

THESIS ON

Green Banking Practices Commercial Bank in Bangladesh

An Thesis Paper Presented to the Faculty of Business Administration in
Partial Fulfillment of the Requirements for the Degree of
Master of Business Administration

Submitted To

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Letter of Transmittal

July 07, 2018

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Subject: Submission of Thesis Paper Green Banking Practices Commercial Bank in Bangladesh.

Dear Sir/Madam,

It is a great pleasure and honor for to submit my Thesis Paper on “Green Banking Practices Commercial Bank in Bangladesh” which my supervisor “Naiem Jalal Uddin Ahamed” and you have assigned me. I am submitting this thesis paper in Green Banking Practices Commercial Bank in Bangladesh. All the information of this thesis paper will help the organization Bangladesh Bank, Dutch-Bangla Bank Limited, and other Commercial Banks to find out the factors of Green Banking Practices in Bangladesh.

In making this thesis paper a worthy one, I have tried my best to gather all relevant information by which we gain access to. I hope that it will meet my expected standard. Especially the given lecture on Writing Formal thesis paper of my supervisor “Naiem Jalal Uddin Ahamed”, made us a lot comfortable and made the hard work easier for me. After analyzing the topic I am submitting this thesis paper for any kind consideration and thanking you for any constant assistance and guidance. I will be available for any classification of this thesis paper, whenever necessary.

Yours Sincerely,

Tasmina Tabassum
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ACKNOWLEDGMENT

Naiem Jalal Uddin Ahamed, Assistant Professor, Department of Business Administration, Stamford University Bangladesh. At first I would like to express my gratitude to the almighty Allah who has given me the opportunity to go through the whole process of Thesis Paper and to write a report on this regard successfully.

I would like to acknowledge my heartiest gratitude to the Honorable Faculty of Stamford University Bangladesh, Naiem Jalal Uddin Ahamed, Assistant Professor, Department of Business Administration, who has given me the full support and suggestions for preparing the thesis paper successfully, which has become an excellent way of understanding the topic of my Thesis Paper.



EXECUTIVE SUMMARY

Banking sector is now one of the booming sectors of Bangladesh. Currently this sector is becoming extremely competitive with the arrival of multinational banks as well as emerging and technological infrastructure, green banking, effective credit management, higher performance level and utmost customer satisfaction. This competition is elevated after the entrance of the private commercial banks in Bangladesh. Banks can play as a key indicator to stop environmental pollution through green banking practices, because they are funding to different types of industrial and production organizations which are polluting the environment in several ways. They should ascertain the outcome of the social and environmental feasibility before giving credit facilities to these organizations. A Bank may ensure its green banking activities through in-house green decoration, solar energy consumption, offering green products to customers and paperless communication in national and international arena. The study has been carried out on the basis of secondary data and the period of the study has covered five years from 2011 to 2015. Banks usually provide dedicated public services for profits. It is believed that profit should not be earned at the expense of the world's most pressing environmental problems. Thus the concept of green banking is evolved in response to the global initiative to save environment. It is a kind of welfare banking for the society at large, it responses to be green in daily operations and financing of nature conservation projects. The present paper aims to highlight the green banking road map in Bangladesh and the status of its implementation. Further, an attempt has been made to explore activities of commercial banks in comparison with global green banking initiatives. The study utilized secondary data available from related websites, published reports and articles. The study concluded that Bangladesh is far behind their counterparts from the developed countries. But the general picture presents a transition to green banking in a consistent manner for most banks. By taking care of its infrastructure development and accelerating its existing green movements, banks can ensure sustainability for itself and greener world for communities. Banks hold a unique position in an economic system that can affect production, services, business and other activities through their financing activities and thus may contribute to removing polluted environment. The banks should go green and play a pro-active role to take environmental and ecological aspects as part of their lending and investment principle, which would direct industries to go for mandated investment for environmental management, use of appropriate technologies and management systems.

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chapter I INTRODUCTION

Chapter 1

INTRODUCTION

1.1 Background of the Study

The thesis is for the fulfillment of the degree requirement of the Master of Business Administration (MBA). I was required to collect data from different banking organization to complete my thesis. The thesis is assigned by originated as per as the direction of faculty supervisor Naiem Jalal Uddin Ahamed, Associate Professor, Department of Business Administration, Stamford University Bangladesh.

1.2 The Problem Statement

In preparing the Thesis, I have experienced some acute problems that have, to some extent, affected the presentation of the thesis. The first obstruct is time itself. Due to the time limit the scope and dimension of the thesis has been curtailed. I could not spend sufficient time for my thesis because the time limit given for submitting the thesis was very short.

Commercial Banks in Bangladesh are at earlier stage of green banking practices in all respects. However, they have started developing policies, environment cell, preparing environment directing resources towards green industry making aware of client, etc. It is evident from the review of literature that a few number of research based articles have addressed banking practices at the preparatory and designing levels of GB guidelines. They have not addressed green banking practices after action stage.

Conventional monetary policy orthodoxies have remained wrongly skeptical of such directional bias in financing as risky for stability. But it is rather their directionless liquidity injections that are heightening instability risks. Little of these reach growth generating start-up and SME (Small and Medium Enterprises) business in the real economy, and the bulk goes into supporting environmentally harmful traditional output and consumption patterns and into speculative outlays in asset and commodity markets. The much-needed socially responsible inclusive green financing initiatives such as impact investment, green bonds, financial inclusion drives are still on the sidelines rather than in the mainstream of global financial flows. This trend must be stopped and priority should be given to the above mentioned areas of green banking.

In view of this, the present study has been undertaken aiming at evaluating green banking practices of some CBs in Bangladesh with references to GB guidelines of Bangladesh Bank (BB).



1.3 Purpose of the Study/Objectives

The main objective of the study is to get acquainted with the Green Banking Practices of Bangladesh. We also tried to focus on the process of adopting green banking policy, environmental issues and in-house activities. We also make a comparison among the green banking practices of the banks. The specific objectives are as follows:

- a. To identify the extent of green banking practices of Commercial Banks of Bangladesh.
- b. To examine the policy and implementation strategy of BB compared to the issued guidelines.
- c. To measure whether bank attributes affect the green banking activities.
- d. To show green banking practices in Commercial Banks in Bangladesh.
- e. To examine the nature of green financing performance of different types of commercial banks.
- f. To examine the performance of online and mobile banking.
- g. To examine the major in-house green activities of commercial banks in Bangladesh.

1.4 Limitations of the Study

In spite of having the wholehearted effort, there were some limitations, which acted as a barrier to conduct the program. The limitations were:

- a. Green Banking activities was not sustain every branches.
- b. Bank is a sophisticate business sector. So bank do not interested to provide me confidential data.
- c. Transportation facilities are not available in every branch.
- d. The sources of date is not enough to analyze the proper resources of Green Banking practices in Bangladesh. I will try to collect all the information in different websites to complete this thesis paper very carefully.
- e. Insufficient books, publications, Facts and figures narrowed the scope of accurate analyses.
- f. Another limitation of this thesis is Banks policy of not disclosing some data and information for obvious reasons, which could be very much useful.



chapter II **LITERATURE REVIEW**

Chapter 2

Literature Review

2.1 Literature Review

Green banking is the term used by banks to make them much more responsible to the environment. The term green banking means developing inclusive banking strategies which will ensure sustainable economic development. The researcher tries to explore the green banking activities of Bangladeshi commercial banks and to discover the reasons behind adopting green banking. They use factor analysis to analyze the data and to draw the findings. They find that six factors namely, economic factor, policy guideline, loan demand, stakeholder pressure, environmental interest and legal factor are the major influencers for the adoption of green banking by the commercial banks to ensure sustainable economic development. Banking sector should go green as the first approach and encourage the projects which take care of environmental safety such as sustainable development, protection of human health, bio-diversity, occupational health and safety, efficient production, delivery and use of energy, pollution prevention and waste minimization, pollution controls and solid and chemical waste management and there should be a third party expert to draw a plan for the environment management plan. Banks should keep addressing aspects in mind while financing any projects like analyzing the project in terms of scale, nature and the magnitude of environmental impact.

The Bangladesh Bank should motivate the banks to include banking stakeholders as well as environmental stakeholders with the strategy process to improve the ways of developing green banking mechanism or induce them into formulate new green banking products. Green banking means ensuring environment friendly practices in banking sector and thereby reducing internal and external carbon footprints. Banking industry is linked to the external environment as it provides funds to others and can contribute to make pollution free environment by ensuring environmentally responsible investment. The researcher underlined the green criteria as a green lending principle should be taken by the banks to initiate the green banking practices. The researcher highlights the finding that the lack of consumer awareness and education as a major obstacle for adopting the green banking practices in the banking sectors (Ahuja, 2015).

Green banking as a concept is a proactive and smart way of thinking with a vision for future sustainability of our only spaceship earth-as design science explorer Richard Buckminster fuller called our earth. Basically green banking avoids as much paper work as possible through online or electronic devices and creates awareness to banking business people about environmental and social responsibility enabling them to do an environmental friendly business practice.

Green banking is to avoid paper work as much as possible and do the transactions through electronic devices. The researchers argued that green banking covers the sustainable banking, ethical banking, green mortgage, green loans, green credit cards, online shopping through debit cards and credit cards, green saving accounts, green checking accounts, green money market accounts, getting bank statement through e-mail, mobile banking, online banking, remote deposit, waste management, roof gardening and green financing. The motive of green banking is to protect the environment and reduce the carbon footprint. The researchers find that most of the customers are confused about the concept of green banking even though they are enjoying the facilities (Krishna & Srinivas, 2014).



chapter III

METHODOLOGY

Chapter 3

Methodology

3.1 Methodology

We have prepared the paper on the basis of data from various sources of Bangladesh Bank and with the practical experience of the banks of our country. We tried to find out the phases through which green house initiative was implemented. The environmental changes that green house is going to cause is also about to discuss. And we also tried to reason out why and how the banks are adopting green banking practices.

3.2 Research Design

The study is conducted only based of secondary data and these data are collected from annual report of DBBL, Bangladesh Bank, companys corporate profile, daily news paper, different journals & articles, banks websites and Bangladesh banks websites.

3.2.1 Definition of Green Banking

Green Banking defined as promoting environmental-friendly practices and reducing your carbon footprint from your banking activities. Green banking thus involves a two pronged approach. Firstly, green banking focuses on the green transformation of internal operations of all banks. It means all the banks should adopt appropriate ways of utilizing renewable energy, automation and other measures to minimize carbon footprint from banking activities. Secondly, all banks should adopt environmentally responsible financing; weighting up environmental risks of project, before making financing decisions; and in particular supporting and fostering growth of upcoming green initiatives and projects.

3.2.2 Green Banking Practice

There are six major practices ahead for Green Banking in Bangladesh. These are:

- a. Coordination among all the concerned authorities for green economy.
- b. Proper awareness and effective capacity building.
- c. Immediate concentration on sector wise lending policies and procedures.
- d. Need for applying a quantitative approach for a more justified rating.
- e. Shifting of different categories of industry (such as Garments, Textiles, Tanneries) to a proper location.



f. Awareness of the Top Management.

In fact, Green Banking Practices in Bangladesh are on the rise. Banks have profound impact on the harmonisation process of environmental imbalance. Government as well as banks of Bangladesh should take proper measures in respect of Green Banking to protect our environment from being spoilt. Government should also encourage the general people about the green banking practices. The central bank should supervise commercial banks whether they are practising it. Every bank has to participate and contribute to green banking practices today to ensure a green, sustainable and healthy environment to live in.

History of Green Banking

Green Banking is any form of banking from that the country and nation gets environmentally benefits. An orthodox bank becomes a green bank by directing its core operations toward the betterment of environment. The banking sector can play an intermediary role between economic development and environment protection by promoting environmentally sustainable and socially responsible investment. The concept of green banking was developed in the western countries. Green Banking was formally started in 2003 with a view to protecting the environment. Then the Equator Principles (EPs) were launched and were initially adopted by some leading global banks, such as Citigroup Inc, The Royal Bank of Scotland, Westpac Banking Corporation.

In March 2009, Congressman Chris Van Hollen of USA introduced a Green Bank Act with the aim of establishing a green bank under the ownership of the US government. After introduce the Green Banking initial decision was to minimize the paper use in banking works because to make all kinds of papers need to cutting trees as raw materials (its minimize the green forestation) and for this reason naturally its reduce the Oxygen and increase the carbon-dioxide in airspace/ globe .There are two ways of green banking practices. One is in-house green banking; another is practice by the bankers in their business area. Creating clean and hygienic banking environment, green building, reforestation, online banking, waste management, installation of solar panel on the rooftop of the bank and using high mileage vehicles, reducing sound pollution, using webcam for video conferencing instead of physical meetings, online statements, emailing documents are included in the inhouse Green Banking. Financing the green projects like Biogas Plant, Solar/Renewable Energy Plant, Bio-fertilizer Plant, Effluent Treatment Plant (ETP), Projects having ETP etc, working on specific green projects, voluntary activities of banks are major practices by the bankers in their business areas. Green banking undertakes proactive measures to protect environment and to address climate change challenges while financing along with efficient use of renewable, non-renewable, human and natural resources.

Green Banking Features

Some important features of green banking operations are as follows:

- Banks can help environment through automation and online banking.
- Green banking focuses on social safety and security through changing the negative impacts of the society.
- In financing, it always gives priority to investments/loans which consider risk factors regarding environmental conditions.
- It always cares for sustainable and green growth in industrialization and for social purposes.
- It creates a congenial atmosphere inside and outside the bank.
- It considers the clients as its family members, and as such, guide and supervise the projects to reduce pollution and thus implement scientific methods in the real sense by implementing environmental due diligence (EDD) checklist.
- It reduces cost and energy, thus saving money and increasing GDP of a country.
- It changes the mental faculties of the officials and customers, in line with green sensibilities.



- It helps institutions, men and the nation in general live with dignity.

Green Banking Strategies

Green banking strategies involves two components (1) managing environment risk and (2) identifying opportunities for innovative environmentally oriented financial products (IFC, 2007 cited in Sahoo and Nayak, 2008). The banking and financial institutions should prepare an environmental risk and liability guidelines on development of protective policies and reporting for each project they finance or invest (Jeucken, 2001 cited in Sahoo and Nayak, 2008). Various tools and techniques can be used by the banks for becoming greener in practice. Some strategies that can be used by the banks to be greener are mentioned below:

a) Green Banking Financial Product

Banks can develop innovative green banking financial products which directly or indirectly can help in the reduction of carbon emissions. Eco friendly business activities and energy efficient industries will be given preference in financing by bank. Environmental infrastructures such as establishment of ETP, projects having ETP, bio-gas plant, bio-fertilizer plant, solar panel/renewable energy plant, solar irrigation pumping station, solar home system, solar PV module assembling plant, Hybrid Hoffman Kiln (HHK) brick fields etc should be encouraged and financed by bank. Energy efficient products or any project for possible safeguards and mitigating hazards due to environmental condition or climate change can be financed under Green financing program.

Banks such as Citigroup Inc., Bank of America, and JP Morgan Chase & Company are just a few of the mortgage lenders offering special discounts on mortgages used to build or update buildings and homes to be more green.

b) Carbon Footprint Reduction

Carbon footprint is a measure of the Green House Gases (GHG). Banks can reduce carbon footprints by adopting paperless banking, paperless internal communication, electronic correspondence and reporting, online banking system and by encouraging their customers to switch over to electronic transactions. The in house activities of banks may cover:

i) Energy Consciousness: Developing energy consciousness through adopting effective office time management, automation solutions, using compact fluorescent lighting (CFL) and renewable energy (solar, wind, etc.)

ii) Using Mass Transportation System: Banks can become fuel efficient by providing common transport for group of officials and by converting its all vehicles in CNG driven.

iii) Green Buildings: New as well as old braches of Banks should be constructed under the concept of green buildings for their office and employee accommodation. These will also save the operational costs of the banks.

c) Social Responsibility Services

As a corporate citizen, banks can initiate various social responsibility services such as tree plantation camps, maintenance of parks, pollution checkup camps etc.

Green Banking Product Coverage

Green banking products have been designed keeping in mind that these are not harmful for the environment or will consume less energy and reduce carbon emission. Introduction of online banking, paying bills on online, Open up CDs and money market accounts at online banks, more ATM booths, mobile banking etc are the biggest steps to support green initiatives. Green Banking helps to create effective and far reaching market based solutions to address a range of environmental problems, including climate change, deforestation, air quality issues and biodiversity loss, while at the same time identifying and securing opportunities that benefit customers. For the purpose of serving the society,



the various green financing products have been developed under the concept of green banking. Among these, the most used products that can be used by the banks are: Green mortgages, Green loans, Green credit cards, Green savings accounts, Green checking accounts, Green CDs, Green money market accounts, Mobile Banking, Online banking, Remote deposit (RDC) etc.

Policy Guidelines for Green Banking

We are aware that global warming is an issue that calls for a global response. The rapid change in climate will be too great to allow many eco-systems to suitably adapt, since the change have direct impact on biodiversity, agriculture, forestry, dry land, water resources and human health. Due to unusual weather pattern, rising greenhouse gas, declining air quality etc. society demands that business also take responsibility in safeguarding the planet. Green finance as a part of Green Banking makes great contribution to the transition to resource-efficient and low carbon industries i.e. green industry and green economy in general. Green banking is a component of the global initiative by a group of stakeholders to save environment.

Bangladesh Bank's Earlier Initiatives

BB is well aware of the environmental degradation situation as mentioned above and has already given time to time directions to all scheduled banks. Commercial Banks are now required to ensure necessary measures to protect environmental pollution while financing a new project or providing working capital to the existing enterprises. Banks have been advised to facilitate their clients with utmost care in opening Letter of Credit (L/C) for installation of Effluent Treatment Plant (ETP) in the industrial units. Banks have been advised to finance in Solar Energy, Bio-gas, ETP and Hybrid Hoffman Kiln (HHK) in brick field under refinance programme of BB. A comprehensive guidelines on Corporate Social Responsibility (CSR) has been issued where banks have been asked to concentrate hard on linking CSR at their highest corporate level for ingraining environmentally and socially responsible practices and engaging with borrowers in scrutiny of the environmental and social impacts. Banks have been brought under the purview of E-commerce with a view to providing the customers with online-banking facilities covering payments of utility bills, money transfer and transactions in local currency through internet as well. Considering the adverse effects of Climate Change, banks have been advised to be cautious about the adverse impact of natural calamities and encourage the farmers to cultivate salinity resistant crops in the salty areas, water resistant crops in the water locked and flood prone areas, drought resistant crops in the drought prone areas, using surface water instead of underground water for irrigation and also using organic fertilizer, insecticides by natural means instead of using chemical fertilizer and pesticides.

Policy Formulation and Governance

Bank shall formulate and adopt broad environmental or Green Banking policy and strategy approved by their Board of Directors. A high powered Committee comprises of directors from the Board in case of scheduled Bangladeshi Banks and a high powered committee comprises Regional Chief of Global Office and members from the top management including CEO in case of Foreign Banks should be responsible for reviewing the banks environmental policies, strategies and program. Bank shall approve a considerable fund in their annual budget allocation for green banking. Banks are required to establish a separate Green Banking Unit or Cell having the responsibility of designing, evaluating and administering related green banking issues of the bank. A senior executive should be assigned with the responsibility of heading the unit. The unit will report to the high powered committee time to time.

Introducing Green Finance

Eco friendly business activities and energy efficient industries will be given preference in financing by bank. Environmental infrastructure such as renewable energy project, clean water supply project, wastewater treatment plant, solid & hazardous waste disposal plant, bio-gas plant, bio-fertilizer plant should be encouraged and financed by bank. Consumer loan programs may be applied for promoting environmental practices among clients.



Creation of Climate Risk Fund

Bank should finance the economic activities of the flood, cyclone and drought prone areas at the regular interest rate without charging additional risk premium. However, banks should assess their environmental risks for financing the sectors in different areas for creating a Climate Change Risk Fund. This will be used in case of emergency. The bank would ensure regular financing flows in these vulnerable areas and sectors. The fund could be created as part of banks CSR expenses.

Green Strategic Planning

A bank should determine green targets to be attained through strategic planning. Bank should determine a set of achievable targets and strategies, and disclose these in their annual reports and websites for green financing and in-house environment management as well. For in-house environment management, the target areas should cover attaining energy efficiency in the form of the use of renewable energy, reduction of electricity, gas, and petrol consumption, reduction of Green House Gas(GHG) emissions, issuance of e-statements, electronic bill pay, saving papers, environment friendly office buildings etc. For Green Financing, the target areas should cover reducing loans for certain environmentally harmful activities, attaining a particular percentage of environmental loans as percentage of total, introducing eco-friendly financial products etc.

Setting up Green Branches

A Green Branch should be featured by the provision of the maximum use of natural light, use of renewable energy, use of energy saving bulbs and other equipments, reduced water and electricity use, use of recycled water etc. Such a branch of a bank would be specifically designated as a Green Branch. A Green Branch will be entitled to display a special logo approved by Bangladesh Bank. The criteria for certification of a Green Branch will be circulated by Bangladesh Bank in due course of time.



3.2.3 Green Banking Services

On the basis of CAMELS rating and Risk Based Capital Adequacy (RBCA) measurement Bangladesh Bank initially selected ten commercial banks in Bangladesh that are currently implementing green banking practices. The central bank also highlighted the environmental issue for initiation of new branch as well as selecting these banks such as Bank Asia ltd, Dutch Bangla Bank ltd (DBBL), Eastern Bank ltd (EBL), Islami Bank Bangladesh ltd, Mutual Trust Bank ltd, Prime Bank ltd, Pubali Bank ltd, Standard Chartered Bank, Shahjalal Islami Bank ltd and Trust Bank ltd, considering the green banking information till first quarter of 2012. The Bangladesh Bank authority considered the following major activities under the Green Banking:

1. Green Banking Unit
2. Green Banking Policy
3. Green Banking Budget
4. Online banking
5. Mobile and internet banking
6. Allotment of funds in green financing
7. Environment risk rating

3.3 The Population

Commercial Banks enlisted in the Dhaka Stock Exchange are considered as the population of the study. Dutch-Bangla Bank Limited is purposefully selected from the population due to the convenience of data collection and data sufficiency. Research objectives, hypothesis have been framed on the basis of population.

3.4 The Sampling Procedure

The sample has been taken from commercial banks, which are enlisted in the stock exchange that represents three percent of the entire population. Owing to the controlling factor of the study such as time, cost, straightforward communication of bank personnel and uphold required standards of accuracy, a sample has been certainly taken from the population in order to attain the objectives of the study.

3.5 Data Collection Procedure

The study has been conducted on the basis of secondary data for the purpose of in-depth investigation of the study. The secondary data have been collected from related journals, newspapers, published research reports, published books, bulletin board, Ministry of Environment, banks annual report, Bangladesh Banks website, papers developed by banks personnel, as well as scholarly publications on or about the area of the proposed topic. The period of the study is covered by five years from 2011 to 2015.



3.6 Data Processing Procedure

The data collected from the secondary sources are presented with the descriptive statistical tools like simple average, graphs, percentage and inferential statistical tools like multiple regression analysis, paired sample t-test, one-way ANOVA and one sample t-test in order to make a conclusion that supports the study objectives.

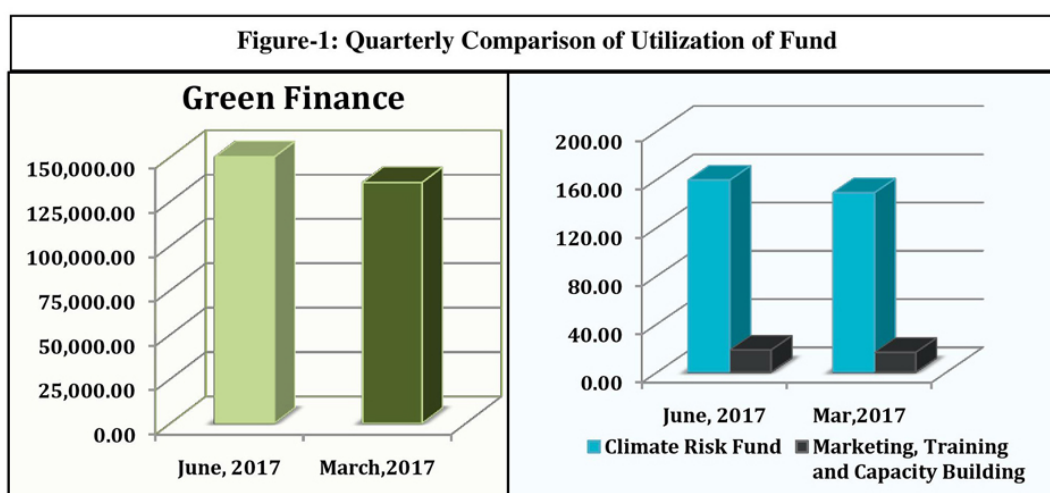


3.7 Allocation and Utilization of Fund for Green Banking in Bangladesh

The snapshot of allocation and utilization by banks and FIs in Green Finance, Climate Risk Fund as well as Marketing, Training and Capacity Building in June 2017 quarter is shown in Table-1. The quarterly shift from April 2017 to June 2017 evidences a bit upward in case of Green Finance. 45 banks out of 57 and 25 FIs out of 33 have conducted environmental risk rating in the reporting quarter. According to that, in this quarter number of Projects applicable for Environmental Due Diligence (EDD) rating is 24,448; number of projects rated is 21,714; number of rated project financed is 19,720 and amount disbursed in rated projects is 671,967.83 million taka. The quarterly shift of ERR by banks and FIs is showing a consistent trend.

Report and Graph of Allocation and Utilization of Fund for Green Banking in Bangladesh 2017 is following:

Type of Bank/FI	Annual Allocation of Fund, 2017 (in million Taka)			Utilization of Funds, April-June, 2017 (in million Taka)				
	Green Finance	Climate Risk Fund	Marketing, Training and Capacity Building	Total	Green Finance	Climate Risk Fund	Marketing, Training and Capacity Building	Total
SOCBs (06)	14,356.00	148.00	625.00	15,129.00	1,670.10	0.00	0.55	1,670.65
SDBs (02)	1,075.00	5.00	0.10	1,080.10	9.17	0.00	0.00	9.17
PCBs (40)	351,840.69	419.98	283.74	352,544.41	126,277.89	151.90	17.51	126,447.30
FCBs (09)	60,510.59	77.90	65.20	60,653.69	27,880.55	5.92	0.00	27,886.47
Total	427,782.28	650.88	974.04	429,407.20	155,837.71	157.82	18.06	156,013.59
FIs (33)	10,717.78	42.16	45.87	10,805.81	4,012.41	1.45	0.25	4,014.11
Grand Total	438,500.06	693.04	1,019.91	440,213.01	159,850.12	159.27	18.31	160,027.70

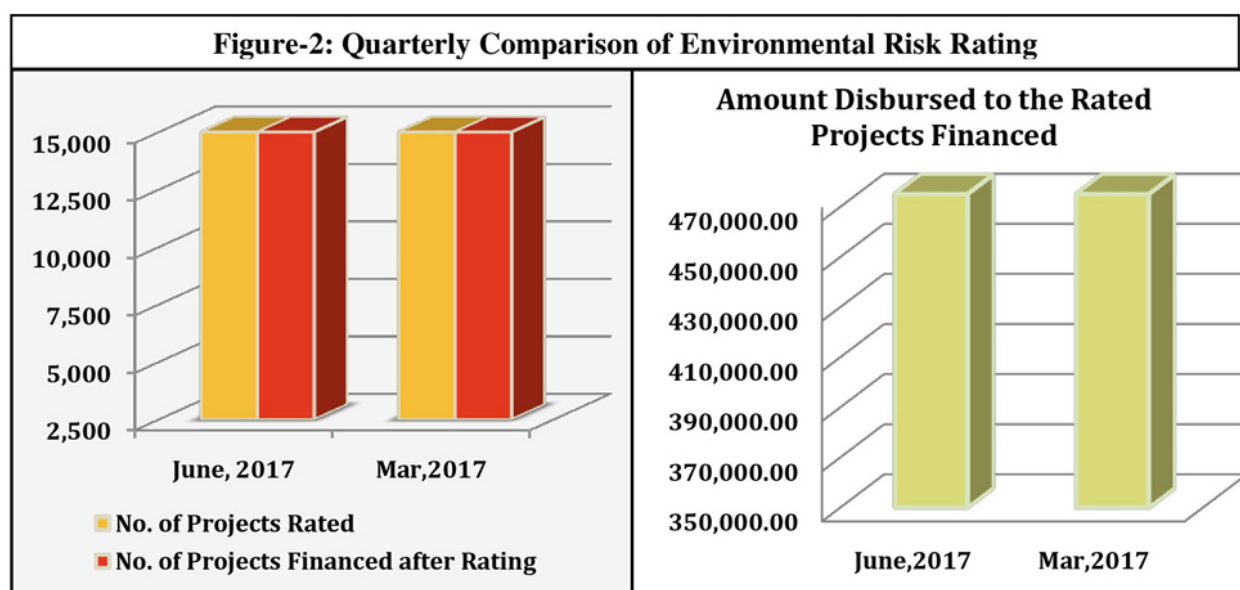


Type of Bank/FI	Event	Project
SOCBs (06)	0.00	0.00
SDBs (02)	0.00	0.00
PCBs (39)	151.40	0.50
FCBs (09)	0.00	5.92
Total	151.40	6.42
FIs (33)	1.33	0.12
Grand Total	152.73	6.54



Environmental Risk Rating (ERR):

Table-3: Environmental Risk Rating				
Type of Bank/FI	No. of Projects Applicable for EDD	No. of Projects Rated	No. of Rated Projects Financed	Amount disbursed in Rated projects (in million taka)
SOCBs (06)	256	238	237	15,123
SDBs (02)	12	12	12	538
PCBs (40)	23,202	20,636	18,084	586,961
FCBs (09)	290	76	580	41,831
Total	23,760	20,962	18,913	644,453.23
FIs (33)	688	752	807	27,514.60
Grand Total	24,448	21,714	19,720	671,967.83



In-house Environment Management:

Table-4: Solar Powered Branches and ATM/SME Units			
Type of Bank/FI	No. of Branches	No. of branches powered by Solar Energy	No. of ATM/SME units powered by Solar Energy
SOCBs (06)	3729	35	2
SDBs (02)	1787	0	0
PCBs (40)	4616	463	254
FCBs (09)	68	2	3
Total	10200	500	259
FIs (32)	226	2	0
Grand Total	10426	502	259

**Table-5: Direct Green Finance (in million Taka)**

Type of Bank/FI	Category of Green Finance					
	Renewable Energy	Energy Efficiency	Solid Waste Management	Liquid Waste Management	Alternative Energy	Fire Burnt Brick
SOCBs (06)	15.73	0.00	0.00	3.60	0.00	142.83
SDBs (02)	0.40	0.00	0.00	0.00	0.00	8.43
PCBs (40)	459.93	1,178.79	0.00	2,450.63	0.30	933.19
FCBs (09)	14.39	0.00	0.00	0.00	0.00	0.00
Total	490.45	1,178.79	0.00	2,454.23	0.30	1,084.45
FIs (33)	333.73	140.40	0.00	110.00	0.00	218.42
Grand Total	824.18	1,319.19	0.00	2,564.23	0.30	1,302.87

Table-5: Direct Green Finance (in million Taka)- Table Continued

Type of Bank/FI	Category of Green Finance					
	Non Fire Block Brick	Recycling & Recyclable Product	Green Industry	Safety and Security of Factory	Misc.	Others
SOCBs (06)	0.00	29.03	211.00	0.00	0.44	125.27
SDBs (02)	0.00	0.00	0.00	0.00	0.34	0.00
PCBs (40)	0.00	563.41	1,014.25	300.87	1.86	80.00
FCBs (09)	0.00	0.00	0.00	0.00	0.00	0.00
Total	0.00	592.44	1,225.25	300.87	2.64	205.27
FIs (33)	0.00	41.75	234.63	20.00	0.00	0.00
Grand Total	0.00	634.19	1,459.88	320.87	2.64	205.27

Table-6: Green Finance (in million Taka)

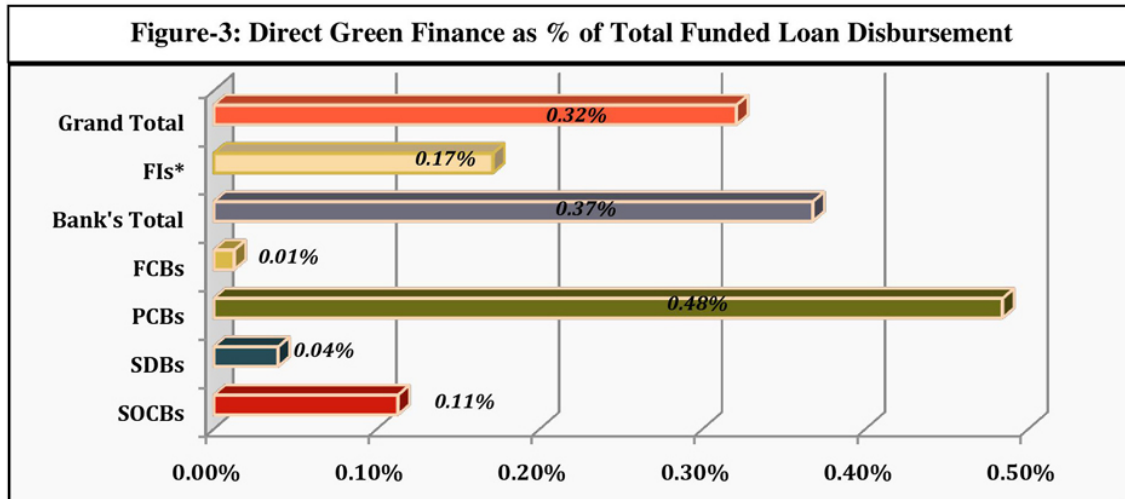
Type of Bank/FI	Direct Green Finance	Indirect Green Finance	Total Green Finance
SOCBs (06)	527.90	1,142.20	1,670.10
SDBs (02)	9.17	0.00	9.17
PCBs (40)	6,983.23	119,294.66	126,277.89
FCBs (09)	14.39	27,866.16	27,880.55
Total	7,534.69	148,303.02	155,837.71
FIs (33)	1,098.93	2,913.48	4,012.41
Grand Total	8,633.62	151,216.50	159,850.12



Table-7: Direct Green Finance as % of Total Finance

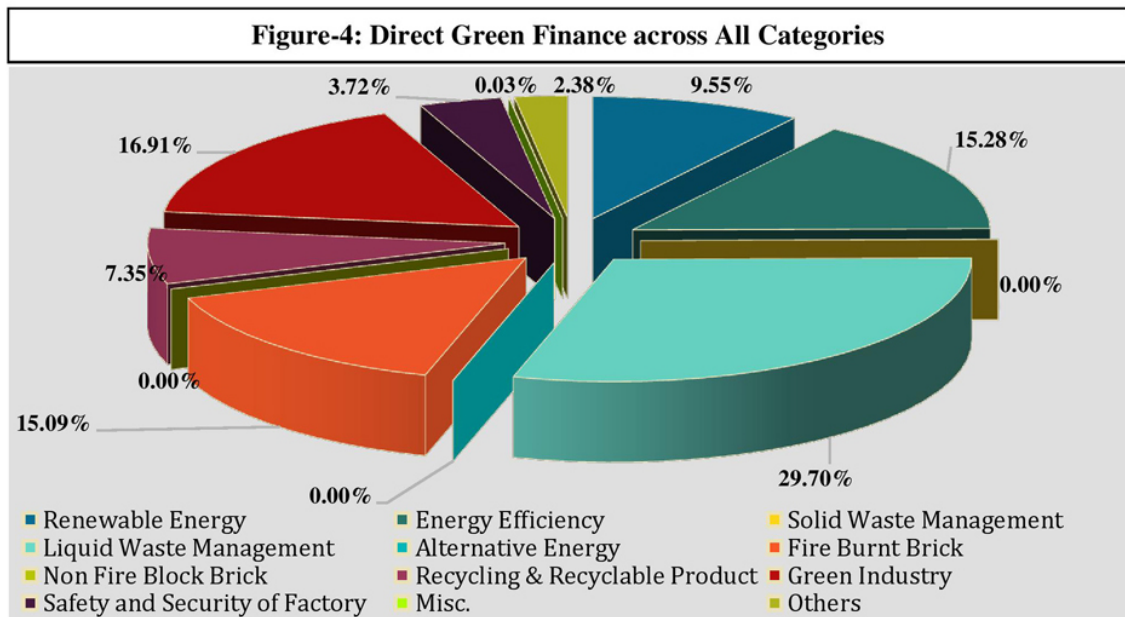
Type of Bank/FI	As % of Total Green Finance	As % of Total Funded Loan Disbursement
SOCBs (06)	31.61%	0.11%
SDBs (02)	100.00%	0.04%
PCBs (40)	5.53%	0.48%
FCBs (09)	0.05%	0.01%
Total	4.83%	0.37%
FIs (33)	27.39%	0.17%
Grand Total	5.40%	0.32%

Figure-3: Direct Green Finance as % of Total Funded Loan Disbursement



*If we consider FIs except Infrastructure Development Company Ltd (IDCOL), then direct green finance of FIs became 0.11% of total loan disbursement.

Figure-4: Direct Green Finance across All Categories

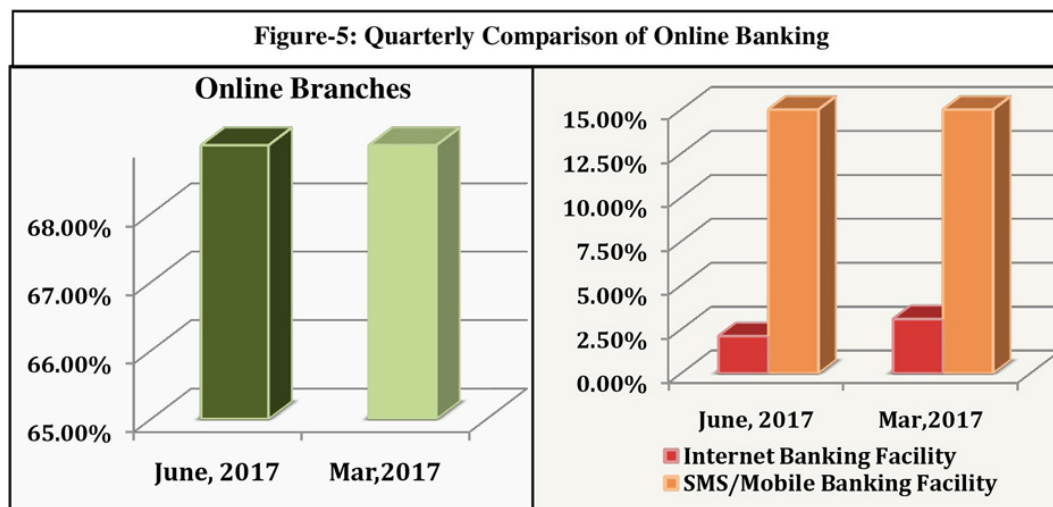


**Table-8: Online Banking (on June 31, 2017)**

Type of Bank	No. of ATM		No. of Total Branches	No. of Branches with online coverage	% of Online Branches
	Own	Shared			
SOCBs (06)	183	13,845	3,729	2,657	71.25%
SDBs (02)	0	0	1,787	70	3.92%
PCBs (40)	3,710	75,728	4,616	4,615	99.98%
FCBs (09)	166	4,207	68	68	100.00%
Grand Total	4,059	93,780	10,200	7,410	72.65%

Table-9: Internet and Mobile/SMS Banking (on June 31, 2017)

Type of Bank	No. of Total Accounts	% of Accounts facilitated with		No. of Accounts facilitated with Mobile/SMS Banking	% of Accounts facilitated with Mobile/SMS Banking
		Internet Banking	Internet Banking		
SOCBs (06)	40,760,425	61	0.00%	193,271	0.47%
SDBs (02)	7,908,564	0	0.00%	11,816	0.15%
PCBs (40)	38,106,831	1,666,766	4.37%	13,643,372	35.80%
FCBs (09)	397,801	177,036	44.50%	234,788	59.02%
Grand Total	87,173,621	1,843,863	2.12%	14,083,247	16.16%

Figure-5: Quarterly Comparison of Online Banking**Table-10: Training in April-June, 2017**

Type of Bank/FI	No. of Programs	No. of Participants
SOCBs (06)	26	415
SDBs (02)	16	340
PCBs (40)	137	2941
FCBs (09)	1	112
Total	180	3,808
FIs (33)	15	179
Grand Total	195	3987



Table-11: Sub-category/ Product wise Disbursement		
SL. No	Sub-category/ Product	Taka in million
1	Biogas	0.14
2	SWE	20.00
	Total Disbursement	20.14

The green banking activities of Commercial Banks and FIs in the quarter ended June 30, 2017 evidences upward trend in total green finance for both Banks and FIs. Total green finance has been increased by 17.86% in this quarter compared to the previous one. On the other hand, direct green finance has been decreased by 28.94% (Taka 3515.90 million) in this quarter than the previous one. Banks and FIs need to heighten the investment and expenditure in direct green finance in the upcoming years. BB is trying to play a significant role by monitoring the whole scenario and by taking appropriate actions. Thus, BB anticipates more rigorous and effective performance of Banks and FIs in mainstreaming green banking activities especially in direct green finance.



chapter IV **PRODUCTS AND SERVICES** **OF BANK**

Chapter 4

Products and Services of Bank

4.1 Prime Bank Limited

4.1.1 Introductions

In the backdrop of economic liberalization and financial sector reforms, a group of highly successful local entrepreneurs conceived an idea of floating a commercial bank with different outlook. For them, it was competence, excellence and consistent delivery of reliable service with superior value products. Accordingly, Prime Bank was created and commencement of business started on 17th April 1995. The sponsors are reputed personalities in the field of trade and commerce and their stake ranges from shipping to textile and finance to energy etc.

As a fully licensed commercial bank, Prime Bank is being managed by a highly professional and dedicated team with long experience in banking. They constantly focus on understanding and anticipating customer needs. As the banking scenario undergoes changes so is the bank and it repositions itself in the changed market condition.

Prime Bank has already made significant progress within a very short period of its existence. The bank has been graded as a top class bank in the country through internationally accepted CAMELS rating. The bank has already occupied an enviable position among its competitors after achieving success in all areas of business operation.

Prime Bank offers all kinds of Commercial Corporate and Personal Banking services covering all segments of society within the framework of Banking Company Act and rules and regulations laid down by our central bank. Diversification of products and services include Corporate Banking, Retail Banking and Consumer Banking right from industry to agriculture, and real state to software.

Prime Bank, since its beginning has attached more importance in technology integration. In order to retain competitive edge, investment in technology is always a top agenda and under constant focus. Keeping the network within a reasonable limit, our strategy is to serve the customers through capacity building across multi-delivery channels. Our past performance gives an indication of our strength. We are better placed and poised to take our customers through fast changing times and enable them compete more effectively in the market they operate.

4.1.2 Vision and Mission

To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

To build Prime Bank Limited into an efficient, market driven, customer focused institution with good corporate governance structure. Continuous improvement of our business policies, procedure and efficiency through integration of technology at all levels.



Green Banking Practices Commercial Bank in Bangladesh

4.1.3 Corporate Philosophy

For our Customers

To provide the most courteous and efficient service in every aspect of its business. To be innovative in the development of new banking products and services.

For our Employees

- By promoting their well-being through attractive remuneration and fringe benefits.
- By promoting good staff morale through proper staff training and development, and provision of opportunities for career development.

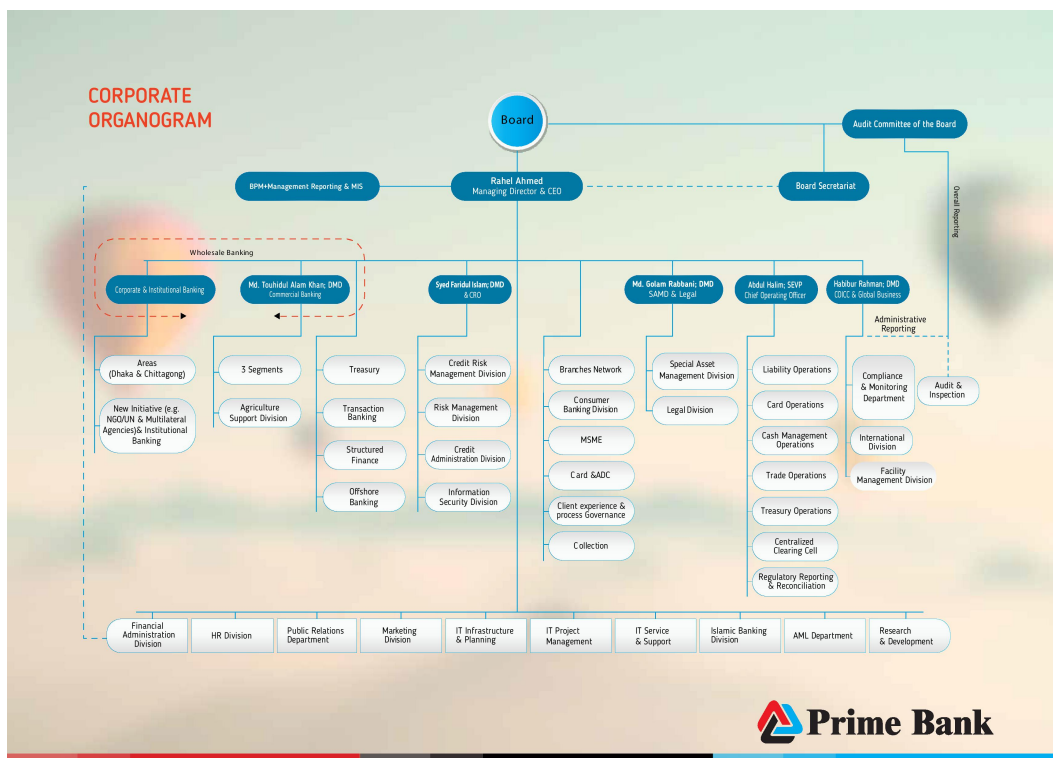
For our Shareholders

- By forging ahead and consolidating its position as a stable and progressive financial institution.
- By generating profits and fair return on their investment.

For our Community

- By assuming our role as a socially responsible corporate citizen in a tangible manner By adhering closely to national policies and objectives thereby contributing towards the progress of the nation.
- By upholding ethical values and best practices.
- Constantly seeking to improve performance by aligning our goals with stakeholders expectations because we value them.

4.1.4 Organogram





4.1.5 Corporate Social Responsibilities (CSR)

The biggest CSR of Prime Bank is to establish Prime Bank Foundation to execute its corporate social responsibilities activities in a greater scale. Prime Bank Limited and Prime Bank Foundation are proud to continue CSR activities for the greater interest of countrys socio economic development:

01. Investment in Education:

a. Education Support Program: Believing education as a tool for social change, Prime Bank Foundation is proud to have another year of success of its Education Support Program launched in 2007. It is a long term, renewable scholarship program for underprivileged but meritorious students from across the country. In 2009 reporting year, 198 underprivileged but meritorious students, the highest in one year since its inception, have been included to provide with financial support in the form of monthly stipends for the persuasion of their graduation/post-graduation level studies in the countrys public sector universities and colleges. With the inclusion of these students, the total number of poor but meritorious students who are the recipients of Prime Bank Foundation stipends stood at 490.

b. Prime Campus: Prime Campus, an English medium school in Uttara, Dhaka, was created by Prime Bank Foundation in 2008 as an alternative to the expensive English primary schools at an affordable charge schedule.

Our commitment to corporate social responsibility ensures we remain true to our heritage of integrity; maintain a long term point of view to make economically sound, environmentally responsible and socially supportive decisions. More specifically, we maintain an unwavering commitment to honesty, integrity and fairness in all our CSR practices; show compassion by becoming involved with and supporting local and national communities; and consistently act in a manner that fosters our stewardship and sustainability.

02. Work with Handicap Population

Investment in eradicating and preventing different disabilities such as drug addicts, blindness etc; setting up vocational training centers; undertake mass awareness raising campaigns etc.

03. Dristy Daan Project

Setting a target of sight restoration of 1200 poor/ultra poor citizens of the country, the Prime Bank Foundation started off the Dristy Daan project in 2007. A total of 1357 poor/ultra poor cataract patients were operated till date.

04. Health Care

Support setting up state-of-the-art hospital like Vellore CMC Health Care, Universal Health Care Centers; Eye Hospitals; Health Support to garment workers; more preventive activities; infant, child feeding and breastfeeding; support to facilities providing treatment and care of non-communicable diseases such as heart, and diabetes; activities related to prevention of maternal mortality and morbidities; setting up trauma centers etc.

05. Health Management

Developing SOPs; improving supervision; leadership training; nursing training; setting up accrediting body in the private sector; provide equipment to existing voluntary health facilities etc. Develop a CSR strategy of PBF, partnership support has been offered by one organization.

The bank has extended finance for establishing countrywide health centers and a teachers training college under the supervision and implementation of Diabetes Association of Bangladesh.

The bank has also provided financial support to an innovative, non-conventional yet a useful and much needed socio-medical project, popularly known as, "healthline" (accessible by dialing "789" from any mobile phone under Grameen Phone network) by Telemedicine Reference Center Limited (TRCL), the only registered telehealth and electronic health service provider in Bangladesh. The banks finance



was made available for upgrading of existing project as well as set up offshore health line call centers for Bangladeshi workers based in Kingdom of Saudi Arabia and the United Arab Emirates. The bank also financed TRCL to launch an Intensive Diabetes Management (IDM) services program in Bangladesh under its brand name "amcare".

06. Environment

Activities related to the prevention of environment degradation and promotion of environment; support people living in the coastal and char areas; carbon trading etc. Another important undertaking by the bank also merits mentioning, which involves financing of a geo-textiles manufacturing project. Geo-textiles products are being used in ample quantity in construction of bridge and approach road, and building protection for riverbank, coastal, and embankment. Bangladesh being a riverine country is always in need of geo-textiles products, and implementation of such an import-substitute product manufacturing facility would definitely help the country to save drainage of foreign exchanges.



4.1.6 Green Banking Practice of Prime Bank Limited

Prime Bank Limited has been positively upholding green banking activities to accomplish its strategic goal of being a green bank. The bank's green banking activities cover multidimensional areas which include both in-house environment management and undertaking green financing to support green economy. Prime Bank Limited believes that an environmentally responsible bank does not only improve its own standard but also influences other business entities to be the same. Prime Bank's achievements in green initiatives are detailed hereunder:

Policy Formulation & Governance

Prime Bank Ltd has already formulated Green Banking Cell (GBC) headed by the DMD & Chief Risk Officer (CRO) to administer the related issues of green banking. The bank's "Green Banking Policy" and "Green Office Guide" has already been formulated & circulated to create awareness on green banking issues & providing required instructions on efficient use of energy, water, saving paper etc. The Risk Management Committee of the Board of Directors of the bank will act as the high powered committee for reviewing the banks' green or environmental policies, strategies and program for governing the overall green banking activities of the banks.

Green Financing

Prime Bank Limited has established a separate cell under Corporate Banking Division named as "Green Financing Cell" comprising representative of relevant divisions i.e. Corporate, Agriculture, SME and Export Finance for green financing under refinance scheme of Bangladesh Bank to set up Effluent Treatment Plant (ETP), Bio-gas Plant, Solar Energy (i.e. Solar panel, Solar home System, Solar mini Grid, Solar irrigation pumping system, Solar PV Assembly plant), Water Electricity Plant, PET bottle reprocessing plant, Solar battery reprocessing plant, bulb production based in LED technology, Hybrid Hoffman Kiln (HHK)/Tunnel Kiln, Converting into Zig-Zag/VSBK from traditional local based brick field, Organic manure Production and Vermicompost. During 2013, our bank has extended finance of Tk 25.40 million for installation of ETP and Tk 373.52 million for financing 3 projects having ETP. The bank has further strengthened its green banking initiatives by financing environment-friendly Hoffman Kiln and Zigzag based automated brick fields, which contribute towards a greener climate. The bank disbursed 49.50 million for financing Hybrid Hoffman Kiln (HHK). The bank has also extended finance of Tk 0.35 million to set up of 2 bio gas plant. We are also looking forward to finance Vermicompost as bio-fertilizer and bio-pesticide project.

Electronic Banking Activities

* Prime Bank has been one of the pioneers in introducing electronic banking. It covers 134 online branches, 151 own ATMs, 1215 shared ATMs. Our clients can access to their personal accounts through Internet & Mobile Banking.

* The bank has been operating with Bangladesh Automated Clearing House (BACH) system, which allows paperless cheque clearing.

* Prime Bank Limited has offered enriched internet banking facility to its customers. Through offering various internet banking facility the bank is ultimately reducing the usage of paper. Some salient features of internet banking are as follow:

- i. Real-time fund transfer between different accounts of the bank.
- ii. Fastest interbank fund transfer through BEFTN (Any Bank, Any Branch).
- iii. Credit Card bill payment of Prime Bank and other banks through BEFTN.
- iv. Real-time statement view & download option for transaction A/C, FDR & Deposit Scheme Statement.
- v. Instant recharge of prepaid/postpaid mobile number of any local telecom operator and WiMAX accounts.



We are gradually expanding the list so that our customers can do many other transactions within the comfort of their own home Online.

In-house Green Banking Initiatives

- Prime Bank has installed solar panels in 16 branches and 4 ATM booths located at different regions of the country.
- Bank's Human Resources Division has implemented online HR services namely HR Connect by which employees can obtain certain HR services from their own work station without initiating any hard copy of paper.
- Prime Bank has observed "Earth Day" on 22nd April, 2013 to demonstrate its commitment toward environmental issues and distributed small plants along with a printed message of Managing Director & CEO to some of its valued customers as token for building awareness on climate change issues.
- There is a particular session on Green Banking activities in the orientation training program arranged by bank's Human Resources Training & Development Center for all Management Trainee Officers & other fresh joiners.

Disclosure and Reporting of Green Banking Activities

- The bank has been regularly reporting its green banking activities to Bangladesh Bank on quarterly basis since 2011.
- In view of highlighting our Green Banking activities and creating awareness amongst our stakeholders, a separate section on our Green Banking activities has been incorporated in our Annual Report.

Recognition from Bangladesh Bank

Based on the green banking activities during 2012, Bangladesh Bank has recognized Prime Bank as one of the top ten private commercial banks for its contribution to Green Banking activities across the country.

Way Forward

Under the policy guidelines for green banking of Bangladesh Bank, Prime Bank Ltd is committed to sustainable business that brings benefit to the society, environment and the economy of Bangladesh. We are looking forward to expand our green banking initiatives in the coming years and expect to maintain our pioneer position in the industry.



4.1.7 Consumer Banking Products

Deposit Products

Savings Account

Prime Bank brings you the ultimate trust, security and convenience in Savings Account. Any Bangladeshi national with an age of 18 years or above can open this.

Customer Benefit

- * Cheque-book facility
- * Debit card facility
- * Internet Banking Service: ALTITUDE(enables interbank and intra bank fund transfer; credit card bill payment ; utility bill payment)
- * Opportunity to apply for - safe deposit locker facility
- * Transfer of fund on Standing Instruction Arrangement
- * Collection of cheques through clearing house
- * SMS Banking
- * Online banking service

Documents required

- * Completed account opening form.
- * Passport size photograph for each account holder and nominee
- * Proof of identification such as national/voter's ID/passport / driving license of the account holder and nominee.

