



Bank Asia Agent Banking

Shahapur Bazar School Market 2nd Floor,

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06-November-2024

To Whom It May Concern:

This letter serves as an official employment reference for Mr. **Rasal Hossain**, who has been employed with **Bank Asia Agent Banking**, Shahapur Bazar Agent Outlet.

Employment Details:

- **Name:** Rasal Hossain
- **Job Title:** Customer Service Officer (CSO)
- **User ID:** Rasal22
- **National ID Card:** 6905144595

Employment Period:

- **Start Date:** 21 January 2021
- **End Date:** 31 August 2023 (for previous employment period)
- **Current Status:** **Employed** since 01 February 2024 and still active in the role as of 06 November 2024.

Mr. Rasal Hossain joined our team as a Customer Service Officer (CSO) and has consistently demonstrated excellent communication skills, a strong work ethic, and the ability to resolve customer inquiries with efficiency and professionalism. During his tenure, Mr. Rasal Hossain was responsible for managing daily customer interactions, assisting with banking services, providing product information, and ensuring customer satisfaction at all times. His contribution to the team has been highly valuable.

Mr. Rasal Hossain's job responsibilities included, but were not limited to:

- Providing exceptional customer support through phone, email, and in-person interactions.
- Managing customer accounts and assisting with transactions, including account creation, cash deposits, and cash withdrawals.
- Handling customer inquiries and resolving issues in a timely and professional manner.
- Assisting with the promotion of banking products and services.
- Collaborating with other teams to ensure smooth operational processes.
- Facilitating and processing RTGS (Real-Time Gross Settlement) and EFT (Electronic Funds Transfer) transactions.
- Creating and managing Deposit Pension Scheme (DPS) accounts and Fixed Deposit Receipts (FDR).
- Ensuring accuracy and compliance in all transactions and account services.

Mr. Rasal Hossain's dedication, reliability, and excellent service made him an asset to our team. We are confident that he will continue to excel in his professional endeavors.

This reference is provided based on the information available in our records, and is intended solely for the recipient's private use. Please note that **Bank Asia Agent Banking** does not accept any responsibility or liability for the interpretation or use of this reference.

Should you require further information or clarification regarding Mr. Rasal Hossain's employment, please feel free to contact us using the details provided above.

Yours sincerely,

Borhan Uddin Raju
Agent
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Shahapur Bazar Agent Outlet
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Date: 06/11/2024


Signature:

Md. Kamruzzaman
Assistant Relationship Officer
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Contact: +8801853-662705
Date: 06-11-2024


Signature: