



Citizen's Charter

May 2021

PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us that in order to become more customer-friendly; the Bank should come out with a charter of its services for the customers. Citizens' Charter concept was considered as a base instrument to fulfill this need and accordingly this document was prepared. This charter for customers specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our client through various seminars, customer meets etc. and at the same time emphasize on the feedback of our customers in social media like face book, to evaluate, improve and widen the range of service to customer. However, all our customers are requested to keep us inform of their experiences about the various services make by the Bank and feel free to comment on this charter.

NOTE

- Information given in this booklet which is subject to change/revision.
- This booklet should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.
- Only key information on various services/facilities is given in this booklet. Each service has its own detailed Terms and Conditions; which are available on our website www.meghnabank.com.bd or can be made available on request.
- The content of the citizen charter will be readily available to all stakeholders of Meghna Bank Limited. Copy of the citizen charter will be kept in the Meghna Bank branches and Head office of Meghna Bank Limited as well as in the website www.meghnabank.com.bd. For convenience summarize version of the Citizen Charter with the website link will be hanged in all branches and head office of Meghna Bank Limited.
- For further details/information, visit or write to our branch offices, or visit our website www.meghnabank.com.bd or call to our call Center 0177797777 or 16735.

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COMMON PRACTICES FOLLOWED BY OUR BRANCHES:

- Display Business hours.
- Render well-mannered services.
- Attend to all customers present in the banking hall within the business hours.
- Display interest rates for various deposit schemes from time to time.
- Notify change in interest rates on advances.
- Provide details of various deposit schemes/services of the Bank.
- Issue Payment Order, Foreign Demand Drafts, etc.
- Display details of the member of customer Compliance cell.
- Provide facility for logging complaint/suggestion box in the branch premises.
- Display Schedule of Charges.

FAIR BANKING PRACTICES

Customers are requested to:

- Ensure safe custody of cheque book, ATM Card, Credit Card and account statements.
- Issue crossed/account payee cheques as far as possible.
- Check the details of the cheque, namely date, amount in words and crossing etc., before issuing it. As far as possible, issue cheques after rounding off the amount to nearest Taka.
- Not to issue cheque without adequate balance; maintain the Average Monthly Balance (AMB)/Total Relationship Balance (TRB)/Average Quarterly Balance (AQB) as specified by the Bank.
- Send cheques and other instruments by Registered Post or by Courier.
- Use nomination facility.
- Safe keep account/locker numbers, Debit Cards, details of Fixed Deposit, Account Statements, Pins etc., separately.
- Inform change of address, telephone number, etc., to the Branch.
- Inform loss of Payment Order, Debit Card, Cheque Leaf(s)/Book, Locker Key, etc., immediately to the Branch.
- Avail standing instructions facility for repeat transactions.
- Provide feedback on our services.
- Pay interest, installments, locker rent and other dues on time.
- Avail services such as ATM, EFT, etc., if offered by the branch.
- Bring any in services to the notice of the branch.
- Not to sign blank cheque(s) and also do not record your specimen signature either on cheque book.
- Do not write your Phone Banking/Internet Banking pin on Debit Card and don't share the same with anyone.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:

Savings Account

- These accounts are designed to help the individuals (personal customers) to inculcate the habit of saving money and to meet their future requirement of money. The amounts can be

deposited/withdrawn from these accounts by way of Deposit Slips/ATM and Cheques/Debit Cards.

