

**AB Bank Limited**



# **AB CUSTOMER CHARTER**



**AB Bank**



AB Bank Limited

# AB Customer Charter





## Foreword

Introducing Bangladesh to its very first private sector bank; AB Bank Limited was incorporated in 31<sup>st</sup> December, 1981. The Bank started its operations from 12<sup>th</sup> April, 1982 with the mission to be the best performing bank of the country. To make the word true in every sense; the Board of Directors of AB Bank Limited approved “Customer Service & Complaint Management Policy” in its 562<sup>nd</sup> meeting held on October 23, 2014. The objective of the policy is to ensure that each and every employee is committed to provide and maintain a high level of service standard. In order to supplement the “Customer Service & Complaint Management Policy” and make it more effective, AB Bank is introducing the Customer Charter which highlights AB Bank’s priorities and objectives towards reaching its goal of providing the best customer service to all its clients.

Customer Charter of AB Bank Limited is a commitment to provide best in class banking services in a flawless manner to its valued customers. The objective of Customer Charter is to make customers aware and conscious about their general rights, obligations, grievance approach and thereby assist and serve them better and in a professional manner. Dedicated observance of AB Customer Charter will enable the bank to build long term relationships, ensure repeat customers, enhance goodwill and build a positive brand image.

AB Bank Customer Charter has been prepared in accordance with Para 2.09 of “Guidelines for Customer Services & Complaint Management” issued by Bangladesh Bank in June 2014.

All branches across Bangladesh will display the Bank’s Customer Charter in clear view of the customers. Each and every employee of AB Bank Limited will be committed to the essence of this Charter.



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## 1. INTRODUCTION

### 1.01 DEFINITION

A Customer Charter of a banking institution embodies a statement of its commitments for providing financial services and relative information to its customers. The Charter also includes mutual rights and obligations of the customers and the concerned bank. The end purpose is to make the customers conscious about their general rights and obligations, grievance approach process and thereby help them take own decisions. It brings about complete transparency in the Bank-Customer relationship parameters.

### 1.02 AB BANK LIMITED

AB Bank Limited (AB/the Bank), the country's first commercial bank in the private sector, was incorporated on 31 December, 1981. It commenced operations on 12 April, 1982 under the name of Arab Bangladesh Bank and assumed its present identity - AB Bank Limited - in 2007, the twenty fifth year of its founding. AB offers a range of financial services offered by the industry, covering acceptances of deposits, financing commercial/industrial establishments, facilitating domestic/international trade/remittances, catering retail banking needs, providing advisory services through its Treasury Dept. etc. The mode of services includes both Conventional and Islamic Banking (based on Shariah Principles) and distributed through a country - wide reach and representations across the border viz India, Hongkong, Myanmar and the UK. The service platform is based on modern technology, ensuring real time on-line delivery.

### 1.03 BACKGROUND

The Financial Integrity & Customer Services Department (FICSD) of the Bangladesh Bank framed the "Guidelines for Customer Services & Complaint Management" document in June 2014 to be followed by the commercial banks with the prime objectives of

- i) Retaining customers' satisfaction
- ii) Protecting good-will of the banking institutions and
- ii) Ensuring financial stability.

"Customer Charter" is an important section of the above document and the banks were directed to prepare their respective Customer Charter documents through FICSD Circular Letter No. 01 of October 14, 2015, which directive was further reiterated in a meeting convened by FICSD on December 09, 2015.

Pursuant to the referred "Guidelines" of FICSD, AB's "Customer Service & Complaint Management Policy" was formulated and approved by the Board of Directors in the 562<sup>nd</sup> Meeting held on October 23, 2014.

The objective of the policy is to ensure that each and every employee is committed to provide and maintain a high degree of service standard. In order to supplement the policy and make it more effective, AB Bank is introducing the Customer Charter which highlights the Bank's priorities and objectives towards becoming the best performing bank in the country not only in terms of asset quality but also as a service provider.

The "Customer Charter" is AB's commitment to provide best in financial services in a flawless manner to its customers, big and small. The objective is to make customers aware and conscious about their rights and obligations and the grievance redressing methodology and thereby assist and serve them better. Dedicated observance of the Customer Charter will enable the Bank to build up long term relationships, ensure repeat customers and enhance brand image.

AB Customer Charter is the key standard of banking practices that can be expected by customers when establishing and conducting relationship/transactions with AB Bank Limited. It defines AB's obligations towards customers' rights as well as customers' obligations/responsibilities towards the Bank. Since customers have the right to receive factual information and understand the financial products/services offered by AB, the Customer Charter provides guidance and acts as a mentor to the existing and potential customers as well.

Copies of the "Customer Charter" shall be made available on request to all customers at all branches and Customer Service Points across Bangladesh; the Charter document shall also be posted in the Bank's website.

## 2. OBJECTIVES & APPLICATION

### 2.01 OBJECTIVES

AB's Customer Charter has been formulated with the following objectives in view:

- To set minimum standards of fair banking practices within the Bank and in turn, meet customers' desired expectations and satisfaction.
- To make customers fully aware of the range of products and services available at AB and the terms/conditions related to providing such products and services.
- To detail the Bank's as well as the customers' mutual rights and obligations while delivering or availing, as the case may be, the products and services in order that the Bank-Customer relationship is based on complete transparency.
- To promote a long standing cordial relationship between the Bank and its Customers, characterized by mutual trust and confidence.
- To uphold the branding image of AB and make itself known as a customer friendly and a preferred service provider.

### 2.02 LEGAL BASIS

AB Customer Charter is formulated on the basis of Para 2.09 of "Guidelines for Customer Services & Complaint Management" issued by Financial Integrity & Customer Services Department of Bangladesh Bank.

### 2.03 APPLICATION

The Customer Charter will apply to all Products and Services, present and future, provided or to be provided by AB across Bangladesh through its Branches, Service Centres, Across the Counter, Over the Phone, By Post, Through Interactive Electronic Devices, On the Internet or any other mode.

Details of current Products and Services are listed in Annexure - A.

### 2.04 IMPACT OF VIOLATION

All AB employees, at the time of executing respective responsibilities, are expected to remain true to the various commitments/declarations/statements made under this Charter. The Bank reserves the right to take disciplinary action as per Service Rule of Human Resource Management and Development Department if any employee is found to be acting contrary to the Charter in letter and spirit.

### 3. AB's COMMITMENTS

AB's Mission is to be the trendsetter for innovative banking with excellence and perfection and Vision to be the best performing bank in the country. Our Customer Charter is aligned to our Mission & Vision statements.

In order to reach our declared goals, it is essential that we harness the trust, support, co-operation and confidence of our customers. In turn we pledge to YOU – our Customers – our following COMMITMENTS, that we promise to keep and adhere to:

#### 3.01 OUR COMMITMENTS TO YOU

##### 3.01.01 To establish a transparent customer relationship

- We shall give clear and full information, at the very outset, on the Products/ Facilities provided to you, their features and associated pricing (fixed or variable), service charges etc.
- We shall ensure that our Products and Services are within the realms of country's laws and regulations.
- We shall ensure that you have complete understanding of the terms & conditions covering the Products and Services offered by us, prior to establishment of an Account Relationship.

##### 3.01.02 To make banking easier for our customers

- We shall help you avail our services in the most convenient way possible, throughout the life of the Relationship.
- We shall put, at your disposal, reliable payment, settlement and collection systems.
- We shall ensure that our Products and Services delivery is prompt, attains your satisfaction and is devoid of any procrastination.
- We shall promptly be in touch with you to provide updates on changes in terms & conditions or matters of mutual interest.

##### 3.01.03 To put customers need first

- We shall ensure that your complaints are addressed, queries are responded and problems are resolved promptly and effectively.

##### 3.01.04 To be fair and honest in our dealings

- We shall ensure that our Products and Pricing features/terms are explained to you with absolute clarity; there shall be no "HIDDEN CHARGES".
- We shall ensure that our advertising and promotional literatures are clear and not misleading; there shall be no mis-selling of our products.
- We shall ensure that our dealings with you rest on ethical principles of integrity and transparency.

**3.01.05 To maintain confidentiality**

- We shall treat all your personal and business information as private and confidential as far as permissible under law.

**3.01.06 To practice a Non-discriminatory Policy**

- We shall not discriminate on the basis of age, race, gender, marital status, religion or disability (if any) among our customers.

**3.01.07 To ensure a secure banking and payment system**

- We will function as part of the banking system so that you enjoy a secure and reliable banking and payment system. We will install CCTV, where necessary, for close surveillance as part of security arrangements.

**3.02** The statement of "COMMITMENTS" in the foregoing paragraphs is further elaborated under Sections 4 & 5.

## 4. RIGHTS & OBLIGATIONS – PART – I

AB recognizes that any meaningful relationship entails respecting and honoring mutual rights and obligations. As the customer reserves the right to know all about the institution it intends to bank with, mainly its products and services along with governing rules and pricing, it is obligatory on the bank's part to make available such information, as well as the operating practices observed by the bank, to its customers in clear and understandable terms. Conversely the bank also has the right to expect its customers to reciprocate by observing the terms & rules of engagement and express grievances, if any, within the framework of such terms & rules. Recognition and honoring of mutual rights & obligations lead to securing the interest of both parties and building up a relationship of long standing cordiality.

In this Section, we detail the Rights of our customers and AB's Obligations to protect the same.

### 4.01 CUSTOMERS' RIGHTS/AB's OBLIGATIONS

#### 4.01.01 INFORMATION

**a. We will inform you of our interest rates, fees & charges through:**

- i. Display system / Branch Notice Board
- ii. Dedicated help lines or designated staff
- iii. The Bank's website
- iv. Bank's Schedule of Charges, Fees & Commissions available at our Branches and at our website.

**b. We will inform you on:**

- i. Key features and terms & conditions relating to our deposit & loan products and Alternate Delivery Channels (please refer to vii below) including fees, charges, penalties, applicable interest rate, methodology of calculation of interest and whether the interest rate is fixed or variable.
- ii. Extent of your other liabilities or obligations arising out of use of our products and services.
- iii. The Charges and consequences of premature termination of an interest bearing deposit or a loan.
- iv. The basis and frequency on which interest payments or deductions will be made.
- v. The amount of income that you shall receive on interest bearing deposits.
- vi. Total cost that you will incur if loan or other credit facilities are availed.
- vii. Availability of our services through Alternate Delivery Channels e.g. ATMs, Internet Banking, SMS Banking etc.; we shall obtain your written consent prior to use of these value added services by you.
- viii. Regulatory and internal policy requirements that are necessary to be complied with to establish the account relationship.

**C. i We will inform you of:**

- a. Any change in interest rates on our products
- b. Any change in or revision of fees or charges
- c. Any change in terms and conditions pertaining to our products and services
- d. Discontinuation of services
- e. Relocation of branch premises

**ii Changes referred under C-i above shall be communicated to you through any or some of the following methods:**

- a. Display systems/Branch Notice Board
- b. Bank's website
- c. Bank's Schedule of Charges
- d. Letter
- e. SMS alert
- f. E-mail

**iii Information on changes:**

- Changes in interest rates will be advised to you within 7 (seven) days of the decision.
- Change in terms & conditions, fees & charges, discontinuation of services & relocation of Branch premises will be notified to you at least 30 (thirty) days prior to implementation.

