



# The City Bank Limited

## **Citizen Charter**

136, Gulshan Avenue, Gulshan-2, Dhaka-1212

Website: [www.thecitybank.com](http://www.thecitybank.com)

**Updated on February 2023**



### **Vision:**

The Financial Supermarket with a Winning Culture Offering Enjoyable Experiences.

### **Mission:**

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

### **Values:**

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



## Bank's Information

### **Registered Office:**

City Bank Center  
136, Gulshan Avenue, Gulshan-2  
Dhaka-1212, Bangladesh

### **PABX Hunting Numbers:**

+88-02-58813483, 58814375, 58813126

### **24/7 Customer Service Call Center:**

16234 (for Local Calls)  
+88-02-8331040 (for Overseas Calls)

### **SWIFT Code:**

CIBLBDDH

### **Websites:**

[www.thecitybank.com](http://www.thecitybank.com)  
<http://www.citygem.com.bd>  
<https://cityalo.com/>  
<https://islamic.thecitybank.com/>  
<https://www.americanexpress.com/bangladesh>

### **Facebook:**

[www.facebook.com/TheCityBank](http://www.facebook.com/TheCityBank)

### **Working Hours:**

#### **Office Hours:**

Sunday-Thursday (10:00 AM to 05:00 PM)  
Saturday (10:00 AM to 04:00 PM)

#### **Transaction Hours:**

Sunday-Thursday (10:00 AM to 03:30 PM)

#### **Utility Bills/Govt. Fees Collection Time:**

Sunday-Thursday (10:00 AM to 01:00 PM)

### **Evening Banking:** The following branches provide Evening Banking Facility:

#### **Sunday-Thursday (04:00 PM to 06:00 PM)**

Amberkhana, Bandartila, Beani Bazar, Chauddagam, Chowmuhani, Dhaka Dakshin, Dhanmondi, Faridpur, Gulshan Avenue, Islami Banking, Kaligonj, Sadarghat, Tongi, Uttara.

#### **Sunday-Thursday (04:30 PM to 06:30 PM)**

Agrabad, Anderkilla, Banani, Bandar Bazar, BB Avenue, Bhairab Bazar, Bogra, Comilla, Feni, Gulshan, Imamgonj, Islampur Road, Jessore, Johnson Road, Jubilee Road, Khatungonj, Khulna, Kushtia, Madhabdi, Moulvibazar, Mymensingh, Narayangonj, Narsingdi, Nawabgonj, Netaigonj, New Market, OR Nizam Road, Pabna, Pahartoli, Principal Office, Rajshahi, Rangpur, Sirajgonj, Saidpur, Tangail, Zindabazar, Zinzira.

#### **Sunday-Tuesday (04:30 PM to 06:30 PM)**

Barisal, Daulatgonj, Dinajpur, Gobindagonj, Hajigonj, Kadamtoli, Kawran Bazar, Mirpur, Mouchak, Nawabpur, Posta, Sreemongal, Urdu Road,

#### **Sunday-Thursday (05:00 PM to 07:00 PM)**

Chandpur, Chapainawabgonj, Foreign Exchange, Manikgonj, Motijheel, Sherpur.

**\*\*\* Currently Evening Banking services are not available as per Bangladesh Bank's guidelines.**

### **Saturday Banking:** The following branches provide Saturday Banking Facility:

Agrabad, Gulshan, Islamic Banking, New Market, Principal Office.

### **Foreign Exchange Authorized Dealer Branches (23 Branches):**

Agrabad, B.B. Avenue, Bandar Bazar, Bogra, Foreign Exchange, Gulshan, Gulshan Avenue, Imamgonj, Islami Banking, Islampur Road, Johnson Road, Jubilee Road, Kawran Bazar, Khatungonj, Khulna, Motijheel, Mouchak, Narayangonj, New Market, Pabna, Principal Office, Rajshahi, Rangpur.



**Branches**

Locate all our Branches and Agri Branches at:  
<https://www.thecitybank.com/locate-atm-branch>

**Citygem Centers**

Locate all our Citygem Centers at:  
<http://www.citygem.com.bd/centers.php>

**ATM/RATM**

Locate all our Automated Teller Machines at:  
<https://www.thecitybank.com/locate-atm-branch>

**CDM**

Locate all our Cash Deposit Machines at:  
<https://www.thecitybank.com/locate-atm-branch>

**Agent Banking**

Locate all our Agent Banking Centers at:  
<https://www.thecitybank.com/locate-atm-branch>

**Airport Lounge**

City Bank American Express Lounges at Hazrat Shahjalal International Airport, Dhaka:  
Platinum Lounge, and Amex Express Lounge

City Bank American Express Lounges at Hazrat Shahjalal Domestic Airport, Dhaka:  
Amex Express Lounge

**Foreign Exchange Limited Authorized Dealer Branches (4 Branches):**

Dhanmondi, Mirpur, Shaymoli, OR Nizam Road  
Services offered in these branches: foreign currency buy, sale and passport endorsement etc.

**Operational Approved Non-Authorized Dealer Branches (7 Branches):**

Amabarkhana, Banani, Barisal, Cumilla, Jamuna Future Park, Jessore, Uttara

**Branches having Safe Deposit Locker Facility (32 Branches):**

Agrabad, Amberkhana, Banani, Chawk Bazar, Comilla, Dhanmondi, Feni, Gulshan, Gulshan Avenue, Haliashahar, Islami Banking, Jamuna Future Park, Kawran Bazar, Maijdee Agri, Mirpur, Moghbazar, Motijheel, Mouchak, Narayanganj, Narsingdi, Netaigonj, New Market, OR Nizam Road, Pallabi, Prabartak, Sadarghat, Shaymoli, Sonargaon Janapath, Uttara, VIP Road, Zindabazar, Gulshan Woman, Bashundhara, Madhobdi.

**Branches with City Alo-Women Banking Service Desk (60 Branches):**

Amberkhana, Ashulia, Banani, Bandura Bazar, Barisal, Benapole, Bogra, Chandpur, Chouddagram, Chowmuhani, Comilla, Cox's Bazar, Dhaka Dakshin, Dhanmondi, Dinajpur, Faridpur, Feni, Gobindaganj, Gulshan, Gouripur, Haliashahar, Jamuna Future Park, Jatrabari, Narshindi, Kachua, Khulna, Kishoregonj, Kustia, Madhabdi, Manikgonj, Mirpur, Moghbazar, Mouchak, Moulivibazar, Mymensingh, Narayanganj, Nawabgonj, New Market, O.R. Nizam Road, Pabna, Pahartalli, Pallabi, Patherhat, Patuakhali, Posta, Pragati Sarani, Principal Office, Rajshahi, Rangpur, Rekabi Bazar, Rokeya Sarani, Satkania, Shaymoli, Sonargaon Janapath, Sreemongal, Tangail, Uttara, VIP Road, Zindabazar, Zinzira.