Current Account

Prime Bank brings you the ultimate trust, security and convenience in Current Account in Taka which can be freely deposited and withdrawn. At the time of opening, this account is also accompanied by a Special Notice Deposit (SND) account.

Customer Benefit

- * Cheque-book facility
- * Debit card facility
- * Internet Banking Service: ALTITUDE(enables interbank and intra bank fund transfer; credit card bill payment ; utility bill payment)
- * Opportunity to apply for - safe deposit locker facility
- * Transfer of fund on Standing Instruction Arrangement
- * Collection of cheques through clearing house
- * SMS Banking



* Online banking service

Documents required

* Completed account opening form.

* Passport size photograph for each account holder and nominee

* Proof of identification such as national/voter's ID/passport / driving license of the account holder and nominee.

Deposit Schemes

Double Benefit Deposit Scheme (DBDS)

* The deposit scheme shall be issued for 10 years term.

* After 10 years terminal value will stand at Tk. 2 lacs from the initial fixed deposit of Tk. 1 lac.

Sl.	Name of Scheme	No. of Year	Instalment	Interest Rate %	Terminal Benefit
01.	Double Benefit Deposit Scheme	10 years	10,000 Multiple & No maximum limit	7.23%	Double of Initial Deposit



Monthly Benefit Deposit Scheme (General and Senior Citizen)

* This is a Deposit Scheme where the depositor gets a fixed amount of profit every month without disturbance of the principal.

Tenure	Amount Before Tax	Tax @10% (TIN holder)	Tax @15% (Without TIN)	Interest Rates
3	583.33	525.00	495.83	7.00%
5	583.33	525.00	495.83	7.00%
7	708.33	637.50	602.08	8.50%
10	708.33	637.50	602.08	8.50%

House Building Deposit Scheme

* The tenor of the House Building Deposit Scheme will be 5/7/10 years.

Name of Scheme	No. of Year	Instalment	Interest Rate %	Terminal Benefit
House Building Deposit Scheme	5	13,920	7.00	10.00 Lac
	7	8,885	8.00	10.00 Lac
	10	5,445	8.00	10.00 Lac

Lakhopati Deposit Scheme

* The tenor of the Lakhopati Deposit Scheme will be 3/5/10/15 years.

* Terminal amount on maturity shall be Tk. 1.00 lac.

Name of Scheme	No. of Year	Instalment	Interest Rate %	Terminal Benefit
Lakhopati Savings Scheme	3	2,500.00	7.00	Tk. 1.00 Lac
	5	1,400.00	7.00	Tk. 1.00 Lac
	10	530.00	8.50	Tk. 1.00 Lac
	15	275.00	8.50	Tk. 1.00 Lac



Laksmapuron Deposit Scheme (General and Senior)

SI No.	Desired Amount	3 Years @7.0%	4 Years @7.0%	5 Years @7.0%
1	Tk.50,000.00	1,255.00	905.00	700.00
2	Tk.100,000.00	2,510.00	1,810.00	1,400.00
3	Tk.200,000.00	5,020.00	3,620.00	2,800.00
4	Tk.300,000.00	7,530.00	5,430.00	4,200.00
5	Tk.400,000.00	10,040.00	7,240.00	5,600.00
6	Tk.500,000.00	12,550.00	9,050.00	7,000.00
7	Tk.600,000.00	15,060.00	10,860.00	8,400.00
8	Tk.700,000.00	17,570.00	12,670.00	9,800.00
9	Tk.800,000.00	20,080.00	14,480.00	11,200.00
10	Tk.900,000.00	22,590.00	16,290.00	12,600.00
11	Tk.1,000,000.00	25,100.00	18,100.00	14,000.00

Account 150%

- * Deposit will be estimated 1.5 times of the initial deposit.
- * The tenure of the investment period will be 6 years.
- * Minimum deposit amount BDT. 10,000/-

Brighter Tomorrow Deposit Scheme

Brighter Tomorrow	12 (The deposit account can be renewed for next cycle/s if the HoB admit)	25,000 Multiple & maximum 10 Crore	4.75%	Same as Regular FDR process
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Contributory Savings Scheme

Monthly Instalment	3 Years @ 7.00%	5 Years @ 7.00%	7 Years @ 8.00%	10 Years @ 8.00%	12 Years @ 8.50%	15 Years @ 8.50%
500	20,000	35,900	56,300	91,900	125,100	181,800
1,000	40,000	71,800	112,600	183,800	250,200	363,600
2,000	80,000	143,600	225,200	367,600	500,400	727,200
3,000	120,000	215,400	337,800	551,400	750,600	1,090,800
4,000	160,000	287,200	450,400	735,200	1,000,800	1,454,00
5,000	200,000	359,000	563,000	919,000	1,251,000	1,818,000
6,000	240,000	430,800	675,600	1,102,800	1,501,200	2,181,600
7,000	280,000	502,600	788,200	1,286,600	1,751,400	2,545,200
8,000	320,000	574,400	900,800	1,470,400	2,001,600	2,908,800
9,000	360,000	646,200	1,013,400	1,654,200	2,251,800	3,272,400
10,000	400,000	718,000	1,126,000	1,838,000	2,502,000	3,636,000
11000	440,000	789,800	1,238,600	2,021,800	2,752,200	3,999,600
12,000	480,000	861,600	1,351,200	2,205,600	3,002,400	4,363,200
13,000	520,000	933,400	1,463,800	2,389,400	3,252,600	4,726,800
14,000	560,000	1,005,200	1,576,400	2,573,200	3,502,800	5,090,400
15,000	600,000	1,077,000	1,689,000	2,757,000	3,753,000	5,454,000
16,000	640,000	1,148,800	1,801,600	2,940,800	4,003,200	5,817,600
17,000	680,000	1,220,600	1,914,200	3,124,600	4,253,400	6,181,200
18,000	720,000	1,292,400	2,026,800	3,308,400	4,503,600	6,544,800
19,000	760,000	1,364,200	2,139,400	3,492,200	4,753,800	6,908,400
20,000	800,000	1,436,000	2,252,000	3,676,000	5,004,000	7,272,000
21,000	840,000	1,507,800	2,364,600	3,859,800	5,254,200	7,635,600
22,000	880,000	1,579,600	2,477,200	4,043,600	5,504,400	7,999,200
23,000	920,000	1,651,400	2,589,800	4,227,400	5,754,600	8,362,800
24,000	960,000	1,723,200	2,702,400	4,411,200	6,004,800	8,726,400
25,000	1,000,000	1,795,000	2,815,000	4,595,000	6,255,000	9,090,000

Prime Millionaire Scheme

* The deposit scheme shall be issued for 4 (Four) different tenures from 5 to 12 years.

* One Person can open more than one "Prime Millionaire Scheme"



Deposit amount per month (BDT)	Duration Year(s)	Rate Of Interest (p.a.)	Maturity amount
13,950	5	7.00%	10 Lac
8,910	7	8.00%	10 Lac
5,460	10	8.00%	10 Lac
4,010	12	8.50%	10 Lac

Deposit Rates

Prime Bank offers you to choose from the desired period from one month to one year.

Sl	Particulars	Rate of Interest
01.	Special Notice Deposit (For Customer)	
	a) Below Tk. 1.00 crore	2.00%
	b) Tk. 1.00 crore and above but below Tk. 25.00 crore	2.50%
	c) Tk. 25.00 crore and above but below Tk. 50.00 crore	3.25%
	d) Tk. 50.00 crore and above but below Tk. 100.00 crore	3.25%
	e) Tk. 100.00 crore and above	6.00%
02.	Savings Deposit	2.50%
03.	Prime Premium	6.50%
04.	Prime Excel	7.00%
05.	Prime Power	7.50%
06.	Fixed Deposit	
	A) 1 (One) month	
	a) Below Tk.50.00 lac	3.50%
	b) Tk.50.00 lac and above but below Tk.1.00 crore	3.50%
	c) Tk.1.00 crore and above but below Tk.3.00 crore	3.50%
	d) Tk.3.00 crore and above but below 10.00 crore	3.50%
	e) Tk. 10.00 crore and above but below Tk. 25.00 crore	5.00%
	f) Tk. 25.00 crore and above but below Tk. 50.00 crore	5.00%
	g) Tk. 50.00 crore and above but below Tk. 70.00 crore	5.00%
	h) Tk. 70.00 crore and above	5.00%
	B) 3 (Three) months	
	a) Below Tk.50.00 lac	6.50%
	b) Tk.50.00 lac and above but below Tk.1.00 crore	6.50%
	c) Tk.1.00 crore and above but below Tk.3.00 crore	6.50%
	d) Tk.3.00 crore and above but below 10.00 crore	6.75%



C) 4 (Four) months	
a) Below Tk.50.00 lac	7.75%
b) Tk.50.00 lac and above but below Tk.1.00 crore	8.00%
c) Tk.1.00 crore and above but below Tk.3.00 crore	8.25%
d) Tk.3.00 crore and above but below 10.00 crore	8.25%
e) Tk. 10.00 crore and above but below Tk. 25.00 crore	8.50%
f) Tk. 25.00 crore and above but below Tk. 50.00 crore	8.50%
g) Tk. 50.00 crore and above but below Tk. 70.00 crore	8.50%
h) Tk. 70.00 crore and above	8.50%
D) 6 (Six) months	
a) Below Tk.50.00 lac	6.50%
b) Tk.50.00 lac and above but below Tk.1.00 crore	6.50%
c) Tk.1.00 crore and above but below Tk.3.00 crore	6.50%
d) Tk.3.00 crore and above but below 10.00 crore	8.25%
e) Tk. 10.00 crore and above but below Tk. 25.00 crore	8.50%
f) Tk. 25.00 crore and above but below Tk. 50.00 crore	8.50%
g) Tk. 50.00 crore and above but below Tk. 70.00 crore	8.50%
h) Tk. 70.00 crore and above	8.50%
E) 7 (Seven) months	
a) Below Tk.50.00 lac	7.75%
b) Tk.50.00 lac and above but below Tk.1.00 crore	8.00%
c) Tk.1.00 crore and above but below Tk.3.00 crore	8.25%
d) Tk.3.00 crore and above but below 10.00 crore	8.50%
e) Tk. 10.00 crore and above but below Tk. 25.00 crore	8.50%
f) Tk. 25.00 crore and above but below Tk. 50.00 crore	8.50%
g) Tk. 50.00 crore and above but below Tk. 70.00 crore	8.50%
h) Tk. 70.00 crore and above	8.50%
F) 12 (Twelve) Months	
a) Below Tk.50.00 lac	6.75%
b) Tk.50.00 lac and above but below Tk.1.00 crore	6.75%
c) Tk.1.00 crore and above but below Tk.3.00 crore	6.75%
d) Tk.3.00 crore and above but below 10.00 crore	8.75%
e) Tk.10.00 crore and above but below 25.00 crore	8.75%
f) Tk. 25.00 crore and above but below Tk. 50.00 crore	8.75%
g) Tk. 50.00 crore and above but below Tk. 70.00 crore	8.75%
h) Tk. 70.00 crore and above	8.75%
G) 13 (Thirteen) Months	
a) Below Tk.50.00 lac	8.25%
b) Tk.50.00 lac and above but below Tk.1.00 crore	8.25%
c) Tk.1.00 crore and above but below Tk.3.00 crore	8.75%
d) Tk.3.00 crore and above but below 10.00 crore	8.75%
e) Tk.10.00 crore and above but below 25.00 crore	8.75%
f) Tk. 25.00 crore and above but below Tk. 50.00 crore	8.75%
g) Tk. 50.00 crore and above but below Tk. 70.00 crore	8.75%
h) Tk. 70.00 crore and above	8.75%



Loan Products

Home Loan

In reality, home is no more a living place to us; it's our dream! SWAPNA NEER will enable you to turn your dream into reality.

Swapna Shaj Loan

Swapna Shaj Loan is offered for customers own house/property construction, renovation, extension or improvement purpose.

Features:

- * Maximum 70% loan against property purchase price (For NRB Customer loan amount may extend up to 75%)
- * Loan amount: TK 10 lac to maximum TK 1.20 Cr
- * Loan tenor: 3 years to maximum 25 years
- * Age Limit: Minimum 25 years & Maximum 65 years (In case of property owner minimum age limit is 18 years)
- * Attractive variable interest rate
- * Competitive Processing fee & Early settlement fees
- * Life insurance facility
- * Loan Takeover facility with Zero processing fees
- * TPA (Tri Partite Agreement) based finance against under constructed property purchase.
- * Exceptional features for NRB (Salaried only) & Mariner customer

Requirements:

- * Co-applicant (Minimum one)
- * One Personal guarantor may be required
- * Common Required documents:
 - Recent passport size color photographs of applicant(s) and guarantor(s)
 - Copy of NID/passport of applicant and guarantor(s)
 - Copy of Latest utility bill (gas/water/electricity/municipal tax)
 - Copy of Latest tax clearance certificate/E-TIN
 - latest 12 months bank statement for businessmen (06 months for others)
- * Additional documents required for Salaried Person/Self Employed:
 - Original Salary Certificate/Letter of Introduction (LOI)
 - Copy of Pay-slip



- Offer letter/Release letter from previous employer to prove service experience
- * Professional certificate issued by concerned authority
- * Additional documents required for Businessmen:
 - Copy of latest trade license
 - Copy of MOA, AOA, Certification of Incorporation, Latest Form XII & X (Limited Company)
 - Copy of Registered Partnership Deed & Form I (Partnership Firm)
- * Additional documents required for Landlord:
 - Copy of property title deed and latest mutations
 - Copy of valid rental deed with tenants
 - Copy of utility bill copy
 - Copy of latest ground rent receipts and municipal tax receipts

Prime Bank may request for any other relevant documents, if necessary.

- * Conditions Apply

Car Loan

Get and drive your dream car through our wonderful car loan facilities. We offer you to materialize your dream of owning a car. Whether you want to purchase a brand new car or a reconditioned one, we care your requirement!

We offer CAR LOAN with most privilege that you look for:

Features:

- * Offer to purchase brand new or reconditioned vehicle/auto for personal use purpose.
- * Attractive variable interest rate
- * Competitive Processing Fee & Early Settlement Fees
- * Flexible loan tenor (Maximum 05 Years)
- * Maximum loan amount BDT 40 Lac
- * Loan repayment with Equal Monthly Installment (EMI)
- * Convenience loan processing (Time & Location)

Requirements:

- * Age (Minimum: 22 years & Maximum: 65 years)
- * Personal Guarantor: One (01)
- * Common Required Documents:
 - Recent passport size color photographs of applicant and guarantor(s)



- Copy of NID/passport of applicant and guarantor (s)
- Copy of latest utility bill (gas/water/electricity/municipal tax)
- Quotation of purchasing car issued by Car Vendor/Showroom
- Business card/copy of office ID of applicant and guarantor(s)
- Copy of latest tax clearance certificate/E-TIN
- Latest 12 months bank statement for businessmen (06 months for others)
- * Additional documents required for Salaried Person/Self Employed:
 - Original Salary Certificate/Letter of Introduction (LOI)
 - Copy of Pay-slip
 - Offer letter/Release letter from previous employer to prove service experience
 - Professional certificate issued by concerned authority
- * Additional documents required for Businessmen:
 - Copy of latest trade license
 - Copy of MOA, AOA, Certification of Incorporation, Latest Form XII & X (Limited Company)
 - Copy of Registered Partnership Deed & Form I (Partnership Firm)
- * Additional documents required for Landlord:
 - Copy of property title deed and latest mutations
 - Copy of valid rental deed with tenants
 - Copy of utility bill copy
 - Copy of latest ground rent receipts and municipal tax receipts

Prime Bank may request for any other relevant documents, if necessary.

* Conditions Apply

Personal Loan

If you think of essence for most convenient and easiest finance that you deem to fulfill your desires, our PERSONAL LOAN can be a right choice that you expediently trust and enjoy!

We are offering PERSONAL LOAN with most convenience and attractive proposition that you are looking for:

Features:

- * Offer for any legitimate financial purpose
- * Attractive variable interest rate
- * Competitive Processing Fees & Early Settlement Fees



- * Flexible loan tenor (Maximum 05 Years)
- * Maximum loan amount BDT 20 Lac
- * Loan repayment with Equal Monthly Installment (EMI)
- * Life insurance facility
- * Takeover facility with Zero processing fees
- * Convenience loan processing (Time & Location)

Requirements:

- * Age :Minimum: 22 & Maximum: 65 or retirement age
- * Personal Guarantor: Minimum: 01
- * Common Required documents:
 - Recent passport size color photographs of applicant and guarantor(s)
 - Copy of NID/passport of applicant and guarantor (s)
 - Copy of Latest utility bill (gas/water/electricity/municipal tax)
 - Quotation of purchased item/ Customer Declaration for cost purpose
 - Business card/copy of office ID of applicant and guarantor(s), if any
 - Copy of Latest tax clearance certificate/E-TIN
 - Latest 12 months bank statement for businessmen (06 months for others)
- * Additional documents required for Salaried Person/Self Employed:
 - Original Salary Certificate/Letter of Introduction (LOI)
 - Copy of Pay-slip
 - Offer letter/Release letter from previous employer to prove service experience
 - Professional certificate issued by concerned authority
- * Additional documents required for Businessmen:
 - Copy of latest trade license
 - Copy of MOA, AOA, Certification of Incorporation, Latest Form XII & X (Limited Company)
 - Copy of Registered Partnership Deed & Form I (Partnership Firm)
- * Additional documents required for Landlord:
 - Copy of property title deed and latest mutations
 - Copy of valid rental deed with tenants
 - Copy of utility bill copy



- Copy of latest ground rent receipts and municipal tax receipts

Prime Bank may request for any other relevant documents, if necessary.

* Conditions Apply

4.1.8 Wholesale Banking Products

Corporate & Institutional Banking (CnIB)

In this segment of business, corporates, having group turnover BDT800crore and above are served. One of the teams under Corporate & Institutional Banking is placed in Chittagong to serve the corporates located in area.

At Prime Bank we understand your individual requirement - that is why we offer an array of solutions designed to assist you grow with sustainability.



Commercial Banking

In this segment of business, corporates, having group turnover from BDT 25 crore to below BDT 800 crore are served. There are five segments (teams) under Commercial Banking Division (CBD). Four segments are based in Dhaka while one segment is based in Chittagong. Moreover, CBD also has two Hubs at Rajshahi and Khulna with dedicated Relationship Managers to serve the clients at those two regions.



4.1.9 Islamic Banking Products

Deposit Products

Prime Bank started its operations in the year 1995 as 'A bank with a difference', blending its conventional banking system with that of Islamic Banking operations based on Shari'ah principles. Five of the branches of the bank provide Islamic Banking operations to serve the increasing demand of customers for Islamic products and services. Prime Bank is the pioneer in such a kind of blending (of conventional and Islamic banking) in the country which is followed by many other banks.

In the year 2008, the bank has taken initiative to identify all of its Islamic banking activities by adopting a generic name of 'Hasanah' - the brand name for Islamic products and services of the bank, which has been used in the Qur'an and the Hadith several times to denote good deed, welfare, virtue, beauty spot etcetera, that expresses Prime Bank's willingness for working towards well-being of humanity through Islamic banking activities.



Foreign Trade

Islamic banking branches may finance foreign trade as per Shari'ah following import-export and foreign currency policy of the country. Foreign trade may be divided into 3 major categories:

Import Business

Import business is predominantly conducted through Letter of Credit. A letter of Credit (LC) is a written undertaking given by the Bank to a seller / exporter to the effect that the Bank will pay the seller a certain amount stipulated in the LC, provided that the seller complies with the terms and conditions of the LC. The Bank issues the LC mainly under the following contractual concepts:

- a. Wakala/ Agency contract
- b. Murabaha / Bai-Muajjal
- c. Musharaka

Export Business

To accomplish export process / order as per the terms and conditions of the letter of credit (L/C) and the agreement executed between the seller and buyer, an exporter needs financial and other banking facilities on urgent basis. So, it is one of the important functions of a bank to provide investment and banking facilities to the exporter at different stages of export business.

An exporter needs financial facilities at two stages of export process - before and after shipment. Hence, financial facilities to export sector complying Shariah principles may be classified as:

1. Pre-shipment Finance
2. Post-shipment Finance

Miscellaneous Services

- i. Facilities for Foreign Cheque, TT, Draft, Travel Check (TC).
- ii. Facilities for foreign currency trading on cash on spot price.
- iii. Facilities for Travel Check (TC) endorsement.
- iv. Facilities for international bank guarantee.
- v. Remittance and Fund Transfer.

Offshore Banking Unit (OBU)

Offshore Banking Unit mainly deals with non-residents Bangladeshi citizens, maintaining exclusively foreign currency transactions, can borrow and lend in Foreign Currency with any other local and global Banks, being treated its operation as a country within a country, commissioned by a separate Banking License from Bangladesh Bank. and free from minimum reserve requirement.

It may be further defined as the prioritized banking operation where there is no permission for resident Bangladeshi citizen and on contrary dealing with the non-residents 100% foreign-owned & joint-venture investment enterprises inside the export processing zones which does not fall under the set regulations of Bangladesh Bank and other regulators. It is completely a separate functions and distinct identity, where its customers can enjoy unique package of tax benefit and the operations which are free from local regulations to compete with domestic banks including local branches of foreign banks.



Treasury

Prime Bank Treasury, the pioneer in the industry, provides diversified products and services with a stint of expertise of 16 years. Treasury has four desks equipped with experts in funding operation, liquidity and market risk management and foreign exchange dealings.

4.1.10 Services

Enterprise Development Services

MSME Banking is always committed to work for the development of Micro, Small & Medium Enterprises.

Through wide service network and dedicated workforce of MSME Banking Division of Prime Bank Limited is directly & indirectly supporting MSMEs for their overall development.

Locker Service

Prime Bank offers you modern locker facility for safekeeping of your valuables, jewellery, documents and other precious things to you.

Features of Locker Service

- * Secure and confidential service
- * Wide availability of the locker service
- * Available in three sizes i.e. small, medium and large
- * Auto debited facility for your locker rental charges.
- * Nomination facility is available for the lessee of locker service.

Sizes and Rents

- * Small Size: Tk. 2500 / Year
- * Medium Size: Tk. 3000 / Year
- * Large Size: Tk. 3500 / Year

Phone Banking Service

Our Phone Banking Service provides 24/7 continuous support for our customers.

The main services are:

- * Balance Enquiry: Customer will get account balance information.
- * Change TIN: Customer can change their TIN (Telephone Identification Number).
- * Activate/Block Debit Card: Customer can activate ATM/Master Debit card by dialing the service contact number.
- * Credit Card Available Limit: Credit Card user can get current available limit.
- * Credit Card Total Outstanding: Credit Card user can know credit card total outstanding bill amount.



* Credit Card Minimum Payable Amount: Credit Card user can know minimum payable amount of last bill amount.

* Credit Card Last Statement Generation Date: Credit Card user can know last statement generation date.

* Credit Card Last Date of Payment: Credit Card user can know last date of payment for recent bill amount.

All account holders and Credit Card holder of Prime Bank can get this service by dialing Prime Bank Short Code 16218.

SMS Banking Push-Pull Service

Prime Bank brings SMS Banking services to ensure instant access to your account information at any time. Any mobile phone user having account of Prime Bank can get the service through the mobile phone upon registration.

Registration Process

To avail the service please fill up the application form and submit it to the respective branch. After completing the registration you will receive a confirmation SMS including 4 digit secret PIN in your mobile.

What we offer in SMS Banking:

- * Balance Enquiry
- * Mini Statement
- * Exchange Rate
- * PIN Change
- * Requesting Help



4.2 Mercantile Bank Limited

4.2.1 Introductions

Mercantile Bank Limited was incorporated in Bangladesh as a Public Limited Company with limited liability under the Bank Companies Act, 1991 on May 20, 1999 and commenced commercial operation on June 02, 1999. The Bank went for public issue of shares on in 2003 and its shares are listed with Dhaka Stock Exchange and Chittagong Stock Exchange. The Bank has 100 branches spread all over the country. MBL is a highly capitalized new generation Bank with an Authorized Capital and paid-up Capital of Tk. 12,000.00 million and Tk. 6599.61 million respectively. With assets of TK. 14,484.19 Crore and more than 1800 employees, the bank has diversified activities in retail banking, corporate banking and international trade. There are 30 sponsors involved in creating Mercantile Bank Limited; the sponsors of the bank have a long heritage of trade, commerce and industry. They are highly regarded for their entrepreneurial competence. The sponsors happen to be members of different professional groups among whom are also renowned banking professionals having vast range of banking knowledge. There are also members who are associated with other financial institutions insurance Companies, leasing companies etc. MBL undertakes all types of banking transactions to support the development of trade and commerce in the country. MBLs services are also available for the entrepreneurs to set up new ventures and industrial units. The bank gives special emphasis on Export, Import, Trade Finance, SME Finance, Retail Credit and Finance to women Entrepreneurs. To provide clientele services in respect of International Trade it has established wide correspondent banking relationship with local and foreign banks covering major trade and financial centers at home and abroad. With the passage of time it has expanded its number of branches and variety of services along with its core business of taking deposits and granting loans. Rising trend of the banks profitability over the last 15 years is also materialized. The MBL is committed to the delivery of the superior shareholders value.

4.2.2 Green Banking Practice of Mercantile Bank Limited

The concept of 'Green Banking' originates in modern banking approaches. The concept has actually been derived from ethical banking which seeks to mitigate the hazards of climate change due to global warming. The rapid changes in the climate pattern cause many problems and directly leave impact on biodiversity, agriculture, forestry, water resources and human health which need immediate global response. Due to unusual weather pattern, rising greenhouse gas, declining air quality etc. society demands that businesses also take responsibility of safeguarding the planet. Green finance as a part of green banking can make great contribution to the transition to resource-efficient and low-carbon industries i.e. green industry and green economy in general.

MBL Green Strategic Planning toward Green Future

To implement Green Banking in Bangladesh, Mercantile bank follow the policy guideline issued by the Bangladesh Bank. Green banks must abide by ethical obligations which require an objective way to determine ethical values by exploring their responsibilities towards mankind. Banks should change their behavior in line with socio-economic situations, improving environmental conditions in their own arena. MBL is always committed to ensure proactive and prudent management for the environmental degradation from our banking operations. Bank is also committed to comply with environmental regulation for maintaining ecological as well as social balance and safeguarding the globe for all living beings and their future generation.

From this point of view, Bank has made a Green Strategic Planning with a set of achievable targets to do the following activities related to Green Banking:

01. As per Bangladesh Bank's directives on Green Banking, Bank will take necessary initiatives to implement the Green Banking Policy within deadline fixed by Bangladesh Bank.
02. Bank has already circulated a detailed Green Office Guide to strengthen the green practices throughout the Bank. We will continuously monitor the meticulous compliance of green practices in internal operations & environment of the bank and thus we can protect the environment.



03. Encouraging Going Green through financing in eco-friendly projects, such as: adoption of renewable energy and/or energy efficient technology, supply of clean water, establishment of effluent and/or waste water treatment plant, solid and hazardous waste disposal plant, bio-gas plant, bio-fertilizer plant, improved brick kiln projects etc. at lower interest and utmost care.
04. Designing and introducing more innovative Green Products in the near future highlighting eco-benefit from green products and adding value to the existing products by inserting environmental features.
05. Checking necessary environmental due diligence factors before lending a loan/investment and reducing of extending loans to certain environmentally harmful projects.
06. 33 (thirty three) branches of the bank have already been powered by solar energy and we are expecting that more branches will start their journey with solar panel in the coming days.
07. Bank will enhance more services through Alternative Delivery Channel (ATM, Debit / Credit Card, Online Banking, BACPS, BEFTN, issuance of e-statement, Mobile Banking, Internet Banking etc.).
08. Introducing new technology in banking operations that would not only benefit the customers but also increase the productivity of the employees.
09. Introducing Video/Audio Conference in lieu of physical travel/visit.
10. Bank will provide more monetary support, relief and loans at lower interest rate etc. in the natural disaster areas by which the victims will survive in the newer environment.
11. Organizing rigorous Training/Workshop on Green Banking issues to educate the employees and that will continue for the coming days.
12. Arranging more seminars and symposiums to make our clients conscious regarding environmental issues as well as to introduce our Green Products.

4.2.3 Consumer Banking Products

Current Deposit Account

Current Deposit Account is the net flow of current transactions with no restriction. It is an easy-to-use, convenient current account. Current Deposit Accounts are suitable for those customers who need unlimited transactions because of no restriction on withdrawal either in amount or in frequency.

Interest Rate : Nil

Cheque-book facility

Types of Current Deposit Account

- Individuals
- Two or more persons jointly
- Sole Proprietorship Concerns
- Partnership Firms
- Limited Companies (Both Public and Private)
- Societies / Clubs / Associations / Local Bodies



- Banks
- Govt. / Semi Govt. Offices / Corporations / Autonomous bodies
- Others

Required Documents

- Name of applicant(s) together with name(s) of parents and spouse(s).
- Present and Permanent Address.
- Date of Birth.
- Nationality.
- TIN (if any).
- Duly attested photocopy of valid Passport / Employers Certificate / ID Card / Driving Licence / Voter ID Card / National ID Card or Certificate about credentials by the local Ward Commissioner / Chairman of Union Parishad.
- Two copies of recent passport size Photographs of account holder duly attested by the Introducer.
- One copy of Passport Size Photograph of Nominee duly attested by the Account Holder.
- Copies of Utility Bills, viz. Electricity Bill / Land Phone bill / Cell Phone Bill / Gas Bill / WASA Bill, etc. in the name of applicants.

Savings Bank Account

This account has been designed and developed for savers who want to save their income. There are restrictions of withdrawal in both amount and frequency.

Rate of Interest : 2.50% (For any amount)

Savings Account may be opened in the name of

- Individual (Single).
- Two or more individuals (joint) who are not partners.
- Minor jointly with Natural / Legal Guardian.
- Clubs / Societies / Associations or Similar Institutions / non-profit organizations.

Required Documents

- Name of applicant(s) together with name(s) of parents and spouse(s).
- Present and Permanent Address.
- Date of Birth.
- Nationality.
- TIN (if any).
- Duly attested photocopy of valid Passport / Employers Certificate / ID Card / Driving Licence / Voter ID Card / National ID Card or Certificate about credentials by the local Ward Commissioner / Chairman of Union Parishad.



- Two copies of recent passport size Photographs of account holder duly attested by the Introducer.
- One copy of Passport Size Photograph of Nominee duly attested by the Account Holder.
- Copies of Utility Bills, viz. Electricity Bill / Land Phone bill / Cell Phone Bill / Gas Bill / WASA Bill, etc. in the name of applicants.

Fixed Deposit Account

Unlike CD, SND and SB account, Branch shall accept deposit of fixed amount of money from the customers for a fixed period of time with interest under the term plan time to time. FDR is neither Transferable nor Negotiable and as such payment against this instrument with interest shall normally be made to the depositor on maturity. Payment against FDR can also be made to nominee or assignee after observing essential formalities.

Fixed Deposit Account can be opened in the name of

- Individual (Single).
- Two or more persons (joint).
- Sole Proprietorship Concern.
- Partnership Concern (Firm).
- Limited Companies (both Public and Private).
- Society / Club / Association / Local Bodies / Govt. / Semi Govt. Organization, etc.

Opening of Fixed Deposit A/C

Any Bangladeshi National (Adult, sound-minded having bonafide income) and institutions / organizations incorporated and operating in Bangladesh who are not adjudicated as insolvent by any Court of Law of the land can open Fixed Deposits Account for fixed tenure with any amount but not less than BDT 10,000 (Ten thousand).

Required Documents

- Name of applicant(s) together with name(s) of parents and spouse(s).
- Present and Permanent Address.
- Date of Birth.
- Nationality.
- TIN (if any).
- Duly attested photocopy of valid Passport / Employers Certificate / ID Card / Driving Licence / Voter ID Card / National ID Card or Certificate about credentials by the local Ward Commissioner / Chairman of Union Parishad.
- Two copies of recent passport size Photographs of account holder duly attested by the Introducer.
- One copy of Passport Size Photograph of Nominee duly attested by the Account Holder.
- Copies of Utility Bills, viz. Electricity Bill / Land Phone bill / Cell Phone Bill / Gas Bill / WASA Bill, etc. in the name of applicants.



Monthly Saving Scheme

Objectives

- Build up habit of savings.
- Attract small savers.
- Saving for rainy days.

Mode

- Monthly instalment sizes are 250, 500, 1000, 1500, 2500, 5000 and in multiples of 5000 up to BDT 25000.

Other Features

- All taxes/duty/levy and /or any other surcharges presently in force or that may be imposed by the Government of Bangladesh (GOB) from time to time will be deducted/ recovered from the deposit account under this scheme.
- In case of pre-mature encashment before 03 years, interest will be paid on Savings Account Rate. But in case of early encashment before 05 or 08 or 10 years the depositor will get full benefit up to previous slab and Savings Account Rate for each subsequent year; no interest will be paid for fraction year.
- Upon deposit of installment for at least 01 year (minimum deposit amount must be BDT 12,000.00) under this scheme, loan may be granted up to maximum 82% of the deposited amount.
- Loan processing fee be realized BDT 50.00 only and stamp costs also be realized.

Education Planning Deposit Scheme (EPDS)

This scheme is formulated with a view to meet the responsibility of initiating measures to ensure social sustainability. It is unanimously resolved that Education is the backbone of a nation'. Thus helping to promote the education is virtually aiding to build the nation and thus forming a sustainable society wherein, the Bank eventually operate. In the long run, this would indeed aid the Bank to achieve steady and sustainable growth and enhance shareholders' value. Furthermore, Bank's declaration to bear all expenses relating to death of the customer would also broaden the Bank's Corporate Social Responsibility (CSR) as well.

Features

- * Minimum installment amount per month will be BDT 1,000.00 (One thousand) or multiples thereof.
- * Interest Rate:
 - For 10 years: 6.45% monthly rest basis, Effective Rate: 6.64%
 - For 15 years': 6.4% monthly rest basis, Effective Rate: 6.64%
- * Minimum Tenor of this scheme is 10 years and Maximum 15 years.
- * This scheme has two period
 - a. Deposit period: Customer will deposit for 10/15 years.
 - b. Monthly benefit period: Customer is entitled to monthly benefit.



* Customer will be entitled to receive BDT 1.50 lakh and BDT 2.80 lakh per BDT 1,000.00 (one thousand) installment for maturity at 10 and 15 years respectively, if opt for onetime benefit rather than monthly benefit.

* At the end of monthly benefit period customer will be paid back his/her deposited amount i.e. BDT 1.20 lakh for 10 years and BDT 1.80 lakh for 15 years for installment size of BDT 1,000.00 (one thousand) only.

* For pre-mature encashment during the monthly benefit period amortization amount (onetime due less deposited amount divided with number of monthly benefit entitlement year) will be deducted for each year of lapse. Any fraction year will be treated as later/next round year (Example: one day after year two will be treated as 03 years).

Corporate Banking

Mercantile Bank Limited always provides suitable product (loans and advances) for its customers. The bank also designs new products and reengineering the existing products to keep the same competitive in the market. While designing new products and/or reengineering existing ones, the bank always emphasize on costumers demand, national interest socio-environmental aspect etc.

4.2.4 Card and Services

MBL VISA Medical Card

This is first time MBL introduce Visa Medical card for a large number of Bangladeshi nationals visit abroad every year for treatment purpose. As per Bangladesh Bank regulatory guidelines, up to US\$ 10,000 or equivalent (on health ground) may be released by the ADs without prior clearance from Bangladesh Bank. A patient can meet up all treatment expenses through MBL Medical card instead of cash form. This Card would be Pre-paid or Credit in nature.

Required documents for issuance of MBL Medical Card:

- * MBL VISA Medical Card application form duly filled in.
- * Recommendation of the Medical Board set up by the Health Directorate or on the basis of the need established through recommendation of appropriate medical specialist.
- * The cost estimation of the foreign medical institution.
- * Nominee details
- * Valid Passport
- * All treatment documents (in Bangladesh)
- * Photograph of the patient
- * All additional papers required for credit assessment (for credit cards)

MBL VISA International Student Card

Student International Card is one of our unique products for the students going different countries for higher study. A student pursuing higher study in abroad needs to send fund for their tuitions fee and living expenses. MBL International Student Card is very convenient for the students to send funds abroad for meeting up all educational expenses than cash form. This card is as like as Pre-paid card.

Required documents for issuance of MBL VISA International Student Card:



- * MBL VISA Student Card application form (Designed as per BB Guidelines: Appendix 5/64) duly filled in.
- * Original and photocopy of admission letter issued by the foreign educational institution in favor of the student (such as Acceptance Letter or I-20)
- * Full time course.
- * Refund Policy of the foreign institution.
- * Guarantor/Financer details.
- * Original and photocopy of estimate relating to annual tuition fee, board and lodging, incidental expenses etc. issued by the concerned educational institution.
- * Attested copies of educational certificates of the applicant.
- * Student Declaration (in the format of Bangladesh Bank)
- * Valid Passport.
- * VISA (depending on the different cases)
- * Photograph of the student.