**4.02 TARIFF SCHEDULE****4.02.01**

We will make known to you of all fees/charges applicable to the products & services selected by you; we will also make known to you of any additional fees /charges that you may need to incur under out of the ordinary circumstances e. g. retrieval of past records etc.

**4.02.02**

We will ensure that fees/charges levied by us on the entire range of our products and services have been duly approved by the Bank's competent authority and that such fees/charges are levied across customers without any discrimination.

**4.02.03**

We will disclose the fees/charges, tariff in the style of "Schedule of Charges, Fees & Commissions" and make it available at every Branch for your perusal, free of cost. "Schedule of Charges, Fees & Commissions" shall also be displayed at our website.

**4.02.04**

We will display on our website and in our Branches, a list of products & services which are rendered free of charges.

**4.02.05**

We will provide information to you about the penalties leviable in case of non-observance by you of any terms & conditions covering the products/services chosen by you.

**4.03 GUARANTOR**

Prior to accepting a person as a Guarantor to a credit facility, we shall in writing:

- i) Advise the person of the quantum and nature of his/her potential liabilities.
- ii) Advise the person to seek independent legal advice before acting as a personal guarantor.

**4.04 MISCELLANEOUS DISCLOSURES**

We shall, through appropriate displays, notifications as well as through the website make known to you the following:

- i) Prevailing Interest Rates for Deposits & Loans.
- ii) Buying & selling rates of foreign currencies.
- iii) Bank's Financial Statement & Performance Indicators.
- iv) Banking hours and holiday notice.
- v) Contact details, including names, complete address, telephone number, fax number, mail address etc. of Central/Regional/Branch Complaint Management Team.
- vi) Regulatory Notifications.
- vii) Service Road Map (e.g. Indicators showing Desk Name, Floor Number, Room Number etc.)



#### **4.05 PRIVACY AND CONFIDENTIALITY**

- a. Our engagement with you will be treated with extreme privacy and confidentiality.
- b. We will explain to you the rights under the legal framework for accessing the personal records that we hold on your account.
- c. We will not use your personal and business information for marketing purposes by any one including ourselves unless under your specific authorization.
- d. We will not divulge any information relating to your accounts to any third party, other than in the following exceptional circumstances:
  - i. If we need to disclose the information as required by law or if solicited by the regulatory bodies.
  - ii. If there is a duty towards the public authorities to reveal the information.
  - iii. If our interests and / or any risk mitigating strategy require of us to furnish the information (for example to prevent fraud).
  - iv. If you instruct us in writing or otherwise to reveal the information or furnish a banker's reference about you.

## 5. RIGHTS & OBLIGATIONS – PART – II

### 5.01 CUSTOMERS' OBLIGATIONS/AB'S RIGHTS

#### 5.01.01 GENERAL

**YOU will:**

- a. Follow the norms and functional rules as are prescribed and practiced in the Bank.
- b.
  - i. Provide all information and documents required as per our Account Opening Forms and other materials and co-operate with us in, among other things, carrying out due diligence as required primarily under "Know Your Customer" (KYC) guidelines.
  - ii. Appreciate that some information/documents would be required to meet KYC, Anti- Money Laundering, Combating the Financing of Terrorism or any other regulatory requirements.
  - iii. Convey to us any changes in your address, contact number, KYC and Transaction Profile (TP).
  - iv. Provide all necessary information and documents as are required by us including financial statements and projections as applicable in order for us to make a fair assessment and help you access our credit facilities.
- c.
  - i. Abide by the terms & conditions prescribed for each of our products and services.
  - ii. Conduct your Deposit Accounts strictly in terms of parameters set in your KYC & TP documents and provide necessary clarification or proof for any variations.
  - iii. Conduct your Loan and Facility Accounts in accordance with the terms of approval and use each of the Facility for the purpose intended; refrain from such unfair practices as funds diversion.
- d.
  - i. Convey your grievance to the Bank in a proper way or in prescribed Forms.
  - ii. Maintain discipline at our various service points and shall not demonstrate unreasonable persistence, demand or argument.
  - iii. In the first instance, place your queries at the designated desks of our Branches, such as Customers' Service Desk, Help Desk, Information Desk or Enquiry Desk.
  - iv. Avoid misunderstanding as far as possible.

## **5.02 CUSTOMERS' RESPONSIBILITIES**

### **5.02.01 Read the terms and conditions carefully:**

You should read and understand the terms and conditions of an agreement/contract for any loan or investment related product prior to signing any related documents.

### **5.02.02 Responsibilities of a guarantor:**

The Guarantor should read and understand his/her responsibilities and obligations before signing as a Guarantor, since he/she is legally bound to make repayment if the borrower fails to settle the loan.

### **5.02.03 Disclosure of financial information:**

You should not disclose your financial information such as account number, credit card number, password, PIN and other personal particulars to third parties either via telephone, e-mail or any links in websites.

### **5.02.04 Transactions at ATM booths:**

You should not allow third parties to make transactions at ATM machines on your behalf, even if that person is your spouse, son or daughter, personal assistant etc.

### **5.02.05 Credit card transactions:**

You should verify the amount charged after each credit card transaction and ensure that the card remains within your view (when handing over to sales person at check-out counters). You should ensure that the card has been returned to your possession prior to leaving the merchant's premises.

### **5.02.06 Submission of documents:**

You should be cautious while submitting photocopies of your ID documents or passport to third parties.

### **5.02.07 Internet banking facilities:**

You should not be deceived by scams e.g. opening of an on-line account in order to win prizes or inheritance from an unknown party.

### **5.02.08 Memory cache function:**

You should make sure that you have logged-out properly from the computer after using the internet banking and clear the memory cache after completing the transaction.

### **5.02.09 Account maintenance**

- i. Please check your statement of account regularly and bring to our immediate notice of any suspected discrepancies.
- ii. Please keep us advised of your intended non-use of Account for a long period (e.g. You are being out of station or otherwise) so that we may take extra care to protect your Account against fraud.
- iii. Please do not keep your Cheque Book and ATM/Debit/Credit cards together; also please do not sign and keep blank Cheque leaves.

### **5.02.10 Internet Banking Security Issues**

Please:

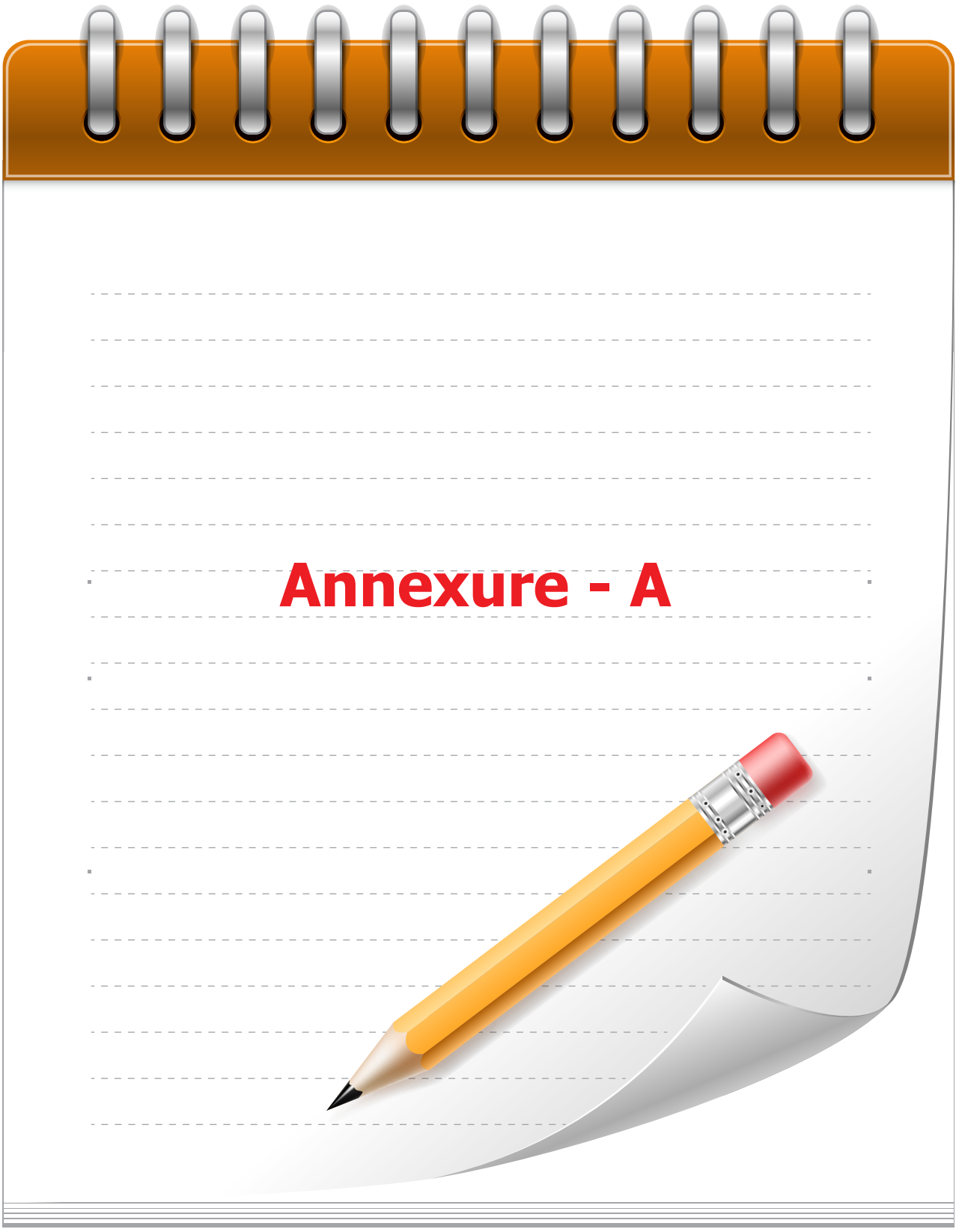
- i. Do not share or give out own access ID, user name, passwords, or security challenge questions & answers.
- ii. Do not use the same access ID, user name and password in all cases.
- iii. Create difficult or uncommon passwords that include letters and numbers and upper & lower case letters combined.
- iv. Do not keep your password unchanged for a long period.
- v. Do not use public computers to access internet banking.
- vi. Do not provide any personal information to websites that do not use encryption or other secure methods of protection.
- vii. Ensure that computer is equipped with up to date anti-virus software protection.

## **6.01 Display of products and services**

AB Bank Limited will publish and display the features of the products, its terms & conditions as well as the schedule of charges, fees & commissions for all range of products and services through website, leaflets, notice board, posters, print media or any other electronic channels etc. so that you can have easy and visible access to required information. A Number of prime features of AB products and services along with common terms & conditions, schedule of charges, fees & commissions are furnished in the subsequent Sections for ease of your understanding.

