

**Scope of Services for Contact Point Verification (CPV).**

**Work flow -**

1. City Bank will update the eligible Account list in "To Be Developed Platform or City Bank Platform".
2. Account List includes below Data:
  - a. Branch ID
  - b. Branch Name
  - c. CB/CIF Number
  - d. Account Number
  - e. Account Name
  - f. Detail Address
  - g. Or any Other field
3. From the List System will mark Account according to In-Station and Out-Station criteria. (Back End Mapping will be Provided)
4. According to the types CPV, List will be forwarded to respective Services provider/Agency.
5. Services provider will attempt to conduct CPV.
6. After conducting CPV, services provider will upload Successful and Failure List in the City Bank platform.
7. Respective City Bank user can download both Successful and Failure list from the "To Be Developed Platform or City Bank provided Platform".
8. In Success List POD Number is required. In failure List Reason for Failure is Required.
9. System should support both PDF and Excel format during upload.
10. System should have report download option in PDF and Excel.

**Response, Resolution time:**

The turnaround time for contact point verification is -

1. If the contact address is within Dhaka metropolitan City maximum 48hours (excluding sending and receiving of the report, to & from the 3rd party CPV agency) and
2. In case of outside Dhaka city maximum 72 hours (excluding sending and receiving of the report, to & from the 3rd party CPV agency). City Bank PLC defines working days as being Sunday through Thursday. Holidays are excluded from turnaround time calculations. (this TAT can be changed/decided time to time as per LSC management)