**Student Centers:**

Locate our Student Centers at:  
<https://www.thecitybank.com/account/student-file>

**Corporate Banking:**

City Bank Center, 136, Gulshan Avenue, Gulshan-2, Dhaka-1212  
Call PABX Ext.: 1355. E-mail: [clusterheads@thecitybank.com](mailto:clusterheads@thecitybank.com)



**Trade Services**

**Dhaka Office:** Palmal Tower at Plot No. 55, Gulshan South Commercial Area. Gulshan Avenue, Ward No.19, Gulshan 1, Dhaka

**Chattogram Office:** Banani Complex, 942/A, Sheikh Mujib Road, Agrabad C/A, Chattogram-4100

**Commercial Banking:**

City Bank Center, 136, Gulshan Avenue, Gulshan-2, Dhaka-1212  
Call PABX Ext.: 1337. E-mail: commercial-banking@thecitybank.com

**Medium Business:**

City Bank Center, 136, Gulshan Avenue, Gulshan-2, Dhaka-1212  
Call PABX Ext.: 1432. E-mail: sme-m-portfolio@thecitybank.com

**Small Business:**

Find out more at: <https://www.thecitybank.com/loan/city-sme-small-loan>

**City Islamic:**

Find out more at: <https://islamic.thecitybank.com/>

## Rights & Obligations

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### Customers' Rights/Bankers' Obligations

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- Customers of both deposits and loans have rights to obtain following information from the bank -
  - » the term of the fixed deposit or loan;
  - » the charges, if any, and consequences of premature termination of a fixed deposit or loan;
  - » whether the interest rate is fixed or variable;
  - » the basis and frequency on which interest payments or deductions are to be made;
  - » the method used to calculate interest of each product;
  - » total amount of income that the customers shall receive on the fixed deposits;
  - » the total cost of credit with break up if any;
  - » a schedule of charges, fees, commissions payable for the products or services that the customers have chosen;
  - » any additional charges or expenses that the customers have to pay to obtain additional service;
  - » any changes to the terms and conditions, fees or charges, discontinuation of services or relocation of premises of the bank;
  - » any changes in interest rates regarding the product or service;
  - » to read the Letter of Guarantee carefully prior signing it;
  - » to seek independent legal advice before acting as a personal guarantor;
  - » buying and selling rates of foreign currencies;
  - » Financial statement, financial performance indicators etc.;
  - » Banking hours and holiday notices; and
  - » Operating cycle or road map of services (indicators showing desk Number, floor number, room number etc.).
- To know about all charges, fees, and commissions, click on the link: <https://www.thecitybank.com/SoC>.



### **Bankers' Rights/Customers' Obligations**

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- Customers shall follow the banking norms, practices, functional rules etc.
- Customers shall abide by the terms and conditions prescribed for each banking product and services.
- Customers shall maintain disciplinary arrangement at the customer service points.
- Customers shall convey their grievance to the bank in proper way or in prescribed form.
- Customers shall convey the bank any changes in their address, contact numbers, KYC & TP.
- Customer shall not try to show unreasonable persistence, demand, argument & behavior.
- Customers generally shall ask any query at prescribed desk such as Customer Service Desk, Help Desk, Information Desk or Enquiry Desk at first instance.
- Customer should avoid misunderstanding as far as possible.



**Our Services- Retail**

Sl.	Category of Service	Service Timing for Customer (in working days)	Required Documentation	Process	Service Point	Fees & Charges ⓘ	Contact Point
1	Account Opening (Retail)- Current/Savings Account For Product Specific details/Information visit our website	Same Day to 3 Days	<ul style="list-style-type: none"> <li>* Dully Filled Account Opening Form</li> <li>*NID/ Valid Passport/Birth Certificate of Account holder( incase of having no NID of customer then require Introducer )</li> <li>*Two copies passport size Photo of A/C Holder</li> <li>* NID Copy of Nominee,</li> <li>*One copy passport size Photo of Nominee</li> <li>* Income TAX Return Submission Copy if amount is BDT 10 Lac above</li> <li>* Proof of Income Source Document - • Salary Certificate/Appointment Letter for Service Holders /Trade License/Memorandum and Articles of Association, Form XII and Schedule X</li> <li>• Sale Deed for Sale of Property</li> <li>• Rental Deed/Utility Bills/Ownership Documents for Landlord</li> <li>• Certificate of Registration and Self-Declaration for Self-Employed Professional</li> <li>• Beneficiary Owner’s Source of Fund Document in case of Student/Housewife/Unemployed</li> <li>•Customer Declaration (If Any)</li> </ul>	Customer visits Branch/Agent Outlet and submit the dully filled Account Opening Form and required documents to Respective Bank Employee for processing.	Branch/Agent Outlet	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



2	Digital on-boarding	2	<ul style="list-style-type: none"> <li>* Upload NID Copy of customer</li> <li>* Customer Selfie</li> <li>* Photo of Nominee</li> <li>* Proof of Income Source Document ( if transaction is over Taka 100000)- • Salary Certificate/Appointment Letter for Service Holders               <ul style="list-style-type: none"> <li>• Trade License/Memorandum and Articles of Association, Form XII and Schedule X</li> <li>• Sale Deed for Sale of Property</li> <li>• Rental Deed/Utility Bills/Ownership Documents for Landlord</li> <li>• Certificate of Registration and Self-Declaration for Self-Employed Professional</li> <li>• Beneficiary Owner’s Source of Fund Document in case of Student/Housewife/Unemployed</li> </ul> </li> <li>•Customer Declaration</li> </ul>		Ekhoni Account Apps	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
3	Account Opening of Corporate - Partnership For Product Specific details/Information visit our website	6	<ul style="list-style-type: none"> <li>* Dully Filled Account Opening Form</li> <li>*NID/ Valid Passport/Birth Certificate of all Partners</li> <li>* Two copies Passport size photos of all partners</li> <li>*Valid Trade License</li> <li>* Certified Copy of the partnership deed of the partnership concern (if registered)</li> <li>* Notarized Copy of the partnership deed of the partnership concern (if unregistered)</li> <li>*Certificate of Registration (if registered)</li> <li>*E-TIN certificate in the name of organization. (if any.)</li> <li>*Partners letter of Authority for opening the account &amp; authorization of its operation duly certified by the Managing Partner</li> </ul>	Customer visits Branch/Agent Outlet and submit the dully filled Account Opening Form and required documents to Respective Bank Employee for processing.	Branch/Agent Outlet	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



4	<p>Account Opening of Corporate - Limited Company For Product Specific details/Information visit our website</p>	<p>Upto 6 Days</p>	<ul style="list-style-type: none"> <li>* Dully Filled Account Opening Form</li> <li>*Valid Trade License</li> <li>*Certificate of Registration (if registered)</li> <li>*E-TIN certificate in the name of organization. (if any.)</li> <li>*Certified of incorporation</li> <li>*Certificate of Commencement of Business(in case of public limited company) * *Memorandum and Articles of Association</li> <li>*Form XII/list of directors</li> <li>*Schedule X &amp; change of directors/share certificate (if applicable)</li> <li>*Extract of resolution of the board/general meeting of the company for opening the account and authorization for its operation duly certified by the chairman/Managing Director</li> <li>* Two copies Photographs &amp; Identification Document of -</li> <li>NID/ Valid Passport/Birth Certificate of shareholders holding 20% or more shares in the company and other signatories</li> </ul>	<p>Customer visits Branch/Agent Outlet and submit the dully filled Account Opening Form and required documents to Respective Bank Employee for processing.</p>	<p>Branch/Agent Outlet</p>	<p>For Schedule of Charges details/Information visit our website</p>	<p>Call Center- 16234, Email- complaint.cell@thecitybank.com</p>
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5	Account Opening (Foreign Currency Account) For Product Specific details/Information visit our website	Same Day to 3 Days	<p>*Account Opening Form            *Valid Passport Copy of Account holder            *Two copies passport size Photo of A/C Holder            *NID of Nominee            *One copy passport size Photo of Nominee            * Proof of Income Source Document -            •Appointment letter or salary certificate or bank statement to proof salary paid in FCY for resident bangladeshi FCY account however this is not required for RFCD account.            *Work permit in case the account holder is a foreigner.</p>	<p>Customer visits Branch/Agent Outlet and submit the dully filled Account Opening Form and required documents to Respective Bank Employee for processing.</p> <p>For Global FC Account, Customer can also send the filled Account Opening Form and required documents through Courier or Email</p>	Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
6	Account Closing	3	<p>* Individual -• Account closing request from the account holder duly signed for individual account , in case of joint account signature of all signatory will be required            * Sole Proprietorship Account-• Account closing request by the proprietor            Partnership-• Resolution from the partners or letter from partners who are empowered to close the account as specified in the partnership deed.</p>	Customer visits Branch/Agent Outlet and submit the closure request with required documents to Respective Bank Employee for processing.	Branch/Agent Outlet	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