MBL VISA Virtual Card

MBL VISA Virtual Card is a non physical card. It is a system generated International Card number only. The cardholder who needs to use the number only for specific international e-commerce transactions which includes payment for SAT, TOEFL, course registration, application fees, admission fees etc through internet can enjoy this type of card.

Required documents for issuance of MBL VISA Virtual Card:

- * MBL Virtual Card application form duly filled in.
- * Proof of Applicant/ Customer registration and confirmation (if any).
- * Fee schedule for applied application, registration, admission, examination etc. from receiving foreign institution (as per BB FE circular No. 11 dated July 14, 2011.)
- * Copy of National ID
- * Valid Passport
- * Photograph of the applicant

MBL Hajj Prepaid Card

On the occasion of holy Hajj MBL Hajj Prepaid Card is issued against the personal Hajj expense entitlement (Hajj Quota). MBL Hajj Card is valid for usage in the Kingdom of Saudi Arabia only and any ATM and shop/outlet with VISA affiliated within Saudi Arabia shall accept the Card. It can be used for cash withdrawal or any purchase of goods and services.

Features of MBL Hajj Prepaid Card

- * No Card issuance fee
- * No endorsement fee



- * No service charge
- * No interest charge
- * No hidden charge
- * Avoid hassle of cash carrying
- * Up to 95% cash withdrawal facility
- * Name and photo on card
- * Money back facility (unused balance)
- * 24/7 customer service
- * 24/7 cash withdrawal facility: Cardholder can enjoy 24/7 cash withdrawal facility from any VISA logo ATM in Saudi Arabia
- * Pos transaction facility: Cardholder can use his/her Hajj Card in any merchant outlets in Saudi Arabia which have VISA logo * Valid across KSA only (during Hajj)
- * Limit upto Hajj Quota (Quota may be changed as per Government regulation)
- * Separate Prepaid Card against travel quota: A Pilgrim can get a regular Travel quota Card against individual available travel quota.

Required documents:

- * Completed application form
- * A valid passport/ Hajj passport with valid Pilgrim VISA
- * 02 (two) copy of color photograph
- * NID photocopy
- * In case of Hajj Card for Agency, approval of competent authority to transfer money in KSA should be require with related documents

Online Banking

Online Banking has been facilitated in all Branches of the Bank since January 01, 2006. Now, customers can enjoy a number online Banking services in CD, SB, SND, Loan accounts and Monthly Savings Scheme (MSS) accounts. We are currently offering the following Online Banking Services:

- * Cash deposit and withdrawals
- * Transfer between accounts by Cheque
- * Online clearing transactions
- * Online Banking Times
 - Sunday to Thursday: 10 am to 4 pm
 - Saturday: 10 am to 2 pm (Only in open branches)
- * Charges for Online Banking (As per Instruction Circular No. 1771 dated June 8, 2017)



i-Banking

We have introduced i-Banking Service on 02 February, 2017. Our i-Banking is tailored to your need-based banking services- be your own banker at any time.

- Know your customer position.
- View your account statement for transactions up to last 45 days.
- Export your account statement as PDF or Excel.

Mobile Banking

Like in many other countries, people in Bangladesh started believing in mobile banking. With the approval of Bangladesh Bank, MBL is going very speedy to introduce mobile banking throughout the country. In Mobile Banking system, basic mobile handsets are being used as bank accounts and will serve as a wallet for the transaction of money, especially for the un-banked people. As 99 percent of the people of Bangladesh are under the mobile phone network, almost all will have access to the formal financial channel. If the banks can reach out to the unbanked people, the dream of more people having bank accounts can be fulfilled. For successful launching of the mobile financial services, MBL has renovated its Card Division and renamed it as Card and Mobile Banking Division. A Mobile Banking Team is working under the Card and Mobile Banking Division to successful initiation of Mobile Banking Service.

SMS Alert Service

We have introduced the SMS Alert Service in early 2015 that generates SMS for customers for transactions in their accounts in Temenos T24. SMS Alert service is designed to enable our customers to closely and securely monitor their transactions real time by instant messages on their local/international mobile phone.

Deposit & Withdrawal Fund Alert

A message will be sent to our customers every time when funds are deposited to or withdrawn from account amounting Tk. 5,000/= or more in Temenos T24.

SMS Alert Service Charge

The SMS Alert Charge Tk. 173/= (Inclusive of Tk. 23/= as VAT) is being realized from each account which has received at least 05 (Five) SMS Alerts in a calendar year.



4.3 Dutch-Bangla Bank Limited

4.3.1 Introductions

Dutch-Bangla Bank started operation in Bangladesh's first joint venture bank. The bank was an effort by local shareholders spearheaded by M Sahabuddin Ahmed (founder chairman) and the Dutch company FMO.

From the onset, the focus of the bank has been financing high-growth manufacturing industries in Bangladesh. The rationale being that the manufacturing sector exports Bangladeshi products worldwide. Thereby financing and concentrating on this sector allows Bangladesh to achieve the desired growth. Dutch Bangla Bank other focus is Corporate Social Responsibility (CSR). Even though CSR is now a cliché, Dutch Bangla Bank is the pioneer in this sector and termed the contribution simply as 'social responsibility'. Due to its investment in this sector, Dutch Bangla Bank has become one of the largest donors and the largest bank donor in Bangladesh. The bank has won numerous international awards because of its unique approach as a socially conscious bank.

Dutch Bangla Bank was the first bank in Bangladesh to be fully automated. The Electronic-Banking Division was established in 2002 to undertake rapid automation and bring modern banking services into this field. Full automation was completed in 2003 and hereby introduced plastic money to the Bangladeshi masses. Dutch Bangla Bank also operates the nation's largest ATM fleet and in the process drastically cut consumer costs and fees by 80%. Moreover, Dutch Bangla Bank choosing the low profitability route for this sector has surprised many critics. Dutch Bangla Bank had pursued the mass automation in Banking as a CSR activity and never intended profitability from this sector. As a result it now provides unrivaled banking technology offerings to all its customers. Because of this mindset, most local banks have joined Dutch Bangla Bank banking infrastructure instead of pursuing their own.

Even with a history of hefty technological investments and an even larger donations, consumer and investor confidence has never waned. Dutch-Bangla Bank stock set the record for the highest share price in the Dhaka Stock Exchange in 2008.

4.3.2 Vision and Mission

Dutch-Bangla Bank dreams of better Bangladesh, where arts and letters, sports and athletics, music and entertainment, science and education, health and hygiene, clean and pollution free environment and above all a society based on morality and ethics make all our lives worth living. DBBLs essence and ethos rest on a cosmos of creativity and the marvel-magic of a charmed life that abounds with spirit of life and adventures that contributes towards human development.

Dutch-Bangla Bank engineers enterprise and creativity in business and industry with a commitment to social cause. Profits alone do not hold a central focus in the Banks operation; because man does not live by bread and butter alone.

4.3.3 Core Objectives

Dutch-Bangla Bank believes in its uncompromising commitment to fulfill its customer needs and satisfaction and to become their first choice in banking. Taking cue from its pool of esteemed clientele, Dutch-Bangla Bank intends to pave the way for a new era in banking that upholds and epitomizes its vaunted marquee "Your Trusted Partner".

4.3.4 Corporate Governance

As you know, good corporate governance system is vital for efficient and effective business operation, long-term stability, and sustainable growth for any organization. The corporate governance system in DBBL is designed to ensure transparency and accountability at all levels of doing business. It also ensures that duties and responsibilities are appropriately segregated between the Board and management



to provide sufficient checks and balances and flexibility for smooth business operations. The Board provides leadership and direction for the management, approves strategic and major policy decisions and oversees management to attain predetermined goals and objectives of the Bank. Integrity and compliance throughout DBBL are strongly encouraged by the Board.

The Board also ensures that adequate internal control systems are in place and these are consistently complied with and reviewed to provide reasonable assurance that financial records are reliable for preparation of financial statements. The Board further ensures that quality of financial reporting is maintained, assets of the Bank are safeguarded against unauthorized use or disposition and accountability for assets and business transactions is maintained.

In Compliance with Bangladesh Securities and Exchange Commission (BSEC) regulations and Bangladesh Bank regulations and to further strengthen our corporate governance system, two Independent Directors are in the Board.



4.3.5 Green Banking Practice of Dutch-Bangla Bank Limited

Dutch-Bangla Bank Limited (DBBL) has taken initiatives as per the direction of Bangladesh Bank to establish the structure and promote the green banking activities by its own operation in order to be free from the liability of internal perspectives regarding the customer services and external consequences due to occur for the lending policy of the bank. The bank is fully committed to providing green services to the customer and also put emphasis on post action facilities for the people who are victimized by the natural disasters and environmental degradation. In order to promote green banking practices, bank has been established in the following structures and policies in respect of its internal operation and post action accountability:

In-House Green Management

DBBL has been trying to cope up with its activities that adversely affect the environment and consequences of environmental pollution, climate change, drought, flooding which affect the people, customer, business man and other stakeholders who are any ways the beneficiaries of the bank. The bank is exasperated to control the pollution owing to its own existence and considers it as a vulnerable situation for the prospect of shareholders and related parties of the bank. Bank follows 3R policies meant to reuse, reduce and recycle of daily activities of the banking operation. Electric form and online communication system are used in almost internal memos, process notes, customer communication and communication among the officials of the bank. The bank is now using solar energy instead of electric power to its 50 ATM booths and introduces video conferencing system in order to make telecommunication among the bank officials. It is intensely trying to reduce the consumption of electricity, minimum uses of water and paper in its day to day operations.

Active Green Banking Cell

DBBL has formed an active green banking cell consisting of eight officials as per direction of the Bangladesh Bank. The responsibility of this cell towards preparing green policies and guidelines is how to achieve the green banking guidelines of Bangladesh bank. The cell is working to lead by credit division; thereby green lending policy and environmental feasibility of the project are also measured by this cell. The team is also accountable for the implementation of green banking policies and promoting green banking practices by disclosing an environmental report on the international standard format.

Development of Environmental & Social Management System (ESMS) in DBBL

DBBL has taken initiatives to develop software which, before giving credit facilities, rates the credit proposals on the basis of environmental risk as per guidelines of Bangladesh Bank and international standard. The bank has launched a project that certainly covers the objectives of a capacity development and implementation of Environmental and Social Management Systems (ESMS). It is devoted to ESMS that would be the premeditated issue in approving credit proposal.

Fund Allocation for Capacity Building and Green Awareness Development

To promote green banking activities by its internal operation requires training and development of employees. DBBL has allocated funds every year from 2011 Tk 5.00 million for the purpose of capacity development and green awareness among the banks officials. In addition, it is equally trying to create mass awareness among the clients in respect of green banking facilities and adverse effect of climate change and environmental degradation.



Structural Reform Initiatives by DBBL

Green lending policy backs the bank to be free from its external liability by formulating apposite lending policy which certainly ensures that the credit proposal is free from environmental pollution or has passed the environmental and social feasibility test. In order to formulate and implement standard green lending policy, the bank has taken a process of centralizing its corporate credit operation which provides the corresponding facilities regarding the approval of credit proposal and at a time reduce time, water, power and paper consumption to a great extent.

Finance in Environmentally Friendly Industries

Due to uncontrolled industrialization and absence of effluent treatment plant in the industrial organization enormously pollutes the environment. DBBL has financed in select industries which have taken steps to establish an effluent treatment plant. In addition, Bank has financed in solar power plant, automatic brick manufacturing industry as the product name of tunnel kiln, zigzag and handling waste in a safe manner in a hospital, hot water heat recovery system in textile and ready-made garments and eco-friendly power generation projects. It is important to note that DBBL approved the credit proposal of Tk 34433.40 million in 2013 for the industries which have effluent treatment plant.

Finance in Ten Taka Account Holders

DBBL has given an opportunity to the lower income people, landless and victims of natural disaster to open an account having required only ten taka as per direction of Bangladesh Bank. The objectives of these accounts are providing credit support for them with a view to generating income by taking consideration of the environmental elements in order that they can lead a happy and prosperous life to reduce the crisis of social liquidity, enhance participation in the productive sector and ultimately reduce environmental degradation to a greater extent.



4.3.6 Consumer Banking Products

Core Banking

Dutch Bangla Bank has been using world famous Core Banking Solution, Flexcube Retail (FCR) and Flexcube Corporate (FCC) from the house of Oracle Corporation since 2004. In the course of time, the bank has grown very large. The mass people of the country has put their trust, faith and confidence on Dutch Bangla Bank, the technology being one of the most important factors in doing so. The Dutch Bangla Bank management, officers and executives are well concerned about it and trying to meet their expectations. Dutch Bangla Bank has never allowed the interest of its valued clients to fall. Considering these, the Dutch Bangla Bank management has decided to upgrade its Core banking Solution from FCR & FCC to Flexcube Universal Banking Solution, FCUBS 11.2.

Though it is being termed as an upgradation, it was actually a full Implementation. A core team comprising of 18 best resources of the bank from different branches and of various discipline (e.g., General Banking, Credit, Foreign Trade etc.) was formed. They were assisted by an equally numbered strong technical team of IT division. Both the teams have worked united months after months day and night under a project. Every module, every functionality has been explored and matched with bank's requirements. All the products and services rendered by the bank have been parameterized, configured and tested. Dummy End of Day (EOD), End of Quarter (EOQ), Half year-end, Year-end processes have been run in the User Acceptance Test (UAT) cycle. At the end, the project is in live operation since August 2012. With this upgradation Dutch Bangla Bank is able to serve its valued clients even better and it has given Dutch Bangla Bank a technological advantage over other banks in the country.

The upgraded FCUBS has some added features. To name few of them, the first is the uninterrupted ATM service. The ATM service is not required to be stopped during 24 hours of the day, not even during End of Day (EOD) processing. The next is its flexibility of defining product parameters which has given the bank the ease to design new products.

Oracle Flexcube has following Key Technical Capabilities:

- 24/7 processing of large transaction volumes, with high availability.
- Multiple delivery channel support, including branches, ATMs, point-of-sale terminals, call centers, mobile devices, and internet banking.
- An XML Web-based user interface with context-sensitive help.
- Security management covering application and role-based access.
- Online validations and automated exception processing.
- Centralized, decentralized, and combination deployments.
- Ease of integration with existing systems using flexible Java Platform, Enterprise Edition technology.
- Operational risk management controls, including limits, collateral, and nonperforming assets

This software facilitates a customer to do all his banking transactions from any of our branches. Since 2004, all the new branches are opened with the online connectivity from the very first day of operation.



Agent Banking

Following the successful launch of the Rocket services, DBBL realized the potential to increase customer reach by offering Agent Banking services through agents for the rural customer who does not have access to formal banking system even through Mobile Banking.

For smooth operation of Agent Banking function a separate Department in the name and style "Agent Banking Department" has been created. The Department will serve wide range of customers throughout the country by providing banking and financial services with the help of mobile telecommunication devices/ computer system/ using biometric technology. Especially for clients in remote locations, Agent Banking Department will help them deposit and withdraw funds and other admissible services at banking agents, i.e., retail outlets that turn Deposit to electronic funds and vice versa. With the help of the agent banking service customer can enjoy the convenience of banking service at any place of the country.

The following services will be covered under DBBL Agent Banking:

- Collection of small value cash deposits and cash withdrawals (ceiling should be determined by the management of the Bank from time to time in line with the guideline of central bank);
- Inward foreign remittance disbursement;
- Facilitating small value loan disbursement and recovery of loans, installments;
- Facilitating utility bill payment;
- Cash payment under social safety net programmed of the Government;
- Facilitating fund transfer (ceiling should be as per limit given by Bangladesh Bank [BB] from time to time);
- Balance inquiry; Statement inquiry
- Collection and processing of forms/documents in relation to account opening, loan application, credit and debit card application from public;
- Post sanction monitoring of loans and advances and follow up of loan recovery.
- Receiving of clearing cheque.
- Other functions like collection of insurance premium including micro insurance etc.
- ATM Withdrawal
- Merchant Payment
- Fund transfer [Person to Person (P2P), Person to Business (P2B), Business to Person (B2P), Person to Government (P2G), Government to Person (G2P), Business to Government (B2G), Government to Business (G2B)]

An Agent must provide, as a minimum, cash deposit and cash withdrawal services. The agent's activities could be within normal course of banking business of the DBBL but conducted at places other than bank premises/ ATM booths. Agent must provide services in the designated business premises.

Agents are not allowed to provide the following services on behalf of the banks:

- Giving final approval of opening of bank accounts and issuance of bank cards/ cheques;
- Dealing with loan/ financial appraisal



- Encashment of cheques and
- Dealing in Foreign currency.

SME Banking

DBBL offers loans to those small and needy entrepreneurs like Manufactures, Retailers Assemblers, Wholesalers, Handicrafts, Printing, catering and some needy industry so that they can use this money and expand their business furthermore. The amount usually they provide is up to 5,00,000tk..

Internet Banking

DBBL offers internet banking facilities to all of their clients for making their banking experience up to the date easy and hassle free. To get access in to this facility their customer need a PIN number through which they can login to their account even from their home and the PIN number will be authorized from the bank. By internet banking facility clients can access and get their account information details and see the amount of their transactions, current account or loan account with current balance left.

Western Union Money Transfer

Western union financial services Inc. is the most dependable money transacting company in all over the world. The head office is settled at U.S.A. Western union has achieved such reputation in world-wide for transferring money one country to another country within the shortest moment depend on the electronic technology. On the day of 14th February 2006, DBBL has set up a representative conformity with Western union financial service Inc. for transacting money to family and friends whole worldwide. With the support of western union money transfer service it became so convenient for Bangladeshi wage earners to receive and send money to more than 2,25,000 western union agent 197 countries just by visiting any of their nearest DBBL branches and it all takes just few minutes.

Regular money transfers are usually available within minutes for pick up by the receiver, subject to the opening hours of the receiving Western Union Agent (Agent) location. The Next Day/2 Day and accountbased money transfer services are available upon request to limited countries. The money sent using the Next Day/2 Day money transfer service will be available for collection within 24 and 48 hours respectively. Account-based transfers generally take 3 business days, though transfers to mobile wallets are often available within minutes. Exceeding amount limitations, regulatory restrictions or other restrictions in certain countries may delay the transaction. Western Union does not act as the agent or representative of any bank for any purpose and does not accept deposits on behalf of any bank. Call the number below for details.

