

3.0 Company Profile



Trust Bank

Sena Kalyan Bhaban Branch

3.1 Background of “Trust Bank Ltd.”:

Trust Bank Ltd is a private commercial, scheduled Bank, which obtain license from Bangladesh bank on July15, 1999. Presently Army Welfare Trust is the major shareholder. The authorized capital pf the bank is Taka two thousand million. Public share are expected to be floated in the near future. The bank was formally inaugurated and listed as a scheduled Bank on November 1999.

The idea of setting up a Bank by Bangladesh Army was first conceived in 1987 an on November 29, 1999 the first branch of the Trust Bank Ltd came into operation. Composition of the Board of TBL consists of Ex-official Directors of in-service senior Army personnel, with the chief of Army Staff as its Chairman and the Adjutant General as its Vice- Chairman.

In 2001, the bank introduced automated branch banking system to increase efficiency and improve customer service. In the year 2005, the bank moved one step further and introduced ATM services for its customers.

Since bank’s business volume increased over the years and the demands of the customers enlarged in manifold, their technology has been upgraded to manage the growth of the bank and meet the demands of our customers.

In January 2007, Trust Bank successfully launched Online Banking Services which facilitate Any Branch Banking, ATM Banking, Phone Banking, SMS Banking, & Internet Banking to all customers. Customers can now deposit or withdraw money from any Branch of Trust Bank nationwide without needing to open multiple accounts in multiple Branches.

Via Online Services and Visa Electron (Debit Card), ATMs now allow customers to retrieve 24x7 hours Account information such as account balance checkup through mini-statements and cash withdrawals.

Trust Bank is about to introduce Visa Credit Cards to serve it’s existing and potential valued customers. Credits cards can now be used at shops & restaurants all around Bangladesh and even internationally.

In addition to ensuring quality, customer service related to general banking the bank also deals in Foreign Exchange transactions. In the mean time the bank has expended credit facilities to almost all the sector of the country’s economy. The bank has plans to invest extensively in the country’s industrial and agricultural sectors in the coming days.



It has also planned to promote the agro-based industries of the country. The bank has already participated in syndicated loan agreement with other bank to promote textile sectors of the country. Such participation would continue in the future for greater interest of the overall economy. Keeping in mind the Client's financial and banking needs the bank is engaged in constantly improving its services to the clients and launching new and innovative products to provide better service towards fulfillment of growing demands of its customers.

In order to provide up-to-date information on the bank at finger trips to the trade and business communities of the world, their own IT team has developed an E-mail address and a web page for the bank. It can be accessed to under the domain:tbl@globalbd.net and www.trustbankbd.com.

Trust Bank is a customer oriented financial institution. It remains dedicated to meet up with the ever growing expectations of the customer because at Trust Bank, customer is always at the center.

3.2 Milestones in the development of TBL:

There have some milestones in the development of Trust Bank Limited (TBL) which is also known as corporate information at a glance, which are as follows:

- 1987- The idea of set up a Bank by Bangladesh Army was conceived.
- 1999- 17th July, received certificate of incorporation.
- 1999- 17th June, received certificate of commencement of business.
- 1999- 15th July, received Banking license
- 1999- 15th July, obtain permission from government to operate as a private commercial Bank
- 1999- 5th August, received first branch license
- 1999- 29th November, listed schedule and inauguration Bank
- 2006- 12th November, Changed name and logo from “The Trust Bank Limited” to “Trust Bank Limited”
- 2006- 3rd December, Approved as a Joint Stock Companies
- 2006- Introduce Retail Banking
- 34 number of branches
- Army welfare Trust is the main sponsor shareholder
- SMS Banking services
- Online Banking services



- Locker services
- Involvement in share market
- Phone Banking Service

3.3 Objectives:

There are some objectives of this bank, which are as follows:

- ❖ To establish, maintain, carry on, transact, undertake and conduct all types of banking, financial, investment and trust business in Bangladesh and abroad.
- ❖ To form, establish and organize abroad any bank, company, institution, organization, either single or joint collaboration for partnership with any individual, bank, company, institution, organization, or any other government agency for the purpose of carrying of business, financial investment or any other business as provided hereafter.
- ❖ To carry on any business relating to wage earners scheme as may be allowed by the Bangladesh Bank from time to time including maintaining of foreign currency accounts.
- ❖ To conduct or negotiate all kinds of loan and assistance, private or public, from any source, local and foreign, and to take all such steps as may be required to complete such deals.
- ❖ To form, promote, organize, participate and aid in forming, promoting, organizing any bank, company, institution, organization, or any holding company in Bangladesh and abroad for the purpose of undertaking any banking, financial and investment or trust business.
- ❖ To purchase, or otherwise acquire, undertake, the whole or any part of or any interest in the business, goodwill, property, contract, agreement, right private assets and liabilities of any other company, bank, corporation, partnership, body person or person carrying on or
- ❖ having ceased to carry on, upon such term and may be deemed expedient.