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7	Account Information Update	Same Day to 3 Days	<p>* Duly filled prescribed customer request form</p> <p>* Documentation required as per Account Information update Type basis.</p>	Customer visits Branch/Agent Outlet and submit the information update request with required documents to Respective Bank Employee for processing.	Branch/Agent Outlet	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
8	Dormant Account Activation	Same Day to 2 Days	Duly filled Dormant Account Reactivation Form, updated trade license ( in case of business account) , other necessary document which are mandatory for account opening but were not taken during account opening.	Customer visits Branch/Agent Outlet and submit the dormant activation request with required documents (if any) to Respective Bank Employee for processing.	Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
9	FD/DPS Open Customer with operative account.	Same Day to 2 Days	<p>*Prescribed single page of FD/DPS Account Opening Form</p> <p>*Nominee assignment page with photograph (name written at the back), attested by the applicant (if nominee is not same as operative account).</p> <p>* Income TAX Return Submission Copy if FDR amount is BDT 10 Lac above ☐</p>	Customer visits Branch/Agent Outlet and submit the FD/DPS Open request with required documents (if any) to Respective Bank Employee for processing.	Branch/City Touch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
10	FD //DPS Encashment	Same Day to 3 Days	Filled up Closure Request Form	Customer visits Branch/Agent Outlet and submit the FD/DPS closure request with required documents (if any) to Respective Bank Employee for processing.	Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



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11	Inward Remittance-TT	Same Day Processing - For Documents received from Branch upto 3.00 PM and For Swift received from Trade Suppor upto 11.30 AM	For Amount upto USD 10000.00: Relevant supporting (if required) For Amount above USD 10000.00: (i) Form C, (ii) Relevant supporting (if required)	Customer visits Branch with the relavent document(if required) Respective Employee will receive the docuemnt for processing.	Branch/Corporate	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
12	Outward Remittance	Same Day Processing for Document received from Branch upto 2.00 PM for same day processing	(i) Remittance Request Form, (ii) Form TM and (iii) Relevant document as per GFET	Customer visits Branch with the relavent document & will fill up the remittance request from & TM form. Respective Employee will receive the docuemnt for processing.	Branch/Student Center/Corporate	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
13	Student File open	Same Day Processing for Document received from Branch upto 4.00 PM	(i) Application (Appendix 5/82) duly filled in; (ii) Original and photocopy of admission letter issued by the educational institution in favor of the student (such as the I-20 in the case of US institutions); (iii) Original and photocopy of estimate relating to annual tuition fee, board and lodging, insurance, incidental expenses etc. issued by the concerned educational institution (I-20 in case of US institutions); (iv) Attested copies of educational certificates of the applicant; (v) Valid Passport.	Customer visits Branch with the relavent document & will fill up the SF open(Appendix 5/82) form. Respective Employee will receive the docuemnt for processing.	Branch/Student Center/Corporate	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



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14	Purchase & Encashment of Shanchayapatra	2 Days ( Depends on Govt Server availability)	Prescribed Form, NID & Two copies passport size Photo of A/C Holder ,NID Copy of Nominee,One copy passport size Photo of Nominee,E-TIN Copy , Income TAX Return Submission Copy if amount is BDT 5 Lac above		Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
15	Diaspora Bond 1. Wage Earner Development Bond(WEDB) - 5 Years 2. US Dollar Investment Bond (US DIB)- 3 Years 3. US Dollar Premium Bond (US DPB) -3 Years	2 Days ( Depends on Govt Server availability)	NSD Prescribed Application Form for Diaspora Bond Investment and CBL Prescribed Debit Instruction, Copy of NID – Applicant, copy of passport –with the page of arrival & departure seal, Copy of VISA - (NO VISA REQ/WORKPERMIT/ RESIDENCE/ BUSINESS/PROFESSIONAL/ DIPLOMATE/ IMMIGRATION, Cop of NID – Nominee, Photograph of Both Applicant & Nominee, Bank Account: FCY Account for US Dollar Investment Bond, FCY & BDT Account for US Dollar premium Bond & Wage earner Development Bond. In case of having no NID of non-resident will be provide passport for US DIB & US DPB purchase. Note: Student VISA not eligible for purchasing any Bond.		Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



16	Locker Services	Same Day to 2 Days	<ul style="list-style-type: none"><li>* Locker Rental Application Form (Signed by All the Locker Holders)</li><li>* Photograph of each Renter</li><li>*Signature Card</li><li>* Standing Order/Instruction Placement Form</li><li>* Nomination Form</li><li>* Board Resolution ( For Companies Only) [Similar Documents for Trust or NGO etc]</li><li>* KYC document for each renter</li><li>* Seperate KYC Form in case of Non Account Holder (If there is more than one renter and any of the renters does not have any account with the bank)</li></ul>	Customer visits Branch and submit the Locker Request Form with required documents to Respective Bank Employee for processing.	Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
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17	Cash Foreign Currency Selling	Same Day Processing upto 4.00 PM	<p>General Documents for any endorsement:</p> <ul style="list-style-type: none"> <li>• The traveler is a Bangladesh national and carrying a Bangladeshi Passport.</li> <li>• Valid Passport</li> <li>• Valid Visa</li> <li>• Confirm Ticket and travel date within 14 days.</li> </ul> <p>For Port entry countries:</p> <ul style="list-style-type: none"> <li>• The traveler is a Bangladeshi national and carrying a Bangladeshi Passport.</li> <li>• Valid Passport (at least 6 month prior to expiry)</li> <li>• Confirm Ticket and travel date within 14 days.</li> </ul> <p>For endorsement 200 or Below (USD or equivalent foreign Currency):</p> <ul style="list-style-type: none"> <li>• The traveler is a Bangladeshi nation and carrying a Bangladeshi Passport.</li> <li>• Valid Passport (at least 6 month prior to expiry)</li> </ul> <p>In addition the customer will have to submit signed TM form and applicable request letter.</p> <p>Note: While issuing foreign currency to the Diplomats/Privileged persons/UN personnel, Govt. officials travelling on official duties, such endorsement in their passports need not be made.</p>	Customer visits Branch and submit Cash FC Buying Form along with required documents to Respective Bank Employee for processing.	AD, Limited AD & Approved Non-AD Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
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18	Cash Foreign Currency Buying	Same Day Processing upto 4.00 PM	<p>General Documents:</p> <ul style="list-style-type: none"> <li>• RFCD declaration/general request letter</li> <li>• Passport copy along with arrival page and departure page.</li> <li>• For buying more than 10000 USD or equivalent foreign currency the traveler has valid FMJ declaration and the arrival date is within one month.</li> </ul>	Customer visits Branch and submit Request Form along with required documents to Respective Bank Employee for processing.	AD, Limited AD & Approved Non-AD Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
19	Pay Orders	Same Day Processing upto 4.00 PM	<p>For City Bank Account Holder:</p> <ul style="list-style-type: none"> <li>• Pay Order Application Form</li> </ul> <p>Walk In Customer:</p> <ul style="list-style-type: none"> <li>• Pay Order Application Form</li> <li>• Valid ID Copy</li> <li>• KYC Form</li> </ul>	Customer visits Branch and submit Application Form along with required documents to Respective Bank Employee for processing.	Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
20	Cash Withdrawal/ Deposit	Same Day	Deposit Slip/ Cheque/ NID when required		Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



