

HBL

HABIB BANK
হাবিব ব্যাংক

Customer Charter

June 2016 - Version 1.0

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HABIB BANK LIMITED

BANGLADESH

Customer Charter

June 2016 - Version 1.0

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1. Introduction:

HBL Bangladesh looks forward to satisfying customer needs and meeting their financial needs through superior customer service. This also gives the Bank an opportunity to contribute to the nation's growth. With this vision, our Customer Charter provides brief information on various facilities or services provided to customers in ordinary course of business and highlight the Bank's commitments towards customer satisfaction while simultaneously ensuring accountability and responsibility of its officials and staff. Though this charter is not a legal agreement, it explains the Bank's commitment and responsibilities towards its customers and also specifies the obligation on the part of customers for healthy and fair practices in customer-banker relationships. Copies of the Customer Charter will be available on request to all our customers at our branches and our website. All customers are requested to keep us informed of their experiences about the various services rendered by the Bank and to comment on this charter. For further details and complete information on our products, terms & conditions or service, please visit our branches and our website, write to us or call us on the contact numbers available on our website www.hbl.com/bd. You may also contact us at HBL's 24/7 Call Center on +8801977742523.

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2. Objectives of Customer Charter:

- a. Customer Charter should be available for all the customers at all branches, customer service points and on the Bank's website enabling customers to get information easily.
- b. Inform, publish or display customers' rights and obligations as well as Bankers' rights & obligations through their website, leaflets, notice boards, posters or any other communication channels.
- c. The main objective of the Customer Charter is to make the customers aware about their general rights, obligations, grievance approach process and thereby help customers in making their own decisions.

3. Basis of Customer Charter:

This Customer Charter has been prepared as per the requirement provision of 2.09 of the "Guidelines for Customer Services & Complaint Management 2014" issued by Bangladesh Bank.

4. Service Channel Details:

HBL Bangladesh is operating with seven branches and provides alternative delivery channels i.e., Internet Banking, ATMs and VISA Debit Cards. Customers can approach any branch or can choose any of services mentioned below at their ease.

- a) **Customer Service and Complaint:**
Customers can call on the HBL Bangladesh Call Center at 01977742523, 02-9889525 - Ext 216. Via the Call Center, customers can register and resolve complaints, report a lost or stolen card and activate their HBL Bangladesh VISA Debit Card amongst other services. These other services include balance inquiry, branch information, general queries about banking products etc.
- b) **VISA Debit Cards:**
 - a. The HBL DebitCard powered by VISA can be used on all ATM & POS through VISA/NPSB across the country.
 - b. Support service for HBL InternetBanking are available. Customer may lodge queries such as being unable to access HBL InternetBanking, password reset request, HBL InternetBanking unlock etc. In order to lodge their complaints, customers can send an e-mail to bd.card-service@hbl.com for these HBL InternetBanking related services.

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5. Bankers' Obligations / Customers' General rights:

Key Commitments to our Customers

- Operating banking business with proper regulatory license and approvals.
- Displaying notices that are mandated by the regulators at branches & website.
- Displaying banking hours and holiday notices.
- Displaying products and services at branches and on the website.
- Rendering friendly, fast & accurate services to customers' overall banking relationship and providing solutions to their financial needs.
- Attending to all customers present in the banking hall during the business hours.
- Ensuring our documents and procedures are clear and give complete information about the Bank's products and services.

Banks shall allow their customers to obtain the following rights at least, i.e. Banks shall carry out the following obligations to their customers:

A. Disclosure of Current Interest Rates-

Prior to signing the contract with consumers for both interest-bearing deposits and loans, the Bank shall;

- Inform the customers of the term of the fixed deposit or loan;
- Inform the customers of the charges, if any, and consequences of premature termination of a fixed deposit or loan;
- Inform the customers whether the interest rate is fixed or variable;
- Inform the basis and frequency on which interest payments or deductions are to be made.

B. Disclosure of latest Schedule of Charges, Fee, Commission etc.

HBL Bangladesh provides various services to customers & clients for which certain fees, service charges and commissions are levied which are compiled in the Schedule of Charges/Tariff. Specific/exceptional services related to the product(s) the customers hold may warrant specific charges. These charges are reviewed/revised from time to time and usually notified through our branch offices, branch display boards and website. The prevailing Schedule of Bank Charges (SOBC) is available on the Bank's website www.hbl.com/bd

C. Notice of Changes to Terms and Conditions:

The terms and conditions provided by the bank shall highlight to a consumer the fees, charges, penalties, relevant interest rates and any other consumer liabilities or obligations in the use of the financial products or services. The Bank shall ensure that a consumer is notified of these charges.

1. At least thirty days in advance before implementing any changes to the terms and conditions, Fees or charges, discontinuation of services or relocation of premises of the financial services Provider.
2. Immediately of any changes in interest rates regarding the product or service

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D. Value Added Services:

The Bank must take written consent from its customers for any value added services, such as, internet banking, SMS banking, ATM services etc. and inform the customers of the terms and conditions along with the charges, levied for that.

E. Guarantor:

Prior to a person acting as a guarantor, the Bank shall in writing:

1. Advise the person of the quantum and nature of his or her potential liabilities.
2. Advise the person to seek independent legal advice before acting as a personal guarantor.

F. Disclosure of other facts, such as: -

1. Buying and selling rates of foreign currencies. Also displaying interest rates for various deposit and loan schemes and standard fees & charges at the branches.
2. Financial statement, financial performance indicators etc

Customers' Obligations / Bankers' Rights:

- a. The customer shall follow the banking norms, practices, functional rules and abide by the terms and conditions prescribed for each banking product(s) and services.
- b. Customers shall maintain disciplinary arrangement at the customer service points.
- c. Customers shall provide their valuable feedback on our services so as to enable us to correct our mistakes and improve our customer service. The customers shall also respond to the Bank on any query to keep the customers' account updated and to provide required services.
- d. Customers shall inform the Bank immediately of any change in address, telephone number, email ID, contact details, KYC & TP etc.
- e. Customer shall not try to show unreasonable persistence, demand, argument and foul behavior.
- f. The customers shall generally ask any query at the prescribed desk such as Customers' Service desk, Help Desk, Information Desk or Enquiry Desk at first instance.
- g. Customer should avoid misunderstanding as far as possible.
- h. The customer shall provide accurate, correct and upto date information about source of income and other KYC related requirements.

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We Expect our Customers to:

- Consciously read and understand all relevant product features, terms & conditions, tariff, banking practices, norms, etc., and ask the Bank's staff immediately for any clarifications.
- Help us meeting the Know Your Customer (KYC) and Customer Due Diligence (CDD) obligations by making complete and correct disclosure about their identity, occupation, address etc., of his/her own and that of associated parties like co-applicant, delegate, nominee, beneficial owner, signatories, etc. at the time of opening account and at periodical intervals as per regulatory requirements from time to time.
- Take precautions that are indicated for protection of their accounts.
- Avail services like Automated Teller Machine (ATM), online banking, Bangladesh Electronic Fund Transfer Network (BEFTN) and Real Time Gross Settlement(RTGS) to reduce risks associated with cash-transactions.
- Cooperate in paying government tax, VAT, Excise-Duty applicable to their account and/or any other charges levied by the government from time to time. Customers are also expected to comply to instructions like *Hold* and *Freeze* from any regulatory body.
- Pay service charges for non maintenance of minimum balances, return of cheques, remittances, collections, etc. The details of fees and charges are available on the Bank's website and also with branches.