## **6.02 Review of Customer Charter**

The Customer Charter will be reviewed, in a transparent manner, at least once every two years.



**Annexure - A**



**Asset Products – Corporate**

<b>SL No.</b>	<b>Name of the Product</b>	<b>Features of the product</b>
01.	Project Finance	<ul style="list-style-type: none"> <li>– Composite credit facilities are allowed for the purpose of capital formation of new Industries or for BMRE of the existing units.</li> <li>– Financing under this category have fixed repayment schedule.</li> </ul>
02.	Overdraft	<ul style="list-style-type: none"> <li>– A limit is fixed for drawing excess over credit balance.</li> <li>– Allowed as working capital to procure stocks for trading/ processing and to meet part of day to day operational expenses.</li> <li>– Repayment from regular cash flows.</li> <li>– Continuous facility.</li> <li>– Reviewed annually and Renewable.</li> </ul>
03.	Time Loan	<ul style="list-style-type: none"> <li>– Allowed for a short term/ specific period (not more than 1 year) on deal basis as part of working capital support.</li> <li>– Purpose is specific for additional stocks or seasonal demand of market. Repayable in lump-sum or in installments within the tenure.</li> <li>– Revolving limit may be allowed considering nature of business and requirement which can be renewed annually.</li> </ul>
04.	Trust Receipt	<ul style="list-style-type: none"> <li>– The advance is related with Import, known as post import finance.</li> <li>– Disbursed for retirement of import documents and release of consignments/goods.</li> <li>– Goods are handed over to the importer on trust that sale proceeds will be deposited to liquidate the loan.</li> <li>– Usual tenure 60/90/120/150/180 days.</li> <li>– Revolving limit may be allowed considering nature of business and requirement of the importer.</li> </ul>
05.	Packing Credit	<ul style="list-style-type: none"> <li>– Packing Credit popularly known as PC is allowed to finance exporters only to procure/process raw materials against respective export orders for shipment of goods.</li> <li>– It is a short term advance with a fixed repayment date. But the duration is not beyond 180 days.</li> <li>– Liquidated by collection of export proceeds.</li> <li>– Revolving limit is allowed considering nature of business and actual need.</li> </ul>

<b>SL No.</b>	<b>Name of the Product</b>	<b>Features of the product</b>
06.	Foreign Bill Purchase	<ul style="list-style-type: none"> <li>- Allowed to purchase/discount sight/deferred bills against export LCs.</li> <li>- Facility may be allowed on Revolving/ Special Deal Basis.</li> </ul>
07.	Inland Bill Purchase	<ul style="list-style-type: none"> <li>- Allowed to purchase/ discount inland bills duly accepted by local Banks.</li> <li>- Facility may be allowed on Revolving / Special Deal Basis</li> <li>- Tenure is matched with the maturity of the bills.</li> </ul>
08.	Foreign Documentary Bill Collection	<ul style="list-style-type: none"> <li>- Foreign Documentary Bill Collection is a trade transaction in which the Bank assumes the task of collecting payment for goods supplied under Letter of Credit on behalf of the Exporter.</li> <li>- Bank sends the shipping documents to the importer's bank together with payment instructions.</li> </ul>
09.	EDF Loan	<ul style="list-style-type: none"> <li>- Loan under Export Development Fund provides an easy access to cheaper financing in foreign exchange for input procurements by manufactures producing final output for direct export, and also by producers of intermediate outputs to manufacturers of the final export to meet their short term liquidity requirements.</li> <li>- By availing the facility the eligible clients can gain competitiveness in global market.</li> <li>- BB imposed Finance.</li> </ul>



**Asset Products – Retail**

01	Personal Loan	<ul style="list-style-type: none"> <li>- Loan amount : Maximum 10 Lac</li> <li>- Tenor : Up to 60 Months.</li> <li>- Application fee : Tk. 500</li> <li>- Processing Fees : 1% on the approved loan amount.</li> <li>- Spouse/parents guarantee is acceptable</li> <li>- One personal guarantee is required.</li> </ul>
02	Auto Loan	<ul style="list-style-type: none"> <li>- Loan amount : Maximum Tk. 40 Lac</li> <li>- Tenor : Up to 60 Months.</li> <li>- Application fee : Tk. 500</li> <li>- Processing fee : 1% on the approved loan amount.</li> <li>- Spouse/parents guarantee is acceptable.</li> </ul>
03	Home Loan	<ul style="list-style-type: none"> <li>- Purchase of apartment /own house within the Municipal areas of town/cities in Bangladesh.</li> <li>- Purchase of flat/Apartment/independent house not more than 15 years old.</li> <li>- Construction of old/new house.</li> <li>- Renovation of the existing house.</li> <li>- Loan take over facility from other banks.</li> <li>- Maximum: 70% of the value of the flat or construction cost but not more than Tk. 1,20,00,000</li> <li>- Tenor : Up to 240 Months.</li> <li>- Application fee : Tk. 500.</li> <li>- Processing fee : 1% on the approved loan amount.</li> </ul>
04	Personal Loan-(Secured)	<ul style="list-style-type: none"> <li>- To meet personal exigency.</li> <li>- Processing fee : 0.5% subject to Min Tk. 2,000 and Max Tk. 5,000.</li> <li>- 3% Interest spread.</li> <li>- Lien over security.</li> </ul>

**Asset Products –EBIZ**

<b>01</b>	<b>Credit Card</b>	<ul style="list-style-type: none"> <li>– Types of Cards : MasterCard World, Titanium &amp; Gold Worldwide Acceptance</li> <li>– Maximum Credit Limit up to BDT 500,000</li> <li>– Two Supplementary Cards</li> <li>– Immediate Cash Advance Facility at ATMs</li> <li>– Balance Transfer of other Bank's Credit Cards</li> <li>– Transaction Alert via SMS and Email</li> <li>– 24-hour Call Centre</li> <li>– Statement via Email</li> <li>– Flexible Payment Options ranging from 5% to 100%</li> <li>– Complementary Access to Balaka Lounge at Hazrat Shahjalal Int'l Airport, Dhaka (World &amp; Titanium), Priority Pass Airport Lounge Access (World only)</li> </ul>
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**Asset Products –SME**

<b>01</b>	<b>GATI</b>	<ul style="list-style-type: none"> <li>– A loan facility for meeting regular as well as additional requirements of businesses; i.e. it will be part of working capital of the business.</li> <li>– Maximum TK 500 lac</li> <li>– Maximum 3 (three) years</li> <li>– Through EMI/ Lump sum</li> <li>– Hypothecation of stock and/or receivables.</li> <li>– Registered mortgage of land &amp; buildings and/or Tripartite agreement for shop and/or business premises and/or any other collateral.</li> </ul>
<b>02</b>	<b>PROSHAR</b>	<ul style="list-style-type: none"> <li>– It is long term finance for infrastructure development/ capacity building etc.; i.e. term Loan for expansion &amp; BMRE.</li> <li>– Maximum TK 500 lac</li> <li>– Maximum 5 (Five) years</li> <li>– Through EMI</li> <li>– Moratorium period: maximum 6 (six) months</li> <li>– Hypothecation of stock and/or receivables and/or machineries and/or furniture and fixture etc.</li> <li>– Registered mortgage of land &amp; building and/or Tripartite agreement for shop or business premises or any other collateral.</li> </ul>

<b>03</b>	<b>DIGUN</b>	<ul style="list-style-type: none"> <li>- Double amount of loan against value of the savings instrument (ABBL FDR, DDS) to meet any type of business requirement.</li> <li>- TK 10 lac to TK 100 lac</li> <li>- Maximum 3 (three) years</li> <li>- Through EMI/ Lump sum <ul style="list-style-type: none"> <li>i. Hypothecation of stock and /or receivables</li> <li>ii. Lien of savings instrument (ABBL FDR, DDS) covering minimum 50% of loan size</li> <li>iii. PG of the spouse of the borrower</li> <li>iv. 1 (one) 3rd party guarantee</li> </ul> </li> <li>- Deposit Instrument will not be released before adjustment of the loan.</li> </ul>
<b>04</b>	<b>SATHI</b>	<ul style="list-style-type: none"> <li>- Term loan for CNG Refueling conversion/ Light Engineering/ project finance (package deal including non-funded).</li> <li>- Maximum TK 500 lac</li> <li>- Maximum 5 (Five) years</li> <li>- Through EMI</li> <li>* Moratorium period: maximum 6 (six) months <ul style="list-style-type: none"> <li>i. Hypothecation of machineries and/or stock and/or receivables.</li> <li>iii. Registered mortgage of project land &amp; building; additional land (if required)</li> <li>iiii. PG of the spouse of the proprietor / PG of the directors.</li> </ul> </li> </ul>
<b>05</b>	<b>CHHOTO PUJI</b>	<ul style="list-style-type: none"> <li>- Collateral free loan for working capital/fixed investment requirement.</li> <li>- Up to TK 10 lac (For both Urban and Rural Branches)</li> <li>- Maximum 3 (three) years.</li> <li>- Through EMI <ul style="list-style-type: none"> <li>(i) Hypothecation of stocks and/or receivables and/or machineries/ equipment etc. and/or furniture, fixtures and other moveable assets.</li> <li>(ii) Personal guarantee of the spouse and/or other able family member(s) of the borrower.</li> <li>(iii) Third party guarantee from a person acceptable to the Bank.</li> </ul> </li> </ul>

<b>06</b>	<b>UDDOG</b>	<ul style="list-style-type: none"> <li>- Loan for new entrepreneur/ business. (for working capital as well as fixed capital investment)</li> <li>- Maximum TK 50 lac</li> <li>- Maximum 3 (three) years</li> <li>- Through EMI/ Lump sum <ul style="list-style-type: none"> <li>(i) Hypothecation of stocks and/or receivables.</li> <li>(ii) Registered mortgage of land and building and/or any other collateral</li> <li>(iii) PG of the spouse of the borrower and/or able family member(s)</li> </ul> </li> </ul>
<b>07</b>	<b>AWPARAJITA</b>	<ul style="list-style-type: none"> <li>- A loan facility for meeting working capital requirement as well as fixed investment in businesses for women entrepreneurs</li> <li>- Maximum: TK 2 Crore (Collateral free maximum Limit is TK 25 lacs)</li> <li>- Maximum 3 (three) years</li> <li>- Through EMI/Lump sum/ continuous payment like OD <ul style="list-style-type: none"> <li>(i) Hypothecation of stock and/or book debts</li> <li>(ii) Registered mortgage of properties/ Tripartite agreement for shop or business premises.</li> <li>(iii) PG of the spouse of the borrower; in case of unmarried customer, father/ mother or any other able family member.</li> </ul> </li> </ul>
<b>08</b>	<b>UTTARAN</b>	<ul style="list-style-type: none"> <li>- To meet the financial requirement of any dealers/ suppliers/ agent/ distributors of corporate customers/ corporate houses/ groups.</li> <li>- Minimum TK. 100,000/- (One Lac) only Up to TK. 25,00,000/- (Twenty Five Lac) only (Collateral Free)</li> <li>Up to Tk. 5,00,00,000/- (Five Crore) only (With Collateral)</li> <li>- Through EMI/ Lump sum basis</li> <li>- Maximum one year</li> <li>- Hypothecation of stocks</li> <li>- Corporate Guarantee/Letter of Commitment/Letter of Comfort/ Letter of Introduction from the principal corporate client(s).</li> <li>- Cheque covering the total exposure.</li> </ul>