21	Citytouch Activation	Instant to 3 Days	<ul style="list-style-type: none"> <li>• Any Conventional/ Manarah account &amp; credit card holder can register in Citytouch.</li> <li>• Conventional /Manarah Individual Account holder &amp; Conventional Proprietorship account holder can register in Citytouch instantly downloading the app of from the web.</li> <li>• Joint Account holder with the operation mode- Either/survivor &amp; Manarah Proprietorship account holder needs to visit the nearest branch and fill Citytouch Enrollment Form up to register in Citytouch</li> </ul>	<p>Step 1: Download City Touch app and Sign Up with Account or Credit Card</p> <p>Step 2: Type-in your account/card details and phone number</p> <p>Step 3: Type-in a User ID of your choice then tap the 'Next'</p> <p>Step 4: Insert the OTP sent to your registered mobile number and tap "Submit"</p> <p>Step 5: Set a preferred PIN and Password for your account then tap "Submit"</p> <p>Step 6: You have successfully completed your registration</p>	Citytouch/Branch	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com
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**Our Services- Loans**

Sl.	Category of Service	Service Timing for Customer (in working days)	Required Documentation	Process	Service Point	Fees & Charges ☒	Contact Point
1	Personal Loan	7	1. Loan Application form and others required documents 2. Photograph and NID copy 3. CIB Form 4. Tin certificate and copy of latest Tax Return Acknowledgement receipt or certificate  <b>Link of required documents:</b> <a href="https://www.thecitybank.com/upload/Basic-Required-Documents-for-personal-Loan.pdf">https://www.thecitybank.com/upload/Basic-Required-Documents-for-personal-Loan.pdf</a>		Respective Branch/Sales Channel	<b>Charges:</b> As per Schedule of Charges (SOC)  Link of SOC: <b><a href="https://www.thecitybank.com/soc">https://www.thecitybank.com/soc</a></b>	Call Center- 16234, Email- complaint.cell@thecitybank.com
2	Auto Loan	10	1. Loan Application form and others required documents 2. Photograph and NID copy 3. CIB Form 4. Tin certificate and copy of latest Tax Return Acknowledgement receipt or certificate  <b>Link of required documents:</b> <a href="https://www.thecitybank.com/upload/Basic-Required-Documents-for-Auto-Loan.pdf">https://www.thecitybank.com/upload/Basic-Required-Documents-for-Auto-Loan.pdf</a>		Respective Branch/Sales Channel	<b>Charges:</b> As per Schedule of Charges (SOC)  Link of SOC: <b><a href="https://www.thecitybank.com/soc">https://www.thecitybank.com/soc</a></b>	Call Center- 16234, Email- complaint.cell@thecitybank.com



## Citizen Charter of The City Bank Limited

3	Home Loan	30	<p>1. Loan Application form and others required documents 2. Photograph and NID copy 3. CIB Form 4. Tin certificate and copy of latest Tax Return Acknowledgement receipt or certificate</p> <p><b>Link of required documents:</b> <a href="https://www.thecitybank.com/upload/Basic-Required-Documents-for-Home-Loan.pdf">https://www.thecitybank.com/upload/Basic-Required-Documents-for-Home-Loan.pdf</a></p>		Respective Branch/Sales Channel	<p><b>Charges:</b> As per Schedule of Charges (SOC)</p> <p>Link of SOC: <a href="https://www.thecitybank.com/soc">https://www.thecitybank.com/soc</a></p>	Call Center- 16234, Email- complaint.cell@thecitybank.com
4	Secured Facilities (Secured Term Loan/Overdraft/Bullet Payment)	3	<p>1. Loan Application form and others required documents 2. Photograph and NID copy 3. CIB Form 4. Tin certificate and copy of latest Tax Return Acknowledgement receipt or certificate</p>		Respective Branch/Sales Channel	<p><b>Charges:</b> As per Schedule of Charges (SOC)</p> <p>Link of SOC: <a href="https://www.thecitybank.com/soc">https://www.thecitybank.com/soc</a></p>	Call Center- 16234, Email- complaint.cell@thecitybank.com

## Our Services- Cards

Sl.	Category of Service	Service Timing for Customer (in working days)	Required Documentation	Process	Service Point	Fees & Charges	Contact Point
1	Credit Card Onboarding	10	<ul style="list-style-type: none"> <li>• Complete Card Application Form</li> <li>• E-Tin</li> <li>• NID/SMART Card copy</li> <li>• PSR (Proof of submission of return)</li> <li>• CIB Undertaking</li> </ul>	<ol style="list-style-type: none"> <li>1. After receiving approved files, respective team check the presence of documents and create customer &amp; virtual card in system.</li> <li>2. Card is produced after assigning approved limit</li> <li>3. Finally, card is being send customer address/branch through courier.</li> <li>4. Courier deliver the card within agreed SLA with CBL (maximum 5 working days).</li> </ol>	Branch/ Card Sales/ Amex Service Center	For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecitybank.com



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2	Card Maintenance – Static Data	3	<p>1. Credit Card Service Form – 2</p> <p>2. Supporting documents:</p> <ul style="list-style-type: none"> <li>• For office address change: Visiting card/Joining letter/Transfer letter/ Salary certificate</li> <li>• For Resident address: Utility bill/Home rental deed</li> <li>• For Cell/E-Mail and Reference update: NID/Smart ID/Passport copy</li> <li>• For TIN: TIN certificate copy</li> <li>• PSR: Return submit acknowledgement slip/Income tax certificate</li> <li>• Date of birth/Name/ Parents name: NID/Smart ID</li> <li>• For NID: NID copy</li> <li>• For Passport: Passport copy</li> <li>• Letter of Authorization: CM written application, CM NID, Authorize person's NID, Cell number, Email (Optional)</li> </ul>	<p>1. Request received through Helpdesk</p> <p>2. Requirement checking</p> <p>3. Executed in system</p>	Branch/ Card Sales/ Amex Service Center	N/A	Call Center- 16234, Email- complaint.cell@thecit ybank.com
3	Card Renewal	Monthly	No additional document is required	If card is in Active (Given and Open) status, then cards automatically renew without customer concern.		For Schedule of Charges details/Information visit our website	Call Center- 16234, Email- complaint.cell@thecit ybank.com



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4	Card Activation	Instant (24/7)	Customer need to call from his/her registered mobile number.	For activation, customer need to call at "16234" from his/her registered mobile number.	Call Center (other than Call Center Card can be activated through – Citytouch, IVR, SIVR, ATM)	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
5	Endorsement	1	<ul style="list-style-type: none"> <li>• Credit card Service Form -1</li> <li>• All Passport copies</li> </ul>	<ol style="list-style-type: none"> <li>1. Service form fill up</li> <li>2. Purpose verify</li> <li>3. Checking previous passport(if exist) seal</li> <li>4. Checking passport expiry date</li> <li>5. Check on new passport seal</li> <li>6. Tick marks on seal(card, quota validation date, personal/office), mention ID, card no. amount, signature, date, round seal.</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com



6	E commerce Access	1	<ul style="list-style-type: none"> <li>• Credit card Service Form -1</li> <li>• Webpage screenshots (txn over \$300)</li> </ul>	<p>1. Lodge Help Desk under (E-Commerce Enable Request in ITC)</p> <p>2. Checking Part</p> <p>a. Signature verification.</p> <p>b. E-commerce limit within \$300, no documents is required.</p> <p>c. E-commerce limit above \$300 , we need required documents (web page screen shot where personal details of cardmember, transaction amount, organization name are visible)</p> <p>NOTE: We can provide access to perform online transactions over \$300 only for paying educational fees [Exam fees, Registration fees, Membership fees, Training, Meeting or Conference fees &amp; etc.], visa processing fees and online transactions for hotel booking purposes within travel quota limit.</p> <p>3. Execution Process</p> <p>a. E-commerce limit within \$300; (Source officer will set E-commerce limit in system)</p> <p>b. E-commerce limit above \$300; ( After checking, CSD Back office team will set E-commerce limit in system)</p>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
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7	Limit Enhancement (LE)	6	<p><b>Mandatory for All category</b></p> <ol style="list-style-type: none"> <li>1. Credit card Service Form -1</li> <li>2. CIB &amp; Undertaking</li> <li>3. NID copy.</li> <li>4. E-TIN copy &amp; tax return copy</li> </ol> <p><b>Other required Documents-Salaried:</b></p> <ul style="list-style-type: none"> <li>• Original Latest Salary Certificate/ Original Last 3 month pay slip</li> <li>• Last 6 months latest Original Salary reflecting Bank Statement</li> </ul> <p><b>Business:</b></p> <ul style="list-style-type: none"> <li>• Last 12 months latest Original Latest Business Reflecting Bank Statement</li> <li>• Renewed Latest Trade License copy (not more than 1 year old)</li> <li>• Business Proof: <ul style="list-style-type: none"> <li>o Proprietorship: Only Trade License</li> <li>o Partnership: Trade License + Partnership Deed</li> <li>o Limited Company: Trade License + Scheduled Form X &amp; XII</li> </ul> </li> </ul> <p><b>Self-Employed (Doctor, Lawyer, Landlord etc.)</b></p> <ul style="list-style-type: none"> <li>• For land lord rental deed and rent invoice (if any).</li> <li>• Self-Income Declaration in practicing pad. (Doctor, Lawyer)</li> <li>• Last minimum 6 months Bank Statement.</li> </ul> <p><b>FDR/DPS:</b></p> <ul style="list-style-type: none"> <li>• Stamp of Tk. 300 + Tk.10/per FDR</li> <li>• Original FDR advice slip</li> <li>• Charge document</li> <li>• (For DPS)- Original Bank statement of DPS (last 12 months)</li> </ul> <p><b>ERQ/FC:</b></p> <ul style="list-style-type: none"> <li>• Valid Machine Readable Passport (MRP).</li> <li>• Customer request letter (if company, then in company pad)</li> <li>• Fund holding instruction.</li> <li>• Board resolution (If card against company account)</li> <li>• Declaration for International credit card.</li> <li>• Bank declaration (service provider of ERQ account) copy</li> <li>• If Company: <ul style="list-style-type: none"> <li>o Partnership: Partnership Deed</li> <li>o Limited Company: Company MOA and Scheduled Form X &amp; XII</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>1. Check all documents for LE</li> <li>2. Send LE file to C&amp;C 3. Assessment from credit team</li> <li>3. If all requirements meet then C&amp;C will send the LE file to Card operation.</li> <li>4. Card operation will input the limit in ITC system.</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
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8	Product Group Change (PGC)	3	<ul style="list-style-type: none"> <li>• Credit card Service Form - 3</li> <li>• Valid Machine Readable Passport (MRP) {Not applicable for any local card}.</li> <li>• Card fee declaration (for Amex Platinum card)</li> </ul>	<ol style="list-style-type: none"> <li>1. Service form fill up</li> <li>2. Do necessary changes from CSD end &amp; forward to card operation.</li> <li>3. Card Ops will change in system, etc.</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
9	Closure (Unsecured card)	5	<ul style="list-style-type: none"> <li>• Credit Card Service form - 4</li> </ul>	<ol style="list-style-type: none"> <li>1. Submitting Closure form in Branch</li> <li>2. Closure Reason &amp; Account no</li> <li>3. Retention Process</li> <li>4. After getting retention feedback, CSD team change the card mode and forward card accounts</li> <li>5. Card Accounts team will close the contract finally.</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
10	Closure (Secured card)	5	<ul style="list-style-type: none"> <li>• Credit Card Service form - 4</li> <li>• Account services from(2) : Closure &amp; maintenance</li> <li>• Lien marked withdrawal request from.</li> </ul>	<ol style="list-style-type: none"> <li>1. Service form fill up</li> <li>2. All documents verification with Branch seal sign etc.</li> <li>3. Necessary checking &amp; changes from CSD end &amp; sent to Card Accounts.</li> <li>4. Card Accounts will close/adjust finally.</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
11	NOC /Certificates (regular car)	5	<ul style="list-style-type: none"> <li>• Credit Card Service form - 4</li> </ul>	<ol style="list-style-type: none"> <li>1. Service form fill up</li> <li>2. Contract closure checking</li> <li>3. Fees realization</li> <li>4. NOC/NOD prepare &amp; dispatched for mentioned branch.</li> </ol>	Branch, Call Center, Amex Center	BDT 345	Call Center- 16234, Email- complaint.cell@thecitybank.com



12	Waiver/Reversal	5 or depending on approval	• Credit Card Service form - 4	<ol style="list-style-type: none"> <li>1. Service form fill up</li> <li>2. Details checking</li> <li>3. Decision from Back office</li> <li>4. Final Decision of Management</li> <li>5. Checking with Card accounts for posting(if any)</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
13	Platinum Downgrade	5	•Credit Card Services Form-3	<p>Process:</p> <ol style="list-style-type: none"> <li>1. Lock Help Desk under Card Surrender/Down grade (Amex Platinum)</li> </ol> <p>Checking part:</p> <ol style="list-style-type: none"> <li>1. Card status.</li> <li>2. Card fee impose date.</li> <li>3. Retention Process</li> <li>4. After getting retention feedback we change the card mode to damage and then forward HD to PGC by Back Office ( which solved by card operations team)</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com
14	Online Service Portal	5 or depending on query type	•Documents requires as per request category	<ol style="list-style-type: none"> <li>1. Miscellaneous Request comes from Card-members registered Email address.</li> <li>2. Checking             <ol style="list-style-type: none"> <li>a. To depend on query, CSD Back office team execute some requests manually.</li> <li>b. Some requests are forwarded to concern dept. for further process.</li> </ol> </li> <li>3. Reply Process (Every requests are replied with proper solution)</li> </ol>	Branch, Call Center, Amex Center	N/A	Call Center- 16234, Email- complaint.cell@thecitybank.com