3.4 Missions:

There have some missions of Trust Bank Limited, which are as follows:

- To establish Trust Banking through the introduction of new products and schemes.



- To establish Trust Banking through the introduction of a weal fare oriented banking system.
- Achieving sound and profitable growth in Assets and Liabilities.
- In the field of all economic activities to ensure equity and justice.
- It's achieving balance growth and equitable development through diversified investment operations.
- To build long lasting credible and mutually dependable relationship with customers.
- Efficiently managing interest and operating costs.
- To encourage women entrepreneur and development.
- Superior customer services.
- To be the preferred employer among Banks in Bangladesh.
- To be the strong organized administration in the country.
- To encourage social economic development and financial services low income community in the rural areas.

3.5 Visions:

There have some vision of Trust Bank Limited, which are as follows:

- To Establish and maintain the modern banking techniques
- Always try to provides a superior services
- To build a sustainable and respectable financial institutions
- To be a leading commercial bank
- The profit of the bank used for the socio-economic development of the member of the Bangladesh Army thereby the nation as a whole
- To be come the strong and efficient organization with highly motivated professionals, working for the people, based upon accountability, transparency and integrity.

3.6 Strengths:

- Sponsored by Bangladesh Army, the largest and most organized group in Bangladesh.
- Well-capitalized Bank with potential to increase capital base.
- Homogenous Board of Directors.
- Computerized customer services.
- Customer's faith as a stable dependable Bank



3.7 Opportunities of TBL:

- ❖ Public confidence as a financially stable Bank, backed by the Bangladesh Army.
- ❖ Control and monitoring of the borrowers can be handled in a more consolidated manner. Less opportunity of bad debts.
- ❖ Securities markets minimize risk factors.
- ❖ Support from sister organization.
- ❖ More commercial branches.

3.8 Brand:

Trust Bank Limited recently at the end of the year 2006 changed their name from “**The Trust Bank Limited**” to “**Trust Bank Limited**” and also changed their logo bring the bank more closely to the general public.



3.8.1 Objectives of the new brand are given below:

- ❖ Strengthen unity of the employees and give as great sense of identity.
- ❖ Link our product with our people.
- ❖ Recognize that we touch people’s lives where they live.
- ❖ Recognize that we are changing with time.
- ❖ Demonstrate trust bank dedication to great brand that help people look, feel; good, and get more out of life. Distinct look and feel and modern identity.
- ❖ Single minded identity (one brand philosophy).
- ❖ Connecting with general public as a modern consumer oriented bank with strong foundation.

3.8.2 Why the new brand?

- ❖ 34 branches
- ❖ The branch has been hiding(confuse with mutual trust bank and only bank for army or defense people)
- ❖ It has been widely used among the employees and the products.
- ❖ It is timely and to raise the understanding of the brand portfolio- convey trust and belief in all our products as symbol of strong foundation, sense of security and confidence.
- ❖ Trusted range of banking products for every lifestyle needs.

3.8.3 What's new?

- ❖ The logo has been changed
- ❖ Comprises three icons
- ❖ Every icon in the new logo has a meaning.
- ❖ It describes our pride, nationalism, patriotism, confidence, belief, solid foundation, building block, security, growth and progress togetherness, and above all trust (RED) and memory of martyrs, color of blood of martyrs.
- ❖ In the middle (*t*) trust at heart. Every relation, every partnership required trust.

3.8.4 Logo theme:

- ❖ Color of National Flag (sun); Daring (red) risk taking.
- ❖ Color of (flag); Green land; Energy (green) passion young and mood positive (green signal).
- ❖ Speed- Decision making, progress.
- ❖ Responsible – respectful, solid
- ❖ Innovative- modern, growth oriented
- ❖ Committed –professionalism, in touch (togetherness); close, attached with all partners of growth.

3.8.5 The Brand Vision:

To become the preferred banking solution brand with the target consumers.