## Asset Products – Islami Banking

01	<b>Bai-Muajjal</b>	<p>– The term “Bai-Muazzal” has been derived from Arabic word “BAIE” and “AZALUN”. The word “BAIE” means purchase and sale; and the word “AZALUN” means time. Thus “Bai-Muazzal” Means sale the products on agreed upon price payable in the fixed future date. Bai-Muajjal is treated as a contract between the Bank and the Client under which the Bank sells to the client certain specified goods, purchased as per order and specification of the client at an agreed price payable within a fixed future date in lump sum or by fixed installments. Various categories of Bai-Muajjal are depicted below.</p> <p><b>Bai-Muajjal- Commercial</b></p> <p>Investment for purchase and sale of goods to individual or Firm or Company for Trading purpose shall be termed as Bai-Muajjal Commercial.</p> <p><b>Bai-Muajjal- Industrial</b></p> <p>Investment to Industrial undertaking in the form of supply of Machineries, Equipment, and Raw Materials etc. will be termed as Bai-Muajjal Industrial.</p> <p><b>Bai-Muajjal- Agriculture</b></p> <p>Investment to agriculture sector for supply of seeds, fertilizer etc. shall be termed as Bai-Muajjal Agriculture.</p> <p><b>Bai-Muajjal- Import</b></p> <p>Investment for Import of goods from abroad shall be termed as Bai-Muajjal Import.</p> <p><b>Bai-Muajjal Schemes</b></p> <p>Investment under any specific Scheme such as Doctors will be termed as Bai Muajjal - Doctors Scheme etc.</p> <ul style="list-style-type: none"> <li>– Profit is calculated on principal outstanding.</li> <li>– Capability to provide instant statement on balance where principle, profit, other charges etc. should be mentioned separately.</li> <li>– Without any increase on principal &amp; profit any charge may be may be added at any time.</li> <li>– No restrictions on the amount of transactions.</li> <li>– On-line transaction is available. On-line transaction is free of cost.</li> <li>– Excise Duty to be deducted from each account annually in accordance by NBR/Bangladesh Bank from time to time.</li> </ul>
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02	<b>Quard</b>	<ul style="list-style-type: none"> <li>- Quard is profit-free investment given for fulfilling short-term funding requirements against borrowers/guarantors MTDR/SCHEME account balance. Neither profit is earned from Quard amount nor profit is given for Quard amount on those MTDR/SCHEME account during the Quard period. The borrower is only obligated to pay back the principal amount of the loan.</li> <li>- Account Opening formalities shall be followed as above mentioned in the terms and conditions.</li> <li>- Profit is not calculated on principal outstanding.</li> <li>- Capability to provide instant statement on balance where principle should be mentioned.</li> <li>- Any increase on principal &amp; profit any charge may not be added.</li> <li>- No restrictions on the amount of transactions.</li> <li>- Excise Duty to be deducted from each account annually in accordance by NBR/Bangladesh Bank from time to time.</li> </ul>
03	<b>HPSM(Hire Purchase Under Shirkatul Melk)</b>	<ul style="list-style-type: none"> <li>- Shirkat means partnership. Shirkatul Melk means share in ownership. When two or more persons supply equity, purchase an asset, own the same jointly, and share the benefit as per agreement and bear the loss in proportion to their respective equity, the contract is called Shirkatul Melk contract.</li> <li>- Various categories of <b>HPSM</b> are depicted below. <ul style="list-style-type: none"> <li><b>HPSM Commercial</b> Investment on Hire Purchase under Shirkatul Melk mode to Individual/Firm/Company/ Society for Commercial purpose(s) shall be termed as Hire Purchase under Shirkatul Melk Commercial.</li> <li><b>HPSM Industrial</b> Hire Purchase under Shirkatul Melk Investment to Industrial undertakings in the Form of Land, Buildings, Machineries, Equipment, Transport, etc. shall be termed as Hire Purchase under Shirkatul Melk Industrial.</li> <li><b>HPSM Agriculture</b> Hire Purchase under Shirkatul Melk Investment to agriculture sector in the form of Agricultural Equipment, Machineries, Shallow Tube-Well, Deep Tube-Well, Tractor, Trailers, and Transport etc. shall be termed as Hire Purchase under Shirkatul Melk Agriculture.</li> <li><b>HPSM Transport</b> Hire Purchase under Shirkatul Melk Investment in the form of Transport- Bus, Truck, Car, Taxi, Launch, Steamer, Cargo Vessel, Air Transport etc. shall be termed as Hire Purchase under Shirkatul Melk Transport.</li> </ul> </li> </ul>

		<p><b>HPSM Real Estate</b> Hire Purchase under Shirkatul Melk Investment in the form of Land Building, Market, Apartments, for use/rental shall be termed as Hire Purchase under Shirkatul Melk Real Estate.</p> <p><b>HPSM Schemes</b> Hire Purchase under Shirkatul Melk Investment in the form of asset for use/rental under any scheme shall be termed as Hire Purchase under Shirkatul Melk Scheme.</p> <ul style="list-style-type: none"> <li>– Account Opening formalities shall be followed as above mentioned in the terms and conditions.</li> <li>– Rent is calculated on principal outstanding.</li> <li>– Capability to provide instant statement on balance where principle, profit, other charges etc. should be mentioned.</li> <li>– Without any increase on principal &amp; profit any charge may be added at any time.</li> <li>– No restrictions on the amount of transactions.</li> <li>– On-line transaction is available. On-line transaction is free of cost.</li> <li>– Excise Duty to be deducted from each account annually in accordance to NBR/Bangladesh Bank from time to time.</li> </ul>
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### Liability Products – Retail

SL No.	Name of the Product	Features of the product
01	<b>Generic Savings Account (SB)</b>	<ul style="list-style-type: none"> <li>– A Savings Account is opened by any individuals.</li> <li>– Initial deposit for Urban-Minimum Tk. 10,000 and Rural-Minimum Tk. 5,000</li> <li>– Unlimited transactions subject to in line with Transaction profile (TP).</li> <li>– Interest accrual monthly and paid half-yearly.</li> <li>– Availability of Debit Card facility, SMS Banking &amp; Internet Banking.</li> <li>– Balance Confirmation Certificate is to be provided on half-yearly basis.</li> </ul>
02	<b>Generic Current Account (CD)</b>	<ul style="list-style-type: none"> <li>– A Current Account is opened by any individual, firms, companies, club, association, corporate body, trust, liquidators etc.</li> <li>– No interest is allowed on Current Account.</li> <li>– Availability of Debit Card facility, SMS banking &amp; internet banking.</li> <li>– Balance Confirmation Certificate is to be provided on half-yearly basis.</li> </ul>
03	<b>Short Notice Deposit Account (SND)</b>	<ul style="list-style-type: none"> <li>– SND Account is opened usually by corporations, limited companies, firms, NGOs, societies or financial institutions etc.</li> <li>– Interest is calculated on daily balance basis and accounted for on half yearly rest.</li> <li>– No overdraft is allowed against this account.</li> <li>– Availability of Debit Card facility, SMS banking &amp; internet banking.</li> <li>– Balance Confirmation Certificate is to be provided on half-yearly basis.</li> </ul>
04	<b>Max Saver</b>	<ul style="list-style-type: none"> <li>– Account will be limited for individuals only.</li> <li>– Initial deposit of minimum Tk. 50,000.</li> <li>– No restrictions on the number of transactions.</li> <li>– No interest forfeiting rules.</li> <li>– Free SMS banking &amp; internet banking.</li> <li>– Interest will be calculated on daily balance and will be applied quarterly.</li> <li>– Customer will be eligible for the following privileges upon maintaining average balance of 50,000 and above:</li> <li>– Free Cheque book.</li> <li>– Free Debit card.</li> <li>– No Account Maintenance Fee.</li> <li>– Free transaction at ABBL own ATM.</li> </ul>



SL No.	Name of the Product	Features of the product
05	<b>Smart Saver</b>	<ul style="list-style-type: none"> <li>– Account will be limited for individuals only.</li> <li>– Initial deposit of minimum Tk. 5,000.</li> <li>– No restrictions on the number of transactions.</li> <li>– No interest forfeiting rules.</li> <li>– Free SMS banking &amp; internet banking.</li> <li>– Interest will be calculated on daily balance and will be applied quarterly.</li> <li>– Customer will be eligible for the following privileges upon maintaining average balance of 5,000 and above: Free Debit card and No Account Maintenance Fees.</li> </ul>
06	<b>Student Account</b>	<ul style="list-style-type: none"> <li>– <b>AB Minor:</b> Students of Educational institutions aged between 6 years to below 18 years.</li> <li>– <b>AB Major:</b> Students of Educational institutions aged 18 years or older.</li> <li>– No account maintenance fees.</li> <li>– Free debit card.</li> <li>– Free SMS banking &amp; internet banking.</li> <li>– Free standing instruction</li> <li>– Free Real Time Mobile Top-up* (GP, Banglalink, Citycell, Airtel, Robi, Teletalk)</li> </ul>
07	<b>MSDS (Monthly Savings Deposit Scheme)</b>	<ul style="list-style-type: none"> <li>– Monthly installment based savings scheme.</li> <li>– A person can contribute monthly installments of Tk.500 or its multiple (Tk.100 or its multiple for branches outside municipal area) Maximum TK. 10,000 Account can be opened for 3, 5, 7 or 10 years.</li> <li>– Loan/overdraft facility may be allowed up to 90% of the deposited amount subject to minimum BDT 15,000.</li> </ul>
08	<b>MSA (Millionaire Scheme Account)</b>	<ul style="list-style-type: none"> <li>– Monthly installment based savings scheme with fixed maturity value of BDT One Million (10,00,000)</li> <li>– The initial investment will determine monthly installment amount.</li> <li>– Installment size varies with tenor and initial investment.</li> <li>– Account can be opened for 3, 4, 5 or 6 years.</li> <li>– Rate of interest is determined by the management time to time.</li> <li>– Loan/overdraft facility may be allowed up to 90% of the deposited amount subject to minimum BDT 15,000.</li> </ul>
09	<b>MIDS (Monthly Income Deposit Scheme)</b>	<ul style="list-style-type: none"> <li>– Linked account mandatory.</li> <li>– Fixed deposit scheme with monthly returns.</li> <li>– Minimum deposit is Tk. 1,00,000 with the maximum amount being Tk. 50,00,000 either in a single or joint name.</li> <li>– Account can be opened for 1, 3 or 5 years.</li> <li>– Rate of interest is determined by the management time to time.</li> </ul>

