

Reason of Dissatisfaction

1. As a team not good
 2. Not well dress up
 1. ATM booth technical Problem
 2. Shortage of money in ATM on holidays
 1. Bank has limited space, the service is very slow, there are insufficient staff at the counter
 2. Employees are not helpful, and there is neither a system nor willingness to manage the crowd
 1. Cash rush
 2. Network problem in ATM
- 1. Cash service delay for lot of paper formalities**
- 2. Reduce complexity**
1. Commitment fail
 2. Investment is renewing again and again but limit is not increasing, valuation is counted less than original
- 1. Corresponding side development**
- 2. Time Management long queue**
1. Crowd in cash counter
 2. Delay for extra que in cash counter
1. Current Accounts cannot be added in the cellfin Apps. When transferring money from Islami bank to Islami
1. Delay in Remittance service
 2. ATM Service Problem
1. Docs not have professionalism
 2. Managers chamber is being used for valued client
1. For RTGS cheque is required
 2. Cash shortage is in cash counter for the time being
1. I have a student account. When I started working after having a student account, I was asked to close
 1. Investment facilities aren't smooth
 2. Any service takes a long time
1. Investment Rate of Return
 2. New investment not entertained
1. Late service
 2. Special customer gets fast service
3. Provide small note too much do not provide note of tk. 500, 1000
1. Late Service
 2. Sometimes we get SMS sometimes SMS failed
 3. We get Others Account Information
1. LC Department upgraded
 2. Security less
1. Long queue
 2. Uninformed/less qualified Employees (partially)
1. Most of the customer don't know but to help
 2. Rude in Behavior in customer for any
1. No sitting arrangement for commercial officer
 2. Bank Officials transfer

1. Not well space in waiting sofa
2. More desk processing need more time to complete
1. Online slow
2. Less staffs, a lot of queue
 1. Pay slip problem/positive pay instruction
 2. Long formalities for passing files/proposal
1. Previously service was bad but now improving
2. Customer dignity & respect are expected
 1. Previously some staff would become irritated when asked for information
 2. Services used to be delayed previously compared to the current situation. Now all staff are very co-op
1. Profit rate is very high
2. Less Messenger
 1. Queue is very long
 2. Tellers are not very expert
1. Sometimes it take more time
2. No specific waiting area
 1. The ATM service is not satisfactory, with frequent issues caused by the CRM Machine and recurring ne
 2. The SMS service is also poor, as messages often fail to arrive
1. The limit system is very problematic
 2. Mortgage required limit should be increased for deem exporter
1. The staff have limited knowledge, requiring assistance from others
2. The ATM service is poor, and network errors occur frequently, forcing customers to use ATMs of othe
1. Too complicated process
2. Lacking in online service
 1. Waiting space required (sofa, chair)
 2. Long line for getting the service

9

ADC (ATM) Service is very poor

Applied for ATM Card 3 months ago but did not get yet due to delay in supply of card from Head office

All work should be one desk

ATM Service is not up to the mark

Cash counter rush

ATM, CRM Should be inside the branch

Branch has few seats for waiting, it's uncomfortable for elderly people. Some service charges were dedu

Cash deposit system is a bit clumsy

Cleanliness

Congestion in branch premise, Delay customer service

Customer care service (central) very bad

Shariah

Customer Congestion

Delayed service in account opening

Each and every time positive pay instruction needed which is very difficult to maintain

I am getting benefit for representing company, others are not getting such benefit

Officers have no interest to satisfy customers as the officials previously serve
Inter Bank fund transfer should be free

Investment rebate not given though adjusted earlier House building related. House rent, corona, no wait
Lack of expert/Fex knowledgeable officer, Cellfin transaction limit is very low, it should be increased
Lackings in customer service

Long queue, Slow service, spot cash regular client, Now service is bad previously it was good

N/A (No dissatisfaction reported)

Need to be improves the General Banking activities

Need to be more tidy and smart premises

New employees are not qualified

Branch premises is not up to the mark as per my experience and expectation from a private bank

No Proper place to seat and the queues are very long

Branch space is quite limited

NPSB Problem

iTransfer should include bKash/Nagad

Officer failed to provide the cellfin related service even after approached him 5 or 6 times

Ok (No issue)

One stop service is good for remittance

Open account form cellfin but face low ATM withdrawal limits and often cannot withdraw cash. Customers

Other bank mobile apps are easier to use and work more smoothly compared to IBBPLC apps like cellfin,

There are not enough ATM and they are not available in many area. ATMs are often out of service or not

Partly employees need more professional knowledge

Positive pay instruction is a big problem

Profit rate is high

Disbursement problem for above 5 lac tk

Server Problem

Service is getting slow in Sunday and Thursday while the customers traffic in high

Service Slow

Some new officials are a bit slow in service

Sometimes customer service becomes very slow, which causes inconvenience for clients

Student to abroad facilities may be increased

Take long time while deposit

Take time in cash counter

The investment products are not smooth

The premise is hot

Unnecessary delay lien documents

Service that is not available should be mentioned for example credit commitment. This document should

This service should be enabled and smooth any way

Waiting time is comparatively more in cash counter
Well communication. Well Maintain

Branch
Hemayetpur
Hemayetpur
Dohar
Dohar
Badda
Badda
Uttara
Uttara
Mohakhali
Mohakhali
Narayangonj
Narayangonj
Farmgate
Farmgate
New Market
New Market
Basabo
Kanchpur
Kanchpur
Hemayetpur
Hemayetpur
Mohakhali
Mohakhali
Basabo
New Market
New Market
Konabari
Konabari
Narayangonj
Narayangonj
Narayangonj
Narayangonj
Narayangonj
Narayangonj
Dhanmondi
Dhanmondi
Tongi
Tongi
Hemayetpur
Hemayetpur
Uttara
Uttara

Ati Bazar
Ati Bazar
Dhanmondi
Dhanmondi
Mohakhali
Mohakhali
Hemayetpur
Hemayetpur
Basabo
Basabo
Uttara
Uttara
Uttara
Uttara
Badda
Badda
Basabo
Basabo
Mohakhali
Mohakhali
Badda
Badda
New Market
New Market
Kalampur SME branch
Kalampur SME branch
Board Bazar
Motijheel
Motijheel
Dhanmondi
Uttara
Uttara
Gazipur Sadar
Sonargaon SME Krishi
New Market
Sonargaon SME Krishi
Mohakhali
Jatrabari
Jatrabari
Motijheel
Motijheel
Motijheel
Narayangonj

Narayangonj

Uttara

Board Bazar

Motijheel

Motijheel

Board Bazar

Kalampur SME branch (7 responses)

Mirpur-10 (8 responses)

Nawabgonj (4 responses)

Kanchpur (2 responses)

Mirpur Women (7 responses)

Board Bazar

Motijheel

Board Bazar

Board Bazar

Sonargaon SME Krishi

Sonargaon SME Krishi

Dhanmondi

Dhanmondi

Sonargaon SME Krishi

Dhanmondi

Uttara

Gazipur Chowrasta

Sonargaon SME Krishi

Sonargaon SME Krishi

New Market

Dhanmondi

Badda

Badda

Dhanmondi

Dhanmondi

Kanchpur

Badda

Badda

Nawabgong

Board Bazar

Board Bazar

Konabari

Mohakhali

Shyamoli

Shyamoli

Shyamoli

Kalampur SME branch
Board Bazar