



Prime Bank PLC.

<https://www.primebank.com.bd>

## Citizen's Charter

7 May 2026

<b>Citizen's Charter</b>	
<b>Prime Bank PLC.</b>	
<b>07/05/2026</b>	
<b>1. Vision &amp; Mission</b>	
<b>Vision</b>	To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.
<b>Mission</b>	To build Prime Bank into an efficient, market-driven, customer focused institution with good corporate governance structure.
	Continuous improvement of our business policies, procedure and efficiency through integration of technology at all levels.

<b>2.1 - Citizen Service (নাগরিক সেবা)</b>						
SL	Service Name	Method of Providing Service	Required Documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Account Opening	Physical Presence/Online	<p><b>Required Documents: Individual Account</b></p> <ol style="list-style-type: none"> <li>1. Completed AOF</li> <li>2. Recent Passport Size Photo of Applicant</li> <li>3. NID/ Valid Passport/ Copy of Birth Certification</li> <li>4. Address Proof Documents</li> <li>5. Income Proof Document</li> <li>6. Latest Proof of Return (PSR) copy (If Applicable)</li> <li>7. Nominee's Photo ID and Recent Passport Size Photo (attested by Applicant)</li> </ol> <p>* During Account Opening, Branch may request for any other appropriate document(s).</p>	<p>Initial Deposit as per Schedule of Charges</p> <p>Mode of Payment: Cash Deposit/ Cheque/Pay Order/Online Transfer</p>	0-4 days	Respective Relationship Manager/Dealing Officer

2	Personal Loan (Unsecured)	Branch/ Direct Sales	<ol style="list-style-type: none"> <li>1. Duly filled Loan Application Form (LAF)</li> <li>2. Recent passport size color photographs of applicant and guarantor(s)</li> <li>3. Copy of NID/passport of applicant and guarantor (s)</li> <li>4. Copy of Latest utility bill (gas/water/electricity/municipal tax)</li> <li>5. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline)</li> <li>6. Bank statement</li> <li>7. Loan related documents</li> <li>8. Proof of income document (As applicable for customer segment)</li> <li>9. Cheque as per requirement of Bank</li> <li>10. Other Required Documents</li> </ol> <p>Link of required documents: <a href="https://www.primebank.com.bd/conventional/borrow/personal-loan">https://www.primebank.com.bd/conventional/borrow/personal-loan</a></p>	As per Schedule of Charges  Mode  of Payment: Account Debit	<p>Within 2- 5 working days (Decision will be provided*)</p> <p>* Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed.</p> <p>**Disbursement will be effected upon fulfillment of conditions by the borrower</p>	Respective Relationship  Manager/Dealing Officer of Branch / Direct Sales
3	Auto Loan	Branch/ Direct Sales	<p>Required Documents:</p> <ol style="list-style-type: none"> <li>1. Duly filled Loan Application Form (LAF)</li> <li>2. Recent passport size color photographs of applicant and guarantor(s)</li> <li>3. Copy of NID/passport of applicant and guarantor (s)</li> <li>4. Copy of Latest utility bill (gas/water/electricity/municipal tax)</li> <li>5. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline)</li> <li>6. Bank statement</li> <li>7. Loan related documents</li> <li>8. Proof of income document (As applicable for customer segment)</li> <li>9. Car Quotation issued by vendor</li> </ol>	As per Schedule of Charges  Mode  of Payment: Account Debit	<p>Within 4-5 working days (Decision will be provided*)</p> <p>* Depends on all necessary documents and information are available, no discrepancy found and proper verification of</p>	Respective Relationship  Manager/Dealing Officer of Branch / Direct Sales

