that will be given to the applicant through payment order.

Customer service officer obtains General Banking (GB) In-Charge/Head of Branch (HOB)'s approval on the instruction/letter to close the Account.

- **Cheque Book Issue and Delivery**

After opening a personal (savings) or non-personal (current) account, if a customer needs to issue new cheque book, usually 10 leaves for personal account and 50 leaves for non-personal account, which is 1 cheque book.

The process of issuing new cheque book for personal account is to submit the requisition slip by tearing the requisition slip that was in the previous cheque with signature, address, mobile number and date, mentioning the number of leaves if the customer wants to issue more than 1 book. And for non- personal account the requisition will have to be submitted along with signatures and seal of the signatories, mobile number and date, mentioning the number of leaves if the customer wants to issue more than 1 cheque book.

The process of delivering the cheque book is to first record the delivered check books in the cheque book register, verify the signature of the customer with the register where the customer signed to receive the cheque book and then the customer service officer signs after the delivery of the cheque book.

The issue and delivery of the cheque book is not possible without the mother branch from the account has been opened.

- **Dormant/ Inactive Account (Appendix Figure:8)**

The account is considered to be dormant or inactive if there is no transaction in the account for more 6 months to 1 year or more. In this case, the customer will be given a Know Your Client (KYC) form to fill up along with a **Reactive Form**, where they need to write date, branch name, account number, name, signature, address and mobile number. Then after 1 Or 2 days their account will be activated and they need to withdraw any amount of money to activate their account. While their account will be inactive they can deposit money but they cannot withdraw any money from their account. The dormant/inactive account cannot be reactivated without the mother branch from where the account has been opened.

- **Issuance of Master/ATM Debit Card (Appendix Figure: 9)**

If the customer wants to apply for the Master/ATM Debit Card of Prime Bank Limited, then an ‘Application for Master/ATM Debit Card’ form is given to the customer by the customer service officer to fill up the necessary information like branch name, account name, account number, father’s name, mother’s name date of birth, national ID number, present address, permanent address and signature where mentioned. After filling up the necessary information with 1 recent passport size photograph, the customer will submit to the customer service officer, and then customer service officer sends it to the head office for processing of the card. The customer are advised to come after receiving message on the phone or directly come after minimum 15 days for receiving the card. For issuing Master/ATM Debit Card Tk. 575 yearly charge is required.

- **Procedure For Card Reissue, Pin Issue, Cancel Card And Temporary Block (Appendix Figure:10)**

If due to any mishaps the customers misplace their card or pin and wants to cancel or block the card temporarily then the customer service officer will give the customer a ‘Service Request Form’ for the card reissue or pin reissue or card cancellation or temporary block to fill up the necessary information like embossing name, card number, account number, branch name, contact number and signature and submit it to the customer service officer. The customer service officer sends it to the head office for further processing. But in case of the replacement of the existing card, the customer service officer fills up the service request form and handover to the customer after keeping record of the ATM card delivery in the ATM Card Register. The customer then signs the service request form and the register before taking the ATM card and pin and after the verification of the signature the customer can take the ATM card and pin with them.

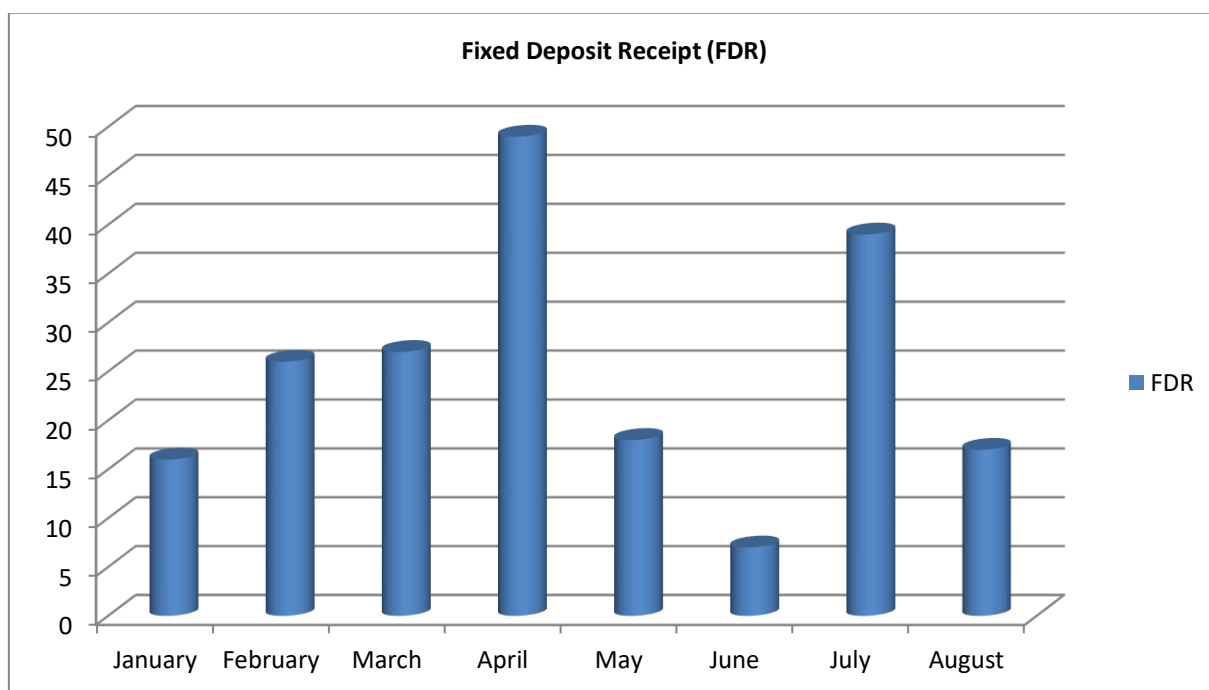
- **Fixed Deposit Receipt (FDR) and Deposit Pension Scheme (DPS)**

When the customer comes to the customer service officer for opening FDR or DPS or both the customers is first asked whether they have account in Prime Bank Limited because without having an account in Prime Bank Limited the customers cannot open FDR or DPS or both in the Prime Bank. If the customers have an account then they are given the FDR form to fill up the necessary information like the personal information of the applicant and the nominee along with signatures of the applicant in the mentioned space. The rate of FDR is fixed 6% for any period of time and if the time period ends the FDR is auto renewed. And for DPS the rate according to different time periods and schemes a “Rate Sheet” is provided. Then the customers submit the form with 1 recent passport size photograph of the applicant and the nominee and the photocopy of the National ID or passport of the applicant and the nominee.

After the completion of all the formalities on the part of the customers, the customer service officer fills up the necessary official information along with the officer’s and Head of Branch (HOB)’s signatures and seal. Then after scanning (DOC-e-desk) the form, the form has been sent to the Head office for further processing of the FDR and DPS. The FDR and DPS amount is debited from the account of the account holder. An FDR instrument is been handed over to the customer after keeping records in the FDR Register with the customer’s signature in both the register and at the back of the counter-part which is kept by the Bank.