### Our Services- Corporate

Sl.	Category of Service	Service Timing for Customer (in working days)	Required Documentation	Process	Service Point	Fees & Charges <sup>Ⓜ</sup>	Contact Point
1	Approval of Corporate Loan Facility	30	<ul style="list-style-type: none"><li>• Customer Request Letter</li><li>• Proposal and recommendation from Business team/RM</li><li>• CIB Undertaking</li><li>• Financial Statements with DVC</li><li>• Regulatory Documents/Certificates for doing the business</li><li>• Other business relates documents</li><li>• Approval from Credit Risk team after proper due diligence</li></ul>	Request through email & Hard Copy	Branches & Head Office	As per approved Schedule of charges. Website link for Schedule of charges: <a href="https://www.thecitybank.com/SoC">https://www.thecitybank.com/SoC</a>	Call Center- 16234, Email- complaint.cell@thecitybank.com

## Our Services- Trade Support

Sl.	Category of Service	Service Timing for Customer (in working days)	Required Documentation	Process	Service Point	Fees & Charges ☒	Contact Point
1	Import through LC	1	1. Documentary Credit Application 2. Contract/Pro-forma Invoice/Indent 3. Insurance coverage documents 4. IMP Form/TM form 5. Required regulatory documents like Trade License, IRC,e-TIN, BIN, Membership Certificate, Last year tax submission proof etc. 6. Approval from concerned authorities, where applicable.	Customer Applies for LC with required documents including regulatory permissions, if any. LC facilities given against agreed credit facilities.	Trade Service Division- Dhaka & Chittagong	As per Schedule of charges or credit approval	Call Center- 16234, Email- complaint.cell@thecitybank.com
2	Import without LC (DA/DP)	1	1.Contract/Pro-forma Invoice/Indent 2. Insurance coverage documents 3. IMP Form/TM form 4. Required regulatory documents like Trade License, IRC,e-TIN, BIN, Membership Certificate, Last year tax submission proof etc. 5. Approval from concerned authorities, where applicable. 6. Undertaking as per GFET format for advance payment	Customer Applies for Import without LC/Advance payment with required documents including regulatory permissions, if any.	Trade Service Division- Dhaka & Chittagong	As per Schedule of charges or credit approval	Call Center- 16234, Email- complaint.cell@thecitybank.com

3	Import Financing	1	Customer Application and required regulatory documents based on type of Financing requested.	Customer requests for import financing as per agreed credit terms.	Trade Service Division- Dhaka & Chittagong	As per Schedule of charges or credit approval	Call Center- 16234, Email- complaint.cell@thecitybank.com
4	EDF	Subject to receipt of fund from Central Bank.	Customer Application and required regulatory documents for EDF	Customer applies for EDF as per BB Guidelines	Trade Service Division- Dhaka & Chittagong	As per Schedule of charges or credit approval and Bangladesh Bank directives	Call Center- 16234, Email- complaint.cell@thecitybank.com
5	Bank Guarantees	1	1. Customer Application 2. Offer letter/notification of award/ contract, agreement etc 3. Valid approval 4. Disbursement Authority/Limit note 5. Required regulatory documents like valid Trade License, TIN, VAT, MOA, AOA, CIB etc.	Customer requests for Bank Guarantee with underlying contract details	Trade Service Division- Dhaka & Chittagong	As per Schedule of charges or credit approval	Call Center- 16234, Email- complaint.cell@thecitybank.com
6	Export LC Advising	1	1. Regulatory Documents like Trade License, TIN, VAT, ERC, Membership of related association, BIDA/DOT permission.	When Export LC is received in bank's SWIFT server, the same is advised and notified to customer. In case of non-customer, Bank contact with the customer/ their bank.	Trade Service Division- Dhaka & Chittagong	Tk. 750	Call Center- 16234, Email- complaint.cell@thecitybank.com

7	Export LC/Contract Lien	1	<ol style="list-style-type: none"> <li>1. Regulatory Documents like Trade License, TIN, VAT, ERC, Membership of related association, BIDA/DOT permission, Bonded ware-house copy (where applicable)</li> <li>2. Original LC/Contract</li> <li>3. Customer's request letter</li> </ol>	Customer applies for Lien of Export LC/ Contract	Trade Service Division- Dhaka & Chittagong	Tk. 750	Call Center- 16234, Email- complaint.cell@thecitybank.com
8	Export LC Transfer	1	<ol style="list-style-type: none"> <li>1. Regulatory Documents like Trade License, TIN, VAT, Membership of related association, DOT permission</li> <li>2. Original Export LC</li> <li>3. Customer's request letter</li> </ol>	Customer applies for Transfer of LC along with original instruments.	Trade Service Division- Dhaka & Chittagong	Tk. 750	Call Center- 16234, Email- complaint.cell@thecitybank.com
9	Export Financing	1	<ol style="list-style-type: none"> <li>1. Customer request letter</li> <li>2. Credit approval</li> <li>3. Related export documents.</li> </ol>	Customer applies for Pre & Post Shipment financing as per agreed credit approval and central bank guidelines	Trade Service Division- Dhaka & Chittagong	As per schedule of charge/credit approval	Call Center- 16234, Email- complaint.cell@thecitybank.com
10	Cash Incentives	Upon receipt of claimed fund from Bangladesh Bank.	<ol style="list-style-type: none"> <li>1. Application in Central bank's prescribed format</li> <li>2. Copy of Export order, export &amp; Import documents</li> <li>3. Certificate from concerned association as per Circular 4. Certificate from External auditor</li> </ol>	Customer applies for cash incentive as per central bank directives	Trade Service Division- Dhaka & Chittagong	As per schedule of charge	Call Center- 16234, Email- complaint.cell@thecitybank.com
11	Supply Chain Financing	1	<ol style="list-style-type: none"> <li>1. Invoice 02. Customer Request 03. Invoice Financing Request</li> </ol>	Customer request for fund by submitting invoice. This process conducted as per PPG.	Trade Service Division- Dhaka & Chittagong	As per schedule of charge/credit approval	Call Center- 16234, Email- complaint.cell@thecitybank.com