			<p>10.Customer Provided Declaration (if any)  11.Cheque as per requirement of Bank  12.Other Required Documents  Link of required documents:  <a href="https://www.primebank.com.bd/conventional/borrow/auto-loan">https://www.primebank.com.bd/conventional/borrow/auto-loan</a></p>		<p>submitted documents/ information could be executed.  **Disbursement will be effected upon fulfillment of conditions by the borrower</p>	
4	Home Loan	Branch/ Direct Sales	<p>Required Documents:</p> <ol style="list-style-type: none"> <li>1. Duly filled Loan Application Form (LAF)</li> <li>2. Recent passport size color photographs of applicant and guarantor(s)</li> <li>3. Copy of NID/passport of applicant and guarantor (s)</li> <li>4. Copy of Latest utility bill (gas/water/electricity/municipal tax)</li> <li>5. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline)</li> <li>6. Bank statement</li> <li>7. Loan related documents</li> <li>8. Proof of income document (As applicable for customer segment)</li> <li>9. Required legal documents</li> <li>10.Copy of construction approval plan along with approval letter from competent authority</li> <li>11.Required permission from concern authority in case of Leasehold (if applicable)</li> <li>12.Cheque as per requirement of Bank</li> <li>13. Other Required Documents</li> </ol> <p>Link of required documents:  <a href="https://www.primebank.com.bd/conventional/borrow/homes-loan">https://www.primebank.com.bd/conventional/borrow/homes-loan</a></p>	<p>As per Schedule of Charges  Mode of Payment:  Account Debit</p>	<p>Within 5-10 working days (Decision will be provided*)  * Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed.  **Disbursement will be effected upon fulfillment of conditions by the borrower</p>	<p>Respective Relationship  Manager/Dealing Officer of Branch / Direct Sales</p>
5	Secured Overdraft Facility (SOD)	Branch	<p>Required Documents:</p> <ol style="list-style-type: none"> <li>1. Duly filled Loan Application Form (LAF)</li> </ol>	<p>As per Schedule of Charges</p>	<p>- For Prime Bank Securities:  Within 1-2 working days</p>	<p>Respective Relationship</p>

			<ol style="list-style-type: none"> <li>2. Recent passport size color photographs of applicant</li> <li>3. Copy of NID/passport of applicant and guarantor (s)</li> <li>4. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline)</li> <li>5. Security Instrument</li> <li>6. Any Other Required Documents (if needed)</li> </ol>	<p style="text-align: center;">Mode of Payment: Account Debit</p>	<p>(Decision will be provided*)</p> <p>- For Other than Prime Bank Securities or 3<sup>rd</sup> party securities or Exception approval for Spread and / or Margin: Within 2-4 working days (Decision will be provided*)</p> <p>* Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed.</p> <p>**Disbursement will be effected upon fulfillment of conditions by the borrower</p>	<p style="text-align: center;">Manager/Dealing Officer of Branch / Direct Sales</p>
--	--	--	--	---	--	---

6	New Cheque Book issuance	Physical Presence/Online	<p>Individual Account:</p> <p>a. Required documents:</p> <p>1. Physical Presence: Place Cheque requisition slip at Branch</p> <p>2. Online: Through MyPrime app</p> <p>b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges</p> <p>Mode of Payment: Account Debit</p>	2-4 days	Respective Relationship Manager/Dealing Officer
7	Card Service	Physical Presence	<p>Debit Card</p> <p>a. Required documents:</p> <p>Passport sized photo and signed application form (Applicant must have account with PBL)</p> <p>b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges</p> <p>Mode of Payment: Account Debit</p>	<p>Within 4 days for Dhaka City.</p> <p>Within 5 days for out of Dhaka Metro Location.</p> <p>Within 6 days for out of Dhaka Rural Locations.</p>	Respective Relationship Manager/Dealing Officer
			<p>Credit Card</p> <p>a. Required documents:</p> <ul style="list-style-type: none"> <li>* Card Application Form duly Filled up NID (Applicant , Lab Printed Photo (Applicant duly attested)</li> <li>* Lab Printed Photo (Nominee attested by applicant)</li> <li>* CIB Enquiry and Undertaking Forms of applicant</li> <li>* Income Proof Document/s as per policy</li> <li>* Bank Statement as per policy</li> <li>* Proof of Submission of Tax Return</li> </ul> <p>*PBL reserves the right to ask for additional document(s) to ensure due diligence</p> <p>b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges</p> <p>Mode of Payment: Credit Card bill payment</p>	Within 7 days	Respective Relationship Manager/Dealing Officer

8	Locker Service	Physical Presence	<p>a. Required documents:  * 3 copies of PP photo of applicant and 2 copies of nominee.  * NID/Passport of both Applicant &amp; Nominee  * Duly filled up and signed locker application form.  *Applicant must be an account holder of PBL  b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges  Mode of Payment:  Account Debit</p>	Same day based on availability	Respective Relationship Manager/Dealing Officer
9	Pay order issuance	Physical Presence	<p>a. Required documents:  * Duly filled up and signed Pay Order Application Form  * Account Payee Cheque (favoring "Yourselves Account Pay Order") in absence of physical presence of accountholder  b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges  Mode of Payment:  Account Debit</p>	Instant	Respective Relationship Manager/Dealing Officer
10	Passport Endorsement (Card)	Physical Presence	<p>a. Required documents:  Original Passport/s and PBL Card  b. Place of documents receipt: Branch</p>	N/A	Same day	Respective Relationship Manager/Dealing Officer
11	Passport Endorsement (Cash)	Physical Presence	<p>a. Required documents:  * Original Passport/s with Travel VISA  * TM Form  * Ticket &amp; other related documents (if applicable)  * Duly Filled up FCY Issuance Form  b. Place of documents receipt: AD Branch</p>	<p>As per Schedule of Charges  Mode of Payment:  Account Debit</p>	Instant	Respective Relationship Manager/Dealing Officer
12	Prize Bond Purchase/Sale	Physical Presence	<p>a. Required documents:  * Prize Bond (for Sale)  * Local Cash Currency (For Purchase)  * Photo ID will be required for Large Volume Transactions  b. Place of documents receipt: Branch</p>	N/A	Instant	Respective Relationship Manager/Dealing Officer
13	PIN Generation (Debit Card/ Credit Card)	Through IVR, MyPrime and ATM	<p>a. Required documents: N/A (Customer will be duly verified by Contact Center agent).  b. Place of documents receipt: Contact Center</p>	<p>As per Schedule of Charges  Mode of Payment:  Account Debit (Debit Card) Bill Generation (Credit Card)</p>	Instant	Respective Relationship Manager/Dealing Officer

14	Cash Withdrawal	Physical Presence/ATM	a. Required documents: Cheque Leaf/Card b. Place of documents receipt: Branch/ATM	As per Schedule of Charges (Inter City * Account Debit) No Charge (Intra City)	Instant	Respective Relationship Manager/Dealing Officer
15	Cash Deposit	Physical Presence	a. Required documents: * Filled up Deposit Slip * Photo ID ( if bearer and applicable) b. Place of documents receipt: Branch	As per Schedule of Charges (Inter City * Account Debit) No Charge (Intra City)	Instant	Respective Relationship Manager/Dealing Officer
16	In-house cheque transfer	Physical Presence	a. Required documents: * properly signed cheque b. Place of documents receipt: Branch	N/A	Instant	Respective Relationship Manager/Dealing Officer
17	Cheque Clearing	Physical Presence	a. Required documents: Cheque Leaf In Order with material information and signature Positive Pay Confirmation (If applicable) b. Place of documents receipt: Branch	As per Schedule of Charges Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer
18	Inward Clearing transactions	Software/Application	a. Related information from originating Bank through Bangladesh Bank.	N/A	As per Bangladesh Bank Guideline	Clearing Team, Head Office Mobile phone # 01755524639 and 01708130818. Phone # +8802-41040480 E-mail: bach@primebank.com.bd
19	Sanchaypatra /Bond Purchase & Encashment	Branch	a. Required documents: As per Instruction of the Snachayaptra/ Bond Issuing Authority b. Place of documents receipt: Branch	N/A	For SanchayPatra: 0-1 day For FCY Bond : 1-2 days	Md. Rokonzaman, First Assistant Vice President, Mob- <b>01712630761</b> , E-mail- <a href="mailto:sanchayapatra_cmo@primebank.com.bd">sanchayapatra_cmo@primebank.com.bd</a>

20	Interbank Fund Transfer (BEFTN/RTGS /NPSB)	Branch/Online	a. Required documents: Customer Request with required information (Written/Online where applicable) b. Place of documents receipt: Branch	As per Schedule of Charges Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer
21	Inward BEFTN & RTGS transactions	Software/Application	a. Related information from originating Bank through Bangladesh Bank.	N/A	As per Bangladesh Bank Guideline	Clearing Team, Head Office Mobile phone # 01755524639 and 01708130818. Phone # +8802-41040480 E-mail: bach@primebank.com.bd
22	Wage Remittance	Cash Management Operations (CMO)	N/A	N/A	Same day	Muhammad Safikul Islam Mriddha, Assistant Vice President, Mob- <b>01700711540</b> , E-mail- all_nrbbd@primebank.com.bd
23	Wage Remittance-Cash Over Counter (COC) Payments	Branch	a. Required Documents: NID/Passport Copy, PIN number b. Place of Documents Receipt: Branch	N/A	Same day	Concern Branch Remittance Desk
24	Utility Bill Payment	Branch/Online	a. Required documents: Utility Bill Copy (if paid through branch) b. Place of documents receipt: Branch/Online	N/A	Instant	Respective Relationship Manager/Dealing Officer
25	Student File	Branch and CMO	a) Required Document: Bank account of the financier/student, App 5/82, Offer Letter/I-20 for USA, estimate relating to annual tuition fee, board and lodging, insurance, incidental expenses etc. issued by the concerned educational institution, Refund Policy, Educational Certificates, Valid Passport,	As per Schedule of Charges Mode of Payment: Account Debit and SWIFT	1-3 days	Respective Relationship Manager/Dealing Officer

			b) Place of documents receipt: Branch, Student Banking Center of Prime Bank PLC			
26	T-Bill/Bond Investment	Wealth Management & Branch	a. Required documents: As per Instruction of the T-Bill /Bond Issuing Authority b. Place of documents receipt: Branch	As per Schedule of Fees/Charges Mode of Payment: Account Debit	T-Bill/Bond : 1-3 days	Enam Ahmed Hasan, First Assistant Vice President, Mob- <b>01712329983</b> , E-mail: wealth_management@primebank.com.bd

**Note:**

1. All the mentioned days mean Working Days only.
2. In all cases, the Time Limit will be applicable only for the customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
3. The above time limit is only an indication of approximate time required for rendering the services. However, actual service may take longer/ shorter time depending on circumstances.

**2.2 - Institutional Service (প্রাতিষ্ঠানিক সেবা)**

SL	Service Name	Method of Providing Service	Required Documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Account Services	At Branch	against submission of account opening Form	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 5 Working Days, given all the documents are in order	Respective Relationship Manager
2	Lending	Letter	Loan Proposal to respective RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Depends on deal complexity and consideration of management	Respective Relationship Manager
3	Fund Transfer/ BEFTN/ RTGS/ Pay Order/ VAT and Tax payment / salary transfer	PrimePay/ Letter/ Email	Primepay (online banking platform), or letter to Cash Management Operation (CMO). Email to CMO is also acceptable subject to having Email Indemnity.	Service Charge: As per schedule of charges Mode of Payment: From Account	same day depending during banking hour	Respective Relationship Manager
4	Debt Capital Market (DCM)	Letter/ email	Respective relationship manager or DCM RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Depends on deal/transaction complexity	Respective Relationship Manager

5	Cash Management Solution	Setup form, Service Agreement	Respective relationship manager or Cash Management RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 3 Working Days for basic solutions. It may take a longer time for any customized and complex implementation.	Respective Relationship Manager
6	Digital Banking - PrimePay	Setup form, Supporting documents for Authorizers	Respective relationship manager or Cash Management RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 3 Working Days	Respective Relationship Manager
7	Automated Challan System (ACS)	Letter/ email	letter or email at Cash Management Operation (CMO)	Service Charge: As per schedule of charges Mode of Payment: From Account	Same day, depending during banking hour if all document are in order	Respective Relationship Manager
8	Trade Services (Import, Export)	Letter/Email/SWIFT	<p>a. Required documents:</p> <ol style="list-style-type: none"> <li>1. Client's Application for service with required information.</li> <li>2. Signed, filled up regulatory forms/ agreement for import/ export.</li> <li>3. Regulatory approval form import/ export if required</li> <li>4. Approved sanction advice for service/ credit facility (if required)</li> </ol> <p>b. Place of documents receipt: Respective Branch/ TSD Hub/ RM</p>	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager/ TSD Hub
9	Guarantee Service	Letter/Email/SWIFT	<p>a. Required documents:</p> <ol style="list-style-type: none"> <li>1. Client's Application for service with required information.</li> <li>2. Bank Guarantee related documents/ format</li> <li>3. Approved sanction advice for service/ credit facility (if required)</li> </ol> <p>b. Place of documents receipt: Respective Branch/ TSD Hub/ RM</p>	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager/ TSD Hub