**Table: 8 Fixed Deposit Receipt (FDR) in January-August (1<sup>st</sup> quarter and 2<sup>nd</sup> quarter) 2018  
(Asadgate Branch)**

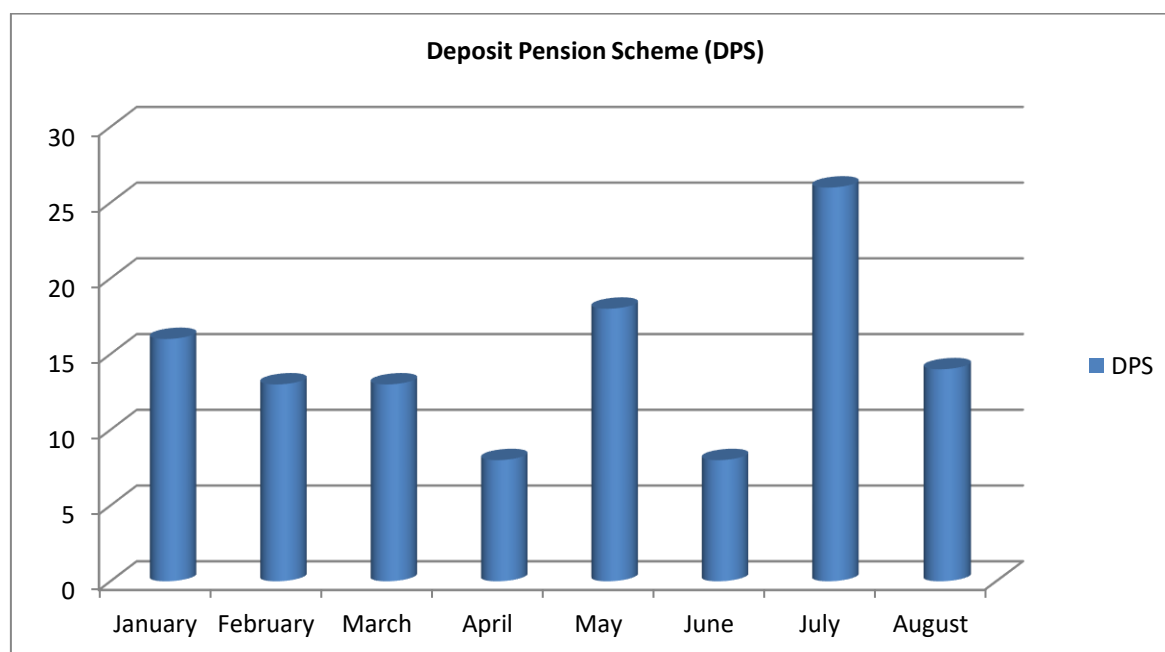
Months	Fixed Deposit Receipt (FDR)
January	16
February	26
March	27
April	49
May	18
June	7
July	39
August	17
<b>Total</b>	<b>199</b>



**Figure: 5 Fixed Deposit Receipt in January-August (1<sup>st</sup> quarter and 2<sup>nd</sup> quarter) 2018  
(Asadgate Branch)**

**Table: 9 Deposit Pension Scheme (DPS) in January- August (1<sup>st</sup> quarter and 2<sup>nd</sup> quarter) 2018 (Asadgate Branch)**

Months	DPS
January	16
February	13
March	13
April	8
May	18
June	8
July	26
August	14
<b>Total</b>	<b>116</b>



**Figure: 6 DPS in January- August (1<sup>st</sup> quarter and 2<sup>nd</sup> quarter) 2018 (Asadgate Branch)**

- **Fixed Deposit Receipt (FDR) Interest Withdrawal**

The facility for withdrawing the interest of FDR is also available. When the customer comes with the purpose of withdrawing the interest of their FDR to the customer service officer, they are given a ‘**Withdraw The Interest of my FDR**’ form, where they need to fill up the date, account name, FDR account number, Principal Amount, Interest Amount of their FDR(s), savings account

number, signature, name and phone number of the account holder.

- **Encashment of Fixed Deposit Receipt (FDR) and Deposit Pension Scheme (DPS) (Appendix Figure: 11)**

When the customer comes to the customer service officer for the encashment of the FDR and DPS, the customer is given the “**Encashment/Closing of FDR and DPS form**”, where the customer fills up the date, branch name, account title (name), FDR/DPS account number, savings account number and signature. In case of FDR, the encashment is always done when it is matured. And in case of DPS, the encashment can be done both premature and matured according to the requirement of the customer. If the encashment of the DPS is done before maturity, then 2 signatures are in 2 places and if done after maturity then 1 signature is required in one place. It takes 1 day because the FDR/DPS form need to be sorted out to verify the signature and for any enquiry regarding the FDR/DPS encashment the Mobile number is been taken from the customer. After the encashment, the money is debited to the savings account of the account holder.

- **Issuance of the Bank Statement (Appendix Figure: 12)**

When the customer comes to the customer service officer for the Bank Statement, the customers are given a ‘**Bank Statement Form**’ where the customer need to fill up the date, account number, account title (name), time period of statement, signature, address and mobile number. Then the account statement form is given to the customer service officer and the bank statement is generated and is being given to the customer with seal of Prime Bank Limited and signature or initial of the officer. If the customer wants the Bank Statement from October 2018 then it is possible to generate the statement despite of not being the mother branch but if the customer wants the bank statement before October 2018, it is not possible to generate the Bank Statement without the mother branch.

- **Issuance of the Bank Certificate (Appendix Figure: 13)**

When the customer comes to the customer service officer for the Bank Certificate, the customers are given a ‘**Bank Certificate Form**’ where the customer need to fill up the date, account number, account title (name), signature, address and mobile number. Then the account certificate form is given to the customer service officer and the bank certificate is generated in the Prime Bank Limited Letterhead and is being given to the customer with the seal and signature of the General Banking (GB) in-charge and the Manager Operation of Prime Bank Limited, Asadgate Branch in

two copies of Bank Certificate, the Letterhead copy of the certificate is given to the customer and the other copy is kept by the Bank received with the signature of the customer.

- **Issuance of Payment Order (Appendix Figure: 14)**

When the customer comes to the customer service officer for issuing payment order, then they will be given an ‘Application for Payment Order’ in which they will have to fill the details and submit it to the customer service officer in case of transferring money through savings account. But in case of making the payment order in cash, the customer service officer will fill a credit voucher. And then writing or typing payment order and instruments, it will be given to the customer by making them received and signed in the counter part as bank’s copy. The charges for issuing payment order for savings account is fixed Tk. 115 for any amount, but the charges for the current account are the following:

<b>Range of Amount</b>	<b>Charge in BDT</b>
1-10000	18
10001-100000	29
100001-500000	58
500001-1000000	87
1000001-Any amount	115

- **Procedure For Changing Phone Number/Address/ E-Mail (Appendix Figure: 15)**

If the customer wants to change their mobile number or address or E-mail which is given in their account, then the customer service officer will give the customer a application ‘**Change of Phone Number/ Address/ E-mail**’ to fill necessary information like account number, account name, old phone number/ Address/ E-mail, New Phone number/Address/ E-mail of the account holder, signature, name, mobile number and submit it to the customer service officer. In case of address change, the customer needs to submit the photocopy of the national ID card and recent electricity/ gas/ water/ telephone bill photocopy with the form. Then the customer service officer sends the application to the head office for further processing.

- **Procedure for Internet Banking (Appendix Figure: 16)**

If the customer wants to operate internet banking service with the bank, then the customer service officer will give an '**Internet Banking Application Form**' to the customer to fill up the necessary information like name, e-mail address, mobile number, account number, signature of the account holder in all 3 pages of the form and date and submit it to customer service officer. Then the customer service officer sends it to the head office for further processing.

- **Procedure For Fund Transfer (Appendix Figure: 16)**

If the customers want to apply for the Fund Transfer (FT) facility, then at first their request needs to be approved by the Operation Manager (OM) or Head of Branch (HOB). Then after approval, the customer will be given a '**Request for the fund transfer**' form by the customer service officer to fill up the necessary information like date, account number of the applicant, account number of the person to be transferred, name of the applicant, amount in taka, amount in taka in words, signature, title of the account and address of the account holder.

- **Procedure for Activation of Dormant User for Internet Banking and Password reset Altitude**

If the customer comes to apply for the activation of dormant user for internet banking to the customer service officer, the customer service officer will give a '**Request for activation of dormant user**' to fill up the necessary information like date, name, user ID, account number, mobile number, e-mail address, name of the account holder, mobile number and signature and submit it to the customer service officer. The customer service officer then sends it to the head office for further processing.

- **Procedure For Changing Signature Of Personal (SB)/ Non-Personal (CD) Account (Appendix Figure: 18)**

If the customer wants to change the signature of their savings or current account, then the customer service officer will give a '**Change of signature to my/ our SB/ CD/ STD/ FDR Account**' form and signature card (white for personal account and yellow for non-personal account) to fill up the necessary information like date, account number, previous signature, current signature, customer signature, account title, account number and mobile number and submit it to the customer service



officer. The customer service officer then sends it to the head office for further processing.

- **Procedure For Mandate Account**

If the customer wants to active the mandate account the customer service officer will give a '**Mandate of Authority Form for Operating of an Individual's Account**' form to fill up the necessary information like branch name, date, account number, account name, signature of the account holder and submit it to the customer service officer. The customer service officer then sends it to the head office for further processing.

- **Procedure For Changing The Nominee**

If the customers want to change the nominee of the personal/non-personal account, the customer service officer will give an '**Application for the change of nominee**' form and nominee personal information page to fill up the necessary information like account number, name of the previous nominee, name of the new nominee, father's name, mother's name, age, relation of the new nominee, signature, account number, address and mobile number of the account holder. The customer will submit the form after completion to the customer service officer with 1 recent passport size photograph of the nominee and the photocopy of the national ID card of the nominee. The customer service officer will send it to the head office for further processing.

- **Procedure for Stop Payment Of Cheque Leaf/Book**

When the customer lost their cheque book or cheque book leaves due to some unexpected mishaps then the customer can apply for the stop payment of cheque leaf/ book by filling up the necessary information of the '**Stop payment of cheque leaf/Book**' form like date of the mishap, account number and cheque series number of the cheque of the account holder with signature, account number, name, address and mobile number. Then the customer service officer will take the necessary steps.

### **6.3 CHEQUE DEPOSIT- CLEARING AND COLLECTION**

When the customer comes to the clearing service officer in the clearing general banking section for transferring cheque of one bank to another bank, the customer service officer advise the customers

to fill up the necessary information in the deposit slip like the branch name, account name, date, account number where the cheque will be transferred, cheque number and date of the cheque issue in the particulars part, amount in figure and in words, depositor's name, mobile number, address and signature, and at the back of the cheque the depositor's account number and mobile number. After filling up the details in both the cheque and depositor's slip, the customer service officer receives the cheque and the deposit slip bank's copy with the crossing seal of Prime Bank Limited on the cheque and Received for clearing seal on the deposit slip customer's copy and with the clearing service officer's signature on the same returns it to the customer. If the customer wants to transfer High Value Cheque which starts from 5 Lac is needed to be transferred within 11 a.m., until and unless head office extends the time for any particular day and if 11 a.m. is crossed then it will be transferred as normal value which is any amount below 5 Lac

There are two ways in which the clearing system is done in the Prime Bank Limited; they are Bangladesh Electronic Fund Transfer (BEFTN) and Real Time Gross Settlement (RTGS). The uniqueness of using **Bangladesh Electronic Fund Transfer (BEFTN)** includes: it is free of cost, it requires 2 working days, but the problem is cheque transfer of the same bank is not possible two different banks are required and all the procedures of this clearing system is controlled by Bangladesh Bank.

The specialty of using **Real Time Gross Settlement (RTGS)** includes: it requires Tk. 115 charge for transferring cheque through RTGS; it starts from Tk. 1 Lac to Tk. 100 crore, all the procedures are controlled by the Bangladesh Bank like BEFTN, transfer of cheque within same bank is not possible two different banks are required and lastly it requires 1 hour to transfer cheque.

Then come, Positive Payment Instruction, which is an instruction for Fund Transfer (FT), cash and clearing system. Through this, the receipt of any cheques is informed.

## **6.4 CASH SECTION**

This is where the customers deposit money through deposit slip and withdraw money using cheque. In the cash section of Prime Bank limited, Asadgate Branch the transaction of Summerfield International School, London Grace International School, University of Liberal Arts of Bangladesh (ULAB), Primeasia University, Green University, Northern College and Dhaka Club is done. When the customer deposits money in the cash section through deposit slip, they fill up the deposit slip's

information like branch name, date, account number, account name, purpose of depositing money in the particular section, amount in figure and words, depositor's name, address, mobile number and signature. And after receiving the money the cash officer returns the deposit slip customer copy with the seal and signature to the customer. And in case of withdrawing money the customer fills up the cheque leaf with necessary information like pay to whom, date, amount in figure and in words, and signature and withdraws money from the cash section.

#### **6.4.1 CASH VOLT**

In the part of cash volt, the cash is also kept and the security box is also kept, which is a box with three drawers. In the security box the stocks of all the cheques that is delivered from the head office after the requisition has been issued by the customers and sent to the head office for processing by the customer service officer. The stocks of the payment order blocks, payment order counter parts before and after balancing, the Fixed Deposit Receipts (FDR) blocks and clearing checks before and after keeping records in the clearing register is also kept at the end of each and every day and each and every day after the start of the banking hours is brought outside by any authorized messenger.

#### **6.5 REMITTANCE**

Prime Bank has set the highest priority to mobilize inward foreign remittance of Non- Resident Bangladeshi Nationals (NRB) living and working in different parts of the world. Their remittance service is easy, fast and secured.

##### **➤ Remittance products for Non- Resident Banking (NRB)s**

##### **1. Instant Cash Remittance**

Beneficiaries can receive instant cash remittance from the Branches of Prime Bank and from the branches of BURO Bangladesh.

##### **2. IT Remittance**

Payment instructions received through tested e-mail/secured internet system by CFRC, execute payment instructions, credit the same to the beneficiaries account maintained with Prime Bank Branches and also execute third banks payment.

### **3. DD Remittance**

DD drawn on the branches of Prime Bank by Exchange Companies and Banks

### **4. Web-Based Remittance**

Web-based payments executed from all their branches and from BURO branches.