3.9 Functions of Trust Bank Ltd:

Some general functions of Trust Bank Limited are as follows:

- ❖ Mobilization of savings of the people earning and safe keeping of all types of deposit account
- ❖ Making advances, especially for productive activities and generally for other commercial and socioeconomic needs
- ❖ Providing banking services to common people through the network of branches
- ❖ Handling of export and import trade and foreign remittances and with especial support to export activities
- ❖ Introducing modern banking services in the country

3.10 Support function

Support functions are vital to the efficient running of the bank; vital to competitive success; and vital to delivering customer satisfaction.

The disciplines that support the business include:

- ❖ **Finance** – Monitoring performance to ensure we are on track.
- ❖ **Risk Management** – Protecting the banks business by identifying, assessing, and mitigating risks.
- ❖ **Human Resources** – Helping managers improve performance through people.
- ❖ **Corporate Affair** – Working with employees, government, and media to maintain and enhance there reputation.
- ❖ **Legal and Compliance** – Ensuring that the way they do business is fair and ethical.

3.11 Human resource development:

Human resource department (HRD) is focused on recruitment and in-house training for both on the job and off the job Bank staff members through the Banks Academy. Trust Bank Limited Academy is one of well equipped institutions in the private sector-was conceived of as an in – house training center to take care of the training needs of the Bank internally. This in-house training occurred by the hired trained officers who are selected by the HRD Broad.

HRM practices of Trust Bank Ltd. Are targeted to achieve this goal with clear vision, providing adequate training and following guidelines of industry best practices. Academy is fully equipped with a professional library, modern training aids and professional faculty. Library has different books on banking, economy, accounting, management, marketing and other related subjects.

Main train activities consist of in-depth foundation programmers for entry level Management Trainee. Specialized training programmers in the areas like general banking, loan & advance, foreign exchange, marketing and accounts etc. are also organized by the HRD depending on need.

Frequently outreach programs are organized to meet demand for new and specialized skills. Since its inception Academy has not only conducted courses, workshops and seminars as required by the Bank but it has also organized training programs abroad for the officials.

The academic also redesign its courses, programs etc, regularly to meet the required of new skills arising out of various directives, guidelines of the Central Bank and significant changes in the banking sectors from time to time.

3.12 Information technology of TBL:

Since the beginning of its journey as a commercial bank in 1999, Trust Bank Limited has been giving great emphasis on the adopting of modern technology. It becomes the pioneer in the field of automation by introducing computerized branch banking right in the same year. Subsequently, all the branches were brought under similar automated platforms with upgraded software applications to offer all the critical features. At present all 33 branches are fully computerized under networking environment.

Besides, the Bank also operating fully on-line Automated Teller Machine (ATM) services under the banner Q-Cash at a location in our country. Introduction of phone, SMS and internet banking has enable customer4s to have electronic banking facilities from remote locations. Trust Bank’s Phone, SMS and Internet banking will allow customers to access account information such as account balance using any phone or internet access from anywhere round the clock.

The bank also introduced Visa Debit and Credit Cards to serve existing and potential values customers. Visa Cards can now be used at shops and restaurants accepting Visa Cards all around Bangladesh and even internationally. It is expected that with the introduction of new technology, the bank would be able to render better and efficient services to all its customers.

Bank’s datacenter and card Division is open 24 hours and 7 days a week to resolve customer’s issues. Customers may call or send email to report queries or problem.

Trust Bank Limited recently launches “One Branch Banking” through on-line connectivity. Since the important of Web presence in the internet is absolutely critical, Trust Bank Web Site <http://www.trustbank.com/> and tbl@global-bd.net/ has long been launched for the convenience of the customer, where all the activities and information are constantly being posted updated. A central mailing system is operational at the head office to let the customers have direct electronic access to the selected staff.

3.13 Training of TBL:

Success of any organization largely depends on the efficiency and competency of its manpower and the same is applicable in case of the Trust Bank Limited. With a view to upgrade its manpower, TBL’s Training Academy started functioning effectively. It has in, the mean time arranged training for officers on different operational activities of the Bank. During the year 2006 the academy has conducted 49 training sessions covering various banking issues and trained 117 employees of different ranks. Apart from this, 65 executives and other officers of the bank participated in various training courses organized by Bangladesh bank and some other organizations during 2006. Besides 5 mid level officials were sent abroad for training during 2006.

In addition the IT & Card division offers the following training activities for its employees:

3.13.1 Software Training:

- ❖ Flora Banking Software (Head Office and Branch Level)
- ❖ Software Bug Searching (Business Team)
- ❖ Real Time Problem Solution

3.12.2 Network Training

- ❖ Branch Network Support
- ❖ IP phone Maintenance
- ❖ Internet Communication
- ❖ Anti Virus Update and Maintenance
- ❖ E-mail Server Admin

3.13.3 Hardware Training

- ❖ Basic Hardware Setup Training

3.13.4 Card Division Training

- ❖ All Visa Related Training
- ❖ International Visa Compliance
- ❖ Internal Credit Card Marketing

3.14 Financial highlights:

Financial highlight of Trust Bank Limited are shown in the following table:

Particulars	2004	2005	2006	2007	2008
Income Statement	(Taka in Million)				
Net Interest Income	130.09	167.07	400.00	667.80	1172.42
Net Non-interest Income	134.18	129.19	146.90	185.91	80.2
Profit before provision and tax	264.27	296.26	546.90	853.71	1252.44
Provision for loans and assets	47.89	69.98	39.20	273.94	262.97
Profit after provision before tax	216.38	226.29	507.70	579.77	989.47
Tax including deferred tax	40.41	105.00	244.54	340.74	526.42
Profit after tax	175.98	121.29	263.16	239.03	463.05
Balance Sheet					

Authorized Capital	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00
Paid-up Capital	500.00	500.00	500.00	1,176.67	1540.00
Total Shareholder's Equity	870.69	991.97	1,155.00	2,154.29	3119.65
Deposits	9,314.95	12,704.90	18,985.95	27,101.59	32,919.76
Long Term Liabilities	2,718.56	2,664.12	7,135.03	3,335.77	4,367.20
Loans and Advances	6,804.45	9,738.32	13,188.09	18,682.16	27528.08
Investments	3,220.78	2,447.95	3,122.81	3,785.45	4962.66
Property, Plant and Equipment	86.18	110.62	146.05	194.22	342.39
Earning Assets	11,410.25	13,708.73	18,608.06	27,636.29	34852.83
Total Assets	12,059.71	14,782.15	21,060.77	30,382.22	38475.64
Debt Equity Ratio	35.30%	18.48%	17.23%	13.10%	11.33%
Other Business					
Import	8,542.00	9,746.00	11,483.00	17,683.17	16660.99
Export	2,636.00	2,911.00	2,884.00	4,224.55	6078.79
Remittance	96.00	279.00	765.00	2,612.00	5788.87
Guarantee Business	641.00	1,627.29	726.51	1,114.84	847.70
Capital Measures					
Total Risk Weighted Assets	6,187.98	8,925.76	14,075.99	19,573.21	27362.42
Core Capital (Tier-I)	870.69	991.97	1,155.00	2,092.89	3045.37
Supplementary Capital (Tier-II)	69.83	123.10	155.95	328.43	459.07
Total Capital	940.51	1,115.07	1,310.95	2,421.32	3504.44
Tier-I Capital Ratio	14.07%	11.11%	8.21%	10.69%	11.13%
Tier-II Capital Ratio	1.13%	1.38%	1.11%	1.68%	1.68%
Total Capital Ratio	15.20%	12.49%	9.32%	12.37%	12.81%
Credit Quality					
Non-performing Loans (NPLs)	100.35	128.97	118.88	174.37	693.28
% of NPLs to Total Loans & Advances	1.47%	1.32%	1.32%	2.71%	2.52%
General Provision	66.83	152.95	506.65	264.03	418.94
Specific Provision	41.29	56.90	63.68	225.84	311.81
Share Information					
Market Price per Share (Taka)	nil	nil	nil	929.25	445.00
Earning Per Share (EPS) (Taka)	35.20	24.26	52.63	28.28	31.96
Net Asset per Share (Taka)	174.14	198.39	231.00	184.65	202.57
Price Earning Ratio (Times)	nil	nil	nil	0.03	0.03
Operating Performance Ratio					
Net Interest Margin on Avg Earning Assets	1.38%	1.33%	2.48%	2.89%	3.75%
Net Non-interest Margin on Avg. Earning Assets	1.42%	1.33%	0.91%	0.80%	0.26%
Cost Income Ratio	74.74%	79.49%	75.32%	73.93%	71.97%
Return on Average Equity	26.56%	13.02%	24.51%	14.45%	17.56%
Other Information					

