Customer Service & Complaints Management Cells

We, at City Bank, believe in offering enjoyable experiences, which is one of the core elements of our bank's vision. Our constant endeavor is to make you happy with our services and support. But in the real world, however much we try, you may still have concerns over our services which you may also want to share with us. We are always look forward for any service and feedback

We, in fact, encourage you to share, so that we are aware and we can resolve the issue. Any issue brought to our attention will be treated in a confidential manner and will be discussed only with the people who need to be involved.

Please follow the following steps to resolve your concern:

Step-1: Contact with the concerned official of your Branch or our Customer Service Centers

Please refer your problem to the concerned official of your branch first who deals with your case on how you would like the problem to be resolved.

City Bank Branches

To find out the address and contact details of your branch, please visit our website https://www.citybankplc.com/or click on this link: https://www.citybankplc.com/locator.

City Bank American Express Service Centers

For Cardmembers, our Call Center is available 24 hours a day, 7 days a week to address your card related enquiries/complaints. Alternatively, you may visit any of our City Bank American Express Service Centers to satisfy your needs. To find out the contact details of our Call Center and the address of our City Bank American Express Service Centers, please visit our American Express Cards website https://www.americanexpress.com/ or click on this link: https://www.americanexpress.com/en-bd/network/help/get-in-touch/

Step-2: Contact Branch Level Customer Service & Complaints Management Desk (BLCS&CMD)

If your complaint is not resolved at the desk level, then you may make a formal complaint to the Branch Manager as he/she is holding the Branch Level Customer Service & Complaints Management Desk (BLCS&CMD).

Please collect a **Complaint Lodgment Form** from the Branch Manager, write down your complaints in details and submit it to him. Alternatively, you may call, fax, e-mail or send your own complaint letter to the Branch Manager by post or hand delivery.

Please note that you can lodge your complaint to the Branch Manager of any branch on any kind of product or service offered by our bank regardless of the branch/division at which you opened an account or the branch/division at which you conducted a financial activity or transaction.

Step-3: Contact Zonal Customer Service & Complaints Management Cells (ZCS&CMC)

If your complaint is still unresolved or you are still not satisfied, then you may submit your complaint to any of the following Zonal Customer Service & Complaints Management Cells (ZCS&CMC):

Dial our 24-hours customer service at **16234** (locally) or **+88-02-8331040** (from overseas).
Or
E-mail us at **complaint.cell@citybankplc.com**
Or
Fax to us at **+88-02-9884446**
Or
Send your complaint letter to the address of any one of the following members of the Zonal Customer Service & Complaints Management Cell (ZCS&CMC):

Disclaimer: "Please do not write full Card Number (PAN) in mail, files/forms, document etc., instead please use masked. PAN masking format: except first 6 & last 4, other digits will be masked, Ex- (123456******1234)"

Zafor Hasan Chowdhery
Regional Head of Branches
Region: Dhaka- North, Branches, Retail Banking
City Bank PLC
Gulshan Branch
Crystal Palace, Ground & 1st floor,House-22,Road-140,
Gulshan South Avenue, Gulshan-1 Dhaka-1212

Rezowan Tarafder
Regional Head of Branches
Region: Dhaka-West, Branches, Retail Banking
City Bank PLC
Dhanmondi Branch
Suvastu Zenim Plaza (2nd floor),
House: 312, Road: 27(Old), 32(New),
Dhanmondi R/A, Dhaka – 1205

Md. Masudur Rahman
Regional Head of Branches
Region Dhaka South, Branches, Retail Banking
City Bank PLC
PRINCIPAL OFFICE BRANCH
Jibon Bima Tower
10, Dilkusha C/A, Dhaka-1000

Md. Anisur Rahman
Regional Head of Branches
Region: Chattogram, Branches, Retail Banking
City Bank PLC
Agrabad Branch
Banani Complex (Ground Floor)
942/A, Sheikh Mujib Road, Agrabad C/A, Chittagong-4100