## ➤ **Major Strengths of Prime Bank Foreign Remittance Services**

### **a. Remittance Distribution network**

There are 78 locations of Prime Bank at present throughout the country (60 branches and 18 SME branches). Under a sub-representative agreement with 500 branch locations of Prime Bank of BURO Bangladesh are making instant cash payment of remittances to the beneficiaries. There is strong agency arrangement with a host of local banks for distribution of foreign remittance.

### **b. Remittance Processing Strength**

Real Time online connectivity with all the branches of Prime Bank through Core Banking software allowing instant account-to-account credit, over the counter cash payment with instant cash remittances and credit of proceeds of foreign TTs to customer accounts. Bank processing of payment orders for third bank within the same clearing zone. Automated Centralized Foreign Remittance Centre (CFRC) is there at Head Office for faster processing of remittances. Automation has increased the efficiency of CFRC, reducing the lead time.

### **c. Alternative Delivery Channel**

With their wide ATM network infrastructure and switching system, they have access to 1200 shared networks of other banks spread over the country. Recently, initiative has been taken to install POS to supplement the existing alternative delivery channel, which is expected to be in service within a short period.

### **d. International Banking Relationship**

Prime Bank ensures faster delivery of foreign remittance as the following turn-around time: Prime Bank's customer (more than 78 branches) through instant account credit; BURO Bangladesh (500 outlets) in the same working day; and for third bank's customer within 2-5 days.

**e. International Banking Relationship**

Prime Bank has established a good correspondent banking network throughout the world. At present, the bank has correspondent with 516 branches of 198 banks located in 87 countries. They maintain 34 NOSTRO accounts in 9 different currencies with 25 banks to facilitate payments and receipts in foreign currencies.

**f. Strength In Sourcing Inward Remittance**

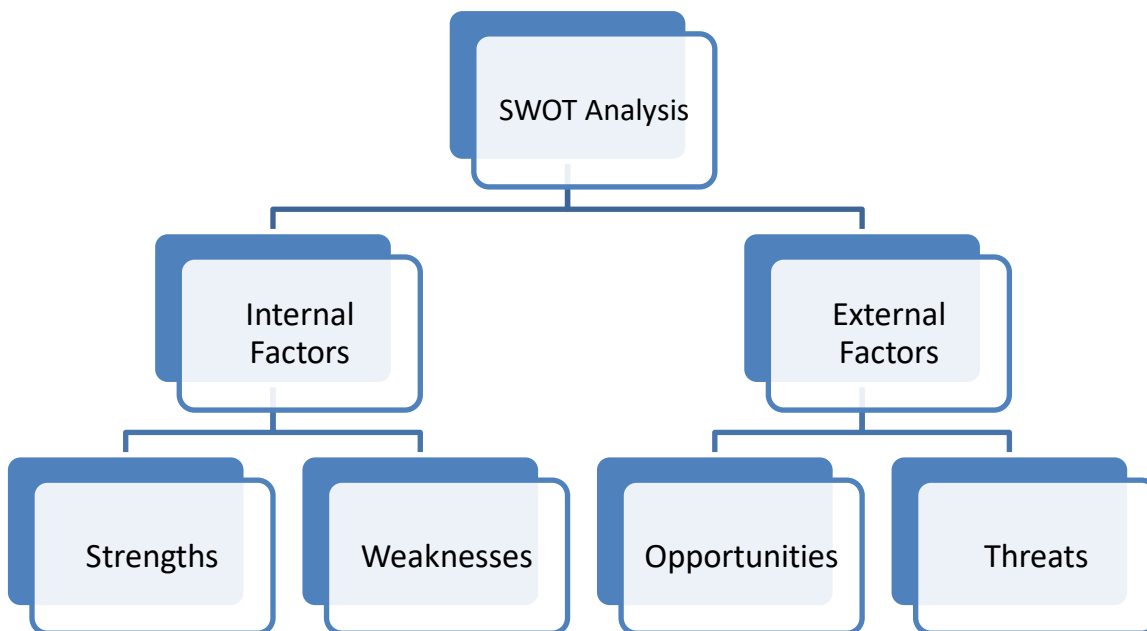
Prime Bank has a wholly owned subsidiary in Singapore for handling remittances of non- resident Bangladeshis living in Singapore and other nationals. It has a wholly owned subsidiary in UK (3 branches in London, Birmingham and Manchester). They have drawing arrangement with 32 exchange companies and banks of around the globe for sourcing inward foreign remittance. Marketing representatives in overseas locations for sourcing remittance, account opening and cross selling of NRB products.

## CHAPTER- 7

# SWOT ANALYSIS OF PRIME BANK LIMITED

### 7.1 DEFINITION OF SWOT ANALYSIS

A SWTO analysis (alternatively SWOT matrix) is a structured planning method used to evaluate the strengths, weaknesses, opportunities and threats involved in a project or in a business venture. A SWOT analysis can be carried out for a product, place, industry or person. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieve that objective. Therefore, the objective of Prime Bank Limited and identifying the internal and external factors that are favorable and unfavorable to achieve that objective.



**Figure: 7 SWOT ANALYSIS of Prime Bank Limited**

The internal factors of Prime Bank Limited are:

**Strengths:** Characteristics of the business or project that give it an advantage over others.

The strengths of Prime Bank Limited are:

### **1) Good Customer Service**

Prime Bank Limited provides quality services to its clients compared to the other competitors of the banking industry. The bank has a very good relationship with their customers. The bank believes in maintaining personal relationship with their customers. One of the major objectives of this bank is to build long-term relationship with the customers and create value for them.

### **2) Innovative Products**

Prime Bank Limited offers variety of deposit schemes through which customers have the opportunity to save their small money, this enables bank to earn more for themselves and for their clients. Comparatively, Prime Bank Limited offers more amount of deposit schemes to their customers.

### **3) Capital Adequacy**

Prime Bank Limited is maintaining a strong capital base. By the end of December 2017 was 14%. The Bank has now increased its authorized capital to 25,000 million for its expansion program.

### **4) Technology**

One of the major strengths of Prime Bank Limited is the technology used by the bank. With the change of time, technological advancement is essential to survive with the completion.

### **5) Efficient Administration**

Prime Bank Limited has an efficient administration. The work is done in a timely and systematic manner and all this is possible due to the efficient administration. There is a close relationship between the employees and management through the chain of command is strictly maintained. Overall, there is a good balance between the employees and the management.

**Weaknesses:** Characteristics that place, the business or project at a disadvantage relative to others.

### **1) Promotion**

When an employee gets a promotion to the next level, employees get more compensation. Prime Bank Limited is regular in giving promotion but the employees get later effect of this promotion.

## 2) **Training**

Prime Bank Limited has its own training institute PBTI (Prime Bank Training Institute) to strengthen the capabilities of human resources. However, there is a lack of specific training for specific jobs. As a result, the employees need to learn their jobs by doing it practically.

The external factors of Prime Bank Limited are:

**Opportunities:** Elements that the project could exploit to its advantages.

### 1) **Branch Expansion**

Prime Bank Limited is growing rapidly all over the country. Besides expanding in the urban areas, Prime Bank Limited has prospects to open more branches that will ultimately enhance the government's efforts at receiving the rural economy as well as reaching more by better service.

