

Mercantile Bank Limited

CUSTOMER CHARTER

Introduction

Mercantile Bank Limited is extremely committed to provide qualitative banking services to the customers and at the same time to enlighten both the employees of the bank and the customers regarding their respective rights, responsibilities, privileges as well as ethical standard.

1. Fairness

- i. We treat all customers fairly and do not discriminate against any customers on grounds such as gender, age, religion, caste, literacy, economic status, physical ability etc. We have schemes or products as part of an affirmative action such as for women or backward classes.
- ii. We have established a clear set of procedures to ensure that any dispute between us will be resolved fairly and quickly.
- iii. Customers can get more details on our complaints management procedure while visiting any of our branches or from our website: http://www.mblbd.com/home/complaint_cell

2. Privacy and Confidentiality

- i. We shall treat all your personal and business information as private and confidential as far as permissible under law.
- ii. We will not use your personal and business information for marketing purposes by anyone including ourselves unless under your specific authorization.

3. Timely & Quality Service

- i. We always deliver high levels of service at any of MBL branches.
- ii. We provide accessible and convenient service through ATM, as well as Internet Banking facilities available 24 hours a day.

4. Reliability

- i. We ensure that our customers enjoy secured and reliable banking services.
- ii. We work for ensuring a secure and reliable banking and payment system. We installed CCTV where necessary, for close surveillance as part of security arrangements.

5. Transparency

- i. We maintain high ethical standard and transparency in dealings.
- ii. We provide customers with clear, relevant and timely information with competent and knowledgeable staffs help them to make an informed decision about our products and services.



- iii. We inform our customers about available products and services through various channels (e.g. through SMS Service, internet, telephone, brochures, e-mail or at our branches). Customers can contact us for information or provide feedback through these channels.
- iv. We provide customers a balanced view of benefits and risks of investment products, explain critical terms to them and ensure that the investment product suits their requirements and we do not realize any hidden charge from customers.

6. Banker's Rights/Customers' Obligations

We expect our valued customers to:

- i. Keep the Bank updated of any change in their civil status.
- ii. Follow the banking norms, practices, functional rules etc.
- iii. Maintain disciplinary arrangement at the customer service points.
- iv. Convey their grievance to the bank in a proper way or in prescribed form.
- v. Immediately inform us of any changes of address, contact numbers, KYC and TP.
- vi. Inform loss of demand draft, ATM/Debit/Credit Card, Cheque Leaf(ves)/book, key of locker etc. immediately to the concerned Branch.
- vii. Avoid showing unreasonable persistence and demand.
- viii. Pay interest, installments, locker rent and other dues in time.
- ix. Ask any query at prescribed desk such as Branch Level Customer Service & Complaints Management Desk (BLCS & CMD).
- x. Not to share Internet Banking passwords, ATM/Debit Card PINs with others and ensure confidentiality.
- xi. Inform the Bank immediately when a Minor account holder turns into Major.
- xii. Inform the Bank immediately about unfortunate death of any of the account holders.
- xiii. Know details before entering into the contract and abide by the terms and conditions of the product/service.
- xiv. Duly fill in and submit the required application forms with supporting documents in time.
- xv. Exercise due care in all transactions with bank.
- xvi. Notify the bank promptly of any fraudulent transaction or such attempts in your accounts.
- xvii. Keep your cheque books in safe custody and do not put your signatures on blank cheque-leaves.
- xviii. Issue crossed /account payee cheques as far as possible for security purpose.
- xix. Provide valuable feedback on our services and bring to our notice of any deficiency (if any) in services so as to enable us to correct our mistake and improve our customer service.
- xx. Maintain disciplinary arrangement at the customer service points;
- xxi. Provide factual information and do not mislead the bank when filling up Account Opening Form (AOF) or taking any loan facility.
- xxii. Check money carefully before taking it over the counter e.g. amount checking, fake note checking, torn note, claim note etc.

7. Customer's Right/Banker's Obligations:

We are committed to carry out the following obligations to our customers as their rights:

- i. Inform the customers about the terms and conditions of the fixed deposit or loan prior to signing the contract;



- ii. Inform the customers about the charges, if any, and consequences of premature encashment of a fixed deposit and other schemes.
- iii. Inform the customers about early settlement fee of loan.
- iv. Explain about rate of interest of each product.
- v. Disclose prominently the total amount of income that the customers shall receive on the fixed deposits and other schemes.
- vi. Inform the customers regarding Latest Schedule of Charges through displaying in Notice Board, at www.mblbd.com etc.
- vii. Inform customers in time regarding any changes of the Terms and Conditions of any products or services through displaying on the Notice Board of all MBL Branches.
- viii. Inform the customers regarding any changes of interest rates of any product or services immediately to the Notice Board of all MBL Branches.
- ix. Obtain written consent from customers for any value added services such as SMS Banking, I-Banking, ATM services, Mobile Banking, MyCash, Online Banking etc.
- x. Prior to a person acting as a guarantor, informed the person about his/her potential liabilities and advice him/her to seek independent legal advice before acting as a personal guarantor.
- xi. Buying and selling rates of foreign currencies displayed in Bank's website i.e. www.mblbd.com.
- xii. Provide relevant information in the Account Opening Form (at the time of Account opening);
- xiii. Inform the customers regarding legal responsibilities as a Introducer before signing on the Account Opening Form(AOF);
- xiv. Provide deposit slip duly signed by the authorized official(s) in each time;
- xv. Check your Account Balance, Loan Installment or MSS Installments to avoid any kind of overdue installment or fine associated with it.
- xvi. Provide Sanction Letter of Loan duly signed by the authorized official(s) of the Bank;
- xvii. Provide all relevant information related to the product / service with a view to enable the customer to make an informed decision.
- xviii. Payment Order (PO), FDR Receipt or any other instruments, check it carefully if it is signed properly, authenticity of the instrument or if any writing mismatch on the instrument etc.
- xix. Acknowledging customer by giving acknowledgement slip at the time of opening any kind of scheme.
- xx. Balance confirmation letter send to the customer by half-yearly basis.

Displaying the contact details of the officials of Central Customer Service and Complaints Management Cell & Zonal Customer Service and Complaints Management Cell available at Bank's website i.e. www.mblbd.com



8. Availability of Customer Charter

Customers can get a copy of the charter from our Bank's website i.e. www.mblbd.com

Central Customer Service and Complaints Management Cell

Mercantile Bank Limited

61, Dilkusha Commercial Area

Dhaka-1000

Tel:9559333

Fax: 88-02-9578865

Mobile: +8801709633756

E-mail: complaint@mblbd.com

Disclaimer

This Customer Charter is for information purposes only and is not intended to, and does not; create any legally binding rights or obligations. The commitments made within this charter do not constitute contractual terms, if you think that we have failed to meet any of these commitments, please let us know. We will scrutinize and give our response to you.