No of Branches	15	18	26	31	37
No of Employees	273	359	508	842	979
No of Foreign Correspondents	15	15	19	19	23
Average Earning Assets	9,432.04	12,559.49	16,158.39	23,122.18	31244.56
Average Total Assets	9,959.27	13,420.93	17,921.46	25,721.50	34428.93
Average Deposits	6,899.10	11,009.93	15,845.43	23,043.77	30010.67
Average Equity	662.49	931.33	1,073.49	1,654.65	2636.97

3.15 Management Information System (MIS)

of TBL:

The Management Information System (MIS) of Trust Bank Limited is at developing stage. The Bank is currently using MIS report only for customer account related information and Bank financial position. The bank recently introduce online banking services at front office operations which facilitate any Branch Banking, SMS Banking, ATM Banking, Phone Banking, and internet Banking to all customers. Except one, all branches of the bank recently are using centralized Banking software for their daily transaction processing and routine reporting. Credit risk management is also available in the centralized banking software. The bank has a disaster recovery site (DRS) in place replicating the data center and its DR site is equipped with compatible hardware and telecommunications equipment to support the live systems in the event of any disaster. Yet the Bank is to develop modern MIS for use of management and other offices for timely availability of vital data for planning and decision making purposes at the appropriate time to augment profitability.

3.16 Product profile & service:

Trust Bank Limited provides several deposit credit facilities to the customers. It offers different interest rate for different deposits and schemes. It also provides some products to encourage the people toward savings. They offer mainly two ways of providing their services which are:

❖ Trust Bank Limited offers full range of Banking

services that includes:

- Deposit Banking
- Loans and Advances
- Export & Import.
- Financing(inland)
- International Remittance facilities.



❖ The offers a full scale commercial Banking services includes:

- Retail Banking
- Foreign Exchange
- Personal
- Credit
- Consumer & Corporate Banking

The main product & service profile Of Trust Bank Limited are shown in the following chart:

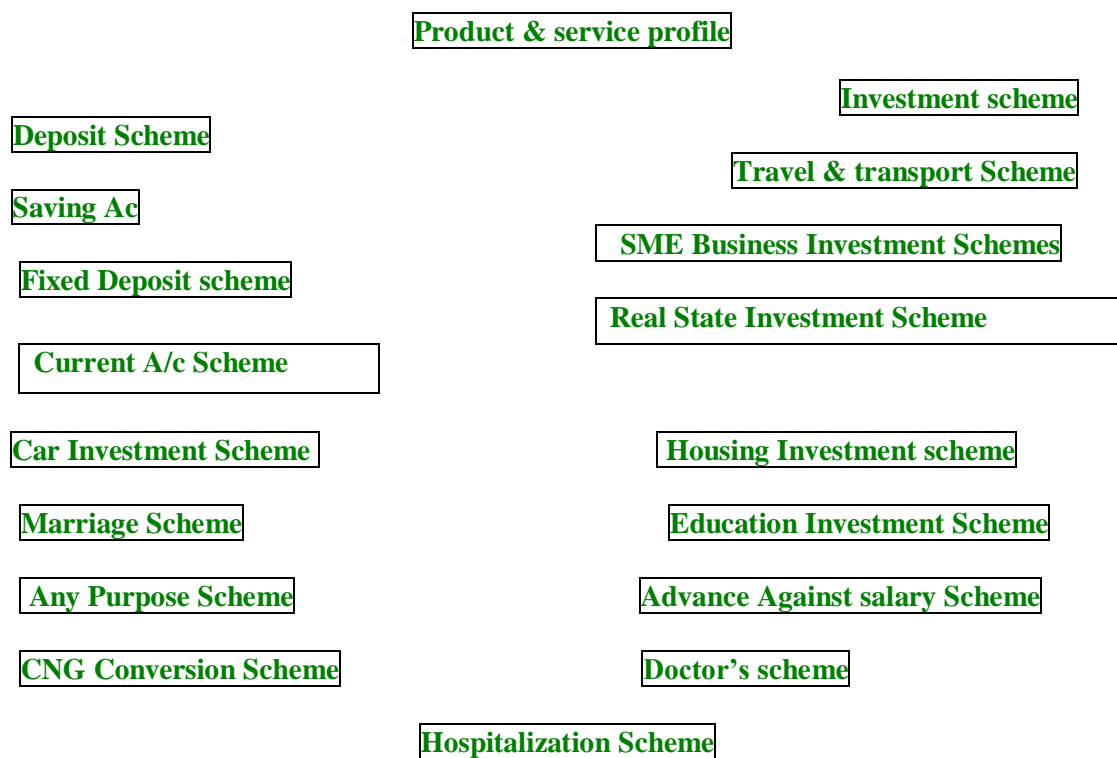
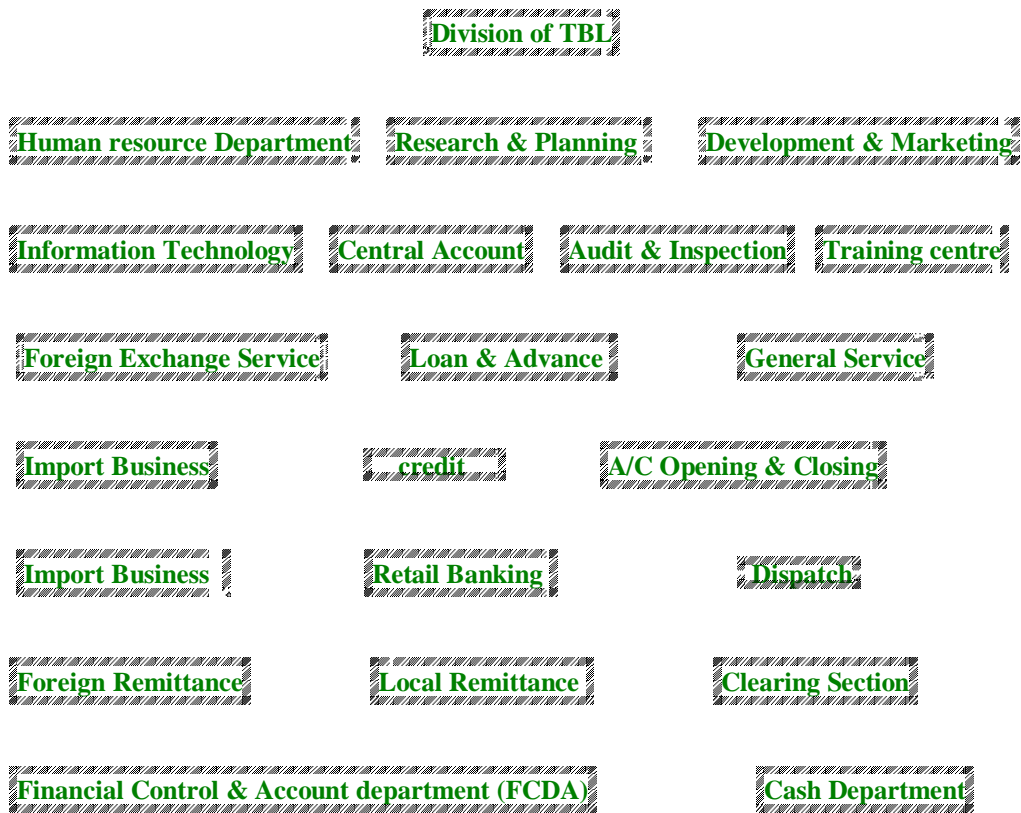


Figure: 3.1 Product and Service

3.17 Major division of TBL:

Trust Bank Limited they operate there are smooth operation by the different division. Through these divisions all of the banking activities are maintain properly. The underline chart I shown the major divisions of Trust Bank Limited:

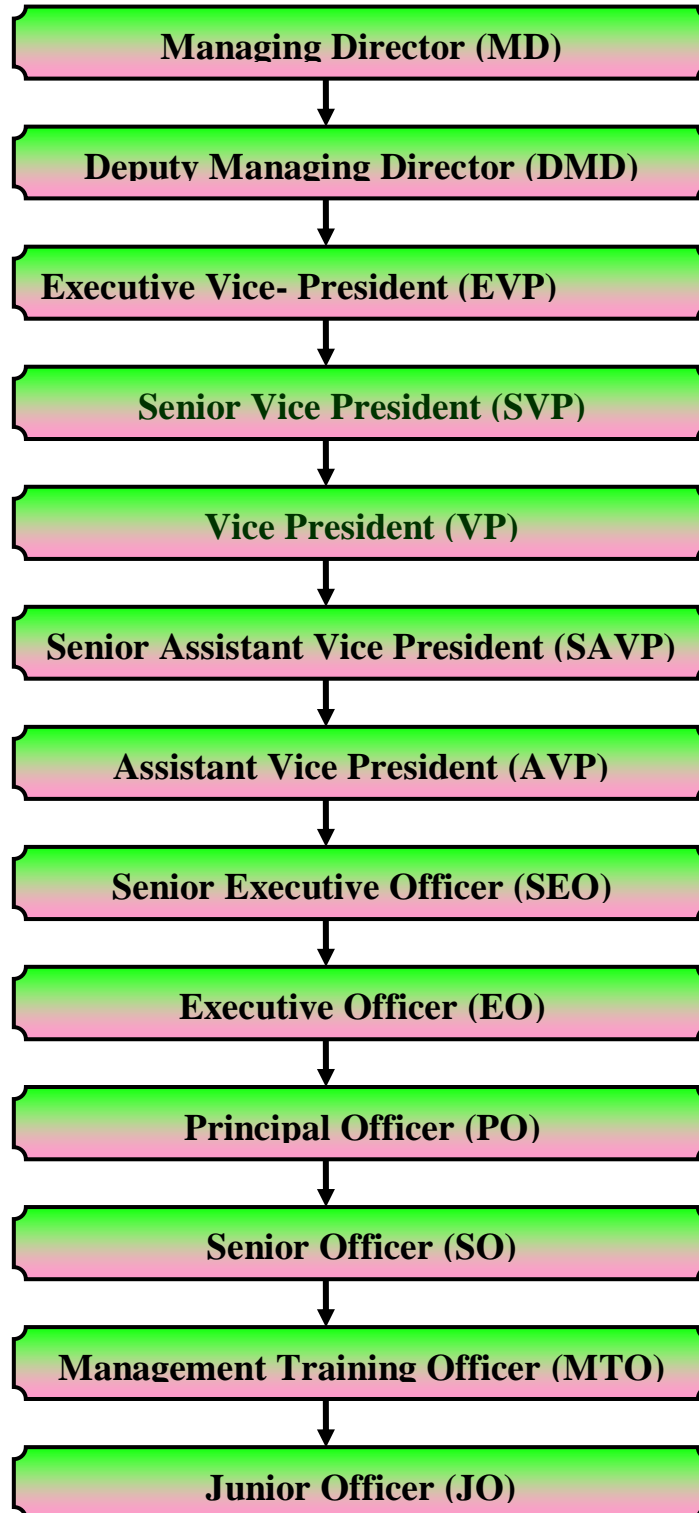
3.2 CHART: Major Division of TBL



3.18 Management hierarchy:

The Management Hierarchy or Organizational Structure of Trust Bank Limited is shown in the following chart:

Management Hierarchy



3.19 Board of director:

Board of directors consists of the following members:

Chairman:

Gen Moeen U Ahmed, ndc, psc

Vice Chairman:

Maj Gen AKM Muzahid Uddin ndu, afwc, psc

Directors:

Brig Gen Md. Nazrul Hasan

Brig Gen KARM Mostafa Kamal ndc, psc

Brig Gen Md. Rafiqul Islam, ndc, psc

Brig Gen Md. Tushar Kanti Chakma, ndc, psc

Brgum Rokeya Din

Mohammad- Al- Haroon

Helal Uddin Ahmed

Managing Director:

Mr. Shah Alam Sarower

Deputy Managing Director

Mr. Ishtiaque Ahmed Chowdhury

Company Secretary:

Mr. Farhad Uddin

3.20 Branch network:

The Branch network of the Trust Bank Limited is quite strong. With an age of only nine years the bank is now having a network of 34 branches across Bangladesh. These branches are situated at various strategically important commercial and industrial locations in the country. All of these are good position rather than other Bank. The Branches Network of Trust Bank Limited is shown in the following chart:

Thirty-four Branches of Trust Bank Ltd. is located in the following areas:

SL.N.	Name of the Branches	Regions of the Branches
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01	Head Offices	Peoples Insurance Bhaban,36,Dilkusha,Dhaka
02	Principal Offices	98, Shaheed Sarani, Dhaka Cantonment,Dhaka
03	Sena Kalyan Bhaban	Sena Kalyan Bhaban,195,Dilkusha,Dhaka
04	Agrabad	Shilpo Bank Bhaban,106,Agrabad,Chittagong
05	Bogra Cantonment	Bogra Cantonment, Bogra
06	Savar Cantonment	Savar Cantonment,Dhaka
07	Chittagong Cantonment	Chittagong Cantonment, Chittagong
08	Comilla Cantonment	Comilla Cantonment, Comilla
09	Rangpur Cantonment	Rangpur Cantonment, Rangpur
10	Jessore Cantonment	Jessore Cantonment, Jessore
11	Jalalabad Cantonment	Jalalabad Cantonment, Sylhet
12	Momenshahi Cantonment	Momenshahi Cantonment, Mymensingh
13	Shaheed Salauddin Cant.	Shaheed Salauddin Cant.Ghatail, Tangail
14	Dhanmondi	BDR Gate N:4, BDR Headquarters,Dhaka
15	Khatungonj	205,Plot no:218,Khatungonj,Chittagong
16	Gulshan Corporate	110, Gulshan Avenue ,Dhaka
17	Dilkusha Corporate	Peoples Insurance Bhaban,36,Dilkusha,Dhaka
18	RadissonWaterGardenHotel	Airport Road,Dhaka Cantonment,Dhaka
19	Khaja Yunus Ali Medical College & Hospital	Enayetpur, Shirajgonj
20	CDA Avenue	Hs.N.1827, Elite House,CDA Avenue, Dhaka
21	Sylhet Corporate	BMA Bhaban,Chowhatta,Sylhet
22	Halishahar	2030/A,Monirat Plaza,Port Road, Chittagong
23	Uttara Corporate	Ho#7,Sec #4,Uttara,Dhaka
24	BeaniBazar	Al Amin Sup-Market,BeaniBazar,Sylhet
25	MoulaviBazar	CourtRoad,Chowmohona,Kotwali,MoulaviBazar
26	Millenium	Beer Sherestho Shaheed Jahangir Gate, Dhaka
27	GoalaBazar	HaziNasibullahMarket,GoalaBazar,Osmaninagar,Sylhet
28	Mirpur	Mirpur, Dhaka
29	Kawran Bazar	Kawran Bazar, Tejgaon, Dhaka
30	Feni Branch	Feni
31	Norsindhi	Norsindhi
32	Naval Base	BNS Eisha Kha, Naval base Anchor Building, Potenga, Chittagong

33	Joypara	Azhar Ali Mozahar Ali Shopping Complex
34	Narayanganj	Narayanganj, 1Alam Khan Lane, P.O. &P.S: Narayanganj, Dist - Narayanganj

3.21 List of Nostro Account:

SL NO.	Country Correspondent	Swift	Address	Currency
1.	UK	City Bank NA	CITIGB2L	GBP
2.	USA	City Bank NA	CITIUS33	USD
3.	USA	HSBC Bank USA	MRMDUS33	USD
4.	USA	MASHREQ Bank	MSHQUS33	USD
5.	HONGGGKONG	UBAF	UBAFHKHX	USD
6.	INDIA	AB Bank Limited	ABBLINBB	ACUD
7.	INDIA	HSBC Bank India	HSBCINBB	ACUD
8.	INDIA	City bank NA	CITINBB	ACUD
9.	INDIA	ICICI Bank Ltd	ICICINBB	ACUD
10.	PAKISTAN	HSBC Bank Pakistan	HSBCPKKX	ACUD
11.	UK	Standard Chartered Bank	CBLGB2L	GBP
12.	USA	Standard Chartered Bank	SCBULUS33	USD
13.	UK	City Bank NA	CITIB2L	EURO
14.	JAPAN	Standard Chartered Bank	SCBLJPJT	JPY
15.	JAPAN	UBAF	UBAFJPJX	JPY
16.	UKHSBC	HSBC UK	MIDLGB22	EURO
17.	UK	HSBC UK	MIDLGB22	GBP
18.	UK	Standard Chartered Bank	SCBLGB2L	EURO
19.	SWITZERLAND	Habib Bank AG Zurich	HBZUCHZZ	CHF

3.22 Risks of being used by Money Launderer:



Money launderers generally use the banking channel for money laundering so this institution is very much vulnerable that requires them to adequate preventive measures. Trust Bank has established a robust Anti Money Laundering Policy. The purpose of the Anti Money Laundering Policy is to provide guide lines to comply with the laws and regulations regarding money laundering both at country and international levels and thereby to safeguard the bank from potential compliance, financial and reputation risk. KYC procedure has been set up with address verification. As a part of monitoring account transactions- the estimated transaction profile and high value transactions are being reviewed electronically. Training has been taken as a continuous process for creating/developing awareness among all levels of the officers and executives.

3.23 Address of the TBL:

HEAD OFFICE
Peoples Insurance Bhaban (2nd, 16th & 17th floor)
36, C/A, Dilkusa Commercial Area
Dhaka-1000
Phone-9570261, 9570263, 9572012-3
Fax-880-2-9572315
Cables-Trust Bank S.W.I.F.T
E-Mail-tbl@global-bd.net
Web- <http://www.trustbank.com/>