### 2) **Training Facility**

Prime Bank Training Institute (PBTI) is supporting the bank by providing in house training session, workshops and seminars. As the Bank has its own training institute to enhance the capabilities of human resources, through this opportunity Prime Bank Limited train their employees in particular areas and create specialized and expert people for the bank.

### 3) **Banking Software**

Major objective of Prime Bank Limited is to provide quality services. Though Prime Bank Limited is still behind in upgrading their software system, the bank has the prospect of selecting high quality banking software, which will make the banking operations smooth and easier.

**Threats:** elements in the environment that could cause trouble for the business or project.



### **1) Level of Competition**

Competition is a major threat for any organization. In recent years, the number of private bank is increasing. These banks always pose a threat for others by coming up with a product line, innovative products, quality services etc. Thus, Prime Bank Limited will be facing increasing threats and problems due to these levels of competition.

### **2) Technological Advancements**

With the passing time, the technological advancements are increasing and most of the private banks are upgrading their technological advancements to survive in the industry. Prime Bank Limited is still living behind in this department and still mostly dependent on working manually rather than technology. Technology advancement is posing the biggest threat for Prime Bank Limited.

# CHAPTER- 8

## FINDINGS AND RECOMMENDATIONS

### 8.1 FINDINGS OF THE STUDY

While doing this study I have analyzed the positive and negative findings of general banking activities of Prime Bank Limited, they have performed in their day-to-day transactions. The summary of the findings includes the segmentation of customers, regular customer and premium customer. The regular customers are those who are provided the services generally and premium customers are those who are the valuable clients of Prime Bank Limited. Prime Bank Limited is progressing in their performance day by day through their service but some of the branches of Prime Bank Limited are lacking behind due to their organizing process of the works and documents. They have all the documents available in their branch but those documents are not organized as a result it was not possible to gather all the documents or information instantly if needed. Through this study, I have analyzed another thing, that the number employees are insufficient to provide more qualitative services to their customers. As a result customers as well as employees face difficulties every day to provide more efficient services to their customers. Though the banking operations and banking software system have improved than before, but there is still some lacking in the improvement in the banking operations and banking software which causes them to become less effective in providing effective services. But they are trying to improve their services more day by day which is a good thing.

## **8.2 RECOMMENDATION FOR THE STUDY**

After doing this study I have analyzed they are improving day by day but to be more effective and efficient Prime Bank Limited need to recruit more employees because only three customer service officers cannot provide the expected qualitative services of the customers in the busy hours. If the number of officers in the front desk is increased then the quality of the services will be improving more rapidly. And all the documents of the Branches should be in a more organized manner to be more efficient and effective. Though the officers are being provided training but they need to be more trained because learning things practically while doing the job is more difficult for the employees to provide instant service to the customers without providing proper training. All the employees and staffs are supportive and cooperative but they need to be more informative, supportive and cooperative with each other to be more effective and efficient.

## CHAPTER- 9

### CONCLUSION

At the times of modern civilization, Banking Industry is playing the vital role to keep to the economic development progress around the world and it is one of the biggest industries in Bangladesh. It is visible to all of us that in the past few years a lot of new commercial banks have been established and as a result the banking industry has become very competitive. So, to survive these competitions the main motive of these banks is to manage its assets and liabilities more efficiently. The financial base of Prime Bank Limited (PBL) is strong and they have huge assets to meet up their liabilities which make this organization financially sound and solvent.

The financial and audit, the human resources and research and development department of Prime Bank Limited is very confidential department of Prime Bank Limited so as an intern I am not allowed to have limited information to do the study. I am not allowed to have the audit report because it is very confidential for the Prime Bank Limited. So, the information that I have provided and used is all available for the public.

It was an honor for me to work as an intern in one of the renowned Bank of Bangladesh, Prime Bank Limited. Prime Bank Limited (PBL) is a bank that confirms the best service to the customers and it is the rapid growing bank in Bangladesh. By working in the customer service department, I have gained enough knowledge that would be helpful to make me familiar with the real life organizational working environment.

# CHAPTER-10

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- <https://bankerguide.wordpress.com/general-banking/>
- <http://buildupyourbankingknowledge.blogspot.com/2010/07/what-is-general-banking.html>

### 10.2 ANNUAL REPORT

- Annual Report 2017 of Prime Bank Limited

### 10.3 INTERVIEW OF BANK PERSONNEL

- Md. Saifuddin Ahmed  
Senior Vice President and Head of Branch (HOB)
- Farhana Zubaid Salim  
First Assistant Vice President and Operation Manager
- Syeda Arina Farzana  
Junior Officer (General Banking- Customer Service)
- Monira Akhter  
Junior Officer (General Banking- Clearing)

# Chapter-11

## Appendix

Table: 9 Balance Sheet as at 31 December 2017

**BALANCE SHEET**  
**as at 31 December 2017**

PARTICULARS	Amount in Taka	
	2017	2016
<b>PROPERTY AND ASSETS</b>		
<b>Cash</b>		
In Hand (Including Foreign Currencies)	3,031,607,478	2,718,851,575
Balance With Bangladesh Bank And Its Agent Bank(s)(Including Foreign Currencies)	14,973,037,651	15,013,759,704
<b>Balance With Other Banks And Financial Institutions</b>	<b>18,004,645,129</b>	<b>17,732,611,278</b>
In Bangladesh	7,380,647,955	4,101,897,760
Outside Bangladesh	2,701,942,497	2,713,329,031
	<b>10,082,590,452</b>	<b>6,815,226,791</b>
<b>Money At Call And Short Notice</b>	<b>1,500,000,000</b>	<b>540,000,000</b>
<b>Investments</b>		
Government	23,657,686,975	47,653,799,061
Others	149,457,283	595,407,957
	<b>23,807,144,258</b>	<b>48,249,207,018</b>
<b>Loans, Advances And Lease/ Investments</b>		
Loans, Cash Credits, Overdrafts, Etc. / Investments	183,593,663,315	157,818,461,771
Bills Purchased And Discounted	14,729,065,476	12,393,363,484
	<b>198,322,728,791</b>	<b>170,211,825,255</b>
<b>Fixed Assets Including Premises, Furniture And Fixtures</b>	<b>6,434,047,671</b>	<b>6,589,682,408</b>
<b>Other Assets</b>	<b>22,903,009,700</b>	<b>21,864,644,686</b>
<b>Non-Banking Assets</b>	<b>220,500,640</b>	<b>220,500,640</b>
<b>Total Assets</b>	<b><u>281,274,666,641</u></b>	<b><u>272,223,698,076</u></b>
<b>LIABILITIES AND CAPITAL</b>		
<b>Liabilities</b>		
<b>Borrowings from other banks, financial institutions and agents</b>	<b>22,087,479,113</b>	<b>16,438,219,620</b>
<b>Deposits and other accounts</b>		
Current/ Al-Wadeeah current deposits	33,196,233,861	31,905,539,890