10	Wage Remittance	Cash Management Operations (CMO)	N/A	N/A	Same day	Muhammad Safikul Islam Mriddha, Assistant Vice President, Mob- <b>01700711540</b> , E-mail- all_nrbbd@primebank.com.bd
11	Inward Commercial Remittance	Cash Management Operations (CMO)	<p>a. Required documents: As per GFET-2018 Related proof of document i.e. Invoice, Agreement, Form C declaration, permission from BB/BIDA/NGO Buero etc. (varies case to case)</p> <p>b. Place of documents receipt: Branch/RM/CMO</p>	Bank Charge BDT. 100.00+ Vat BDT. 15.00 Tax and Vat will depend on nature of ITT (As per NBR Circular).	0-1 day	Md. Habib Ullah Manik Mozumder, First Assistant Vice President, Mob- <b>01670260325</b> , E-mail- remittance_cmo@primebank.com.bd
12	Outward Commercial Remittance	Cash Management Operations (CMO)	<p>a. Required documents: As per GFET-2018 &amp; BB Circular required documents: i.e. Overseas remittance application form, TM form, Appendix as per GFET 2018, Invoice, Agreement, regulatory approval as applicable BIDA/BTRC/Trade license, Certificate of Incorporation, Memorandum &amp; articles of Association etc., Tax/VAT Challan, Job completion certificate, Prior/post permission from BB/BIDA/NGO Buero etc. (varies case to case)</p> <p>b. Place of documents receipt: Branch/RM/CMO</p>	Bank Charge: SWIFT- BDT. 500.00 + 15% VAT Stationery- BDT. 500.00 + 15% VAT Correspondent Bank Charge will be applied as per their charge schedule. TT Commission Maximum BDT. 500.00 (As per BB circular) Tax and Vat will depend on purposes of OTT (As per NBR Circular & Act 2023).	0-1day	Abu Hena Mostafa Kamal, First Assistant Vice President, Mob- <b>01711949705</b> , E-mail- remittance_cmo@primebank.com.bd

13	PrimePay for Corporate Client	Cash Management Operations (CMO)	a. Required Documents: User Creation Form (UCF), Board Resolution (If required) b. Place of Receipt: Nearest Branch/RM/CMO	N/A	1-5 Day	Md. Khalek Imtiaz, Officer, Mob- <b>01950736265</b> , E-mail- cmo@primebank.com.bd
----	-------------------------------	----------------------------------	---	-----	---------	---

**Note:**

1. All the mentioned days mean Working Days only.
2. In all cases, the Time Limit will be applicable only for the customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
3. The above time limit is only an indication of approximate time required for rendering the services. However, actual service may take longer/ shorter time depending on circumstances.

2.3 - Internal Services (অভ্যন্তরীণ সেবা)						
SL	Service Name	Method of Providing Service	Required Documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Medical/ Health Insurance Claim	Digital & Physical	Money receipt, hospital discharge certificate	Payment through Account	07 Working Days	Responsible Officer/Unit, HRD
2	Maternity Claim Reimbursement	Digital & Physical	Money receipt, hospital discharge certificate	Payment through Account	07 Working Days	Responsible Officer/Unit, HRD
3	Privilege Leave	Digital		N/A	01 Working Day	Responsible Officer/Unit, HRD
4	Sick Leave	Digital	Medical certificate (if required)	N/A	01 Working Day	Responsible Officer/Unit, HRD
5	Maternity Leave	Digital		N/A	01 Working Day	Responsible Officer/Unit, HRD
6	Employee ID Card	Digital & Physical		N/A	05 Working Days	Responsible Officer/Unit, HRD
7	NOC/Experience Certificate	Digital & Physical		N/A	02 Working Days	Responsible Officer/Unit, HRD
8	Home Furnishing Allowance	Digital		Payment through Account	10 Working Days	Responsible Officer/Unit, HRD

9	Staff Home Loan	Digital & Physical	Application with all relevant documents	Payment through Account	10 Working Days	Responsible Officer/Unit, HRD
10	Employee Exit	Digital & Physical		Payment through Account	30 Days (Within notice period)	Responsible Officer/Unit, HRD
11	TA/DA Bill Reimbursement	Physical	Required Documents: Forwarding letter, supporting bills (e.g. Food bill, Hotel bill, Transport bill, etc. as per requirements of the bill)	Service charge: N/A Mode of payment: Salary Account	03 Working Days	Responsible Officer/Unit, FAD

SL	3. Customer's Obligation to the Bank
1	Customers shall follow the banking norms, practices, functional rules etc.
2	Customers shall abide by the terms and conditions prescribed for each banking product and services.
3	Customers shall maintain disciplinary arrangement at the customer service points.
4	Customers shall convey their grievance to the bank in proper way.
5	Customers shall inform the bank for any changes in their address, contact numbers, KYC, TP or any material information.
6	Customers generally shall ask any query at prescribed desk such as Customer Service, Branch Operation Manager, Branch Manager, Contact Center.
7	Customer shall follow banking instructions/information/awareness shared through SMS/Email from time to time.
8	Customer should refrain from making undue/unfair service request.
9	Customer should avoid misunderstanding as far as possible by querying for clarification regarding any product and service.

