

# MILLION DREAMS TOGETHER FOR BRIGHTER TOMORROW



## Prime Bank taught me how to bank

**Tahmina Akter Mou**, Founder, Ilma Dairy Farm

I have been a customer of Prime Bank since May 1, 2023, when I opened an account for my venture, Ilma Dairy Farm. From the very beginning, my experience with Prime Bank has been truly remarkable. Joining hands with the bank has been an opportunity to learn, grow, and understand the

world of banking more deeply. What I appreciate the most is the commitment of Prime Bank's officials. They keep their word and consistently deliver on their promises. Their dedication to ensuring the best possible service for customers, with speed and professionalism, truly stands out. We have complete trust and confidence in Prime Bank—something that has allowed us to work closely and confidently with them.

I had no prior knowledge of banking, and it was through Prime Bank that I learned how banking works. I hope to receive continued support in the days to come as I pursue my aspirations. To fellow customers, I encourage you to share your feedback with the bank, treat the staff with respect, and spread the word about the services you enjoy—so that others can also benefit from Prime Bank's dedicated support.



## Seeing women in leadership roles at Prime Bank is truly encouraging

**Halida Hanum Akhter**, Chairperson and Founder, Health Promotion Links

I was serving as the Director of an autonomous reproductive health research and training institute, one of our statisticians later joined Prime Bank. In 2002, after leaving that organisation to pursue my own entrepreneurial journey, I was in search of a reliable bank to place some institutional grants as fixed deposits. I reached out to my former colleague, and in 2003, opened my

first Fixed Deposit account with Prime Bank. That marked the beginning of my journey with the bank. Since then, my experience with Prime Bank has been nothing short of excellent. Whenever I needed assistance, they responded promptly—either by sending someone from the bank or by ensuring swift and efficient service during my visits. I truly appreciate the professionalism, warmth, and efficiency of the bank's staff. As a woman working in women's health, it's inspiring to see women

leading in senior positions at Prime Bank. I strongly believe more women should join this bank, and I wholeheartedly support the cause of women's empowerment. On the 30th anniversary of Prime Bank's remarkable journey, I feel honored to be part of it as a customer. I encourage fellow customers to support this journey with pride and contribute to the nation's economic progress through banking with Prime Bank. I wish the bank continued success and a glorious future ahead.



## Prompt Service and Peace of Mind That's Why I Choose Prime Bank

**Dr. Ainun Nishat**, Professor Emeritus, BRAC University

I am a regular customer of Prime Bank. I take the bank's services to deposit money and withdraw when needed. Whenever I have some savings, I try to keep them as fixed deposits at Prime Bank. I also avail services including bill payments and issuing pay orders. As a customer, a few things are very important to me—a sense of security and peace of mind. Many banks in Dhaka hesitate or even fail to provide cash for slightly large cheques. But I've never faced such

issues with Prime Bank. Whenever I needed money, they provided it without hesitation. In fact, they even asked which denominations I would prefer. This feeling of comfort and security comes from the bank's management and policy level decisions. Their professionalism and behavior assure me that keeping my money in Prime Bank is safe. Moreover, while other banks often keep customers waiting for hours after depositing a cheque, I have never faced that at Prime Bank. Even during busy hours, they somehow ensure the cheque is processed quickly. The same goes

for depositing money or collecting documents—they act promptly. As most of the transactions are done through debit and credit cards, it is essential that banks have enough service points. Prime Bank has sufficient service points to meet customers' needs. Customers remember how they are treated. No matter how busy the branch is or how much workload there is, the senior and junior officers at Prime Bank have always spoken with a smile. Even at the last minute, I have received proper service. I am fully satisfied with the way they serve their customers.



## I am satisfied with Prime Bank's service as a customer

**Manzuma Murshed**, Managing Partner, Mentors' Chittagong

I am truly happy that Prime Bank is celebrating 30 years of its journey. My experience with this bank has been truly excellent. Their customer service, in particular, is exceptional. The entire team at the Chattogram branch does an outstanding job for us. Whenever I have required assistance or

support, I have received it from them within a short time. We are working to develop entrepreneurs across various sectors. We always encourage them to save money. I needed some ideas about different schemes, especially DPS (Deposit Pension Scheme), for them. At that time, I contacted Prime Bank's Chattogram branch, and they promptly provided me with the necessary information.



## Prime Bank's hospitality and personalised service is unmatched

**Shanaz Khaleque**, Ex Senior Teacher- Maple leaf International School

Back in 2011, there were very few banks that felt relevant, so I opted to open an account with Prime Bank. However, I did not use my account for a long time. In the past two years, the whole scenario of the bank has changed, and I have come to love it and started banking with Prime Bank regularly. Overall, I have had a very delightful experience with the bank. Due to my good experience, I encour-

aged my whole family to bank with the same institution, and now my daughters and son-in-law are all clients of the bank. What I love most about the bank is their hospitality. I do my banking at the Dhanmondi branch; it feels at home whenever I go there, as they know me and treat me on a personal level. They remember my birthday, my anniversary, and on every occasion, I receive personal greetings from the staff of the bank. I also love the Prime Bank app. Personally, I am not very tech-savvy, but even for me the app is quite helpful and easy to use. I would definitely say I feel secure with the money I have in Prime Bank, because the bank staff have always been transparent about the rates and other details. They never over-commit just to keep the numbers looking good, like some other banks.

