

CUSTOMER CHARTER



COMMERCIAL BANK OF CEYLON PLC
BANGLADESH OPERATIONS

Introduction:

A Customer Charter recognizes the prerogative of the customer to exercise their rights to get the service they demand based on banker customer relationship. Considering the fact that the Banking Service is still the most important conduit of providing financial service to the people, Commercial Bank of Ceylon Plc Bangladesh sets out the Customer Service with firm commitment to deliver a high standard of customer service. Our service strategy is to serve with passion, putting our customers first in everything we do. We are committed to provide you with banking that are simple to understand and delivered in a responsible manner by our people, in accordance with the highest standards of integrity, where people make the difference. We are constantly working towards improving the standard of service with your help.

Objective:

-To provide Uniform Guidance to all staff/branches to follow the standard customer service practices and Individual Code of Conduct, code of ethics and handle customer satisfactorily and quickly delighting them efficiently.

-To provide operational and Managerial guidance to staff

-To make aware risk management issues associated with customer services.

Focused Areas:

a. Service

- i. Consistently deliver high levels of service at any of CBC branches/ SME Service Centers.
- ii. Provide accessible and convenient service through CBC ATMs at all branches, as well as digital banking facilities available 24 hours a day.

b. Accountability

- i. All CBC products and services comply with relevant laws of Bangladesh and regulation/directives as stipulated by Bangladesh Bank.
- ii. Provide easy, simple to understand products, with no hidden fees. We explain and help you understand the financial benefits of our products and service that you are interest in, how it work, and the risks involved.
- iii. CBC appreciates the understanding of our customers on what we can and cannot deliver.

- iv. The due diligence process that the Bank would follow, will involve providing documentation, verifying the customer's identity, verifying the address and information on the customer's occupation or business and source of funds. As part of the due diligence process, the Bank may also require an introduction from a person acceptable to the Bank if they so deem necessary.

c. Fairness

- i. CBC will treat everyone equally irrespective of the community, religion, nationality, social status, occupation, age and gender.
- ii. CBC will act fairly and reasonably towards everyone in a consistent and ethical manner.
- iii. CBC believe excellent customer relationships by
 - developing trust through open, honest, and simple communication
 - being approachable and listening to your views.

d. Security

- i. CBC will ensure that the confidentiality and privacy of customers' information is respected at all times, according to the Laws and Codes of conduct that govern banking institutions.

e. Transparency

- i. CBC will provide you with clear, relevant information to help you make any decision about our products and services. Where applicable, a set of terms and conditions relating to each bank product and service will be made available to you with all the fees, charges, penalties and relevant interest rates. Your liabilities and obligations in the use of a banking product and service at CBC will also be highlighted.
- ii. CBC will inform you, through various channels (e.g. through its Branch network, over the Internet) of available products and services. You can therefore visit your nearest CBC branch for further information and also provide feedback to us through these channels.

Legal Basics of the Customer Charter:

Kindly refer to the Paragraphs No. 2.09 of Part – II of “Guidelines for Customer Service and Compliant Management” issued by “Financial Integrity & Customer Services Department” (Customer Services Division) of Bangladesh Bank in June 2014.

Impact of the Violation of the Charter:

We value Customer feedback, both good and bad, and want to hear from them. If any customer has any complaint about something or something has gone wrong, we want to know so we can put it right for our customers at the shortest possible time and reduce the chance of it happening again.

Full detail of our complaints lodging procedure can be found on our website www.combank.net.bd if you have an issue that is not settled to your satisfaction, you can contact the following high official committee member listed below:

Mr. Kapila Liyanage : kapilaliyanage@combankbd.com

Mr. Mosharaf Hossain : mosharafhossain@combankbd.com

Hereafter, any violation of the Customer Charter by any one of the staff members may call for disciplinary action.

Customers' Rights:

We preserve the following rights for our valued customers.

- Ability to get banking service at any of our Branches, SME Service Centers and alternative delivery channels (ATM, Card Center and Call Center).
- Free to apply for any products/services offered by the Bank.
- Get feedback on any service related question through any Branch, SME Service Center, Card Center (16734) or E-mail (email@combankbd.com).
- Get suggestion about Bank's services or complaint against any service.
- Get required information regarding any product/service related fees & charges, documents and terms & conditions.
- Get mini statement or details statement of own Bank Account.
- To know about Loan/Deposit interest rate (whether changeable), frequency of interest payment/deduction and method of interest calculation.
- To get receipt upon cash deposit or payment of installment over the counter.
- To know about the legal obligation of the Customer, Borrower, Introducer and Guarantor.
- To get a copy of Loan sanction letter

Customers' Obligations:

We believe in providing service to our valued customers. Customers have every right to enquire about any product and service related information or avail any service and

product offered by the Bank. However, in order to obtain uninterrupted Banking service, customers have following obligations as well.

- To follow the banking norms, practices and functional rules, etc.
- To abide by the terms and conditions prescribed for each banking product/ services and provide full & correct information.
- To follow the disciplinary arrangement at the customer service point.
- To lodge the grievances in appropriate manner or in prescribed form.
- To keep the Bank informed about the changes of address, phone number, KYC and TP (Transaction Profile).
- Not to place any irrational demand, argument and act indecently.
- To ask any query at Customer Service Desk.
- To avoid any misunderstanding as far as possible.

Standard of Service:

As we work towards improving our standard of service, we aim to provide our service efficiently and effectively. To this end, a time frame has been set out within which service should be delivered for the respective services.

List of services	Initiating Level (Customer service point)	Disposal level	Total time limit (Duration)
Account Opening			
1. Current A/C	1 & 2		20-30 Min
2. Saving A/C	1 & 2		15-20 Min
3. FDR	1 & 2		15-20 Min
4. DPS	1 & 2		15-20 Min
Cash Cheque payment			
1. High value (more than BDT 1 M)	3		05-10 Min
2. Regular value (below BDT 1 M)	3		05 Min
Cash Deposit	3		05-15 Min
Domestic – Cheque Clearing	3		1 days
Short Term Loan sanction	4		2-3 week
Long Term Loan sanction	4		3-4 week
Remittance Issue			
1. Local PO/DD/TT	1 & 2		15-20 Min
2. Foreign DD/TT	1 & 2		15-20 Min
Utility Bill receipt	3		05-10 Min

Bill payment	3		05-10 Min
LC Issuance			
1. Cash LC	4 & 5		Same day
2. BTB LC	4 & 5		Following day
Bank Guarantee Issuance	4 & 5		Same day
Bill Acceptance	4 & 5		As per UCPDC
Issuing Cheque Book	1 & 2		3-4 days
Balance Confirmation Certificates			
1. Personal A/C	1 & 2		Same day
2. Institutional A/C	1 & 2		2 days
Statement of Account issue	1 & 2		1-2 days
Issuing Debit / Credit card			
1. Debit card	1 & 2		2 days
2. Credit card	4		1 week

Easy Reference:

Service point 1	:	Inquiries
Service point 2	:	Saving / Fixed Deposit / Asst. Manager
Service point 3	:	Teller / Cashier
Service point 4	:	Manager Credit / Loan Officer
Service point 5	:	Manager Trade Finance / Officer Trade

a. We are Committed to Making Banking Easy	Charter
1 Serve the majority of customers promptly	Qualified staff is available. To provide service when required.
2 Provide you with friendly and helpful service whenever you deal with us.	We will endeavor to provide updated, comprehensive and courteous service through our multi channel or touch points.
3 Aim to answer your call promptly when you call us	Within 3 rings
4 Help customers manage their accounts, provide loan statement	Financing statements: On monthly & quarterly basis or upon request by customer.
b. We are Committed to Helping when You Need Us	Charter
1 Respond to written enquiries promptly	Respond to acknowledge receipt of written enquiries with 24 hours. If follow up and feedback is required, we will revert to the customer no later than two (2) working days from receiving the enquiry. -Where enquiry is complex, you will be attended in an efficient and timely manner, and kept updated on the progress.
c. We are Committed to Listening	Charter
1 Resolve customer complaints fairly, consistently and promptly.	Aim for 100% of customers to be satisfied with the way their complaint has been handled.
2 Actively seek your thoughts and suggestions on how we can better serve you.	Customer may provide us feedback at via website i.e. www.combank.net.bd , feedback form, email, fax or write directly to us.
d. We are Committed to Processing	Charter

Your Application Quickly		
1.	Loan Application	All our financing application will be processed and the decision thereon shall be given within 30 working days from the date of complete full documents and information having been received by the bank
2.	Application Forms/Interview Form & Checklist	We will provide you with advice and explain you the process flow of loan application and establish a clear set of procedures to ensure that are easy to understand.
3.	Letter of Offer (LOF)	We will endeavor to issue LO efficiently and speedily in accordance to our internal policies.
4.	Disbursement Proposal	All financing disbursement applications that are complete and fulfill the pre-disbursement conditions will be processed within four (4) working days.