Md. Rezaul Karim
Regional Head of Branches
Region Cumilla, Branches, Retail Banking
City Bank PLC
Narayangonj Branch
Islam Market (1st floor), 72, BB Road, Narayangonj-1400

Mohammad Noor-E- Alam
Regional Head of Branches
Region Bogura, Branches, Retail Banking
City Bank PLC
Bogra Branch
Masuma Plaza, 766, Rangpur Road, Baragola (Dattabari), Bogura-5800

Md. Ibrahim Khalil
Regional Head of Branches
Region Khulna, Branches, Retail Banking
City Bank PLC
Khulna Branch
7, Sir Iqbal Road (Ground Floor), Khulna-9100

Sha Hasan
Regional Head of Branches
Region Sylhet, Branches, Retail Banking
City Bank PLC
ZINDABAZAR BRANCH
House: Kaniz Plaza(1st floor), Zindabazar,
PO: Sylhet, PS: Kotwali, Dist: Sylhet - 3100.

Step-4: Contact Central Customer Service & Complaints Management Cells (CCS&CMC)

If your complaint is still unresolved or you are still not satisfied, then you may submit your complaint to the Central Customer Service & Complaints Management Cell (CCS&CMC) in any of the following modes:

Dial our 24-hours customer service at **16234** (locally) or **+88-02-8331040** (from overseas).
Or
Lodge your cards related complaint in Website: **https://positivepay.thecitybank.com/cards/**
Or
E-mail us at **complaint.cell@citybankplc.com**
Or
Fax to us at **+88-02-9884446**
Or
Send your complaint letter to the address of any one of the following members of the Central Customer Service & Complaints Management Cell (CCS&CMC):

AKM Saif Ullah Kowchar, FCA
Deputy Managing Director & Head of Internal Control & Compliance
Internal Control & Compliance Division
City Bank PLC
Head Office, City Bank Center,
28 Gulshan Avenue, Gulshan-1, Dhaka – 1212

Sayeeda Sajed
Head of Customer Experience & Head, Central Customer Service &
Complaint Management Cell
Retail Banking Division
City Bank PLC
Head Office, City Bank Center,
28 Gulshan Avenue, Gulshan-1, Dhaka - 1212

Mamun Rahman
Head of Compliance & Monitoring
Internal Control & Compliance Division
City Bank PLC
Head Office
11, Dilkusha C/A (3rd Floor), Dhaka-1000.

Ayesha Humaira Ahmed
Head of Grievance management & Process Improvement
Customer Experience, Retail Banking Division
City Bank PLC
Head Office, Rashid Tower (Level - 4), Gulshan
House- 11, Road- 21, Gulshan- 1, Dhaka- 1212

Md. Musarrat Hossain
Head of Special Asset Management
Special Asset Management
City Bank PLC
Uday Tower - Holding: 57-57/1, Gulshan-1, Dhaka-1212

Officials Attached with Central Customer Service & Complaint Management Cell				
Sl	**Name**	**Designation**	**Functional Designation**	**Email**
1	**Farida Khanam**	Senior Manager, Complaint Management	Member	farida.khanam@citybankplc.com
2	**Zahidul Islam**	Senior Manager, Grievance Management & Process Innovation	Member	z.islam@citybankplc.com
3	**Fatima Rezwana**	Manager, Channel Grievance and Regulatory Management	Member	fatima.rezwana@citybankplc.com
4	**Armin Naher Alo**	Assistant Officer, Grievance Management & Process Improvement	Member	armin.naher@citybankplc.com
5	**Muntakim Mahmud**	Assistant Officer, Grievance Management & Process Improvement	Member	muntakim-mahmud@citybankplc.com
6	**Mahir Daiyan Ahmed**	Assistant Officer, Grievance Management & Process Improvement	Member	mahir.daiyan@citybankplc.com