<b>SL No.</b>	<b>Name of the Product</b>	<b>Features of the product</b>
<b>10</b>	<b>DDS (Deposit Double Scheme)</b>	<ul style="list-style-type: none"> <li>– Special type of fixed deposit account.</li> <li>– Rate of interest is determined by the management time to time.</li> <li>– Minimum deposit amount is Tk.50,000 to maximum deposit of Tk.50,00,000.</li> <li>– Loan/Overdraft facility can be availed up to 90% of the deposited amount.</li> <li>– Deposit method is one time.</li> </ul>
<b>11</b>	<b>FDR (Fixed Deposit Account)</b>	<ul style="list-style-type: none"> <li>– ABBL offers 03/06/12/24 Months basis Fixed Deposit Receipt.</li> <li>– Individual, Jointly with another individual, Minor by guardian, Corporate, Associations &amp; Trusts, the Societies or any social entity etc. can open the FDR account.</li> <li>– Rate of interest is fixed from time to time.</li> <li>– Deposit method is one time.</li> <li>– No Cheque Book Facility.</li> <li>– Auto renewable facility.</li> </ul>
<b>12</b>	<b>Private FC Account</b>	<ul style="list-style-type: none"> <li>– FC account is in the nature of savings. However, the account may be maintained in the form of term deposits.</li> <li>– FC account holder will get interest if the deposit is maintained in the form of term deposits for the period of one/three /six/twelve months at prevailing deposit rate.</li> </ul>
<b>13</b>	<b>RFCD Account</b>	<ul style="list-style-type: none"> <li>– Resident persons may open this account at any time after their return to Bangladesh.</li> <li>– Foreign currency deposited in this account is freely convertible into Taka. Deposited foreign currency may easily be sent abroad through banking channel.</li> </ul>
<b>14</b>	<b>NFCD Account</b>	<ul style="list-style-type: none"> <li>– NFCD account is in the nature of term deposit maturing after one month, three months, six months and one year.</li> <li>– This account may be opened in US Dollar, Pound Sterling, Euro or Japanese Yen with a minimum deposit of USD 1,000/= or Pound Sterling 500/= or equivalent.</li> <li>– This account is interest bearing. The interest is exempted from tax.</li> </ul>
<b>15</b>	<b>NITA Account</b>	<ul style="list-style-type: none"> <li>– Investment may be made in shares/securities listed in stock exchanges through opening of Non-Resident Investor's Taka Account.</li> <li>– Earned dividend is exempted from tax.</li> <li>– Deposited foreign currency may easily be sent abroad through banking channel.</li> <li>– NITA A/c can be operated by the nominee even bank itself can act as the nominee on behalf of the Account holder.</li> </ul>

### Liability Products - SME

<b>01</b>	<b>SME PROGATI</b>	<ul style="list-style-type: none"> <li>– All SME Clients are eligible to open 'PROGATI'- SME Business Account (Interest bearing Current Account) at any branch of AB Bank Ltd. with a minimum initial deposit of TK 25,000/-.</li> <li>– Interest will be calculated on daily basis and rate to be determined by the slab of deposit amount.</li> <li>– Interest payment: Accrual on daily basis and applied on half yearly.</li> <li>– Customer(s) are allowed free intercity transaction up to TK.10.00 lac and other benefits as per mentioned features subject to fulfilment of certain terms and conditions.</li> <li>– PROGATI is a daily interest bearing account for SME Customers' usual &amp; regular day to day business transactions.</li> <li>– Must have valid Trade License/ Partnership deed/documents for Limited Liability company issued by proper authority to conduct the business.</li> <li>– Other documents as per Account opening requirements specified by Bangladesh Bank.</li> <li>– Initial balance Tk. 25,000/- (Taka Twenty Five Thousand) only.</li> <li>– Debit Card facility will be provided to any of the signatories of the account for free for the first year.</li> </ul>
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### Liability Products – Islami Banking

<b>01</b>	<b>Mudaraba Savings Deposit (MSD) Account</b>	<ul style="list-style-type: none"> <li>– Mudaraba Savings Deposit (MSD) Account will be conducted on Mudaraba principles of Islami Shariah. Account holders shall share income derived from Investment made out of the Mudaraba funds in economic activities permitted by Islamic Shariah. Loss if any is on account of Shaheb-Al- Maal i.e depositor. The MSD Account holders will get the profit as per Investment Income Sharing Ratio (IISR)/Weightage as agreed or as determined by the Bank from time to time. The IISR)/ Weightage on MSD Account shall be changed/Determined by the Bank from time to time that shall be binding for the Account holder.</li> <li>– Profit is booked on monthly basis if any of these conditions not violated.</li> <li>– Max 25% and max 2 withdrawals per week of available balance.</li> </ul>
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		<ul style="list-style-type: none"> <li>- Max TK 25,000 can be withdrawn without notice.</li> <li>- Profit to be calculated on the minimum balance held on a day from 7th to month end during the month.</li> <li>- Capability to provide instant statement on balance.</li> <li>- Monthly statements of MSD account are provided. Tk. 300 is charged for giving statement of account automatically if required(Y/N).</li> <li>- Solvency Certificates are issued on demand. Sometimes Tk.200 is charged for issuing a solvency certificate automatically if required(Y/N). However, in many cases the charge is waived for preferred clients.</li> <li>- Any amount of money can be withdrawn from the account with prior notice. At least 7 days' notice is required for withdrawn automatically.</li> <li>- No restrictions on the amount of transactions.</li> <li>- Overdrawn is not allowed.</li> <li>- Value dated posting option is available.</li> </ul>
02	<b>Mudaraba Short Notice Deposit (MSND)</b>	<ul style="list-style-type: none"> <li>- Mudaraba Short Notice Deposit (MSND) will be conducted on Mudaraba principles of Islami Sharia. Account holders shall share income derived from Investment made out of the Mudaraba funds in economic activities permitted by Islamic Shariah. A loss if any is on account of Shaheb-Al- Maal i.e depositor. The MSND Account holders will get the profit as per Investment Income Sharing Ratio (IISR)/Weightage as agreed or as determined by the Bank from time to time. The IISR/ Weightage on MSND Account shall be changed/ determined by the Bank from time to time that shall be binding for the Account holder.</li> <li>- Profit is booked on monthly basis against daily product basis</li> <li>- Capability to provide instant statement on balance.</li> <li>- Any amount of money can be withdrawn from the account with prior notice. At least 7 days' notice is required for withdrawn automatically.</li> <li>- No restrictions on the amount of transactions.</li> <li>- Overdrawn is not allowed.</li> <li>- Value dated posting option is available.</li> </ul>

