

Customer Charter

Customer Charter is a set of general commitments for providing financial services. The key commitment is to provide customers clear information regarding financial institution's products and services, road map to obtain those services and customers'/banker's rights/obligations. Generally it is the financial institutions' primary obligation to take care of its customers and provide services which are fundamental to the contractual relationship between both of them. And the Customer Charter containing list of customers'/banker's rights/obligations can make the financial institution to deal with all services as efficiently as possible and ascertain the best outgrowth to their customers. Fareast Finance & Investment Limited (Fareast Finance)'s customer charter includes the following:

- I. Products and services of Fareast Finance;
- II. Road map to customers regarding services available in Fareast Finance;
- III. Customers'/ Fareast Finance's rights/obligations.

I. Products and services of Fareast Finance

A. Fund and fee based products

For faster growth and wealth maximization, customers can get assistance from the company through the following fund and fee based debt products and services:

- Corporate finance
- SME finance
- Consumer finance
- Agriculture finance
- Syndication finance
- Housing/real estate finance
- Equity finance
- Others

Through categorizing the products and services by the aforesaid broad generic names, Fareast Finance offers different products and services under the following broad heads:

Corporate finance

1. Lease finance
2. Term loan
3. Project finance
4. Working capital finance and
5. Short-term revolving finance

Syndication finance

1. Lease finance
2. Term loan
3. Working capital finance

SME finance

1. Lease finance
2. Term loan
3. Working capital
4. Woman entrepreneur loan
5. SME tailored loan
6. JICA-SME loan
7. Work order financing

Housing finance

1. Real estate (individual consumer)
2. Project/Commercial housing loan

Consumer finance

1. Auto/car loan
2. Lease financing for vehicle
3. Personal loan
4. Loan against TDR

Equity finance

1. Investment in preference share
2. Common stock

Agriculture finance

1. Lease finance
2. Term loan
3. Working capital finance
4. Agriculture trade finance
5. SME agriculture loan

Others

1. Factoring
2. Loans against deposit (other than consumer finance)
3. Work order finance (other than SME finance)
4. Institutional loan
5. Bridge finance
6. Import guarantee
7. Performance guarantee
8. Letter of comfort
9. Green financing to Corporate and SME clients
10. Advisory services
11. Arranger

In all cases management shall follow the key features of the above products as mentioned by Bangladesh Bank in their “Product and Services Guidelines”.

B. Deposit schemes

Fareast Finance's deposit scheme will be the right selection aimed at meeting exact requirement with full satisfaction. Variety of company's depository services are as follows.

- FFIL Sanirbhorota - You are in safe hands
- FFIL Pension Plan - Live freely
- FFIL Shomriddhi - Bringing your prosperity
- FFIL Subidha- Smile twice in a year
- Double Money Benefit Scheme – Double your dream
- Triple Money Benefit Scheme - When money does matter
- FFIL Lakhpati Scheme - Be a millionaire
- FFIL Cotipati Scheme - Fortune favors the depositors
- FFIL Education plan - Secure your child's future
- FFIL Safollo - Plan for sure success
- FFIL Supreme - Go with dream

II. Road map to customers regarding services available in Fareast Finance

Road map to customers regarding services available in Fareast Finance is as follows:

Ms. Mirza Zakia Ferdousi, Front Desk Officer of Fareast Finance.

III. Customers'/ Fareast Finance's rights/obligations

III.A. Customers' rights /FFIL's obligations

While making transaction customers shall have the following rights, which shall be treated as FFIL's obligations:

a) Disclosure of current interest rates

Prior to signing the contract with the consumers for both interest-bearing deposits and loans, FFIL shall:

- 1) inform the customers of the term of the fixed deposit or loan;
- 2) inform the customers of the charges, if any, and consequences of premature termination of a fixed deposit or loan;
- 3) inform the customers whether the interest rate is fixed or variable;
- 4) inform the basis and frequency on which interest payments or deductions are to be made;
- 5) explain the method used to calculate interest of each product;
- 6) disclose prominently the total amount of income that the customers shall receive on the fixed deposits; and
- 7) disclose the total cost of credit with break up, if any.

b) Disclosure of latest schedule of charges, fee, commission etc.

For all charges and fees to be levied at the time of service rendered or on request, FFIL shall:

- 1) provide the customers with a schedule of charges, fees, commissions payable for the products or services that the customers have chosen;
- 2) display prominently their standard fees and charges at all branches;
- 3) inform the customers of any additional charges or expenses that the customers have to pay, such as searching fees to retrieve available past records etc.

c) Notice of changes to terms and conditions

The terms and conditions provided by FFIL shall highlight to a consumer the fees, charges, penalties, relevant interest rates and any other consumer liabilities or obligations in the use of the financial products or services. FFIL shall ensure that a consumer is notified:

- 1) at least thirty days in advance before implementing any changes to the terms and conditions, fees or charges, discontinuation of services or relocation of premises of the financial services provider;
- 2) immediately of any changes in interest rates regarding the product or service.

d) Value added services

FFIL must take written consent from their customers for any value added services, such as, internet financial transaction, SMS service/transaction etc. and inform the customers of the terms and conditions along with the charges, levied for that.

e) Guarantor

Prior to a person acting as a guarantor, FFIL shall in writing:

- 1) advise the person of the quantum and nature of his or her potential liabilities; and
- 2) advise the person to seek independent legal advice before acting as a personal guarantor.

f) Disclosure of other facts

In the following cases FFIL shall disclose the following as practicable:

- 1) Financial statement, financial performance indicators etc.;
- 2) Transaction hours and holiday notices;
- 3) Operating cycle or road map of services (indicators showing desk number, floor number, room number etc.).

III.B. Customers' obligations/FFIL's rights

While making transaction customers shall have to carry out the following obligations, which shall be treated as FFIL's rights:

- 1) Customers shall follow the FFIL's norms, practices, functional rules etc.;
- 2) Customers shall abide by the terms and conditions prescribed for each financial products and services;
- 3) Customers shall maintain disciplinary arrangement at the customer service points;
- 4) Customers shall convey their grievance to FFIL in proper way or in prescribed form;
- 5) Customers shall convey any changes in their address, contact numbers, KYC and to FFIL at the earliest;
- 6) Customer shall not try to show unreasonable persistence, demand, argument and behavior;
- 7) Customers generally shall ask any query at prescribed desk such as Customers' Service Desk, Help Desk, Information Desk or Enquiry Desk at first instance;
- 8) Customer should avoid misunderstanding as far as possible.