Fair Banking Practices:

Customers are requested to:

- Ensure safe custody of cheque book, debit cards and statements.
- Check details of the cheque, name of beneficiary, date, amount in words and figures, crossing, writing from the left and crossing-out blank spaces before issuing any cheque.
- Abstain from issuing a cheque without adequate available balance or with alterations and give clear instruction during Positive-Pay verification in clearing and over counter to Bank staff (as applicable).
- Maintain minimum account balance as required by the Bank.
- Note down account numbers, details of Fixed Deposit Receipt (FDR), locker numbers Debit Card PIN number and account related other information separately and confidentially to be kept in customer's custody.
- Inform the branch immediately for any change in residential status (as per local/foreign exchange regulations/guidelines).
- Inform of loss of demand draft, Debit Card, cheque leave(s)/book, key of locker, password, PIN, important banking instrument immediately to the branch and/or call on the Call Center for immediate blocking of the debit card.
- Pay interest/charges, installments, locker rent and other dues on time to ensure uninterrupted services.
- Not sign blank cheque(s) as well as not record specimen signature on cheque book and keep Debit Card and PIN together or not to write PIN on unsecured documents.
- Inform the branch immediately when a minor turns into a major or in the event of the unfortunate demise of any of the account holders and produce required documents in time to serve the customer better.
- Check statements, transaction vouchers, Bank communications addressed to him/her and notify the Bank immediately on any discrepancies. Customers are also expected to retain applicable banking records/instruments such as copy of statements, offer letter, loan agreements, guarantees, etc., as applicable, to reduce any dispute with the Bank or other customers/associated parties.

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Displaying the Contact Details of the officials of Customer Services and Complaint Management Cell.

With a view to making the complaint lodging process easier, the Bank shall display the contact details including names, complete address, telephone number, fax number, email, web, address, etc. of the officials of CCS and CMC in a prominent place of the branches. Moreover, customers can enquire/share complaint at the Bank's 24-hour Call Centre at +88 01977742523.

6. Impact of violation of the Charter:

The customer charter is very important to the Bank. Failure to comply with the standards outlined herein will result in appropriate disciplinary action as per 'Disciplinary action' policy of the Bank for the following:

- Any employee who violates the customer charter.
- Any employee who deliberately withholds relevant information concerning a violation of the customer charter.
- The violator's manager or supervisor, to the extent that the circumstances of the violation reflect either participation in the violation or lack of diligence.
- Where allegations of fraud-forgery, embezzlement of money or any irregularity raised by customers against one or more officials of the Bank and the said allegations appeared true in the inquiry/investigation conducted by the Bank. Then the Bank must take disciplinary action or appropriate punishment measures against those officials under the existing rules and procedure of the Bank.

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7. Corporate Banking

HBL Bangladesh provides products to meet client's needs in different segments as;

Corporate Banking:

a. Working Capital Finance

HBL Bangladesh offers working capital finance by way of overdraft or working capital loans which are structured to meet the commercial/business needs and risk profile of our customers. These products are designed to ease the liquidity position of our clients.

b. SME Loans:

HBL Bangladesh has SME product "HBL Shokti" through which it provides special encouragement to the furniture manufacturing/trading concern in addition to other clusters.

c. Trade Finance

Import letter of credits including back to back LC. Other trade related products/services that HBL Bangladesh is providing are collection and negotiation of export bills drawn under sight LCs, local bill discounting, export against advance payment/advising/confirmation/transfer of export letter of credits. Issuance of various guarantees i.e. bid bond/performance bond/advance payment guarantee/customs bond and structured trade solutions others

Internet Banking:

Through HBL Internet Banking, customers can manage and monitor their accounts, transfer fund in any account within HBL Bangladesh, make inquiries on the status of issued cheques and receive email alerts.

Deposit banking

The deposit accounts offered by HBL Bangladesh are as follows;

1. Current Account
2. Savings Account
3. Special Notice Deposit Account
4. Value Account
5. Basic Banking Account
6. Business Value Account
7. HBL Money Club
8. Fixes Deposit Account
9. Bhabnahin

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a) **Visa Debit card**

HBL Bangladesh VISA Debit Card saves you from the hassle of carrying cash or writing checks, along with the freedom of making electronic payments.

b) **Locker facility**

With HBL's locker service, we give you the assurance of the safety of your valuables so you may lead a more stress-free life.

1. **Current Account:**

Current Accounts are non-interest bearing accounts primarily meant for customers who execute numerous banking transactions on a daily basis. Customers can deposit and withdraw any amount of money from such accounts as many times as they require and may also avail an overdraft/advance facility. An individual over the age of 18 years can open an account with the Bank. Following are the different types of Customers within the Individual Customer Type:

Features

- This is a non-interest bearing and chequing account.
- This product is available in BDT, USD, GBP, EURO.
- Alternative Delivery Channels (ADCs) services are available.
- Statement of Account is issued semi-annually.
- Excise duty and other Govt. tax is applicable.