<b>03</b>	<b>Al- Wadiah Current Deposit (AWCD) Account</b>	<ul style="list-style-type: none"> <li>- Deposit is accepted on Al-Wadiah principal, which means Al Amanah with permission to use. According to this principle, Bank can use the fund of the account along with others funds as per Islamic Shariah at Banks own risk. Account holder will not share any profit /loss.</li> <li>- Profit is not given on credit balance.</li> <li>- Capability to provide instant statement on balance.</li> <li>- Monthly statements of AWD account are provided. Tk. 300 is charged for giving statement of account automatically if required. Half yearly statement along with auto Balance confirmation to be provided free of cost.</li> <li>- Solvency Certificates are issued on demand. Sometimes Tk.200 is charged for issuing a solvency certificate automatically if required. However, in many cases the charge is waived for preferred clients.</li> <li>- Any amount of money can be withdrawn from the account without prior notice.</li> <li>- No restrictions on the amount of transactions.</li> <li>- Overdrawn is not allowed.</li> <li>- Value dated posting option to be available.</li> <li>- Standing Instructions can be applied for this type of account and compliance of standing instruction is Tk. 50 per transaction.</li> <li>- The bank reserves the right to close any account without giving prior notice if the conduct of the account is unsatisfactory in the opinion of the Bank or for any other reason(s) whatsoever. There should be a scope to deduct VAT amount against closing charge.</li> <li>- Incidental charge to be deducted from each account twice in a year as prescribed by the head office.</li> <li>- Customer requests for opening an account and fills up account opening Form. <ul style="list-style-type: none"> <li>- KYC &amp; ETP is to be taken from the customer properly.</li> </ul> </li> <li>- No account will be opened unless the customer approach the bank with formal application, provide(s) with necessary documents and shall make initial deposit(s) in cash/transfer.</li> <li>- If everything found in order, then sends to OM/RM for approval of Account opening.</li> <li>- If account is opened, provide account number to the client to deposit initial amount prescribed by the bank.</li> </ul>
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04	<b>Mudaraba Term Deposit Receipt (MTDR)</b>	<ul style="list-style-type: none"> <li>– Mudaraba Term Deposit Receipt (MTDR) is a profit bearing product which offers returns by depositing money for fixed period of time based on Mudaraba concept. These deposits are repayable subject to a period of notice and hence known as time deposits or time liabilities meaning thereby that these are with draw able subject to a period of notice and not on demand. Customer can deposit fixed amount for fixed period with the intention to get more benefit/profit from the Bank. Here Bank can utilize the fund for longer period and can get more return from the long term Investment. However, the depositor may enjoy premature encashment facility or can avail Quard against lien of the MTDR account as per norms of the bank.</li> <li>– The Mudaraba Term Deposit Account holders shall get profit as per Invest Income Sharing Ratio (IISR)/Weightage. In case of renewal the IISR may be changed and shall be binding for the Account holder.</li> <li>– Profit Provisioning monthly basis, calculating the products on EOD balance of the account.</li> <li>– Provisional profit rate will be applicable to accrue monthly profit based on 360days calendar.</li> <li>– Duration of contract multiple of month which is parameterized.</li> <li>– Dormant and Inoperative period is not applicable.</li> <li>– Profit paid to the account at anniversary.</li> <li>– Profit posting before maturity is applicable. If broken, customer is paid based on savings rate for completed month only.</li> <li>– Profit is not applicable if broken before 1 Month.</li> <li>– Premature encashment is permissible.</li> <li>– Customer will not be able to encash the MTDR account which marked as lien/blocked.</li> <li>– Excise duty will be deducted on withdrawal of deposit or during year end.1time per year depending on Maximum Balance as per slab defined by NBR/Govt. This will be deducted automatically by the system.</li> <li>– If client chooses to close the account before maturity of 6, 12 &amp; 24 months term MTDR account, profit will be paid to the client on nearest slab and MSD rate will be paid for the rest period.</li> </ul>
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05	<b>Mudaraba Monthly Profit Deposit (MMPDR)</b>	<ul style="list-style-type: none"> <li>- Need of monthly income basis from the profit of their one-time deposit .It is followed with the Mudaraba principles of Islamic Shariah. This is a scheme of getting monthly benefit/ profit out of one time deposited amount for a fixed period Of time. Initially a lump sum amount is deposited by the customer which would be minimum Tk. 1 Lac or multiple. Provisional profit is given by the Bank on monthly basis and after calculation of actual profit yearly profit adjustment is made.</li> <li>- Mudaraba Monthly Profit Deposit Account holders shall get profit as per Invest Income Sharing Ratio(IISR)/Weightage.</li> <li>- In case of renewal the IISR/ Weightage may be changed and shall be binding for the Account holder.</li> <li>- Profit Provisioning monthly basis, calculating the products on EOD balance of the account.</li> <li>- Provisional profit rate will be applicable to accrue monthly profit based on 360 days calendar.</li> <li>- Duration of contract (1,3 &amp; 5)years of which is parameterized.</li> <li>- Dormant and Inoperative period is not applicable.</li> <li>- Eligible for monthly profit after one month from the date of account opening.</li> <li>- Profit amount will be automatically credited to Mudarabah Savings account.</li> <li>- Monthly profit will be paid based on provisional profit and paid profit will be adjusted after declaration of actual profit.</li> <li>- This product is launched for the benefit of the retired service holder, wage earners&amp; other who are in _ In case of premature encashment if the deposit is broken before 9 months, they are penalized all the profit and profit will be paid to the client only MSD rate. If broken after 9 months and before 1 year, Customer will be paid based on 1Y MMPPD rate.</li> <li>- If the deposit is broken after 9 months and before 2 years, profit will be paid to the client only 1Y MMPPD rate. If broken after 2 years, Customer will be paid based on 3Y MTD rate.</li> <li>- If the deposit is broken after 3 years and before 4 years, profit will be paid to the client only 3Y MMPPD rate. If broken after 4 years, Customer will be paid based on 5Y MMPPD rate.</li> <li>- Customer will not be able to encash the MTDR account which marked as lien/blocked.</li> </ul>
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06	<b>Mudaraba Hajj Deposit Scheme</b>	<ul style="list-style-type: none"> <li>– Hajj is one of the most important bases of Islam. It is also one of the 5 (five) pillars of Islam. Hajj is obligatory (Farj) for those Muslims who has ability to visit (Jiarah) Makkah &amp; required places during Hajj season with 3 (three) conditions; financially, physically &amp; peaceful security. Religious muslims tend to perform Hajj when they gather said 3 (three) conditional ability. But they find it difficult to gather there quires amount to perform as there is no such systematic way of savings the money. To help our muslim brothers AB Bank introduced Hajj/Umrah Scheme. Under this scheme any Muslim can manage Hajj or Umrah fund by depositing Small amount on regular basis during a specific period of time. After the term period Bank will pay back the total deposited amount along with accrued/provisional/actual profit to the customer. It is mentioned here that, if customer’s deposited amount is not sufficient to perform Hajj, client may be arranged the rest money, bank not will be liable for that.</li> <li>– Mudarabah Hajj Deposit Scheme (MHDS) account holders shall get profit as per Investment Income Sharing Ratio.</li> <li>– In case of renewal the IISR/Weightage may be changed and shall be binding for the Account holder.</li> <li>– Profit Provisioning monthly basis, calculating the products on EOD balance of the account.</li> <li>– Provisional profit rate will be applicable to accrue monthly profit based on 360days calendar.</li> <li>– Duration of contract 10 years of which is parameterized.</li> <li>– Dormant and Inoperative period is not applicable.</li> <li>– Eligible for anniversary profit after the date of account opening.</li> <li>– Profit amount will be automatically credited to Mudaraba Hajj Deposit Scheme (MHDS) account.</li> <li>– Anniversary profit will be paid based on provisional profit and paid profit will be adjusted after declaration of actual profit at the end of year.</li> <li>– Funding rules to be setup to increase deposit every month with a fixed amount/installment. A customer has to deposit with fixed amount/ installment for every month. The bank will accrue profit every month and capitalize the deposit accrued profit after a year. No penalties are applied if the customer misses the monthly payment, however the end result in that case may not be achieved but Probable.</li> <li>– If customer’s deposited amount is not sufficient to perform Hajj, client may be arranged the rest money, bank will not be liable for that.</li> </ul>
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07	<b>Mudaraba Pension Deposit Scheme</b>	<ul style="list-style-type: none"> <li>– This is a social service extended by the Bank to the society for giving pension benefit to the people those who have no financial security at their old ages. Customer deposits monthly installments during a period of time of few years.</li> <li>– Mudaraba Pension Deposit Scheme (MPDS) Account holders shall get profit as per Invest Income Sharing Ratio(IISR)/ Weightage.</li> <li>– The IISR/Weightage may be changed and shall be binding for the Account holder.</li> <li>– Profit provisioning monthly basis, calculating the products on EOD balance of the account.</li> <li>– Provisional profit rate will be applicable to accrue monthly profit based on 360days calendar.</li> <li>– Duration of contract (3,5,8,10,12 &amp; 15) years of which is parameterized.</li> <li>– Dormant and Inoperative period is not applicable.</li> <li>– Eligible for anniversary profit after the date of account opening.</li> <li>– Profit amount will be automatically credited to Mudaraba Pension Deposit Scheme (MPDS) account.</li> <li>– Anniversary profit will be paid based on provisional profit and paid profit will be adjusted after declaration of actual profit.</li> <li>– A customer has to deposit with fixed amount every month. The bank will accrue profit every month and capitalize the deposit accrued profit after a year.</li> <li>– No penalties are applied if the customer misses the monthly payment, however the end result in that case is not guaranteed.</li> </ul>
08	<b>Mudaraba Cash Waqf Deposit</b>	<ul style="list-style-type: none"> <li>– Some Islami Banks in Bangladesh have introduced a new deposit product in the name 'Mudaraba Cash Waqf Deposit Account' through which fund is pooled for the purpose of Waqf by the well-off and the rich people of the society. The income to be generated therefrom may be spent for different benevolent purposes. It can work as supplement of the financing of various social investment projects. Under this scheme one may undertake cash Waqf at a time or may start with a minimum deposit as per norms of the bank and the subsequent deposit shall be made by installments of a certain amount or in multiple of this amount. Higher IISR/Weightage is given to this account. Profit is utilized for social and human welfare as per instruction of the account holders.</li> </ul>

	<ul style="list-style-type: none"> <li>– Mudaraba Cash Waqf Deposit Account holders shall get profit as per Invest Income Sharing Ratio(IISR)/Weightage.</li> <li>– The IISR/ Weightage may be changed and shall be binding for the Account holder.</li> <li>– Profit Provisioning monthly basis, calculating the products on EOD balance of the account.</li> <li>– Provisional profit rate will be applicable to accrue monthly profit based on 360days calendar.</li> <li>– Dormant and Inoperative period is not applicable.</li> <li>– Eligible for monthly profit after the date of account opening.</li> <li>– Profit amount will be automatically credited to the account.</li> <li>– Profit will be paid based on provisional profit rate and paid profit will be adjusted after declaration of actual profit.</li> <li>– Perpetual Deposit Cannot be broken.</li> <li>– Excise duty will be deducted on withdrawal of profit or during year end one time per year depending on Maximum Balance as per slab defined by NBR/Govt.</li> </ul>
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### Liability Products – EBIZ

<b>01</b>	<b>Debit Card</b>	<ul style="list-style-type: none"> <li>– Types of Cards : Visa White and Silver</li> <li>– Instant Usage at ATM, POS and Branch POS</li> <li>– Highest Daily ATM Cash Withdrawal Facility</li> <li>– White : BDT 100,000 &amp;</li> <li>– Silver : BDT 200,000</li> <li>– Highest Daily Branch POS Cash Withdrawal Facility (BDT 300,000)</li> <li>– Highest Daily Purchase Limit</li> <li>– White : BDT 150,000 &amp;</li> <li>– Silver : BDT 250,000</li> <li>– Balance Inquiry</li> <li>– Mini Statement</li> <li>– Transaction Alert via SMS</li> <li>– 24-hour Call Centre</li> </ul>
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### Off Balance Sheet Products - Corporate

SL No.	Name of the Product	Features of the product
01	<b>Import Letter of Credit</b>	<ul style="list-style-type: none"> <li>– Import Letters of Credit are issued for import of different commodities, raw materials, capital machineries, spare parts, accessories etc.</li> <li>– Most common forms are :               <ul style="list-style-type: none"> <li>(a) Import LCs at sight</li> <li>(b) Deferred Import LCs</li> <li>(c) Back to Back LCs</li> </ul> </li> <li>– Not a direct financing.</li> <li>– A commitment for payment subject to presentation of some specified documents in terms of the Letter of Credit.</li> </ul>
02	<b>Export Letter of Credit</b>	<ul style="list-style-type: none"> <li>– AB Bank ensures prompt advising of Export Letters of Credit which are received from a wide network of International Banks, to the Beneficiaries.</li> </ul>
03	<b>Bank Guarantee</b>	<ul style="list-style-type: none"> <li>– BG is an indirect financing. By issuing Guarantee on behalf of its customer(s), Bank undertakes a contingent liability.</li> <li>– BG is issued for various purposes like as security of tender (Bid bond), as security of performance (PG), as security of advance payment (APG), or against a counter guarantee.</li> </ul>
04	<b>Shipping Guarantee</b>	<ul style="list-style-type: none"> <li>– Shipping Guarantee is issued as security for release of consignment which has reached the port, while the original Transport Document under the L/C has not been received.</li> <li>– The customer can take the delivery of goods from the carrier with the shipping guarantee, then exchange with the shipping guarantee upon receiving the original Transport Document.</li> <li>– This minimizes the warehousing costs due to the deferred delivery of goods at port and avoids losses as a result of the changes in market conditions and in the quality of goods.</li> <li>– It also enables customers to reduce the fund occupation and improve cash flow.</li> </ul>
05	<b>Standby Letter of Credit</b>	<ul style="list-style-type: none"> <li>– Standby Letter of Credit is a guarantee (undertaking) of payment issued by a bank on behalf of its client that is used as a "safety net", should the client fail to perform a contractual obligation with a third party.</li> <li>– It is issued as a sign of good faith in business transactions, and serves as a testimony to a buyer's creditworthiness and repayment abilities.</li> </ul>

### OBU Asset Products

SL No.	Name of the Products	Features of the Products/Services
01	<b>Bill Discounting under (UPAS L/C)</b>	<ul style="list-style-type: none"> <li>– UPAS means “Usance L/C Payment at Sight”.</li> <li>– A customer (resident or non-resident) can avail OBU fund through Bill Discounting Facility.</li> <li>– <b>Tenor:</b> 180 days for import of raw materials and 360 days for capital machinery.</li> <li>– <b>Pricing:</b> Indicative up to 6% or as advised by HO/BB from time to time.</li> <li>– <b>Coverage:</b> HO approval for own customer and Acceptance or guarantee from respective Bank or AD Branch of ABBL.</li> </ul>
02	<b>Bill Discounting Against Export</b>	<ul style="list-style-type: none"> <li>– This a kind of financing by “Discounting of Deferred Export Bill” of either own customer or other customer of ABBL Branches. Upon submission of original documents of the customer or certified documents by ABBL AD Branches OBU can finance at rate approved by Head Office.</li> <li>– <b>Eligibility:</b> Any customer (resident or non-resident) can avail OBU fund through Bill Discounting Facility.</li> <li>– <b>Tenor:</b> maximum 90 days.</li> <li>– <b>Pricing:</b> Indicative up to 6% or as advised by HO/BB from time to time.</li> <li>– <b>Coverage:</b> HO approval for own customer and Acceptance or guarantee from respective Bank or ABBL Branches.</li> </ul>
03	<b>Short Term (Time Loan)/ Long Term (Term Loan)</b>	<ul style="list-style-type: none"> <li>– Short Term means Time Loan up to one year and Long Term means Term Loan for more than one year. This is a kind of project finance and allowed for import of capital machinery or adjustment of import obligation.</li> <li>– <b>Eligibility:</b> Short Term &amp; Long Term financing from OBU can avail by - persons/ institutions not resident in Bangladesh, A-Type Industry of EPZ.</li> <li>– B-Type &amp; C-Type Industries operated in EPZ and industries outside EPZ can also avail facility from OBU subject to permission from Board of Investment (BOI). Industries outside EPZ may also avail such facility.</li> <li>– <b>Tenor:</b> one year for Time Loan and more than one year for Term Loan.</li> <li>– <b>Pricing:</b> Indicative up to 6% or as advised by HO/BB from time to time.</li> </ul>