I would definitely recommend Prime Bank to anyone I know, with my full gratitude and confidence. They are vigilant, helpful, and definitely trustworthy with anyone's hard-earned money.



## Prime Bank has always stood by my business needs

**Md. Rezaul Haque Rezu**, Proprietor, Haque Bread & Food Products

I used to take services from another bank, but a few Relationship Managers from Prime Bank—whom I knew personally—encouraged me to start banking with Prime. That's how my journey with Prime Bank began. Since then, they have consistently stood beside me like a trusted partner.

Whether it is handling transactions or accessing services, I have always been highly satisfied with Prime Bank. In times of urgent need, their timely support has truly been unforgettable. What I appreciate most is their strong commitment to customers. The prompt service I receive whenever I have a need is commendable. Recently, when I needed funds to expand my business but could not manage it elsewhere, I reached out

to Prime Bank. They immediately arranged the required amount, which played a crucial role in my business growth. That's why Prime Bank is a name I deeply trust and rely on—a place where I know I can always find the banking support I need, whenever I need it.



## Still banking with Prime Bank after all these years

**S M Sayeduzzaman**, Former Banker

As far as I can remember, it was around 1997–98. At the time, I was serving as a Senior Principal Officer at Bangladesh Krishi Bank. One day, an officer from the Islamic banking branch of Prime Bank requested me to open a savings account. At his request, I opened a Mudaraba savings account. That was my very first account with a private bank. If that gentleman had not personally come to my

office and made the request, I probably would not have opened an account with a private bank at all. At that time, government banks were considered the banks for ordinary people, and private banks were seen as banks for the wealthy. Later, although I opened accounts with several other private banks as needed, I eventually had to close them. But the account with Prime Bank is still active. Like a first love, since it was my first private bank account, I never felt like closing it. I have always found the officers and staff at Prime Bank's Dilkusha

Islamic Branch to be helpful, and I have never been dissatisfied with their behavior. In fact, whenever I faced any issue at other branches, the Dilkusha Islamic Branch promptly resolved it for me. On the occasion of Prime Bank's 30th anniversary, I wish the bank continued success and extend my heartfelt congratulations and thanks—on behalf of all customers—to all the officers and staff of the bank, including those at the Dilkusha Islamic Banking Branch.



## I am highly satisfied with Prime Bank's efficient customer service

**Zeeshan Hasib**, Financial consultant and Ex Banker

Prime bank is one of the leading private commercial bank in Bangladesh. I

have been banking with Prime Bank for a while now and I am highly satisfied with their efficient customer service, user friendly mobile app and its credit/debit card propositions

that offers great rewards. On its anniversary I wish Prime Bank, its staff, customers and shareholders the very best.



## I appreciate the commitment shown by the bank towards its customers

**Meherun N. Islam**, Group President & Managing Director, CEMS-Global, USA & Asia-Pacific

I decided to begin my journey with Prime Bank after watching an interview with Mr. Azam J Chowdhury. His words reflected a strong professional commitment. The employees are the true assets of Prime Bank. I am very satisfied with the communication and interactions I have had with the bank staff. What I appreciate the most is the commitment shown by the bank and its officials toward their customers—and the way they follow through on that commitment.

means the bank's service is functioning properly. In essence, most banks offer similar services. Therefore, achieving customer satisfaction through service is a bank's greatest accomplishment. It's important to remember that the money deposited in the bank belongs to customers. You conduct business with that money. We hope you will keep our money safe and ensure our services are delivered with respect. Additionally, all customers should be treated with due dignity. Please keep in mind—this is money entrusted to you by the people. You are doing business with other people's money. Keep

us secure and give us the proper service as a sign of respect. Big and small, all kinds of customers should get proper respect. We also have to understand that the bank is doing business with our money and maintaining all of their needs with the profit. We should not do anything irregular that would cause issues for both the bank and us. It can be anything. Our activities will ultimately hurt our country's economy. We should not use banks or bankers for our own benefit wrongly. In the same way, bankers should not prefer any single customer unfairly and hurt other customers—and, at the end of the day, their own institution.



## From gen Z to 80+, Prime's service is relevant for all age groups

**Tonima Sultana**, Fashion Designer at Red Bedroom Fashion House

My journey with Prime Bank started in 2019 during the Covid pandemic. I learned about the bank from one of my close friends who recommended me with conviction when I asked her about which bank to go to. So far, I have had a very good experience with the bank.

I have recently introduced my spouse and son to the Dhanmondi branch as clients. What I like most about the bank is that the bank seems very relevant to all age groups. My mother, who is 80 plus, is very happy with her banking experience. My son, who is Gen Z, only banks with Prime Bank. My spouse and I are millennials and we are also happy with our experience. So I really love this about the branch that I go to—they understand and deliver as per the customer's needs and

preferences. I can certainly assert that I had a very secure banking experience with Prime. I do not think twice before investing with Prime Bank, as I know that the staff at my branch will definitely suggest me whichever product is best suited for me. I am a proud client of Prime Bank and I will definitely tell everyone to go to Prime Bank and enjoy seamless banking.