Other Facilities:

- Online transactions facility from any branch) for all kind of transactions.
- Access to ATM Networks (For individual and proprietorship account)
- E-statement delivery;
- Standing Instructions & Fund Transfers;
- Internet Banking facility
- Cash Withdrawal and deposit transaction Alert message (Insta Alert) to desired cell phone number

Documentation Requirement:

Documentation requirements are as per standard norms of HBL Bangladesh and guideline of Bangladesh Bank (Central Bank of Bangladesh).

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2. **Savings Account:**

Savings Accounts are interest-bearing accounts meant to promote the habit of savings among the Customers while allowing them to use their funds when required. Customers can deposit any amount of money any number of times. The interest is calculated on the basis of daily balance maintained by the Customers and is credited semi-annually. Overdraft/ advance facility is not available.

Features:

This is an interest bearing Product. Interest rate is offered through schedule of interest of the Bank. Interest is paid on outstanding balance in the account on half yearly basis after deduction of applicable tax on the interest amount.

Other Facilities:

- Online transactions facility from any branch) for all kind of transactions.
- Access to ATM Networks;
- E-statement delivery;
- Standing Instructions & Fund Transfers;
- Internet Banking facility
- Cash Withdrawal and deposit transaction Alert message (InstaAlert) to desired cell phone number

Documentation Requirement:

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3. SND Account:

SND is an interest bearing account designed for customers who need to transact frequently and at the same time want to earn interest at a progressive rate according to volume of their daily balances.

Features:

The product i.e. Special Notice Deposit 'SND' falls within the category of savings account with certain features and conditions applicable as follows;

- 7 days notice requires from the customer for any withdrawal.
- Failing to serve 7 days notice, the customer has to lose interest for the month against available balance in his account.
- Interest rates shall vary on the basis of deposit and not on the basis of customer type with well defined interest calculation criteria.
- Interest will be applied on 'Day End Balance'.
- Interest will be credited to respective accounts on six monthly basis or on close of Account whichever is earlier.
- Cheque book facility for withdrawal of funds.
- No credit facility is allowed in SND account. A customer has to open separate Current Deposit account to apply any credit facility.
- Minimum balance fee, Incidental charges and service charge cannot apply while half yearly account maintenance fee and account closing charge can be realized but must not exceed BDTK 500 and BDTK 300 respectively subject to availability of required balance in the account.
- Minimum opening balance BDTK 25, 000/- No need to maintain at all times.
- Any branch banking (cash deposit & withdrawal) facility;
- E-statement delivery;
- Standing Instructions & Fund Transfers;
- Cash Withdrawal and deposit transaction Alert message (InstaAlert) to desired cell phone number

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4. **Value Account:**

It is a transactional account on which profit will accrue on monthly minimum balances. The primary rationale for launching this product is to cater to the needs of small savings depositors by offering an attractive rate of profit on reasonable funds. VA falls within the category of Savings Account. Any existing customer or prospective client of 18 years of age can also open account under this scheme (singly or jointly).

Features:

- Maximum of two withdrawals per month will be allowed from a Value Account. In case of more than two withdrawals, the depositor will forfeit the profit for the month.
- Funds can be transferred on real-time basis to accounts with any HBL branch.
- Statement of Accounts will be provided half yearly or on customer's request on specific frequency.
- Withdrawal through ATM terminals using ATM card.
- Interest under this scheme will be calculated on monthly minimum balance & will be credited to account on quarterly basis.

Documentation Requirement:

Documentation requirements are as per standard norms of HBL Bangladesh and guideline of Bangladesh Bank (Central Bank of Bangladesh).