Money transfers will normally be paid in cash, but some Agents will pay by cheque or a combination of cash and cheque or may offer or the receiver may choose other ways to receive funds and some money transfers may be paid to accounts. All cash payments are subject to availability, receivers showing documentary evidence of their identity and providing all details about the money transfer required by Western Union, including senders and receivers names, country of origin, approximate sum, MTCN and any other conditions or requirements applicable at the Agent location. The sender authorizes Western Union to honor the receivers choice of method to receive funds even if it differs from the senders. Cash money transfers shall be paid to the person that Agents deem entitled to receive the transaction after verification of identity often through examination of identification documents. Such payment can be made even when the form filled out by the receiver contains errors. Neither Western Union nor its Agents carry out a comparison of the To Send Money form against the To Receive Money form to verify the address given for the receiver. In some destinations the receiver may be required to provide identification, a test question answer or both to receive funds in cash. Test questions are not an additional security feature and cannot be used to time or delay the payment of a transaction and are prohibited in certain countries.

Applicable law prohibits money transmitters from doing business with certain individuals and countries. Western Union is required to screen all transactions against lists of names provided by the governments of the countries in which we do business, including the US Treasury Departments Office of Foreign Assets Control (OFAC) and the European Union. If a potential match is identified, Western



Union researches the transaction to determine if the name matched is the individual on the relevant list. On occasion, customers are required to provide additional identification or information, delaying transactions. This is a legal requirement for all transactions processed by Western Union (inclusive of transfers that originate and terminate outside of the US).

Monthly Earning Scheme

Under this scheme one will deposit a minimum of Tk.1,00,000/- or its multiple up to Tk.10,000,000/-

Millionaire Deposit Scheme

Under this scheme one will deposit a fixed amount on monthly basis for 4, 6, 9 or 12 years and on maturity he/she will be just a millionaire.

* Deposit of fixed monthly amount for 4, 6, 9 or 12 years. Deposit size will be based on tenure. Upon maturity the depositor will get Tk. 10,00,000/-.

* A person is allowed to open more than one maximum 3 MDS Account.

* The account may be opened either singly or jointly.

* The least monthly deposit will be 4,718tk.

Foreign Currency Deposit

DBBL offers a foreign currency account from some special criteria people such as Bangladeshi nationals living abroad or foreign national living in Bangladesh. For this foreign institutions authorized abroad and operating in Bangladesh or oversees and foreign employees works in Bangladesh.

Deposit Plus Scheme Account (DPS)

DBBL also offers a DPS system for those people who feel like to save a certain amount of money from their monthly income or salary every month. Each month the account holder will a certain amount of money which he had chosen while opening the DPS account and there will be a maturity line of this DPS, and after completing the timeline of the DPS bank will return the principal amount of money along with the interest which was earned to the account holder or the nominee.

Fixed Deposit Rate (FDR)

DBBL provides another facility to their customer which is known as Fixed Deposit Rate (FDR) and under this customer has to start up their account with a certain fixed amount of money for a fixed time period with a fixed interest rate. In this section money can be deposited for 1, 3, 6 and 1 year or so on. But there is a fixed time of withdrawing the money and before that time if you withdraw the money you cannot avail the interest rate of your FDR.



Loan Services

DBBL offers a broader range of loans for its customers. For example-

Home Loan

DBBL Home Loan – Thikana

Purpose:

- To buy new or old house/flat
- To construct/ extend of house/apartment
- To renovate/alteration of existing house/flat
- Taking over of the existing housing loan from other Bank/Financial Institution
- Refinance of an own availed flat/house (date of purchase/ handover/ completion of construction will be no later than 1 year)

Customer Segment:

- Salaried Executives
- Professionals (Doctors, Architects, Engineers, Chartered Accountants etc.)
- Landlord/Landlady
- Self employed

Loan amount:

- Minimum BDT 200,000/-
- Maximum BDT 12,000,000/- or 70% of the property value whichever is lower
- For renovation purpose: Maximum BDT 7,500,000/-

Age:

- Minimum 18 years
- Maximum 70 years for 1st applicant at the end of loan tenure

Repayment Tenure:

- Up to 25 years

*Conditions Apply

DBBL হোম লোন
থিকানা

- সর্বোচ্চ ১.২০ কোটি টাকা
- ক্রয়/নির্মাণ/বর্ধিতকরণ/সংস্কার ইত্যাদি প্রয়োজনে
- সিটি কর্পোরেশন, পৌরসভা, উপজেলাসহ যেকোনো স্থানে বাড়ি করার জন্য
- দ্রুত ও সহজ প্রক্রিয়া

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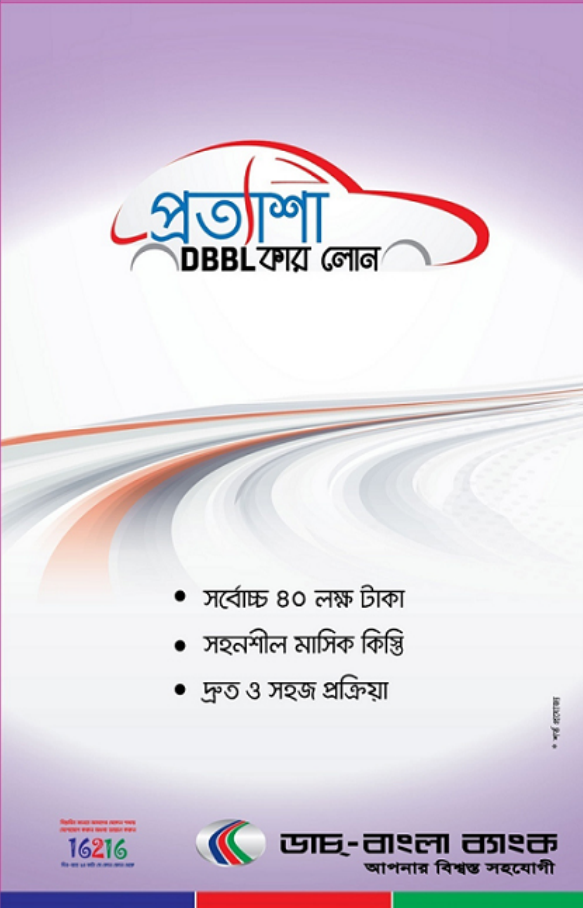


The Best of DBBL in Bangladesh

ডাব্লিউ-বাংলা ব্যাংক

আপনার বিশ্বস্ত সহযোগী



Car Loan

<p style="text-align: center;">DBBL Car Loan – Prottasha</p> <p>Get a DBBL Car Loan today to own the vehicle of your choice and ensure a comfortable & safe ride for you & your loved ones.</p> <p>Purpose:</p> <ul style="list-style-type: none">• Purchase of new and reconditioned vehicles for personal use only• Refinance of an own availed car (Date of purchase no later than 1 year) <p>Customer Segment:</p> <ul style="list-style-type: none">• Salaried Executives• Professionals (Doctors, Architects, Engineers, Chartered Accountants etc.)• Landlord/Landlady• Self employed <p>Loan amount:</p> <ul style="list-style-type: none">• Minimum BDT 100,000/-• Maximum BDT 4,000,000/- or 50% of the Car value whichever is lower. <p>Age:</p> <ul style="list-style-type: none">• Minimum 18 years• Maximum 70 years at the end of loan tenure <p>Repayment tenure:</p> <ul style="list-style-type: none">• Up to 60 months <p style="text-align: right;">* Conditions Apply</p>	 <p style="text-align: center;">প্রত্যাশা DBBL কার লোন</p> <ul style="list-style-type: none">• সর্বোচ্চ ৪০ লক্ষ টাকা• সহনশীল মাসিক কিস্তি• দ্রুত ও সহজ প্রক্রিয়া <p style="text-align: right; font-size: small;">* শর্ত প্রযোজ্য</p> <p style="text-align: center;">  ডাব্লিউ-বাংলা ব্যাংক আপনার বিশ্বস্ত সহযোগী</p>
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Personal Loan

<p style="text-align: center;">DBBL Personal Loan – Jokhon Tokhon</p> <p>Dutch-Bangla Bank offers Personal Loan facility to meet wide range of personal requirements.</p> <p>Purpose: Meet the expenses for-</p> <ul style="list-style-type: none"> • Medical • Education • Marriage • Travel • Festival • Purchase of tools for professionals and setting up office premises • Purchase of Consumer Durables & Lifestyle products • Any other valid purpose <p>Nationality:</p> <ul style="list-style-type: none"> • All borrowers must be a Bangladeshi Citizen <p>Customer Segment:</p> <ul style="list-style-type: none"> • Salaried Executives • Professionals (Doctors, Architects, Engineers, Chartered Accountants etc.) • Landlord/Landlady • Self employed <p>Loan amount:</p> <ul style="list-style-type: none"> • Minimum BDT 50,000/- • Maximum BDT 2,000,000/- <p>Age:</p> <ul style="list-style-type: none"> • Minimum 18 years • Maximum 70 years at the end of loan tenure or retirement age whichever is earlier <p>Repayment tenure:</p> <ul style="list-style-type: none"> • Up to 60 months <p style="text-align: right; font-size: small;">*Conditions Apply</p>	<div style="text-align: center;"> <h1 style="color: red;">DBBL পায়মোনাল লোন</h1> <h1 style="color: red;">যখন-তখন</h1> </div> <div style="text-align: center; margin-top: 20px;"> <ul style="list-style-type: none"> • সর্বোচ্চ ২০ লক্ষ টাকা • যেকোনো প্রয়োজনে • সহনশীল মাসিক কিস্তি • দ্রুত ও সহজ প্রক্রিয়া </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 20px;"> <div style="text-align: center;"> <p style="font-size: x-small;">১৬২১৬</p> </div> <div style="text-align: center;"> <p>ডাচ-বাংলা ব্যাংক আপনার বিশ্বস্ত সহযোগী</p> </div> </div> <p style="text-align: right; font-size: x-small; margin-top: 10px;">* শর্ত প্রযোজ্য</p>
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Small Medium Enterprise (SME)

DBBL offers financial support to small businessmen/enterprise with new products named "Festival Small Business Loan" and "DBBL Small Business Loan" has been introduced in the Bank.

1. Maximum Tk.3.00 lack (Festival Scheme) and Maximum Tk.5.00 lack (Small Business Scheme).
2. 3 Months (Festival Scheme) and 5 years (including 1 month grace period (Small Business Scheme)).
3. Collateral Free Advance.
4. Any genuine and small businessmen/ entrepreneurs/enterprise having honesty, sincerity, and integrity.



Corporate Banking Services

Dutch-Bangla Bank offers a wide range of corporate banking services. They include:

Project Finance

The Bank encourages accepting purpose/project specific development funds on competitive terms towards economic upliftment and well being of the people/country by way of setting up a new stand alone, capital intensive project or for BMRE of an existing project.

Working Capital Finance

The bank considers lending short term working capital finance to entities engaged in manufacturing, assembling, processing, re-packaging of goods and commodities for domestic consumption or export market. However, unsecured loans (not collateralized) for working capital without justification or purpose is not considered.

Syndications & Structured Finance

The Bank, on case to case basis, arranges loan syndications or approves disclosed participations in syndications provided such transactions meet the parameters separately established. The bank will at all times maintain at the minimum a pari-passu status to other banks in all lending relationships. Second mortgages or lower are not be accepted as primary collateral.

Trade Finance

Dutch Bangla Bank prefers Trade Financing in the form of short-term (up to 12 months), self liquidating or cash flow supported well collateralized trade transactions*Work Order finance The Bank will consider financing construction contractors (work order finance). However all such transactions must meet the guidelines. Bank asks for assignment of bills receivables with concurrent authority to collect bills issued favoring Dutch Bangla Bank.

Equity Finance

Dutch Bangla Bank joins in hands in building partnership with entrepreneurs of high credit standing and excellent track record within the purview of regulatory restrictions. However, lending for the purpose of supplying equity in a business is not allowed nor venture capital financing.

Social and Environmental Infrastructure Finance

The Bank receives credit lines, from time to time, from home & abroad, to finance eco-efficient and sustainable projects aimed at improving environment and generating social benefits.

Custom Electronic-Banking Projects

If the client realizes that they need a specific banking solution and/or services to meet their needs, Dutch Bangla Bank will create it and provide it. Projects are done on a per client basis designed specifically to meet the needs of clients. Currently large companies and Multi-nationals use these services extensively but it is not limited to them only.



4.3.7 Cards and Payments

Debit Cards

Dutch Bangla Bank is the market leader in Debit Cards. All Dutch Bangla Bank debit cards gives you unlimited and free access to all Dutch Bangla Bank ATMs and POS nationwide. There are no transaction or hidden costs associated with Dutch Bangla Bank cards and accounts. By default, when opening a Dutch Bangla Bank account, all clients will receive the Dutch Bangla Bank Nexus Classic card.

A debit card is more advanced than a credit card. Dutch Bangla Bank Debit cards also have more features than credit cards. Dutch Bangla Bank Debit cards are also more secure, convenient and cheaper than any credit card or debit card in the market. Debit cards can withdraw money from your account directly while a credit card has to issue a 'loan'.

Dutch Bangla Bank debit cards except Instant Card come with the client's photo printed on it and requires a secret PIN verification by the client. A credit card only requires a signature (which can be forged) and no PIN verification for a transaction. That is why, for day-to-day banking, Dutch Bangla Bank recommends debit cards. Each card comes with a PIN number which must be protected at all times by the client. The PIN number is used as a password for withdrawing cash at Dutch Bangla Bank ATMs and accessing Dutch Bangla Bank banking services.

OD Cards

Dutch Bangla Bank OD cards come with automatic overdraft facilities (credit). This allows the cards to have a credit amount. Clients can access the credit amount instead of choosing to access the money in their account. This allows the debit card to perform in the same manner as a credit card. A small loan is issued when clients exercise this feature. Currently we are operating the following cards with overdraft facilities.

Dutch Bangla Bank Nexus Silver OD Card

Dutch Bangla Bank Nexus Silver OD card was issued in June 25, 2006. In addition to normal debit card features, DBBL Nexus Silver debit card is issued with automatic overdraft facilities (credit). This allows the cards to have a credit amount. Clients can access the credit amount instead of choosing to access the money in their account. This allows the debit card to perform in the same manner as a credit card. A small loan is issued when clients exercise this feature. It is a traditional magnetic stripe based card secured with PIN. Silver OD card is issued for an over draft limit facility up to BDT 50,000.

Dutch Bangla Bank Nexus Gold OD Card

Dutch Bangla Bank Nexus Gold OD card was issued in June 25, 2006. This card was also featured with credit facility in addition to normal debit card features. This allows the cards to have a credit amount. Clients can access the credit amount instead of choosing to access the money in their account. This allows the debit card to perform in the same manner as a credit card. It was a traditional magnetic stripe based card secured with PIN. Gold OD card is issued for an over draft limit facility from BDT 50,001 to BDT 2,000,000. It is become very popular in the market due to its unique feature i.e. debit card with credit facility.

EMV Cards

In Bangladesh, Dutch Bangla Bank was the first bank to issue EMV Debit & Credit cards and acquire EMV cards in the POS terminals and ATMs. EMV is the most advanced technology for secure payment which was developed jointly by Europay, MasterCard & Visa and was later adopted by other payments card brands. We are not only the first bank but also one of a few banks in the sub-continent to implement EMV for the issuing of both MasterCard/Visa debit and credit cards. In this region, Dutch Bangla Bank is the first bank to achieve card portfolio with all EMV compliant products.

Our EMV MasterCard & VISA debit card & credit card consists of both EMV chip and Magnetic stripe for wider acceptance. If the terminal supports EMV, chip transaction takes place. If the terminal does not support EMV, transaction will be completed using the magnetic stripe of the card. EMV



protects cardholders by preventing copying of card data and ensures a liability shift benefit which protects cardholders in non-EMV terminals.

Transactions from EMV chip card improves security against fraud compared to magnetic stripe card transactions that rely on the holder's signature and visual inspection of the card to check for features such as hologram. The use of a PIN and cryptographic algorithms such as Triple-DES, RSA and SHA provide authentication of the card to the processing terminal and the card issuer's host system. The processing time is comparable to online transactions, in which communications delay accounts for the majority of the time, while cryptographic operations take comparatively little time.

Credit Cards

Dutch Bangla Bank has been issuing Visa EMV credit cards since November 2008 and MasterCard EMV credit cards since April, 2010. Although Dutch Bangla Bank's entrance in credit card services was delayed, it made a difference in the market by issuing the most secure EMV credit cards from the first day. The EMV credit cards consist of Dynamic Data Authentication (DDA) chip and Multos operating system. It ensures additional software level security for chips.

Due to security, other card-issuing banks in Bangladesh usually block customers' International transactions and require the customer to make prior phone calls to the card-issuing bank to open international transactions in their card. When a customer returns to Bangladesh, he/she has to call the bank to block their cards' international transactions. Sometimes card-issuing banks replace the customer's card when the customer visits high risk countries such as Malaysia, Thailand etc. But with Dutch Bangla Bank's EMV enabled chip cards there is no such hassle as international transactions are always open and the customer is fully secured. In addition to providing security Dutch Bangla Bank also charges the lowest Interest rate in the market on purchase transaction and has a maximum of 50 days interest free (grace) period.

Bill Payment Service

Clients of DBBL can use their check book of DBBL and pay utility bills such as electricity, gas bills, phone bills, internet bills.

Locker Service

By using DBBL locker facility people can lock their important files and document in the vault room where it will be secured and protected.

SMS and Alert Banking Service

Considering the availability of mobile phones in the hand of every individual, the bank has introduced SMS and Alert banking for the convenience of the customer. This is becoming very popular and useful means of enquiring bank account information. With this small device a customer can enquire about his account balance, see on the screen last few transactions, transfer funds, pay utility bills and many more.

SMS Banking

This is a customer initiated service where the customer types some keywords and sends sms to the short code - 3225. In reply sms the related information is fed back. It is very convenient and easy to use.

Alert Banking

This is a bank initiated service. This service is very convenient, useful & easy way to know the activity of the bank account. When an account is debited or credited more than a certain amount, an automatic alert is sent to the account holder's mobile phone informing about the transaction's time & amount. Similar alerts are sent for transaction in credit card account too. Moreover a message is sent to account holders' mobile at the end of each month. The client can register for this service free of cost.



Mobile Banking

Dutch Bangla Bank pioneered Mobile Banking in Bangladesh. It was the first bank to offer banking facilities through a wide range of mobile phones. Rocket is a Banking process without bank branch which provides financial services to unbanked communities efficiently and at affordable cost. To provide banking and financial services, such as cash-in, cash out, merchant payment, utility payment, salary disbursement, foreign remittance, government allowance disbursement, ATM money withdrawal through mobile technology devices, i.e. Mobile Phone, is called Rocket.