Bills payable	4,212,571,458	5,168,363,915
Savings bank/ Mudaraba savings deposits	38,397,699,341	35,628,622,433
Term deposits/Mudaraba term deposits	123,207,471,242	125,231,442,610
Bearer certificate of deposits	-	-
Other deposits	-	-
	<b>199,013,975,901</b>	<b>197,933,968,848</b>
<b>Other liabilities</b>	<b>35,465,414,699</b>	<b>32,566,658,168</b>
<b>Total liabilities</b>	<b>256,566,869,713</b>	<b>246,938,846,636</b>
<b>Capital / shareholders' equity</b>		
Paid up capital	10,293,486,160	10,293,486,160
Share premium	2,241,230,396	2,241,230,396
Statutory reserve	9,565,853,177	9,204,058,242
Revaluation gain/ (loss) on investments	17,749,598	15,278,978
Revaluation reserve	1,496,759,104	1,506,285,073
Foreign currency translation gain	13,414,088	6,637,162
Other reserve	-	-
Surplus in profit and loss account/ retained earnings	1,079,304,405	2,017,875,429
<b>Total Shareholders' equity</b>	<b>24,707,796,928</b>	<b>25,284,851,440</b>
<b>Total liabilities and Shareholders' equity</b>	<b>281,274,666,641</b>	<b>272,223,698,076</b>
<b>OFF-BALANCE SHEET EXPOSURES</b>		
<b>Contingent liabilities</b>		
Acceptances and endorsements	49,721,797,256	35,566,350,756
Letters of guarantee	72,966,435,302	67,416,908,068
Irrevocable letters of credit	34,112,938,262	2,731,1640,065
Bills for collection	10,766,851,918	8,263,541,574
Other contingent liabilities	-	-
	<b>167,568,022,737</b>	<b>138,558,440,463</b>
<b>Other commitments</b>		
Documentary credits and short term trade-related transactions	-	-
Forward assets purchased and forward deposits placed	240,823,450	-
Undrawn note issuance and revolving underwriting facilities	-	-
Undrawn formal standby facilities, credit lines and other commitments	-	-
Liabilities against forward purchase and sale	-	-
	<b>240,823,450</b>	<b>-</b>
<b>Total off-balance sheet exposures including contingent liabilities</b>	<b>167,808,846,187</b>	<b>138,558,440,463</b>

**Table: 10 Profit and Loss Account for the year ended 31 December 2017**

**PROFIT AND LOSS ACCOUNT**  
**for the year ended 31 December 2017**

Particulars	Amount in Taka	
	2017	2016
Interest income	14795189516	13988673,599
Interest/ profit paid on deposits, borrowings, etc.	(9875345368)	(10675509165)
<b>Net interest/net profit on investments</b>	<b>4919844147</b>	<b>3313164433</b>
Investment income	4,245,579,605	6,203,358,940
Commission, exchange and brokerage	2,244,846,406	1,693,185,380
Other operating income	796,902,990	813,605,590
<b>Total operating income</b>	<b>12,207,173,149</b>	<b>12,023,314,343</b>
Salaries and allowances	3,823,661,492	3,650,547,556
Rent, taxes, insurance, electricity, etc.	906,160,291	755,938,697
Legal expenses	83,038,972	52, 874,871
Postage, stamp, telecommunication, etc.	120,783,289	118,995,368
Stationery, printing, advertisements, etc.	213,643,401	202,549,154
Managing Director's salary and fees	11,528,936	10,795,129
Directors' fees	4,495,414	4,939,175
Auditors' fees	1,380,000	1,380,000
Charges on loan losses	-	-
Depreciation and repair of Bank's assets	365,042,696	380,409,014
Other expenses	1,304,063,983	1,087,504,265
<b>Total operating expenses</b>	<b>6,833,798,475</b>	<b>6,265,933,231</b>
<b>Profit/ (loss) before provision</b>	<b>5,373,374,674</b>	<b>5,757,381,112</b>
Provision for loans & advances	3,255,500,000	3,121,400,000
Provision for diminution in value of investments	(60,516,500)	(9,120,000)
Other provisions	369,416,500	281,819,577
<b>Total provisions</b>	<b>3,564,400,000</b>	<b>3,412,339,577</b>
<b>Total profit/(loss) before taxes</b>	<b>1,808,974,674</b>	<b>2,345,041,535</b>
<b>Provision for taxation</b>		
Current tax	750,000,000	150,000,000
Deferred tax	-	-
	750,000,000	150,000,000
<b>Net profit after taxation</b>	<b>1,058,974,674</b>	<b>2,195,041,535</b>
Retained earnings brought forward from previous years	382,124,666	291,842,201
	<b>1,441,099,340</b>	<b>2,486,883,736</b>
<b>Appropriations</b>		
Statutory reserve	361,794,935	469,008,307
General reserve	-	-
	361,794,935	469,008,307
<b>Retained surplus</b>	<b>1,079,304,405</b>	<b>2,017,875,429</b>
<b>Earnings per share (EPS)</b>	<b>1.03</b>	<b>2.13</b>



**Table: 11 Cash Flow Statement for the year ended 31 December 2017**

**CASH FLOW STATEMENT**  
**for the year ended 31 DECEMBER 2017**

Particulars	Amount in Taka	
	2017	2016
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Interest receipts in cash</b>	16,885,847,491	17,768,687,316
<b>Interest payments</b>	(10,022,462,361)	(11,386,340,924)
<b>Dividend receipts</b>	80,601,232	108,182,304
<b>Fees and commission receipts in cash</b>	2,244,846,406	1,693,185,380
<b>Recoveries of loans previously written off</b>	409,904,161	151,078,792
<b>Cash payments to employees</b>	(3,950,744,104)	(3,659,582,474)
<b>Cash payments to suppliers</b>	(723,477,625)	(665,713,050)
<b>Income taxes paid</b>	(587,515,461)	(433,679,075)
<b>Receipts from other operating activities</b>	2,625,848,888	3,544,671,314
<b>Payments for other operating activities</b>	(2,027,471,255)	(1,642,032,013)
Cash generated from operating activities before changes in operating assets and liabilities increase/(decrease) in operating assets and liabilities	<b>4,935,377,372</b>	<b>5,478,457,571</b>
<b>Purchase of trading securities (Treasury bills)</b>	16,912,134,608	(7,814,840,835)
<b>Loans and advances to customers</b>	(29,772,028,217)	(24,351,094,771)
<b>Other assets</b>	6,944,608,143	26,801,172,174
<b>Deposits from other banks/ borrowings</b>	8,766,832,663	6,877,796,696
<b>Deposits from customers</b>	315,343,333	1,823,668,063
<b>Other liabilities account of customers</b>	(955,792,457)	2,781,086,228
<b>Other liabilities</b>	222,731,088	(3,079,631,490)
	<b>2,433,829,161</b>	<b>3,038,156,084</b>
Net cash flows from operating activities	<b>7,369,206,532</b>	<b>8,516,613,635</b>
<b>Cash flows from investing activities</b>		
<b>Proceeds from sale of securities</b>	263,688,699	(91,235,139)
<b>Purchase of property, plant and equipment</b>	(285,131,076)	(386,108,900)
<b>Proceeds from sale of property, plant and equipment</b>	3,748,894	644,750
Net cash used in investing activities	<b>(17,693,483)</b>	<b>(476,699,289)</b>
<b>Cash flows from financing activities</b>		
<b>Payments for redemption of sub-ordinate bond</b>	(1,250,000,000)	(1,250,000,000)
<b>Dividend paid</b>	(1,646,957,786)	(1,544,022,924)
Net cash used in financing activities	<b>(2,896,957,786)</b>	<b>(1,544,022,924)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	4,454,555,264	5,245,891,422
<b>Effects of exchange rate changes on cash and cash equivalents</b>	42,470,948	1,599,728
<b>Cash and cash equivalents at beginning of the year</b>	25,092,584,469	19,845,093,319
<b>Cash and cash equivalents at end of the year</b>	<b><u>29,589,610,681</u></b>	<b><u>25,092,584,469</u></b>