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5. **Basic Banking Account (BBA)**

BBA works like a normal Saving Transactional Account with one unique feature of Current Account i.e. this account can be operated with zero balance. This account is targeted towards the low income bracket of the country. The account is meant to cater them under the umbrella of banking system as a part of Financial inclusion campaign of HBL. Any existing customer or prospective client of 18 years of age can also open account under this scheme (singly or jointly)

Features:

The minimum initial deposits will be Taka.1000/- however account will have no minimum balance requirement. This product is to attract low income people and encourage savings.

- Account will be opened for any person after completion of AOF formalities and KYC.
- Cheque book & ATM/Visa Debit Card facility is available.
- Maximum two chequing withdrawals through Cash and two via clearing (in total four) per month free of charge will be allowed on these accounts. For each transaction over and above the permitted four times (except ATM withdrawals) A Tk. 20/- per transaction will be recovered auto by Misys system.
- All types of other charges e.g., remittance, collection charges etc., including
- cost of cheque book is to be recovered as per prevailing schedule of bank charges.
- No TOD/OD should be allowed on BBA's.
- Statement of account will be issued half yearly. However, if the account holders request for statement outside this cycle, appropriate charges as per Bank's Charges Schedule is realized.

Documentation Requirement:

Documentation requirements are as per standard norms of HBL Bangladesh and guideline of Bangladesh Bank (Central Bank of Bangladesh).

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6. **Business Value Account: (BVA)**

It is a transactional account on which profit will accrue on daily balances. BVA has been designed keeping in mind the specific needs of Business Customers in the commercial and retail sectors, who have requirements for collections & transfers to and from one location within city or inter-city and would also like to earn a return on surplus balances in their accounts. BVA falls within the category of Transactional Account in Current Deposit nature on which profit will accrue on daily balances.

Features:

- Customer can capitalize upon daily movement in the deposit volume.
- Unlimited transactions.
- Pay Orders will be issued free of charge from BVA accounts – maximum 10 per month on minimum average balance of BDT 50,000/-
- Balances can be transferred from various accounts from one branch with another account of other branches.
- Cheques drawn on other banks locally can be accepted for clearing by other branches.
- Funds can be transferred on real-time basis to accounts with any HBL branch.
- Statement of Accounts will be provided half yearly or on customer's request on specific frequency.
- Interest will be calculated on daily product basis on closing balances & will be credited to account on quarterly basis

Documentation Requirement:

Documentation requirements are as per standard norms of HBL Bangladesh and guideline of Bangladesh Bank (Central Bank of Bangladesh).

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7. **HBL Money Club (HMC):**

HBL Money Club account allows children to learn the importance of saving, managing their funds and earning profits along the way.

Eligibility Criteria

Children with age limit below than 18 years only jointly with Mother/Father or Legal Guardian

Basic Features:

- This is an Interest bearing and chequing account. Interest rate is subject to change at any time declared in SOBC.
- This product is available in BDT only.
- Free Specialized Cheque Book(10 leaves) are provided to the Customer as and when requested.
- Free-of-charge HBL Visa Debit Card is issued to Account Holders where Minors are of ages six years and above and no Annual Fee will be charged.
- The interest is calculated on the basis of Average Balance during a month.
- Additional 2% interest per annum on minimum balance in the account will be given as a bonus interest if there is no withdrawal throughout the month along with frequent cash deposits.
- Statement of Account is issued semi-annually.
- Tax at source on interest & VAT is deducted as per the applicable government rules.
- Withholding tax is deducted from the interest amount as per the prevailing rates.
- Withdrawal limit of ATM and POS will be as per Bangladesh Bank Guidance Monthly maximum withdrawal limit through ATM and POS is TK 2000/= which could be enhance maximum upto TK.5000/=with the appropriate approval from Guardian. The account to be converted to the regular savings account with the consent of customer (student) whenever account holder (student) will turn into 18 and Full KYC and TP and PIF must be completed for the customer(s).
- After completing eighteen years of the account holder (minor) and before converting into a regular savings account, no withdrawal will be allowed (except account closure) in that period.

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8. Fixed Deposit Accounts (FDR)

Introduction

A Term Deposit is a sum of money placed by a HBL BD Account Holder at an interest rate, interest frequency and time period/maturity set by the Bank.