- Savings Bank accounts are very popular. These accounts can be opened by eligible person(s).
- While opening this account, we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
- The Bank requires relevant documents for identification of the person(s) opening the account. The necessary documents will be advised at the time of account opening.
- The Bank is required to obtain one recent photograph of the person(s) opening the account.
- The Bank will provide to the prospective customers, details of the documents required for identification of the person(s) opening the account. The list of document is available on the application form which is available at our branches and also on the website www.meghnabank.com.bd

Current Account

- Current Accounts can be opened by individuals, partnership firms, private and public limited companies, associates, societies, trusts, etc.
- While opening this account, we will satisfy ourselves about the identity, including verification of address, of the prospective customer(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
- The Bank requires relevant documents for identification of the prospective customer(s) opening the account. The necessary documents will be advised at the time of account opening.
- The Bank is required to obtain one recent photographs of the prospective customer(s) opening/operating the account.
- The Bank will provide to the prospective customer(s) details of the documents required for identification of the prospective customer(s) opening the account. For list of documents, please contact our nearest branch.
- As per relevant regulations, no interest is paid on credit balances kept in Current Account.
- For opening special types of Current Accounts like for Executors, Administrators, Trustees, Liquidators etc., please contact our nearest branch and the staff will help in opening these types of accounts.

Term Deposit Account:

Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life. Branch staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes in relation to your requirement. Term Deposit Account can be opened by individuals, partnership private and public limited companies, associates, etc.

- While opening this account, we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

- The Bank requires relevant documents for identification of the person(s) opening the account. The necessary documents will be advised at the time of account opening.
- The Bank is required to obtain one recent photograph of the person(s) opening the account.
- The Bank will provide to the prospective customers, details of the documents required for identification of the person opening the account.
- Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any, prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than the minimum period for which deposits were being accepted, for the currency and deposit type, as on the date of placement of deposit.
- Generally loans/overdrafts against deposits are allowed except on of Deposit (CD). Such loans are sanctioned by charging interest at rates as per the relevant regulatory guidelines or as prescribed by the Bank.
- Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
- Interest on deposits is payable either quarterly or compounded quarterly and paid at maturity (i.e., reinvestment of interest), as applicable under the particular deposit scheme.
- Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
- Accountholders are required to furnish their TIN to the Bank, failing which the interest on the Term Deposit would be liable for tax deduction at higher rates, in accordance with the requirements of the Income Tax Authorities.

Meghna Deposit Scheme:

- MEGHNA Deposit Scheme (DPS) is a special savings plan that allows to save on monthly instalment basis and receive a handsome amount at maturity.
- MEGHNA Deposit Scheme a non-transactional account which gives the convenience of saving regularly in line with clients' monthly income stream.
- The Bank requires relevant documents for identification of the prospective customer(s) opening the account. The necessary documents will be advised at the time of account opening.
- Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any, prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than the minimum period for which deposits were being accepted, for the currency and deposit type, as on the date of placement of deposit.
- Accountholders are required to furnish their TIN to the Bank, failing which the interest on the Term Deposit would be liable for tax deduction at higher rates, in accordance with the requirements of the Income Tax Authorities.
- Interest on deposits is payable at maturity (i.e., reinvestment of interest), as applicable under the particular deposit scheme.

For product specific details/information, visit or write to our branch offices, or visit our website www.meghnabank.com.bd

PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS:

The Bank will insist on succession certificate from legal heirs in case the claim amount as defined by the Bank. However, the Banks may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

STANDING INSTRUCTIONS:

Standing Instructions can be given to the Bank for transfer/remittance of funds from one account to other account(s) maintained in the same branch, any other branch of the Bank or any other bank or any other third party

SAFE DEPOSIT LOCKERS:

The facility of Safe Deposit Lockers is an additional service offered by the Bank at select branches. The Bank's branches will continue to offer this facility to its existing safe deposit locker hirers.

The major aspects governing the services are:

- Nomination facility is available to individual hirer of Safe Deposit Locker.
- Loss of key should be immediately informed to the Branch.
- Lockers are available in different sizes.
- Lockers are rented out for a minimum period of one year. Rent is payable in advance.
- In case of overdue rent, the Bank will charge penalty as decided from time to time.
- With Standing Instruction, the rent may be paid from the deposit account of the hirer.
- The Bank will hire locker only if the required documents for and other required documents are provided.
- The Bank reserves the right to break open the locker, if the rent is not paid in spite of giving notices as per the Bank rules and recover charges thereof.