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Cash and cash equivalents at end of the year

<b>Cash in hand (including foreign currencies)</b>	3,031,607,468	2,718,851,574
<b>Balance with Bangladesh Bank and its agent bank(s) (including foreign currencies)</b>	14,973,037,651	15,013,759,704
<b>Balance with other banks and financial institutions</b>	10,082,590,452	6,815,226,791
<b>Money at call and short notice</b>	1,500,000,000	540,000,000
<b>Prize bonds</b>	2,375,100	4,746,400
	<b><u>29,589,610,681</u></b>	<b><u>25,092,584,469</u></b>

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## Figure- 8 Application for Reactivating Account

Date: .....

**The Vice President**  
**Prime Bank Limited**  
Asad Gate Branch  
Dhaka

Sub: Reactivating my SB/CD/A/c # \_\_\_\_\_

Dear Sir,

I have been maintaining an SB A/C # \_\_\_\_\_ in the name of \_\_\_\_\_ since long. Lately, I could not continue transaction in the said account and the account lay dormant at your end. Now I need to transact through this account.

In this position, I would hope that our good office would arrange to reactivate my A/C # \_\_\_\_\_ and thus allow me to operate the account smoothly.

Thanking you.

Yours faithfully,

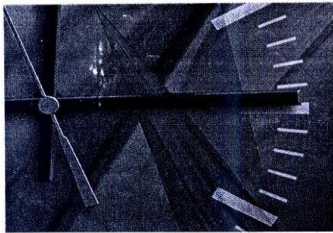
Signature: ✓

Name: \_\_\_\_\_

A/C # \_\_\_\_\_

Address:

**Figure-9 Application for Master ATM Card/ Debit Card**



**Prime Bank Limited**  
a bank with a difference

**Dhaka Services Limited (4th Floor)**

1/C, DIT Avenue, Motijheel C/A, Dhaka-1000

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Fax: +88 02 9515343, Email: adccare@primebank.com.bd,

Website: www.primebank.com.bd

**Application for Master/ATM Debit Card**  
(Each individual must complete a separate form)

Branch Name : .....

Indicate (✓) the card type applying for (any one)  Master Card  ATM Card

Issue New Card

Issue a Replacement Card (Please attach your old card with this application.)

Re-Issue a new Card against Lost Card. Lost Card No. ....



**Customer Information:**

Account Name: .....

Name to appear on the card : .....  
Max 22 characters (In block letters)

Account No :

Father's Name : ..... Date of Birth (dd/mm/yyyy): .....

Sex (M/F) : .....

Mother's Name: .....

Passport No : .....

Voter ID No./National ID No. : .....

Present Address : .....

Tel./Mobile No. : .....

Permanent Address : .....

Tel./Mobile No. : .....

**Declaration:**

I hereby confirm that the information given above is true and complete and acknowledge and agree to the Master/ATM Debit Card Holder Agreement mentioned at other side of the page. I also agree to be bound by the rules governing customer accounts with Prime Bank Ltd.

Signature (First Applicant) & Date

Signature (Joint Applicant) & Date

**Bank's Use Only:**

The above customer information is verified and we recommend for issuance his/her Master/ATM Debit Card and Personal Identification Number (PIN) for that Card.

Customer ID :

Authorized Signature  
(With Date & Seal)


Authorized Signature  
(With Date & Seal)

Card No. : .....

Input By & Date

Authorized By & Date  
(With Name & Signature)

Figure-10 Service Request Form

 **Prime Bank Limited**  
 Alternative Delivery Channels Division  
**SERVICE REQUEST FORM**

---

**Card Holder's Details**

Request Date           \* Mandatory Field

Request For\*  Card Reissue  PIN Reissue  Activation Request   
 Cancel Card  Temporary Block (Please "X" appropriate box)

Embossing Name\*

Card No\*

Account No\*

Branch Name\*  Contact No\*

---

**Information for Re-Issue Card** (please Select appropriate one)

1	2	3
Embossing Name Error	Account Input Error	Card Lost/Damage

Actual Embossing Name\* (if 1)

Actual Account\*(if 2)

Re-Issue/Cancellation Fee\*  Realized  Not Realized;  Date            Reason  Please specify

---

Card holder's Signature \_\_\_\_\_ Signature Verified By \_\_\_\_\_ Branch Manager \_\_\_\_\_

---


**ADC Division Use Only**

---

Checked By \_\_\_\_\_ Input By \_\_\_\_\_

Head Office: 29 Rafuk Avenue (5<sup>th</sup> Floor) Dhaka-1000, Bangladesh  
 PABX: 9553837 (Ext: 118, 141), 9567263 (Ext-361, 375) 017 5560 5116  
 FAX: 88-02-9515343  
 E-mail: [adc@primebank.com.bd](mailto:adc@primebank.com.bd)

**Figure-11 Encashment of Fixed Deposit Receipts (FDR) and Deposit Pension Schemes (DPS) form**



**Prime Bank Limited**

**ENCASHMENT & ACCOUNT CLOSING FORM (DEPOSIT/SCHEMES)**

Date: \_\_\_\_\_

The Manager  
Prime Bank Limited  
\_\_\_\_\_ Branch

*PLEASE USE BLOCK LETTERS AND STRIKE OUT UNUSED SECTION(S)  
(Only required section(s) to be filled up)*

**Subject: Request for Encashment and Closure of FD/DBDS/MBDS/Scheme:** \_\_\_\_\_

ACCOUNT TITLE: \_\_\_\_\_ ACCOUNT NO: \_\_\_\_\_

Dear Sir/Madam,

I/we have been maintaining above mentioned FD/DBDS/MBDS/Scheme with \_\_\_\_\_ Branch. Now, I/we would like to encash and close the above mentioned account and receive the encashment proceeds after deduction of Applicable Charges (if any), Govt. Excise Duty and AIT on interest. I/we have attached herewith Original Receipt of the FD/DBDS/MBDS duly discharged by me/us for your necessary action. Please arrange for encashment and account closure as per instruction below:

**TYPE OF ENCASHMENT:**

Mature

Premature

Premature Encashment Agreed	
Signature of Account Holder / Authorized Signatory	Signature of Joint Holder / Authorized Signatory

**Payment Mode (Please Select):**

Fund Transfer to Account No: \_\_\_\_\_ A/C Title: \_\_\_\_\_

Payment Order (PO) Favoring \_\_\_\_\_  Others (Please Specify) \_\_\_\_\_

Sincerely yours,

Signature of Account Holder / Authorized Signatory	Signature of Joint Holder / Authorized Signatory
Name: _____	Name: _____