There are various types of Term Deposit products offered by the Bank to its Customers. These products are offered in both Local (BDT) and Foreign Currencies (USD, EURO and GBP) and can have a time period/maturity ranging from one month to 3 (three) years & above. The interest rate applicable on new Term Deposits is subject to change at any time approved and declared in Schedule of interest rate.. The prevailing interest rate sheet must be clearly displayed on the branch's notice boards.

Features

The following periods of maturity are available:

- a. One Month
- b. Three months
- c. Six months
- d. One year
- e. Two Years
- f. Three years & Above

The interest can be paid monthly, quarterly, half-yearly, annually and at maturity except for deposits placed with three and six months' maturity. Accrued interest on deposit is calculated on a daily basis. However, the periodic payments are made according to the frequency and profit booking rate agreed at the time of placement of deposit. The rate at which a deposit is booked is the applicable rate for the entire validity period of the deposit.

Minors can invest in the product through proper documentation of their legal Guardians, in such case the Beneficial Owners details needs to be recorded with performance of proper KYC [Know Your Customer] and CDD [Customer Due Diligence]. Applicable VAT/AIT will be auto-deducted from the interest as per prevailing rates except for exempted accounts. A Local Currency HBL Current or Savings account must be maintained by the Customer while placement of Fixed Deposit.

All HBL BD branches offer the product. Customer can opt for the Auto Rollover Option (with or without capitalized interest) at the time of Placement of Deposit or during the term up to maturity date.

Finance Facility

Customer can avail finance facility at preferential rates (as per the Credit Policy of HBL) by lien marking the Fixed Deposit. However, Finance facility is not available for Minors.

Documentation Requirement:

Documentation requirements are as per standard norms of HBL Bangladesh and guideline of Bangladesh Bank(Central Bank of Bangladesh)

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9. **Bhabnahin:**

This is a hybrid FD (Fixed Deposits), which offers higher interest rate.

Target Customer type:

- HNW(High Net Worth) retail customers who want to deposit a chunk of amount and require monthly payment of interest.
- Mid-level corporate customers who require monthly returns on their investment.
- Senior people who require payment of monthly expenses out of their secured investments (e.g. retired persons who want keep their money safe at the same time who want some return).
- If the customer already holds an account with the Bank, then to open a Bhabnahin Account, the customer will have to submit a duly completed application form.

Features:

Account Type: Bhabnahin falls within the category of fixed deposit Account.

Availability: All HBL branches of Bangladesh

Initial Deposit: Minimum BDT 0.1million up to 15.00 million Interest payable on monthly basis.

- Rate of Return is as per declared Schedule of interest.
- Interest will be credited every month to Transaction (CD, SB) A/c.
- Interest Payment: Interest under this scheme will be credited on monthly basis.

Credit Facility: Availability of Credit facility against lien of deposit A/c [as per policy of HBL, BD].

Bank Charges: As per schedule of charges.

Government Charges: All interest payments & other related charges will be subject to applicable Government Tax, VAT etc.

Closing process: An account holder may close this account at any time (prior to Maturity) by a written application.

In case of premature encashment, if the A/c is closed before 6(six) months, the account holder will get back only the principal amount deposited.

If the A/c is closed after 6(six) months & before 12 (twelve) months, the A/c holder will be entitled to get back deposited amount with saving interest rate for the fraction period.

If the A/c is closed after 12/24 months but before 24/36 months, the account holder will get back deposited amount along with the interest rate of the completed term and saving interest rate for any fraction period.

Advance Accounts

Advance Accounts are opened against funded credit facility in order to support businesses. The terms and conditions for interest, repayment and maturity are established with the Customers beforehand. They are available in the local currency (BDT) only. Currently, the Bank is offering the following types of Advance Accounts to its Customers:

- OD/SOD Account
- Cash Credit

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1. OD / SOD Account

OD / SOD is extended to Customers seeking to meet their working capital requirements against hypothecation of stock, Pledge of liquid security. The primary security is the stocks and receivables against which drawing power is calculated on a monthly basis. OD Account to Individuals is generally allowed against pledge of Marketable Securities retaining Margins as per BB and HBL BD Credit policy directives. OD Account is granted for a fixed period of time, usually one year, during which time the Customer is allowed to draw Cheques against the OD/ SOD Account which will be a separate account from Customer's Current Account.