NOMINATION:

- Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.
- Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
- Nomination can be done in favor of one person only.
- Nomination can be made, cancelled or varied by the accountholder any time during his/her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all accountholders.
- For the existing accounts where nomination is not made, the accountholder/s can do so by up form available with the branches.
- Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

REMITTANCE SERVICE:

Customers may remit funds from one bank to another bank by Demand Draft or Telegraphic Transfer (TT), etc., by paying specified charges as per the Bank's rules. The customers can utilise the facility of Real Time Gross Settlement (RTGS), Electronic Funds Transfer (EFT) System, etc. for transferring funds to and from other banks. Demand Drafts and Telegraphic Transfers will be issued by the Bank only by debit to the customer's account. Similarly, payment towards such instruments will be made through banking channels and not in cash.

Cashier's Order (i.e. Pay Order, Banker's Cheque)

- Cashier's Order is issued for making payment locally.
- Issue/payment of Cashier's Order is to be made only through the bank account.
- Validity period of Cashier's Order is 3 months. This can be revalidated by the issuing branch on written request of the purchaser along with the original instrument.

EXCHANGE OF SOILED AND MUTILATED CURRENCY NOTES:

The Bank accepts soiled notes from customers for exchange as per Bangladesh Bank Guidelines.

INTEREST ON DEPOSITS:

- The Bank pays interest on deposits as per the rate mentioned in various deposit schemes.
- Interest rates are revised from time to time and made known to public.
- Revised interest rates are applicable only to the renewals and fresh deposits while existing deposits continue to get interest at the contracted rate.

SERVICE CHARGES:

The Bank provides various services to customers for which service charges are levied. The charges are reviewed/revised from time to time. Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, etc. Details of service charges will be made available on request and such details are also available on website/displayed on notice board at branches.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS:

Sl. No	Transaction Activity	Time Taken in processing
1	Cash deposits at Teller counter	Up to 15 minutes
2	Cash withdrawals at Teller counter	Up to 15 minutes
3	Issuance of Demand Draft/Cashier's Order at the Teller counter	Up to 20 minutes
4	Opening of New account for walk-in customers	Up to 30 minutes for providing the Account Number

5	Issuance of urgent duplicate statement of account (immediately preceding 3 months)	Up to 15 minutes
6	Collection of Local Cheque (Non High Value)	Normally within 2 working days
7	Collection of Outstation Cheque	Normally within 14 working days

Note: The above transaction time norms are indicative and are subject to change depending upon the volumes handled by each branch/location and Peak/Non–Peak period and ticket size of each transaction. These may vary slightly from branch to branch. Transaction hour of bank is normally between 10.00 am to 4.00 pm and Bangladesh bank regulations will be followed in this regards.

FOREIGN EXCHANGE TRANSACTIONS:

The Bank offers Foreign Exchange Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Guideline of Bangladesh Bank. For more information, please contact the branch.

NON RESIDENT BANGLADESHI ACCOUNTS:

What are commonly known as “NRB accounts” are bank accounts in Bangladesh opened for Non Resident Bangladesh /Person of Bangladeshi origin. For more information on such accounts, visit our branches or website at www.meghnabank.com.bd

CREDIT CARDS:

The Credit Card provides customers with a credit facility with an exclusive 16 digit credit card number. The cardholder is billed for every transaction he/she undertakes on card the credit extended, either in full or in part with agreed finance charges subsequently needs to be repaid, as per the cardholder agreement.

Types of Credit Cards

The Bank issues a variety of Credit Cards including but not limited to:

- Visa Platinum Card (Local/Dual)
- Visa Gold Card (Local/Dual)
- Visa Silver Card (Local/Dual)

For further details/information, visit or write to our branch offices, or visit our website www.meghnabank.com.bd

LOANS:

We offer various secured and unsecured loans/advances (i.e. Secured Loan, Unsecured Loan, Overdraft loan, Time loan, Term Loan etc.)