**Branch Use Only:**

FD/SCHEME				
Closing application supported by branch official and approved by OM/HOB.	Yes	No	N/A	
Attach Copy of FD/ Scheme Receipt & copy of personal information page of ADF	Yes	No	N/A	
Attach photocopy of ETIN Certificate (if any).	Yes	No	N/A	
Any live loan, Lien, standing order, blocked amount, regulatory freeze order etc.	Yes	No	N/A	
Other(s) if any. Please specify	Yes	No	N/A	

Signature Verified & Closure Supported By:  (Authorized Signature of Branch with Seal)	Closure Authorized By (HOB/MO):  (Authorized Signature of Branch with Seal)
--	---

**LOD Use Only**

PARTICULARS	REMARKS
NO. OF INSTALLMENT	
INSTALLMENT SIZE	
TOTAL INSTALLMENTS PAID	
PRINCIPAL AMOUNT	
INTEREST/PROFIT	
TOTAL AMOUNT	

FUND TRANSFER (FT POSTED) - Please Tick (V)			
CALCULATIONS	AMOUNT	INPUTTER	AUTHORIZER
SHORTFALL			
PANEL AMOUNT			
AIT (10/15%)			
EXCISE DUTY (ED)			
NET PAYABLE			

CLOSURE OF ACCOUNT	Yes	No	N/A	Payment Mode	A/C Credit	Pay Order	Cash

-----

LOD DOC REVIEWER

-----

LOD T24 INPUTTER

-----

LOD AUTHORIZER

**Figure- 12 Application for Bank Statement**

Date:...../...../.....

**The Head of Branch**

Prime Bank Limited

Asad Gate Branch.

**Subject: Request for Bank Statement of Account #.....**

Dear sir,

Please refer to the above, I would like to inform you that I am maintaining a SB/LDS/CD/CSS/STD/PMS account bearing A/C No#..... with your branch. Now I need a bank statement of my account from..... to ..... Please deliver the statement to me or my authorized person whose signature is attached by account holder.

Please debit necessary charges from my said account (if any) in this regard.

Thanking your,

Yours truly,

Sign:.....

Name:.....

Address:.....

.....

.....

Mobile :.....

**Authorized person signature**

**Signature attached by:**

**Figure-13 Application for Bank Certificate**

Date:...../...../.....

The Manager and Head of Branch

Prime Bank Limited

Asad Gate Branch

Subject: Requirement for a bank certificate

Dear Sir

I am an Account holder of your esteemed bank and I have been maintaining a SB/CD/FDR/DPS account bearing account no#..... I need a bank certificate.

I would like to request you to prepare documents regarding the bank certificate. Please debit requires charge from my account.

Faithfully your

.....

Name:

Address:

Mobile:



**Figure- 14.1 Application for Payment Order**

**PF-51**

The Branch Manager  
Prime Bank Limited  
..... Branch  
.....

**Prime Bank Limited**

Application for Payment Order

Date : \_\_\_\_\_

Dear Sir:  
I/We request you to please issue Payment Order as mentioned below against the deposited amount by Cash/Cheque ( # \_\_\_\_\_ date \_\_\_\_\_ ). Please debit my/our Account # 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Applicant's Name : \_\_\_\_\_  
Full Address : \_\_\_\_\_ Applicant's Signature : \_\_\_\_\_  
Phone No. (If any) : \_\_\_\_\_

Payment Order No.	Particulars of the Beneficiary	Taka		Ps.
	Total Amount			
Amount (in words) : Taka				
Commission : Tk. ....		Acknowledged receipt of the above P.O.		
VAT : Tk. ....				
Signature of Cash Officer	Cash Receiving Officer	Officer	Officer	Applicant's Signature & date

**Figure-14.2 Credit Voucher for payment in cash for Payment Order**

**PF-85**

**Prime Bank Limited**

..... Branch

**Computer A/C No.**  

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**CREDIT VOUCHER**

Transfer No. \_\_\_\_\_  
Date : \_\_\_\_\_

**CREDIT HEAD**

Particulars	Taka		Ps.
<b>Total</b>			
<b>Total Tk. (in words) :</b>			

**CONTRA**

Prepared by \_\_\_\_\_ Authorised Signature \_\_\_\_\_ Authorised Signature \_\_\_\_\_

**Figure-15 Application for Changing Phone Number/Address/ E-mail Address**

Date:

The Head of Branch  
Prime Bank Limited  
Asadgate Branch,  
Dhaka

Subject: Change of Phone Number/Address/E-mail of A\C No.....in  
the name of.....With your branch

Dear Sir,

With reference to the above, I would like to inform you that I am an account holder of  
your branch. Now I have changed my living address due to my personal affairs. This is  
why I need to change my phone number/Address and accept my new Phone  
number/Address.

Old Phone number/Address/E-mail:

New Phone number/Address/E-mail:

May I therefore pray and hope that you will be kind enough to accept my new Phone  
Number/ address and do the needful at your end.

Thanking You

Yours faithfully

Signature

Name:

Mobile & Phone No:

**Figure-16 Internet Banking Form**


**Prime Bank Limited**  
 ..... Branch  
**Internet Banking Application Form**

D	D	M	M	Y	Y	Y	Y		

**Name:**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**E-mail Address:**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Mobile Number** (Example Local no.: +8801670000011, foreign no.: +971501111000):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

<b>Account No(s):</b> CD, SB, SND, Continuous-Loan Accounts only																				

**Enable Fund Transfer:** Yes  No

I agree that I have read and understood the **Terms and Conditions** available on the **Bank's website** and I accept the same and I want to operate the above mentioned accounts through the **Internet Banking Service**.

\_\_\_\_\_  
**Specimen Signature of the Applicant**  
 Date: .....

\_\_\_\_\_  
**Signature verified by**  
 (Name & Sign of Bank Official)  
 Date: .....

<b>Branch Use Only</b>																					
T24 Customer ID: <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>											iBanking User ID: <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										
<b>Input by:</b> (Name & Signature)	<b>Authorized by:</b> (Name & Signature)																				
<b>Approved by (HOB/MO):</b> (Name & Signature)																					

**Figure-17 Application for Fund Transfer**

Date: ...../...../.....

**The Head of Branch**  
Prime Bank Limited  
Asad Gate Branch

**Subject: Request for the fund transfer**

Dear sir,

With the reference of the above, I would like to request you to transfer from my account #..... to account #..... Favoring .....for the amount of Tk.....(In words:.....)

Please the do the needful and oblige thereby.

Thanking you,

Yours truly,

Signature:.....  
Title of A/C:.....  
Address:.....  
.....  
.....

## Figure-18 Application for Signature Change

Date:.....

**The Head of Branch**  
Prime Bank Limited  
Asad Gate Branch  
Dhaka

**Subject: Change of signature to my/our SB/CD/STD/FDR Account.**

Dear Sir,

This is to inform you that I need to change my signature for the safety and security of my account. My account number is .....and my ID number is ..... I do hereby ensure you that from now on my cheque will be placed with my new signature.

So I/ We humbly request your bank to update my/our signature as follows:

<b><u>Pervious Signature</u></b>
----------------------------------

<b><u>Current Signature</u></b>
---------------------------------

Thanking you.

\_\_\_\_\_  
**Customer Signature**

A/C Title:  
Account no:

\_\_\_\_\_  
**Approved By**