**4. Step to be taken by the service aspirants if they do not receive the promised service**

SL	When to Contact	Whom to contact with	Contact Details	Solution Timeline
1	If responsible person failed to give solutions	Complaint will be handled by	Concerned Branch Manager/ Branch Operations Manager Phone: Branch wise contact details are Published at: <a href="https://www.primebank.com.bd">https://www.primebank.com.bd</a>	0-5 Working Days
2	If the Grievance Redressal Officer fails to resolve within the specified time	Appellate Officer	<ol style="list-style-type: none"> <li><b>1. Md. Imran Hossain (Dhaka North)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:imranhossain@primebank.com.bd">imranhossain@primebank.com.bd</a> Phone: 01721050131</li> <li><b>2. Md. Enamul Kabir (Dhaka East)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:enamul@primebank.com.bd">enamul@primebank.com.bd</a> Phone: 01819241003</li> <li><b>3. Khadem M Iftekhar (Dhaka South)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:khadem.iftekhara@primebank.com.bd">khadem.iftekhara@primebank.com.bd</a> Phone: 01713061850</li> <li><b>4. Sarker Mehadhi Reza (Chattogram)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:sarker.reza@primebank.com.bd">sarker.reza@primebank.com.bd</a> Phone: 01713041199</li> <li><b>5. Md. Humayun Kabir (Sylhet)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:humayun@primebank.com.bd">humayun@primebank.com.bd</a> Phone: 01714403130</li> <li><b>6. Tarikul Hasan (Cumilla)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:tarikul.hasan@primebank.com.bd">tarikul.hasan@primebank.com.bd</a> Phone: 01713493991</li> <li><b>7. Md. Abdul Halim (North - Rajshahi, Rangpur)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:abdul.halim@primebank.com.bd">abdul.halim@primebank.com.bd</a> Phone: 01771826000</li> <li><b>8. Mostafa Mhamud (South – Khulna)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:mm080102@primebank.com.bd">mm080102@primebank.com.bd</a> Phone: 01716588685</li> </ol>	0-5 Working Days
3	If the Appellate Officer fails to provide solution within the stipulated time	Bank Complaint Management Cell	Hotline 1: 01709 648 733 Hotline 2: 01709 648 744 Hotline 3: 01709 648 755  e-mail: <a href="mailto:servicequality@primebank.com.bd">servicequality@primebank.com.bd</a>	0-5 Working Days

**Citizen's Charter Implementation Committee:**

Name	Designation	Email
Md. Omar Faruk	VP, Products & Analytics	<a href="mailto:faruk@primebank.com.bd">faruk@primebank.com.bd</a>
A. S. M Zahidul Islam	SAVP, Human Resources Division	<a href="mailto:asm.zahidul@primebank.com.bd">asm.zahidul@primebank.com.bd</a>
Syed Rayhan Tarique	SAVP & Head, Brand and Communications	<a href="mailto:syed.tarique@primebank.com.bd">syed.tarique@primebank.com.bd</a>
Tanveer Rashid	SAVP & Head, Contact Center	<a href="mailto:tr043001@primebank.com.bd">tr043001@primebank.com.bd</a>

**Citizen's Charter Monitoring Committee:**

Name	Designation	Email
Anup Kanti Das	SVP, Business Risk Management, Consumer Banking	<a href="mailto:anup@primebank.com.bd">anup@primebank.com.bd</a>
Kazi Reshad Mahboob	SVP & Head, Consumer Protection & Service Quality	<a href="mailto:reshad.mahboob@primebank.com.bd">reshad.mahboob@primebank.com.bd</a>
Mohammad Sazzad Hossain	SAVP, ICCD	<a href="mailto:mh120101@primebank.com.bd">mh120101@primebank.com.bd</a>

**Citizen's Charter Focal Point:**

Name	Designation	Email	Contact Number
Kazi Reshad Mahboob	SVP & Head, Consumer Protection & Service Quality	<a href="mailto:reshad.mahboob@primebank.com.bd">reshad.mahboob@primebank.com.bd</a>	01967809811

**Citizen's Charter Alternative Focal Point:**

Name	Designation	Email	Contact Number
Tanveer Rashid	SAVP & Head, Contact Center	<a href="mailto:tr043001@primebank.com.bd">tr043001@primebank.com.bd</a>	01817503555

## Citizen's Charter Report




Subject: Progress report on 'Citizen's Charter Implementation Plan' for 1<sup>st</sup> Quarter (Jan - Mar, 2026) and evidence submission Annual action plan for implementation of Citizen's Charter of the Bank for year 2026.