		<ul style="list-style-type: none"> <li>– <b>Coverage:</b> HO approval for 100% foreign customer and BOI permission, Acceptance or guarantee from other respective Bank or ABBL Branches.</li> </ul>
<b>04</b>	<b>Buyer's Credit</b>	<ul style="list-style-type: none"> <li>– Buyer's Credit is allowed to the customer for settlement against import merchandise. It is under the purview of trade finance under the criterion of Time Loan.</li> <li>– <b>Eligibility:</b> Short Term financing from OBU can avail by persons/ institutions not resident in Bangladesh, A-Type Industry of EPZ.</li> <li>– B-Type &amp; C-Type Industries operated in EPZ and industries outside EPZ can also avail facility from OBU.</li> <li>– <b>Tenor:</b> one year.</li> <li>– <b>Repayment:</b> Quarterly repayment applicable for exceeding 6 months' tenor or loan amount USD 10.00 lac. Otherwise bullet repayment is applicable.</li> <li>– <b>Pricing:</b> Indicative up to 6% or as advised by HO/BB from time to time.</li> </ul>

### OBU Liability Products

<b>01</b>	<b>Current Account (USD)</b>	<ul style="list-style-type: none"> <li>– Typically an active account catering for frequent deposits and withdrawals/transfer.</li> <li>– No interest is allowed on Current Account.</li> <li>– Balance held with current account is payable/ transferrable through SWIFT on demand.</li> </ul>
<b>02</b>	<b>Term Deposit Account (USD)</b>	<ul style="list-style-type: none"> <li>– Term deposits/Fixed deposits can be accepted for a term of period not less than 01 month and not exceeding 12 months and can be rolled over upon maturity.</li> <li>– A receipt in the prescribed format is issued to the depositor against each such deposit is called Term Deposit.</li> <li>– Interest on Term Deposit shall be paid on maturity.</li> <li>– Term Deposit is opened for a fixed period. Unless mentioned otherwise the TD account shall be automatically renewed for another same period.</li> <li>– The Term Deposit may be encashed before maturity; in that case HO instruction may be followed regarding payment of interest.</li> </ul>

### OBU Services

<b>01</b>	<b>Add Confirmation</b>	<ul style="list-style-type: none"> <li>– OBU can add its confirmation to the Documentary Credits issued by other Banks or Branches. It may be a separate deal or while advising L/C.</li> </ul>
<b>02</b>	<b>L/C Advice</b>	<ul style="list-style-type: none"> <li>– OBU can advise the L/Cs opened by other Bank or Branches of ABBL with confirmation or without confirmation.</li> <li>– Charges are applicable.</li> </ul>

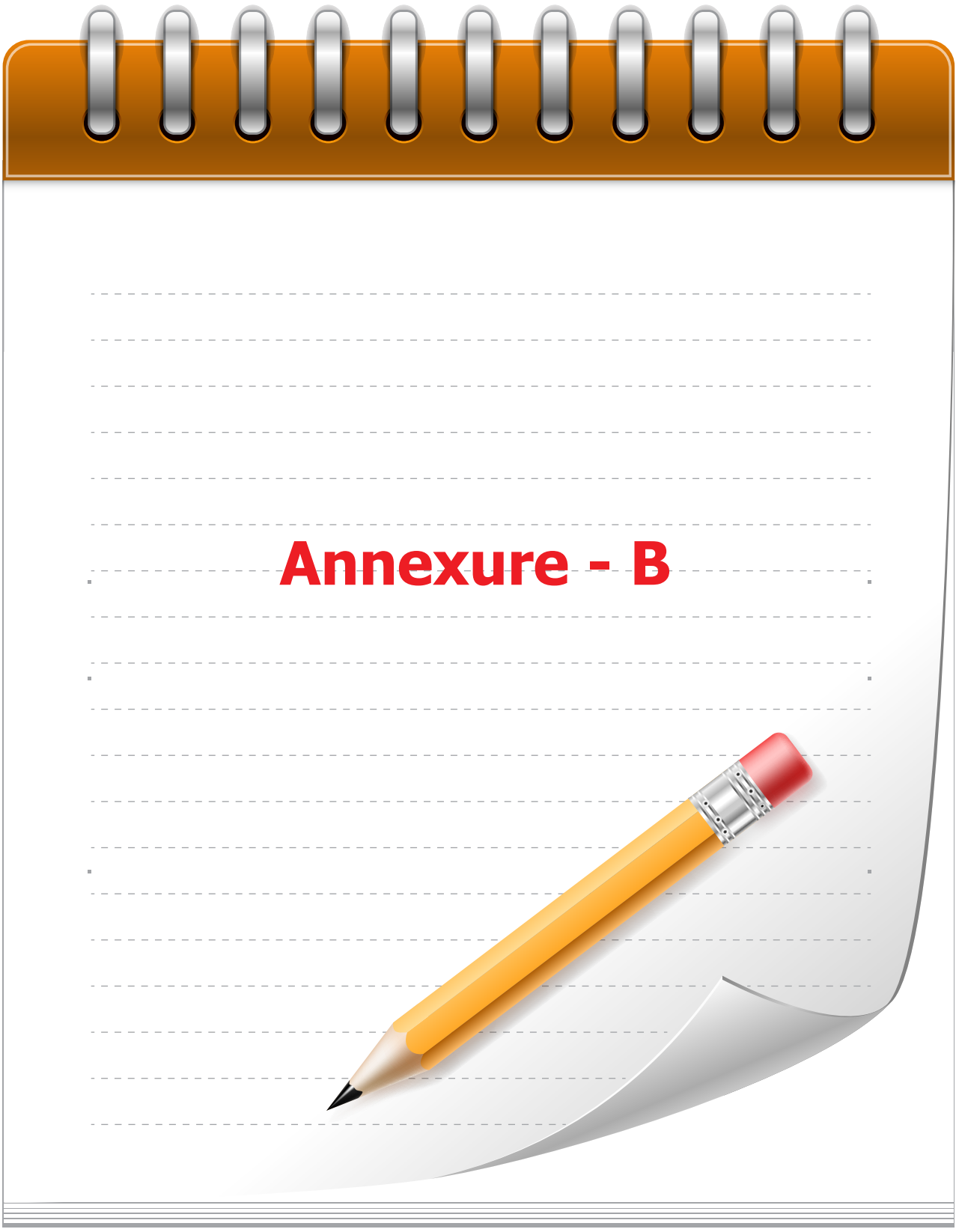
### Bank Services

SL No.	Name of the Product/Service	Features of the Services
01	<b>Sanchayapatra</b>	<ul style="list-style-type: none"> <li>– Sale and issuance of Sanchayapatra certificate.</li> <li>– Encashment of Certificate subject to placement of the originals.</li> <li>– Payment of Interest Coupon.</li> </ul>
02	<b>Prize Bond</b>	<ul style="list-style-type: none"> <li>– In order to encourage savings, the Govt. of Bangladesh is offering prize bonds with face value of Tk.100 each.</li> <li>– Every quarter there has been a Draw ceremony under the guidelines of Bangladesh Bank and published the result at the central bank website, newspaper as well.</li> </ul>
03	<b>Wage-Earner Development Bond</b>	<p><b>A)</b> Before 6 (six) months from the date of issue- No interest.</p> <p><b>B)</b> On completion of 6 (six) months but before 12 months - 8.70% interest for six months.</p> <p><b>C)</b> On completion of 12(twelve) months but before 18 months - 9.45% for 12 months.</p> <p><b>D)</b> On completion of 18 months but before 24 months - 10.20% for 18 months.</p> <p><b>E)</b> On completion of 24 months but before 60 months - 11.20% for 54 months.</p> <p><b>F)</b> On completion of 60 months and thereafter - 12.00% for 60 months.</p> <p><b>G)</b> Interest Rate is revisable &amp; instructed by Bangladesh Bank.</p>
04	<b>U.S. Dollar Premium Bond</b>	<p><b>A)</b> Within one year from the date of issue - No interest.</p> <p><b>B)</b> After completion of one year but within two years - interest rate 6.5%</p> <p><b>C)</b> After completion of two years but within three years - interest rate 7%</p> <p><b>D)</b> After completion of 3 years - interest rate 7.5%</p> <p><b>E)</b> Interest Rate is revisable &amp; instructed by Bangladesh Bank.</p>
05	<b>U.S. Dollar Investment Bond</b>	<p><b>A)</b> Within one year from the date of issue - No interest.</p> <p><b>B)</b> After completion of one year but within two years - interest rate 5.5%</p> <p><b>C)</b> After completion of two years but within three years - interest rate 6.00%</p> <p><b>D)</b> After completion of 3 years - interest rate 6.50%</p> <p><b>E)</b> Interest Rate is revisable &amp; instructed by Bangladesh Bank.</p>



<b>06</b>	<b>Locker Services</b>	<ul style="list-style-type: none"> <li>– A Safe Deposit Locker with AB Bank is the solution regarding safe storage place for the clients' valuables located at selected branches all over the country.</li> <li>– AB Bank offers 03 (Three) types of locker services for its' customers which are as follows: <ul style="list-style-type: none"> <li>– Small Locker</li> <li>– Medium Locker</li> <li>– Large Locker</li> </ul> </li> <li>– Lockers are rented out for a minimum period of one year. Rent is payable in advance.</li> <li>– The rent may be conveniently paid from the client's deposit account with ABBL.</li> </ul>
<b>07</b>	<b>Passport Endorsement</b>	<ul style="list-style-type: none"> <li>– Passport is Endorsed in US Dollar or Equivalent Currency.</li> </ul>
<b>08</b>	<b>Private FC Account</b>	<ul style="list-style-type: none"> <li>– FC account is in the nature of savings. However, the account may be maintained in the form of term deposits.</li> <li>– FC account holder will get interest if the deposit is maintained in the form of term deposits for the period of one/three /six/twelve months at prevailing deposit rate.</li> </ul>
<b>09</b>	<b>RFCD Account</b>	<ul style="list-style-type: none"> <li>– Resident persons may open this account at any time after their return to Bangladesh.</li> <li>– Foreign currency deposited in this account is freely convertible into Taka. Deposited foreign currency may easily be sent abroad through banking channel.</li> </ul>
<b>10</b>	<b>NFCD Account</b>	<ul style="list-style-type: none"> <li>– NFCD account is in the nature of term deposit maturing after one month, three months, six months and one year. This account may be opened in US Dollar, Pound Sterling, Euro or Japanese Yen with a minimum deposit of USD 1,000/= or Pound Sterling 500/= or equivalent.</li> <li>– This account is interest bearing. The interest is exempted from tax.</li> </ul>
<b>11</b>	<b>NITA Account</b>	<ul style="list-style-type: none"> <li>– Investment may be made in shares/securities listed in stock exchanges through opening of Non-Resident Investor's Taka Account.</li> <li>– Earned dividend is exempted from tax.</li> <li>– Deposited foreign currency may easily be sent abroad through banking channel.</li> <li>– NITA A/c can be operated by the nominee even bank itself can act as the nominee on behalf of the Account holder.</li> </ul>