For product specific details/information, visit or write to our branch offices, or visit our website www.meghnabank.com.bd

CORPORATE BANKING:

a. Working Capital Finance:

Our regular credit products ranges from short term financing of day-to-day business operations to long term loans for expansion of your business. We have a team of dedicated Relationship Manager who work with you to understand your business needs towards designing tailored and structured solutions for your business. We understand every business is unique and so are our product structuring .For more information on such products, visit our branches or website at www.meghnabank.com.bd

b. Trade Service:

We offer a range of products and services to assist you with your trading activities, either in domestic or international markets. Our range of trade solutions includes selective receivable finance and trade loans as well as guarantees and letters of credit. For more information on such products, visit our branches or website at www.meghnabank.com.bd

MEGHNA SME BANKING:

For us as a bank, our focus on the SME segment is to, in the main, bridge the yawning gap for capacity building in the small and medium enterprises development space and help SMEs in Bangladesh.

PRODUCTS AND OFFERINGS - We have tailor-made offering for SMEs: For more information on such products, visit our branches or website at www.meghnabank.com.bd

OFFSHORE BANKING:

Meghna Bank has started its offshore banking operation on January 3, 2021. Offshore banking acts as a unique solution for banks across the globe to carry out international banking business involving foreign currency denominated assets and liabilities taking the advantages of low or non-existent taxes/levies and higher return on investment. At present our Off-Shore Banking Unit (OBU) Accepts Foreign Currency deposits from Non Resident customers, discounts/purchases accepted usance/deferred bills against import from abroad on banker customer relationship applying due diligence and arrange payment to overseas suppliers. In addition, Off-Shore Banking Unit (OBU), discounts/purchases accepted usance/deferred export bills against direct and deemed exports of products produced in Bangladesh subject to compliance of applicable instructions. With prior permission from the Bangladesh Bank, banks, as part of our Offshore Banking Unit, may make medium/long term loans/advances to the industrial enterprises resident in Bangladesh.

For more information on offshore banking services please visit our branches or website at www.meghnabank.com.bd

MEGHNA ISLAMIC BANKING:

Meghna Bank Limited has introduced Meghna Islamic Banking in the Brand name “Halal”. All products development under Meghna Islamic banking is thoroughly reviewed and approved by the Sharia’h Supervisory Committee of the Bank.

For further details/Information regarding our Meghna Islamic Banking Products, visit our branches or website at www.meghnabank.com.bd

INTERNET BANKING:

- Render Service 24/7.
- Attend to all Customers vide internet Banking Website.
- Make the Branch/ATM locations, Internet Banking address of the Bank known to Customers easily.
- Provide details of various Deposit/Advance Schemes/Services of the Bank.
- Provide Information to the Customer against the queries related to Customer Account(s) with us.
- Provide platform for lodging complaint/suggestion.

AUTOMATED TELLER MACHINE (ATM):

- Render 24/7 Service.
- Provide cash withdrawal facility at all ATM locations and other facilities at selected locations.
- Make the Branch/ATM locations, Internet Banking address of the Bank known to Customers easily.

COMPLAINTS/ FEEDBACK:

At the Bank, we want to make sure that you get only the very best of service from us, Service which you, our valued customer, deserve. If any stage you feel that our service levels are not up to your expectations, here is what you can do:

- E-mail us at
Complain.cell@meghnabank.com.bd

OR

Write to

The Head
Customer Service and complain Management Cell
Meghna Bank Limited
Suvastu Imam Square (level-6)
65 Gulshan Avenue (Gulshan-01)
Dhaka-1212

OR

Banking Customer may contact the Branch level Customer Service & Complain Management Desk to the Details of their issues. There is a feedback form by which every customer is entitled to file up there complain/feedback and drop in a designated Box at the Branch.