### Our Services- Human Resources

Sl.	Category of Service	Service Timing for Customer (in Days)	Required Documentation	Process	Service Point	Fees & Charges ☐	Representative
1	Recruitment	Maximum 90 working days for each recruitment	Human Resources Division, City Bank Head Office/BD Jobs	Request through email	N/A	N/A	<b>Name</b> Mohammad Shafiu Islam <b>Designation</b> Senior Manager, Recruitment & HR MIS <b>Phone</b> 01765333111 <b>Email</b> shafiulislam@thecitybank.com
2	Human Resources Information System	As & when required	Human Resources Division, City Bank Head Office	PeoplesHR and Request through email	N/A	N/A	<b>Name</b> Mohammad Shafiu Islam <b>Designation</b> Senior Manager, Recruitment & HR MIS <b>Phone</b> 01765333111 <b>Email</b> shafiulislam@thecitybank.com
3	Provident Fund related query	Within 2 working days from the request	Employee ID Human Resources Division, City Bank Head Office	Request through email	N/A	N/A	<b>Name</b> Mahmud Un Nabi Mithu <b>Designation</b> Senior Manager, Payroll Operation <b>Phone</b> 01711379157 <b>Email</b> mahmud.nabi@thecitybank.com
4	Salary, Commission, Incentive and other Allowance related query	Within 3 working days from the request	Employee ID Human Resources Division, City Bank Head Office	Request through email	N/A	N/A	<b>Name</b> Mahmud Un Nabi Mithu <b>Designation</b> Senior Manager, Payroll Operation <b>Phone</b> 01711379157 <b>Email</b> mahmud.nabi@thecitybank.com



5	Health Insurance Claim & Settlement Related Issues	Within 30 working days from the request	Employee ID and relevant detail	Request through email	N/A	N/A	<p><b>Name</b> Tanshen Dhar</p> <p><b>Designation</b> Officer, Payroll Operation</p> <p><b>Phone</b> 01687357577</p> <p><b>Email</b> <a href="mailto:tanshen.dhar@thecitybank.com">tanshen.dhar@thecitybank.com</a></p>
6	Staff Loan	Within 30 working days from the request (For EHBL: Subject to final approval)	Duly filled up Application Form (available in intranet) with approval	Email/Hard copy application submission	N/A	N/A	<p><b>Name</b> Prashenjit Dash</p> <p><b>Designation</b> Manager, Employee Transition</p> <p><b>Email</b> <a href="mailto:prashenjit.dash@thecitybank.com">prashenjit.dash@thecitybank.com</a></p> <p><b>Phone</b> 01711081389</p>
7	Separation (Post Resignation Formalities & End Service Benefit)	15 working days (Subject to adjustment of all liabilities)	Clearance Certificate	Apply through HRIS	N/A	N/A	<p><b>Name</b> Tasnia Islam</p> <p><b>Designation</b> Assistant Manager, Employee Transition</p> <p><b>Email</b> <a href="mailto:tasnia.islam@thecitybank.com">tasnia.islam@thecitybank.com</a></p> <p><b>Phone</b> 01796189464</p>
8	ID Card and Business Card	10 working Days	Employee ID and Changed information (If any)	Apply Through HRIS	N/A	N/A	<p><b>Name</b> Mohammad Tanvir Faisal</p> <p><b>Designation</b> Assistant Manager, Employee Transition</p> <p><b>Email</b> <a href="mailto:mohammad-faisal@thecitybank.com">mohammad-faisal@thecitybank.com</a></p> <p><b>Phone</b> 01776682355</p>

9	NOC/Salary Certificate	Within 3 working days from the request	Employee ID	Apply Through HRIS	N/A	N/A	<p><b>Name</b> Raianur Rahman</p> <p><b>Designation</b> Officer, Employee Transition</p> <p><b>Email</b> <a href="mailto:raianur.rahman@thecitybank.com">raianur.rahman@thecitybank.com</a></p> <p><b>Phone</b> 01737330557</p>
10	Training & Development	1 Working Day to 30 Working Days	Identified learning need assessment with necessary details  Budgetary Approval	Request through email	N/A	N/A	<p><b>Name</b> Mostofa Jamal Chowdhury</p> <p><b>Designation</b> Associate Manager, Learning &amp; Development</p> <p><b>Email</b> <a href="mailto:learning&amp;development@thecitybank.com">learning&amp;development@thecitybank.com</a></p> <p><b>Phone:</b> 58813126 Ext:1070</p>
11	Coaching / Counselling	1 Working Day to 30 Working Days	Performance status from relevant teams	Through Email	N/A	N/A	<p><b>Name:</b> Sumaiya Binte Atique</p> <p><b>Designation:</b> Associate Manager, Organization Development &amp; HR Strategy, Human Resource Division</p> <p><b>Email:</b> <a href="mailto:sumaiya.atique@thecitybank.com">sumaiya.atique@thecitybank.com</a></p> <p><b>Phone:</b> 01717298936</p>
12	Reward & Recognition (R&R)	In 6 months time after each fiscal year	Filled-up nomination from Division (L2 to L5)	Through Email	N/A	N/A	<p><b>Name</b> Samiha Sanjana</p> <p><b>Designation:</b> Associate Manager, Organization Development &amp; HR Strategy; Human Resource Division</p> <p><b>Email:</b> <a href="mailto:samiha.sanjana@thecitybank.com">samiha.sanjana@thecitybank.com</a></p> <p><b>Phone:</b> 01708461048</p>



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13	Integrity Award under National Integrity Strategy (NIS)	50 working days once in a year after June	Nomination from Division	Through Email	N/A	N/A	<p><b>Name</b> Samiha Sanjana</p> <p><b>Designation:</b> Associate Manager, Organization Development &amp; HR Strategy; Human Resource Division</p> <p><b>Email:</b> <a href="mailto:samiha.sanjana@thecitybank.com">samiha.sanjana@thecitybank.com</a></p> <p><b>Phone:</b> 01708461048</p>
14	Organizational / Team Organogram/Role Profile / Job Description	3 days	Approval through memo to be arranged by the relevant Division	Request through email	N/A	N/A	<p><b>Name</b> Sanjoy Kumar Das</p> <p><b>Designation:</b> Head of Organization Development &amp; HR Strategy; Human Resource Division</p> <p><b>Email:</b> <a href="mailto:sanjoy.das@thecitybank.com">sanjoy.das@thecitybank.com</a></p> <p><b>Phone:</b> 01817184999</p>
15	Performance Management related queries	3 days	Employee ID	Request through email	N/A	N/A	<p><b>Name</b> Md. Omar Hossain Talukder</p> <p><b>Designation:</b> Assistant Manager, Organization Development &amp; HR Strategy; Human Resource Division</p> <p><b>Email:</b> <a href="mailto:omar.hossain@thecitybank.com">omar.hossain@thecitybank.com</a></p> <p><b>Phone:</b> 01755452400</p>
16	Staff disciplinary issues	21 days	Complaint, evidences, witnesses, as available	Reported incidents	N/A	N/A	<p><b>Name</b> Sultan Mahmud Ripon</p> <p><b>Designation:</b> Head of Employee Relations; Human Resource Division</p> <p><b>Email:</b> <a href="mailto:employee-relation@thecitybank.com">employee-relation@thecitybank.com</a></p> <p><b>Phone:</b> 01711080360</p>