<b>12</b>	<b>SMS Banking</b>	<ul style="list-style-type: none"> <li>– Balance Inquiry</li> <li>– Mini Statement</li> <li>– Account Information</li> <li>– Fund Transfer Between Accounts</li> <li>– Transaction Alerts</li> <li>– PIN Change</li> <li>– Mobile Top-up</li> <li>– Mobile Bill Payment</li> </ul>
<b>13</b>	<b>Internet Banking</b>	<ul style="list-style-type: none"> <li>– Account Inquiry</li> <li>– Mini Statement</li> <li>– Account Information</li> <li>– Fund Transfer between Accounts</li> <li>– Mobile Top-up</li> <li>– Mobile Bill Payment</li> </ul>
<b>14</b>	<b>Branch POS</b>	<ul style="list-style-type: none"> <li>– Cash Withdrawal from AB Bank VISA Debit Cards.</li> <li>– Balance Inquiry of AB Bank VISA Debit Cards.</li> </ul>
<b>15</b>	<b>ATM</b>	<ul style="list-style-type: none"> <li>– Cash Withdrawal</li> <li>– Balance Inquiry</li> <li>– Mini Statement</li> </ul>



**Annexure - B**

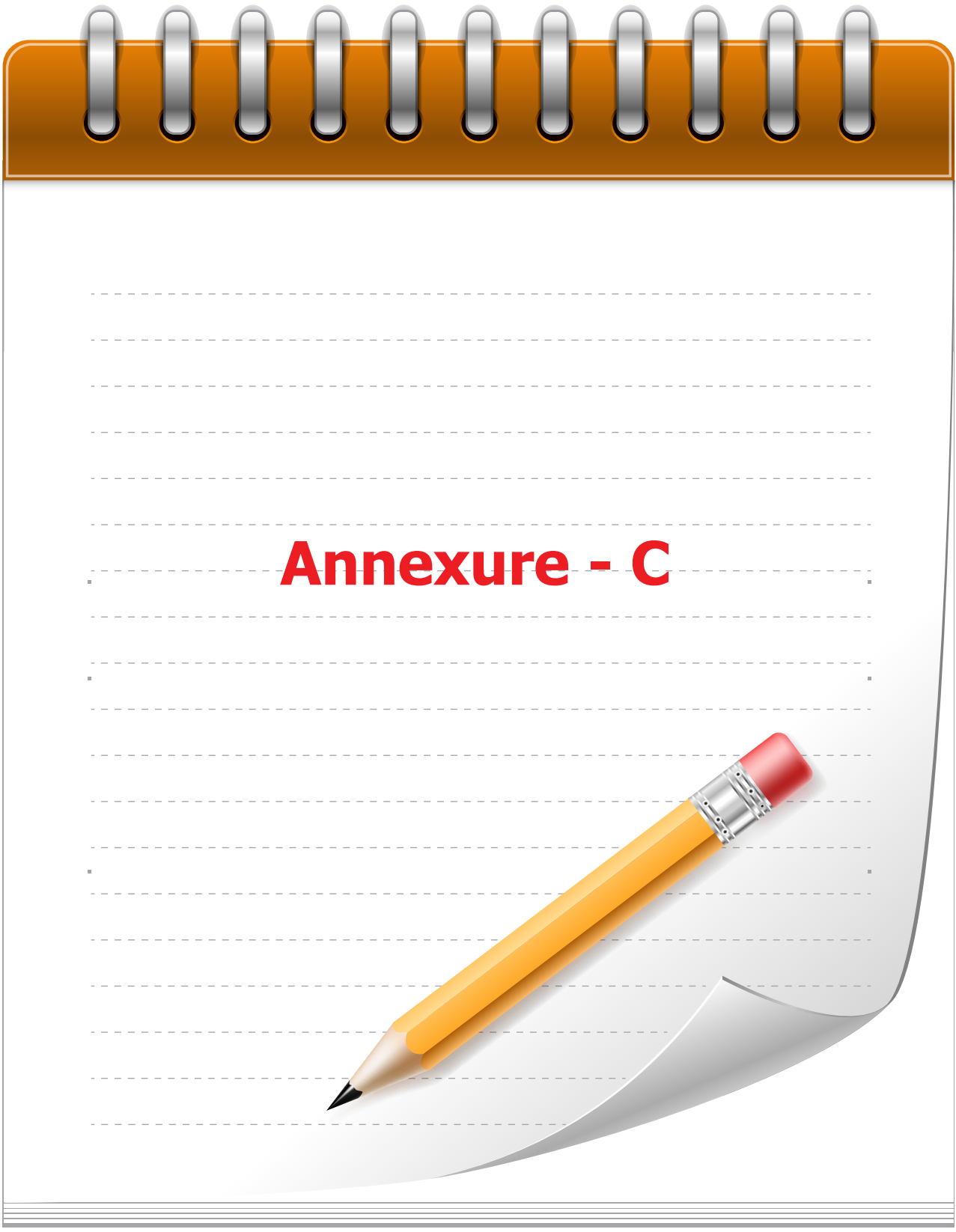


## Common Terms and Conditions (Deposit Products)

- Usual account documentation formalities like NID/Passport/Birth certificate with photo, KYC are required to open liability accounts such as generic Savings A/C, Current Account, Special Notice Deposit Account, Scheme Accounts (MSDS,MSA,MIDS,DDS) etc.
- Passport size color photograph of the applicant/customer, nominee as well.
- An individual can maintain multiple Scheme accounts for different amount of deposits at any branch. Substantial deposit should be complemented with a declaration of the source as per requirements set by Bangladesh Bank.
- In case of death of an account holder, the account will be marked as “Deceased account” and the amount deposited prior to the death with accumulated interest as per rules shall be paid to the nominee. If there is no nominee; the legal successor/heir of the depositor shall receive the value upon submission of certificate and legal papers.
- Any benefit from the account may come under purview of NBR or any other levy as decided by Govt. of Bangladesh from time to time.
- AB Bank reserves the right to change/alter/rectify the Terms & Conditions and rate of interest at any time. The depositor shall undertake to agree with such change.
- These Terms & Conditions are governed by and constituted in accordance with the laws of Bangladesh, therefore the customers and AB Bank Ltd. both hereby irrevocably submit to the nonexclusive jurisdiction of the courts of Bangladesh.
- The account holder undertakes to hold the bank free from any and all responsibility for, and to indemnify it against any loss or damage to funds, securities or property deposited with the bank due to an order of Govt. or any authority, law, levy, tax, embargo, moratorium, exchange restriction or any other cause whatsoever beyond its control.
- In addition to the above, customers must agree specific Terms and Conditions on specific product basis.

## Common Terms and Conditions (Loan Products)

- Customer must approach in writing through ABBL prescribed Form to obtain any sort of loan product(s).
- The customer and/or the guarantor should sign in accordance with the specimen signature recorded with the bank.
- At the time of accepting the sanction advice; the customer must be made aware of various parameters like interest rate of the sanctioned loan, tenor, repayment mode etc.
- All documents must be duly filled in before execution. Documents cannot be kept blank.
- If the documents are required to be registered or notarized, the action will be taken in consultation with the legal advisors/panel lawyers of AB Bank Ltd.
- Customer(s) must undertake in the effect that all the legal documents are in order.
- Standard and Up-to-date Credit Information Bureau (CIB) report is mandatory.
- The borrower/customer(s) must ensure that he/she has absolute title of the goods and the same are not encumbered.
- Liability position (if any) with other Banks/Financial Institutions must be disclosed.
- An undertaking is to be obtained from the borrower(s) that he/she/they will not charge the same goods to another Bank/Financial institution or person without prior permission of the lending bank.
- Undertaking of the borrower should be attained to pay monthly/quarterly installment as fixed by AB Bank Ltd.
- Personal Guarantee of the borrower's spouse/close relative/AB Bank's existing customer is acceptable.
- Post-dated Cheque is required matching the installments for payments as per sanction advice along with 01(One) undated Cheque covering full credit facility(s).
- Disbursement of any loan facility must not be allowed before completion of documentation.
- In addition to the above, customer(s)/borrower(s) must agree to specific Terms and Conditions on specific loan product as per sanction advice.
- All credit criteria both internal and regulatory house to be met by the customers in order to be eligible for loan.



**Annexure - C**





## Schedule of Charges, Fees & Commissions

Schedule of Charges, Fees & Commissions provides customers a clear picture of the amount of our charges, fees and commissions applicable for availing ABBL products or services. If customer(s) have any queries about the fees, charges or commissions in the guide, he/she can visit or contact any of our Branch offices for the details.

- Schedule of Charges, Fees & Commissions displays charges applicable for all range of products and services of AB Bank Limited.
- All relevant Charges, Fees & Commissions are already displayed in branch premises and Head Office.
- Customer(s) can have this guide from our official website [www.abbl.com](http://www.abbl.com) or at the nearest branch office.
- VAT is applicable @15% on all charges, fees & commissions effective from July 01, 2002 as per Government circular no. SRO# 117-Law/ 2002/342-VAT, dated June 6, 2002 and SRO#171-Law/2004/ 417-VAT dated June 10, 2004.
- VAT is not applicable on commissions, fees or charges against Export and Export related services (SRO # 188/law/2012/ 646/VAT dated June 07, 2012).
- Any Government Taxes, Duties or other charges will be recovered in addition to the foregoing and as per Government Regulations.
- Stamp charges are levied where applicable.
- Correspondents/Other Bank charges, if any, will be additionally recovered from customers.
- The Bank reserves the right to assess charges on transactions which are not covered by this schedule and to amend without prior notice the terms or conditions stated in this schedule.
- Any service, which is not mentioned, will be charged separately.
- If the Bank provides services to its clients at reduced rate, VAT is to be collected as per the standard fees, charges or commissions.
- There will be no waiver of VAT, Excise Duty and/or any Govt. Levy even if the applicable fee/charge is waived/refunded in consideration of Customer's relationship with the Bank.

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**AB Bank Limited**

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