Eligible Customers

- a. Individual Business
- b. Sole Proprietorship
- c. Joint Stock Companies (Public/ Private/ Listed/ Unlisted)
- d. Partnership Firms (Registered/ Unregistered)

2. Cash Credit Account

Cash Credit is another conventional form of Working Capital Financing which is provided by the Bank to various sectors of the economy. It is extended to Customers on interest basis for a period not exceeding 12 months. The security against this facility includes pledges of goods, products or merchandise (non-perishable) which are kept under the Bank's lock and key in a well protected godown within the premises of the borrower's factory or in a rented godown at the expense of the borrower. Cash Credit is also allowed against open pledge.

Term Loan:

HBL Bangladesh is offering Term Loan facility to the customers for long and short term tenor.

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Trade Finance:

HBL Bangladesh is also offering Trade Finance Product like Import letter of Credit, back to back letter of credit, import bill collection services, import finance i.e. LTR, LIM, Export Finance, Export bill negotiation, Inland documentary bill purchase, Foreign documentary bill purchase, Pre shipment finance, Financial guarantee etc.

Documentation Requirement:

Documentation requirements are as per standard norms of HBL Bangladesh and guideline of Bangladesh Bank (Central Bank of Bangladesh)

HBL Shokti (SME Loan Product):

Introduction:

HBL-Bangladesh has a SME finance product named "HBL-Shokti" to participate in the SME sector more actively. Among the different clusters of small enterprises, HBL is providing special encouragement to the furniture manufacturing/trading concerns in addition to other clusters. This product is available at all the HBL Branches.

Purpose of Loan

- Working Capital; and
- Renovation of work place/Machinery

Features:

Customer Segment:

All Small Enterprises (SEs) of urban area [Dhaka, Chittagong & Sylhet] in trading/manufacturing segment (other than exclusions & restricted sectors) with at least 3 years' business experience. Exception may be allowed by the RGM/Country Head.

Loan Amount.

- **Without collateral:** 0.8 million [40% cash margin in the form of FDR in all cases, exception may be allowed only by RGM]
- **With collateral:** Max. 5.00 million [Registered mortgage/Marketable quoted shares or Depository Products]

Installment size *to be calculated depending on the size of loan, rate of interest and tenor.*

Processing Fee 1% of loan amount [maximum BDT 20,000] to be recovered from the credit balance of the CD Account of the customer maintained with HBL. VAT and or any other regulatory charges payable separately, in addition to fees.

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Tenure of loans:

- Working capital financing: maximum 3 years & renovation of work place financing: Maximum 3 years.
- Grace Period: Not encouraged, but can be allowed 1-3 months in case of procurement of plant/machinery on a case to case basis subject to approval by the CM/RGM
- Repayment: Date 10th /20th day of month
- Method of Repayment - Equal Monthly Installment (EMI) via Standing Order (In case of HBL Account. PDC for the customers where the facility is approved on the basis of analysis of other Bank Statement.

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Customer Complaints & Feedback

We are committed to serving you and listening to you when you need us	
Nature of Service	Goal
Resolve customer's complaints justly, consistently and promptly	We aim to resolve complaints in a fair and transparent manner within 05 working days. If any complaint cannot be resolved within the stipulated time due to any unavoidable circumstances or if any investigation requires a long process and requires additional time, the Complaint Handling officer (CHO) shall update the fact to Regional General Manager from time to time and fix up time limit again.
Actively seek your thoughts and suggestions on how we can better serve you	You can contact us in the following ways: <u>Phone:</u> 02-9883505, 9884954, 9889525 (ex. 216) <u>Fax:</u> 02-9889547 <u>E-mail:</u> customercomplaintbd@hbl.com <u>Website:</u> www.hbl.com <u>Letter:</u> Write to us at Complaint Management Unit, HBL Bangladesh, Country Office, 9-B, Moyeen Centre, Road# 3, Gulshan - 1, Dhaka-1212