Activities	Performance Indicator	Annual Target (2026)	Implementation progress Year 2026				Annual Achievement 2026	Implementation Division	Evidence Submitted	Remarks
			1st Quarter, 2025 (January-March, 2026)	2nd Quarter, 2025 (April-June, 2026)	3rd Quarter, 2025 (July-September, 2026)	4th Quarter, 2025 (October-December, 2026)				
1	2	3	4	5	6	7	8 (7+6+5+4) =	9	10	11
Quarterly Update of Citizen's charter	Updated for 3 <sup>rd</sup> Quarter, 2025 (Jul - Sep, 2025)		Done					Prime Bank	Website upload	
Arranging Training on Citizen's Charter	1. Online Training on Citizen's Charter		Covered around 100 officials through an online session briefing the importance of Citizen's Charter.					Human Resources & Service Quality	Scanned Copy Invitation email (enclosed)	Briefing & Training session was done through a single session.
Organizing briefing sessions with stakeholders on banking services	Session organized with stakeholders by higher management		Done					Human Resources & Service Quality	Scanned Copy Invitation email (enclosed)	Briefing & Training session was done through a single session.
Implementation of Decision of the Monitoring Cell of Citizen's Charter	Report Preparation and website upload executed		Done					Prime Bank	Website upload	



Seal & Signature of the Reporting Officer

**M. M. Faisal**  
FAVP & Sr. Manager  
Consumer Protection & Service Quality  
Prime Bank



**Kazi Reshad Mahboob**  
SVP & Head of Service Quality  
Prime Bank

Focal Point - Citizen's Charter, Prime Bank Limited

**Evidence: Online Briefing & Learning session on Citizens' Charter**



Mon 5/4/2026 1:06 PM

Kazi Reshad Mahboob

**Citizen's Charter discussion for North Region (briefing & training)**

**Required**

Md. Zahangir Alam; Md. Abdul Wahab; Md. Mukhtar Hossen; Mst. Sadia Murtoza; Md. Abdul Kader; Md. Aminul Haque; Mst. Nahdia Rauf; Mst. Nusrat Jahan Ripa; Sk. Nagib Mahfuz Sojib; Md. Shahjahan Kabir; Md. Hedayete Zaman; Md. Sofiul Alam; S. M. Tanzizul Haque; Probir Kumer Sarker; Md. Mostafizar Rahman; Rezina Sultana; Md. Touhidul Islam; Mst. Shahrima Sultana; Erin Jaman; Md. Abdullah Al-Mamun; Md. Raihan Hossain; Md. Momenul Islam; Md. Rabiul Hasan; Md. Almohaimin Emon; Md. Aminul Islam; Abu Hena Md. Mostofa Kamal; Ghulam Saklayn; Md. Abdus Shameem; Md. Ashadul Islam; Md. Ruhul Amin; Md. Arif Uddin; Musarrat Jahan;

**Optional**

Mamur Ahmed; Md. Abdul Halim; M M Faisal Islam

**i** We couldn't find this meeting in the calendar. It may have been moved or deleted.



**When** Tuesday, May 5, 2026 4:30 PM-5:00 PM

**Location** Zoom meeting <https://us04web.zoom.us/j/79028557436?pwd=ajDgSQtslbPb3S4wNb4646SE45NAi1.1>

Dear Colleagues,

We will conduct a **Zoom** session with you all as per below schedule. You are hereby cordially requested to join the session accordingly.

**Subject: Briefing & Training on Citizen's Charter**

**Time: May 5, 2026 04:30 PM**

**Join Zoom Meeting:**

**Meeting ID : 790 2855 7436**

**Passcode : 112233**

**Link : <https://us04web.zoom.us/j/79028557436?pwd=ajDgSQtslbPb3S4wNb4646SE45NAi1.1>**