

## Bank's Information

### **Registered Office:**

City Bank Center  
136, Gulshan Avenue, Gulshan-2  
Dhaka-1212, Bangladesh

### **PABX Hunting Numbers:**

+88-02-58813483, 58814375, 58813126

### **24/7 Customer Service Call Center:**

16234 (for Local Calls)  
+88-02-8331040 (for Overseas Calls)

### **SWIFT Code:**

CIBLBDDH

### **Websites:**

[www.thecitybank.com](http://www.thecitybank.com)  
<http://www.citygem.com.bd>  
<https://cityalo.com/>  
<https://www.americanexpress.com/bangladesh>

### **Facebook:**

[www.facebook.com/TheCityBank](http://www.facebook.com/TheCityBank)

### **Working Hours:**

#### **Office Hours:**

Sunday-Thursday (10:00 AM to 06:00 PM)  
Saturday (10:00 AM to 04:00 PM)

#### **Transaction Hours:**

Sunday-Thursday (10:00 AM to 04:00 PM)  
**Utility Bills/Govt. Fees Collection Time:**  
Sunday-Thursday (10:00 AM to 02:00 PM)

### **Branches**

Locate all our Branches and Agri Branches at:

<https://www.thecitybank.com/locate-atm-branch>

### **Citygem Centers**

Locate all our Citygem Centers at:

<http://www.citygem.com.bd/centers.php>

### **ATM**

Locate all our Automated Teller Machines at:

<https://www.thecitybank.com/locate-atm-branch>

### **CDM**

Locate all our Cash Deposit Machines at:

<https://www.thecitybank.com/locate-atm-branch>

### **Agent Banking**

Locate all our Agent Banking Centers at:

<https://www.thecitybank.com/locate-atm-branch>

### **Airport Lounge**

City Bank American Express Lounges at Hazrat Shahjalal International Airport, Dhaka:  
Platinum Lounge, and Amex Express Lounge

### **Trade Services**

**Dhaka Office:** Rashid Tower, House No. 11, Road No. 21, Gulshan-1, Dhaka-1212

**Chattogram Office:** Banani Complex, 942/A, Sheikh Mujib Road, Agrabad C/A, Chattogram-4100

**Evening Banking:** The following branches provide Evening Banking Facility:

#### **Sunday-Thursday (04:00 PM to 06:00 PM)**

Amberkhana, Bandartila, Beani Bazar, Chaudhagram, Chowmuhani, Dhaka Dakshin, Dhanmondi, Faridpur, Gulshan Avenue, Islami Banking, Kaligonj, Sadarghat, Tongi, Uttara.

#### **Sunday-Thursday (04:30 PM to 06:30 PM)**

Agrabad, Anderkilla, Banani, Bandar Bazar, Barisal, BB Avenue, Bhairab Bazar, Bogra, Comilla, Daulatgonj, Dinajpur, Feni, Gobindagonj, Gulshan, Hajigonj, Imamgonj, Islampur Road, Jessore, Johnson Road, Jubilee Road, Kadamtoli, Kawran Bazar, Khatungonj, Khulna, Kushtia, Madhabdi, Mirpur, Mouchak, Moulvibazar, Mymensingh, Narayangonj, Narsingdi, Nawabgonj, Nawabpur, Netaigonj, New Market, OR Nizam Road, Pabna, Pahartoli, Posta, Principal Office Rajshahi, Rangpur, Sirajgonj, Sreemongal, Saidpur, Tangail, Urdu Road, Zindabazar, Zinzira.

#### **Sunday-Thursday (05:00 PM to 07:00 PM)**

Chandpur, Chapainawabgonj, Foreign Exchange, Manikgonj, Motijheel, Sherpur.

**Saturday Banking:** The following branches provide Saturday Banking Facility:

Agrabad, Gulshan, Islamic Banking, New Market, Principal Office.

### **Foreign Exchange Authorized Dealer Branches (23 Branches):**

Agrabad, B.B. Avenue, Bandar Bazar, Bogra, Foreign Exchange, Gulshan, Gulshan Avenue, Imamgonj, Islami Banking, Islampur Road, Johnson Road, Jubilee Road, Kawran Bazar, Khatungonj, Khulna, Motijheel, Mouchak, Narayangonj, New Market, Pabna, Principal Office, Rajshahi, Rangpur.

### **Foreign Exchange Limited Authorized Dealer Branches (4 Branches):**

Dhanmondi, Mirpur, Shaymoli, OR Nizam Road

Services offered in these branches: foreign currency buy, sale and passport endorsement etc.

### **Branches having Safe Deposit Locker Facility (32 Branches):**

Agrabad, Amberkhana, Banani, Bandura Bazar, Chawk Bazar, Comilla, Dhanmondi, Feni, Gulshan, Gulshan Avenue, Haliashahar, Islami Banking, Jamuna Future Park, Kawran Bazar, Majidee Agri, Mirpur, Moghbazar, Motijheel, Mouchak, Narayangonj, Narsingdi, Netaigonj, New Market, OR Nizam Road, Pallabi, Prabartak, Sadarghat, Shaymoli, Sonargaon Janapath, Uttara, VIP Road, Zindabazar.

### **Branches with City Alo-Women Banking Service Desk (32 Branches):**

Banani, Bandura Bazar, Benapole, Bogra, Chandpur, Dhaka Dakshin, Dhanmondi, Dinajpur, Haliashahar, Khulna, Kishoregonj, Madhabdi, Manikgonj, Mirpur, Mouchak, Mymensingh, Nawabgonj, New Market, O.R. Nizam Road, Pabna, Pallabi, Patherhat, Posta, Pragati Sarani, Rangpur, Rokeya Sarani, Satkania, Shaymoli, Sonargaon Janapath, Uttara, Zindabazar, Zinzira.

### **Student Centers:**

Locate our Student Centers at: <https://www.thecitybank.com/account/student-file>

### **Corporate Banking:**

City Bank Center, 136, Gulshan Avenue, Gulshan-2, Dhaka-1212  
Call PABX Ext.: 1355. E-mail: [clusterheads@thecitybank.com](mailto:clusterheads@thecitybank.com)

### **Commercial Banking:**

City Bank Center, 136, Gulshan Avenue, Gulshan-2, Dhaka-1212  
Call PABX Ext.: 1337. E-mail: [commercial-banking@thecitybank.com](mailto:commercial-banking@thecitybank.com)

### **Medium Business:**

City Bank Center, 136, Gulshan Avenue, Gulshan-2, Dhaka-1212  
Call PABX Ext.: 1432. E-mail: [sme-m-portfolio@thecitybank.com](mailto:sme-m-portfolio@thecitybank.com)

### **Small Business:**

Find out more at: <https://www.thecitybank.com/loan/city-sme-small-loan>

## Rights & Obligations

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### Customers' Rights/Bankers' Obligations

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- Customers of both deposits and loans have rights to obtain following information from the bank -
  - » the term of the fixed deposit or loan;
  - » the charges, if any, and consequences of premature termination of a fixed deposit or loan;
  - » whether the interest rate is fixed or variable;
  - » the basis and frequency on which interest payments or deductions are to be made;
  - » the method used to calculate interest of each product;
  - » total amount of income that the customers shall receive on the fixed deposits;
  - » the total cost of credit with break up if any;
  - » a schedule of charges, fees, commissions payable for the products or services that the customers have chosen;
  - » any additional charges or expenses that the customers have to pay to obtain additional service;
  - » any changes to the terms and conditions, fees or charges, discontinuation of services or relocation of premises of the bank;
  - » any changes in interest rates regarding the product or service;
  - » to read the Letter of Guarantee carefully prior signing it;
  - » to seek independent legal advice before acting as a personal guarantor;
  - » buying and selling rates of foreign currencies;
  - » Financial statement, financial performance indicators etc.;
  - » Banking hours and holiday notices; and
  - » Operating cycle or road map of services (indicators showing desk Number, floor number, room number etc.).
- To know about all charges, fees, and commissions, click on the link: <https://www.thecitybank.com/SoC>.

### Bankers' Rights/Customers' Obligations

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- Customers shall follow the banking norms, practices, functional rules etc.
- Customers shall abide by the terms and conditions prescribed for each banking product and services.
- Customers shall maintain disciplinary arrangement at the customer service points.
- Customers shall convey their grievance to the bank in proper way or in prescribed form.
- Customers shall convey the bank any changes in their address, contact numbers, KYC & TP.
- Customer shall not try to show unreasonable persistence, demand, argument & behavior.
- Customers generally shall ask any query at prescribed desk such as Customer Service Desk, Help Desk, Information Desk or Enquiry Desk at first instance.
- Customer should avoid misunderstanding as far as possible.

## Citizen Charter **Service Level Agreement**

Sl.	Category	Service Point	Service Timing for Customer (in Days)
1	Account Opening (Retail)	Branch	1
2	Account Opening (Corporate)	Branch	1
3	Account Closing	Branch	1
4	Account Information Update (Retail)	Branch	1
5	Account Information Update (Corporate, Mandate etc.)	Branch	4
6	Deceased Account Close (with nominee)	Branch	7
7	Dormant Account	Branch	1
8	FD Open	Branch/ CityTouch	1
9	FD Encashment	Branch	Same day
10	FD Related Services	Branch/ CityTouch	3
11	FD/ MTD Encashment EFT	Branch	3
12	FD/ MTD Encashment RTGS Payment	Branch	Same day (if request received by 1 pm), and next working day (if request received after 1 pm).
13	DPS Open	Branch/ CityTouch	1
14	Outward EFT Retail	Branch	2
15	Sanchaypatra & Bonds Issuance	Branch	Same day (if request received by 4 pm).
16	Coupon Interest Payment	Branch	3
17	SP & Bonds Encashment	Branch	3
18	Bonds Related Services	Branch	5
19	Bonds Re-investment	Branch	4
20	Inward Remittance (With/ Without Form C)	Branch	1
21	Outward Remittance-Issuance	Branch	1
22	Outward Remittance-FDD issuance	Branch	1
23	Outward Remittance-Cancellation	Branch	4
24	Student File/ Medical File open/ renew	Branch	1
25	Cheque Book Request Service (Within/ Outside Dhaka)	Branch	4
26	Utility Bill Payment	Branch/ CityTouch	Done instantly
27	Import/ Export Related Services	Branch	2
28	Clearing Cheque	Branch	1
29	Cash Dollar Deposit/ Purchase Paper Work	Branch	Done instantly
30	Tax Certificate	Branch	Done instantly
31	Balance Certificate	Branch	Done instantly
32	Transfer Cheque	Branch	Done instantly
33	Letter of Authorization Update	Branch	3
34	Fund Transfer (Other banks through RTGS)	Branch/ CityTouch/ Call Center	Same day
35	Fund Transfer (Other banks through EFT)	Branch/ CityTouch/ Call Center	1
36	Fund Transfer (within CBL)	Branch/ CityTouch/ Call Center	Done instantly
37	Cash Deposit / Withdrawal	Branch	Done instantly
38	Instant Debit Card Issuance & Delivery	Branch	Done instantly

Sl.	Category	Service Point	Service Timing for Customer (in Days)
39	NRB Payment	Branch	Done instantly
40	Stop Payment	Branch/ Call Center	Done instantly
41	Duplicate Statement	Branch	Done instantly
42	Card Activation	Call Center	Done instantly
43	Debit Instruction of Credit Card	Branch/ Call Center	3
44	Credit Card Issuance	Branch/ Call Center	15
45	Credit/ Debit Card Surrender	Branch	5
46	Credit Card Endorsement Update Request	Branch	1
47	Limit Enhancement	Branch	8
48	LPC/ Interest/ EOL waiver request	Branch	5
49	Product Group change/ upgrade	Branch	4
50	Card Block	Branch/ CityTouch/ Call Center	1
51	Un-Billed Statement	Branch/ CityTouch/ Call Center	1
52	City Touch Dispute	Branch/ Call Center	14
53	Amex Platinum Gift Voucher	Branch	7
54	City Touch Credit Card Payment Dispute	Branch	3
55	Credit Balance Transfer	Branch/ CityTouch	4
56	Fee reversal for Credit Card	Branch/ Call Center	5
57	Annual Fee Reversal	Branch	5
58	Credit Card Information Update	Branch/ Positive Pay	5
59	Auto Debit Enrollment	Branch	3
60	Auto Debit/ Standing Instruction Cancellation	Branch	4
61	Account Tagging with Debit Card	Branch/ CityTouch/ Call Center	Same day
62	Capture Debit/ Credit Card Replacement	Branch	4
63	Card Cheque Issue	Branch	5
64	Credit/ Debit Card Renewal/ Replace Request	Branch	5
65	Insurance Scheme De-Enrollment/ Enrollment request	Branch	2
66	Limit Re-arrange	Branch	2
67	MR Points Related Services	Branch/ Call Center	3
68	ATM Dispute (Local, NPSB)	Branch	Up to 60
69	ATM Dispute (International)	Branch	Up to 110

**Note:**

1. All Indicative Days mean Working Days only.
2. In all cases, the Time Limit will be applicable only for customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
3. The above Time Limit is only an indication of approximate time required for rendering services. However, actual service may take longer/ shorter time depending on circumstances.