## Our Services- General Admin

SL	Service Name	Maximum Time required for providing service	Necessary Documents	Place to find necessary documents/application form	Service Charge (if any)	Responsible Employee Grade/designation, Division/dept. Name, official telephone & email	Line Manager's Grade/designation, Division/dept. Name, official telephone & email
1	<ul style="list-style-type: none"> <li>Establishment of new branch, Sub-branch, unit office, lounge, office, ATM etc.</li> </ul>	For branch, sub-branch, unit office, lounge, office etc : Maximum 6 months	<ul style="list-style-type: none"> <li>Management/ Board Approval</li> </ul>	Infrastructure Development & Space Acquisition Depts.	No Service charge (Free of cost)	<ul style="list-style-type: none"> <li>Head of Infrastructure Development dept., General Administration Division</li> </ul>	Head of General Administration Division
			<ul style="list-style-type: none"> <li>Bangladesh Bank Approval</li> </ul>			Telephone : 02-58813483 (Ext. 1162)	Telephone : 02-58813483 (Ext. 1181)
	<ul style="list-style-type: none"> <li>Relocation &amp; renovation of existing branch, Sub-branch, lounge, office, ATM etc.</li> </ul>	For ATM : Maximum 2 months	<ul style="list-style-type: none"> <li>Negotiation form from Landlord</li> </ul>			<ul style="list-style-type: none"> <li>Head of Space Acquisition &amp; ATM establishment dept.</li> </ul>	
			<ul style="list-style-type: none"> <li>Rental Agreement</li> <li>Other necessary documents related to construction/ renovation</li> </ul>			02-58813483 (Ext. 1184)	
2	<ul style="list-style-type: none"> <li>Renewal of rental/service agreements</li> </ul>	For Renewal of rental agreement: 3 Months	<ul style="list-style-type: none"> <li>Management/ Board Approval</li> </ul>	Infrastructure Management Depts.	No Service charge (Free of cost)	Head of Infrastructure Management dept., General Administration Division	Head of General Administration Division
	<ul style="list-style-type: none"> <li>Maintenance of Office building, AC &amp; Generator, electrical items etc.</li> </ul>	For Maintenance : 1 Month	<ul style="list-style-type: none"> <li>Bangladesh Bank Approval</li> </ul>			Telephone : 02-58813483 (Ext. 1793)	Telephone : 02-58813483 (Ext. 1181)
	<ul style="list-style-type: none"> <li>Fuel management for generator of Dhaka based Head Office &amp; back offices.</li> </ul>		<ul style="list-style-type: none"> <li>Negotiation form from Landlord</li> </ul>				
			<ul style="list-style-type: none"> <li>Rental Agreement</li> <li>Other necessary documents related to maintenance &amp; renewal</li> </ul>				



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3	<ul style="list-style-type: none"> <li>Vehicle Maintenance &amp; Renewal of Documents</li> </ul>	1 week to 1 month depending on the job.	<ul style="list-style-type: none"> <li>Management/ Board Approval</li> </ul>	Logistics & Transport Management Dept.	No Service charge (Free of cost)	Head of Logistics & Transport Management dept., General Administration Division	Head of General Administration Division
	<ul style="list-style-type: none"> <li>Vehicle Fuel Management</li> </ul>		<ul style="list-style-type: none"> <li>Service Related Agreement</li> </ul>			Telephone : 02-58813483 (Ext. 1189)	Telephone : 02-58813483 (Ext. 1181)
	<ul style="list-style-type: none"> <li>Vehicle Requisition &amp; Driver Management</li> </ul>		<ul style="list-style-type: none"> <li>Other necessary documents related</li> </ul>				
	<ul style="list-style-type: none"> <li>Store/Godown Management</li> </ul>						
	<ul style="list-style-type: none"> <li>Drinking water supply</li> </ul>						
	<ul style="list-style-type: none"> <li>Office equipment maintenance , Cell Phone and PABX Management</li> </ul>						
	<ul style="list-style-type: none"> <li>Office Shifting</li> <li>Dispatch Management</li> </ul>						
4	<ul style="list-style-type: none"> <li>Physical guarding</li> </ul>	1 Week	<ul style="list-style-type: none"> <li>Management/ Board Approval</li> </ul>	Security & Protocol Depts.	No Service charge (Free of cost)	Head of Logistics & Security & Protocol dept., General Administration Division	Head of General Administration Division
	<ul style="list-style-type: none"> <li>CCTV System Management, Intruder Alarm System Management, Access Control System Management etc.</li> </ul>		<ul style="list-style-type: none"> <li>Service Related Agreement</li> </ul>			Telephone : 02-58813483 (Ext. 1185)	Telephone : 02-58813483 (Ext. 1181)
	<ul style="list-style-type: none"> <li>Cash- in- Transit</li> </ul>		<ul style="list-style-type: none"> <li>Other necessary documents related</li> </ul>				
	<ul style="list-style-type: none"> <li>Fire and Safety Issue &amp; Emergency Evacuation Drill</li> </ul>						
	<ul style="list-style-type: none"> <li>Security &amp; Protocol support to CBL events</li> <li>Training on security awareness</li> </ul>						



### Our Services- Information Technology

Sl.	Category of Service	Service Timing for Customer (in Days)	Required Documentation	Process	Service Point	Fees & Charges ☑	Representative
1	User Hardware Support (PC, Printer, Scanner etc)	Resolved within 0 Days - 8 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Infrastructure Management it-technical@thecitybank.com 09612116622
2	Software Support - PC Password, Email etc.	<b>PC Password Reset</b> (Resolved within 0 Days - 0 Hours - 30 Minutes) <b>Email Support</b> (Resolved within 0 Days - 1 Hours - 0 Minutes) <b>Software Support</b> (Resolved within 0 Days - 4 Hours - 0 Minutes)	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Infrastructure Management it-technical@thecitybank.com 09612116622
3	Branch/ATM Link Maintainnce & Support	Resolved within 0 Days - 16 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Infrastructure Management it-technical@thecitybank.com 09612116622
4	Core Banking Systems (Finacle/AbabilNG/Agent Banking) Support	Resolved within 0 Days - 16 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Core Banking Solution cbs@thecitybank.com 09612116622



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5	User maintenance of Finacle/AbabilNG systems	<b>Password Rest</b> (Resolved within 0 Days - 0 Hours - 30 Minutes) <b>ID Creation/Role Modification</b> (Resolved within 0 Days - 8 Hours - 0 Minutes)	As per internal policy	SDP Ticket/Phone/Email	As per internal policy	N/A	Unit Head, Information Security uam@thecitybank.com 01713481079
6	CMS(ITC) User Maintaince & Support	<b>Password Rest</b> (Resolved within 0 Days - 0 Hours - 30 Minutes) <b>ID Creation/Role Modification</b> (Resolved within 0 Days - 8 Hours - 0 Minutes)	As per internal policy	SDP Ticket/Phone/Email	As per internal policy	N/A	Unit Head, Information Security uam@thecitybank.com 01713481079
7	Liabiity Workflow (LWF)	Resolved within 0 Days - 4 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Application Management. apm@thecitybank.com 09612116622
8	City Multitask	Resolved within 0 Days - 4 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Application Management. apm@thecitybank.com 09612116622
9	City Expedite	Resolved within 0 Days - 4 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Application Management. apm@thecitybank.com 09612116622
10	Customer 360	Resolved within 0 Days - 4 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Application Management. apm@thecitybank.com 09612116622



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11	Peoples HR	Not defined yet in SDP.	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, Application Management. apm@thecitybank.com 09612116622
12	Business Intellegence (BI) Support	Resolved within 0 Days - 1 Hours - 0 Minutes	N/A	SDP Ticket/Phone/Email	N/A	N/A	Unit Head, IT MIS. Itmis@thecitybank.com 09612116622