1. Cash in.
2. Cash out.
3. Salary payment.
4. Statement inquest.
5. Money withdrawal from ATM.


Internet Payment Gateway

DBBL is the first bank in Bangladesh to introduce e-payment gateway. This gives a person the liberty to purchase online, pay utility bills etc. Most importantly, the Person does not need to be a DBBL account holder.


Currently there are 350 e-merchants or MSP (Merchant Service Provider) registered with DBBL Nexus Payment Gateway and this is increasing day by day. Currently we accept masterCard, Visa and DBBL Nexus cards in our payment gateway. Nexus card customers can use their regular PIN for e-commerce transactions. To secure e-commerce transactions, we have implemented 3D secure facilities (Verified by Visa (vbv) and MasterCard (Secure Code) which protect the merchants from fraud transaction loss.

Nexus Gateway

Card Information	
Card Holder Name	<input type="text"/>
Card Type	DBBL NEXUS
Card Number	<input type="text"/>
Expiry Date(MM/YY)	12 / 14
PIN	<input type="text"/>
Amount	2772.00
Currency	BDT
Description	1^120102646^2772
<input type="button" value="SUBMIT"/> <input type="button" value="RESET"/>	



powered by Symantec





IPG Software

The IPG software taken from Tieto, Latvia installed by Dutch Bangla Bank helps in authorizing payments for e-commerce transactions. Dutch-Bangla Bank has launched the country's first internet payment gateway software in the brand name of "Nexus Gateway" on 3rd June, 2010. The Nexus Gateway accepts Dutch Bangla Bank's Nexus cards, debit and credit card suits of MasterCard and VISA (issued by any bank in the world).

Buying and selling online is the most popular consumer habit being growing in the developed countries day by day. It has also started its journey in Bangladesh. To become a most active player in this new market, Dutch Bangla Bank for the first time in Bangladesh, has established a Payment Gateway that handles the payment processing while consumers are shopping online. Dutch Bangla Bank has own payment product like Nexus debit card along with the international products like MasterCard and VISA debit & Credit cards. Our Payment Gateway accepts all these payment products. In various websites, consumers are buying various commodities like train ticket, airline ticket, sports ticket, and purchase of software & electronic products.

The students and guardians are paying tuition fee of the universities, colleges and schools, through Dutch Bangla Bank Internet Payment Gateway. Meanwhile many schools, colleges and universities including Shahajalal University of Science and Technology and BAF Shaheen School and College have chosen Dutch Bangla Bank Internet Payment Gateway as their electronic payment platform. On the other hand Utility bill companies like WASA, DESCO have chosen Dutch Bangla Bank Internet Payment Gateway to receive their bills electronically which has made the life of the people very easy as they do not need to pay the bill standing in a long queue in the bank or in the payment booth.

The following services are available through the e-merchants:

1. Online purchases of goods and commodities
2. Utility bill payments
3. Hotel Bookings
4. Purchase of bus/train/cinema/airline tickets



chapter V

FINDINGS AND RECOMMENDATIONS

Chapter 5

Findings and Recommendations

5.1 Findings

Green Banking practices has been a serious concern of commercial banks. Thus involves all management levels of commercial banks and industrial entrepreneurs of economy. Thus has been an obligatory on the part of all commercial banks. Besides, Bangladesh Bank on behalf of Government has been trying to more and more industry under the umbrella of Green Economy for preventing the country from environmental degradation. In view of this, the present study has been undertaken aiming at evaluating green banking practices of commercial banks in Bangladesh. It has examined overall green banking practices of commercial banks and identified problems associated with this through interview of 61 banks executives /managers of seven (07) sample commercial banks. The study has used simple statistical measures like mean and financial measure like percentage in order to analyze data. The study has focused the following findings:

a) Phase-I (Foundation)

1. Policy Formulation and governance
2. Incorporation of Environmental Risk in CRM
3. Initiating In-house Environment Management
4. Introducing Green Finance
5. Creation of Climate Risk Fund
6. Introducing Green Marketing
7. Green Banking
8. Supporting Employee Training, Consumer Awareness and Green Event
9. Disclosure and Reporting of Green Banking Activities

b) Phase-II (Intensification)

The time lining for the actions to be taken under Phase-II should not exceed December 31, 2012:

1. Sector Specific Environmental Policies
2. Green Strategic Planning
3. Setting Up Green Branches



4. Improved In-house Environment Management
 5. Formulation of Bank Specific Environmental Risk Management Plan and Guidelines
 6. Rigorous Programs to Educate Clients
 7. Disclosure and Reporting of Green Banking Activities
- c) Phase-III (Diversification)
1. Designing and Introducing Innovative Products
 2. Reporting in Standard Format with External Verification

The study has put-forwarded following policy and strategic measures for mitigating the problems

factors and making green banking practices of commercial banks most effective. In fact, Green Banking Practices in Bangladesh are on the rise. Banks have profound impact on the harmonization process of environmental imbalance.

Government as well as banks of Bangladesh should take proper measures in respect of Green banking to protect our environment from being spoilt. Government should also encourage the general people about the green banking practices. The central bank should supervise commercial banks whether they are practicing it. Every bank has to participate and contribute to green banking practices today to ensure a green, sustainable and healthy environment to live in.



5.2 Recommendations

Though all the commercial banks of Bangladesh are trying to follow the policy guidelines of green banking, but the outcomes of those practices are not satisfactory up to the end of Phase 1 (December 2011). Many banks have failed to comply with the regulations and guidelines mentioned in the policy. Again, time frame provided for implementing green banking policy is not sufficient enough to follow all the regulations. On the basis of our findings from analysis, we recommend some suggestions for improving the practice of Green Banking by the Bangladeshi commercial banks:

- i) The members of BODs and top management of the commercial banks should be motivated to follow the guidelines of the BB regarding green banking policies and it should be given priority on their planning and budgeting.
- ii) Effective training program should be initiated by the respective banks for their employees for making them more conscious about in house green banking practice and in financing various projects.
- iii) Government and Bangladesh Bank should take initiatives to inspire the banks in practicing green banking by allowing tax rebate and higher credit deposit ratio.
- iv) Internet banking and SMS banking should be introduced largely by all the commercial banks.
- v) The top ten banks as assessed by the Bangladesh Bank may be encouraged by giving rewards for their green initiatives.
- vi) Amount invested by the banks for their environmental up gradation and reduction of emission of Green House Gas (GHG) may be considered as CSR activities and may be given tax rebate on such type of expenditures.
- vii) All amount expended by the Commercial banks for in house green banking activities may be considered as allowable deductions for tax calculation purpose.
- viii) Time frame for compliance with all the regulations according to Policy Guidelines for GB by Bangladesh Bank is not adequate. Banks should be given reasonable time period to comply with the stipulated guidelines of the Bangladesh Bank.
- ix) Report on Green Banking activities should be duly published by the respective banks through their websites and annual reports.
- x) Green Banking may be introduced in creating awareness among the students for making them more conscious about environment.



chapter VI CONCLUSIONS

Chapter 6

Conclusions

6.1 Conclusions

Bangladesh is one of the most climate change vulnerable countries to climate change in the world. From the overall discussion, it can be said that Green Banking Practices in Bangladesh are not at a satisfactory level. In line with global development and response to the global warming, Green banking plays significant roles. Government as well as every bank should take initiatives in respect of green banking practices for protecting our environment. Bangladesh bank will emphasize with significance of green banking activities/practices of a bank while according permission for opening new bank branches and approval for launching new bank. Government should also encourage the general people about the green banking practices. The central bank should monitor or supervise commercial banks whether they are practicing green banking or not. So, every bank has to participate and contribute to green banking practices in today's extreme national and global banking competition. The financial sector can play a vital role to uphold the environmental elements to be free from pollution by its lending policy that certainly ensures green investment and build a green future for the next generation. The study outlines liability as the context of internal activities and external liability that originate from the post action operation of the industries which are getting credit facilities from the financial institutions.

The study on Prime Bank Ltd has emerged itself as one of the most disciplined and promising banks in the commercial banking sector in Bangladesh under the active supervision of its competent management team led by Mr. Md. Ehsan Khasru. In this competitive market Prime Bank Ltd. competes not only with the others commercial banks but also with the public Bank sector banks and has been able to throw in more positive contributing towards economic development of Bangladesh as compared to other banks. Prime Bank Ltd. invests comparatively more funds in export and import businesses. It has been operating its foreign exchange operation with great success and been able to make positive contribution to the economy of Bangladesh by virtue of its devoted and expert personnel. Prime Bank Ltd is considered to be specialized in Foreign Exchange Operation. That is exactly why within a very short period of time, Prime Bank Ltd. has positioned itself one of the leading bank in Bangladesh.

The study on Mercantile Bank Limited is a customer oriented financial institution. It remains dedicated to meet up with the ever growing expectations of the customer. In MBL, Board of directors formulates banks policies, management functions on approved policies. In addition, board of directors takes care the interest of shareholders & all other stakeholders, management remains compliant with the policies, regulations, laws given by board of directors, Bangladesh bank, other regulators. However, MBL gives importance on their customers, employees and shareholders. They want to achieve strong corporate growth through financial inclusion. They try to provide solutions at a minimum cost based on a high level of satisfaction of all segments of our customers, thus also contributing to the prosperity of our employees and shareholders. MBL is trying to develop innovative and technologically advanced products and services that satisfy their customer needs.



The study on DBBL underlines that DBBL should give more emphasis on introducing green products which are offered to those industries have taken initiatives for in-house green management. In addition, Bank should take step regarding the reducing of sacrificing cost and introducing solar energy instead of electric power for the purpose of sustainability of value addition to the economy. It is noted that in-house green management of DBBL is praiseworthy as it ensures paperless banking. The study has not found out any green branch declared by DBBL that was the requirement of Bangladesh Bank.

As far as green banking is concerned Bangladeshi banks are far behind their counterparts from developed countries. The implementation status of the study highlights the fact that banks in Bangladesh are beginning to understand the importance of introducing green banking into their mainstream operations. Still, no bank in Bangladesh has been found in the UNEPs signatories of the Equator Principlesvii (which is regarded as one of the most important standards for responsible financing). The general picture presents a transition from some notable individual actions in a consistent and measurable environmental performance for most banks. According to this study, though the banking industry in Bangladesh are in the intensification phase passing through the foundation phase within the time frame, some banks are yet to stand on its feet. A few commercial banks are engaged in in-house environment management and are contributing towards environment friendly finance through their Green Energy Loans. However banks have a lot more scope to contribute and should make adequate investment in generating renewable energy.

Green Banking has become a buzz word in today's banking world. For going green products, electronic compliances, motor vehicles etc. for eco friendly atmosphere. Automation and improved in house green activities, required and rigorous training program for top/mid/lower level management and at the same time clients as well need to be carried on. Board/Competent authority should be aware and updated of the current green banking activities and development. Green Banking now is not only limited to awareness but also in practice. It is now expected from all scheduled banks that they would not only allocate budget for green finance, green event or green projects under CSR activities, green marketing and capacity building but ensure the efficient utilization of budget allocation. Finally we can say that going green should be the motto of all commercial banks.



chapter VII

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Chapter 7

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11. http://www.mblbd.com/home/green_banking
12. https://www.dutchbanglabank.com/investor-relations/Annual_Report_2011/PDFs/green%20banking.pdf
13. https://www.primebank.com.bd/index.php/home/green_banking_disclosure



7.2 Books

- a. Green Banking in Bangladesh: Environmental Risk Management in Banking
Toufic Ahmad Choudhury, Shah Md. Ahsan Habib
- b. Green Banking in Bangladesh: Fostering Environmentally Sustainable Inclusive Growth Process
Khondkar Morshed Millat, Rubayat Chowdhury, Edward Apurba Singha
- c. Green-Banking Practices in Bangladesh-A Scope to Make Banking Green
Md. Ariful Islam, Kh. Fahim Hossain, Mahmudul Hasan Siddiqui, Salahuddin Yousuf

7.3 Annual Report

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chapter VIII

APPENDIX

Chapter 8

Appendix

8.1 Appendix

Appendix 1:

Green Banking Activities	Banks
In-House Activities	
Started Using energy saving bulbs	Islami Bank Bangladesh Ltd.(IBBL)
Setting up Solar Panel on rooftop	Mutual Trust Bank Ltd., Islami Bank Bangladesh Ltd.
Launched Solar powered ATM booth	Bank Alfalah
Use of Video/Audio conference in lieu of physical travel	Bank Asia Ltd.
Acceptance of utility bill through internet	Commercial Bank of Ceylon PLC
Taken Earth Hour at branches and head office where one officer for each floor at HO and in every branch will be nominated as “Green Monitor”.	Mutual Trust Bank Ltd. & Arab Bangladesh Bank
Other Than In-House Activities	
Preference to environmental infrastructure projects like renewable energy, clean water supply project, waste water treatment	Islami Bank Bangladesh Ltd
Financed project of Bio-gas plants with power generation, bio-fertilizer.	Mutual Trust Bank Ltd. & IBBL & Trust Bank
Launched ‘MTB Krishi’, a loan product to finance the core sectors of agriculture, i.e., crops, fisheries, livestock, poultry and agro equipments	Mutual Trust Bank Ltd.
Introduced Green Product: Krisan (for farmers in buying seeds, fertilizer and arranging irrigation.), “Shobujayon” (for tree plantation), “Kutir” (for handicraft and jute products), “Rupantor” (for re-cycle industry), “Shobuj-Shokti” (for solar-panel), “Shobuj Shilpo” (for industries in waste management).	Shahjalal Islami Bank Ltd
Financed Barguna Model’ -A solar driven irrigation system in Barguna, other solar irrigation projects. Hi-Tech Project for 35KW Solar Power Plant at Gazipur.	Mutual Trust Bank Ltd.
Use of alternative delivery channel & Ensuring maximum recycling /processing of waste/detrimental by- products	Bank Asia, Islami Bank Bangladesh Ltd.
Financed Environment friendly projects Brick Field (Zig-Zag) CNG Refueling projects, Organic Fertilizer, Jute Project instead of Polythene	Islami Bank Bangladesh Ltd.
Financed the first Compost Plant under CDM.	Dutch-Bangla Bank Ltd.
Developed a creative financial product called "EBL Nobodoy" for generating electricity from poultry waste which will help prevent environment pollution.	Eastern Bank Limited



Appendix 2:

GREEN BANKING POSITION OF BANGLADESHI COMMERCIAL BANKS

SL no	Banks	Green Budget Allocation (In millions) For 2012	Amount (mill. tk.) of Green Financing Up to March 2012	No of ATM (Own)	% of a/c facilitated with Internet Banking	% of branches providing online banking service	% of a/c facilitated with Mobile/SMS Banking
	State Owned Commercial Bank						
1	Sonali Bank Ltd.	--	7591.34	52	--	9.08%	--
2	Janata Bank Ltd.	1160	1325.06	6	--	0.46%	0.06%
3	Agrani Bank Ltd.	--	80.60	6	--	7.59%	--
4	Rupali	--	24.59.40	--	--	1.99%	--
	Bangladesh Development Bank	1160	11456.40	64			
5	Bangladesh Krishi Bank	--	--	--	--	--	--
6	RAKUB	--	--	--	--	--	--
7	BDBL	--	42.80	--	--	--	--
8	BASIC	20	1.0	5	--	100%	--
	Private Commercial Bank	20		5			
9	The City Bank	--	1278.49	123	--	100%	2.74%
10	United Commercial Bank Ltd.	500	8.41.12	2	--	100%	0.06%
11	Arab Bangladesh Bank Ltd.	--	9175.3	204	1.16%	100%	--
12	IFIC Bank Ltd.	--	2264	3	1.95%	100%	--
13	National Bank Ltd.	37.50	20.30	0	--	100%	--
14	Uttara Bank Ltd.	--	87.70	0	--	--	--
15	Pubali Bank Ltd.	500	18219	6	--	75.37%	--
16	Eastern Bank Ltd.	1.20	10422.9	2	17.38% ^h	100%	25.25%
17	NCC Bank Ltd.	--	37.58	40	--	100%	--
18	Dhaka Bank Ltd.	--	838.90	34	4.09%	100%	1.89%
19	Southeast Bank Ltd.	--	11266.40	18	0.58%	100%	--
20	Prime Bank Ltd.	500	3087	100	1.74%	100%	--
21	Dutch Bangla Bank Ltd.	10	3625.74	1994	1.82%	100%	5.34%
22	Mercantile Bank Ltd.	88.3	22.84	22	--	100%	--
23	One bank Ltd.	--	48.54.83	20	--	100%	--
24	Exim Bank Ltd.	--	--	10	5.3%	100%	--
25	Premier Bank Ltd.	--	--	--	--	100%	0.20%
26	Standard bank Ltd.	--	7632.80	2	0.16%	100%	--
27	First Security Bank Ltd.	--	--	0	--	100%	--
28	Bangladesh Commerce bank	--	--	2	--	16.67%	--

Green Banking Practices Commercial Bank in Bangladesh



29	Mutual Trust Bank Ltd.	16.38	53.37	93	1.04%	100%	0.43%
30	Trust Bank Ltd.	72.76	20	74	5.3%	100%	3.29%
31	Bank Asia Ltd.	35.0	22087.51	63	1.41%	100%	0.08%
32	Al-Arafa Bank Ltd.	500	48.134	10	--	100%	--
33	ICB Islamic Bank Ltd.	1.00	338.89	10	--	100%	--
34	Islami Bank Bangladesh Ltd.	592.37	26567.9	141	0.58%	100%	4.31%
35	Social Islami bank Ltd.	180.0	2040	10	--	100%	--
36	Brac Bank Ltd.	--	128	305	2.74%	100%	19.07%
37	Jamuna Bank Ltd.	--	186.80	57	--	100%	0.38%
38	Shahjalal Islami Bank Ltd.	1007.50	1841.86	0	--	100%	--
	Foreign Commercial Bank	4042.01		3345			
39	Commercial Bank of Celon	--	9.57	17	3.71%	100%	--
40	Standard Chartered Bank Ltd.	21.38	12144	91	48.4% ¹	100%	100%
41	State Bank of India	--	--	0	9.76%	100%	--
42	Habib Bank	--	--	5	--	100%	--
43	National Bank of Pakistan	--	185	0	--	100%	--
44	Citi Bank NA	--	6554	0	46.25%	100%	--
45	HSBC	8.65	1760	38	26.19%	100%	--
46	Woori Bank	--	--	0	7.6%	100%	--
47	Bank Al-Falah	0.03	--	3	--	100%	--
		30.06	20652.52	154			
	Grand Total	5252.07		3568			