



# Prime Bank

**Confidential**

## **Business Requirements Document (BRD)**

Project Name: e-Signature Booklet of Prime Bank Ltd

Owner/Prepared by : Operations Division  
Prepared for : Prime Bank Ltd  
All Scheduled Banks operate in Bangladesh  
All Foreign Banks operate in Bangladesh and abroad  
All Non-Bank Financial institutions operate in Bangladesh  
All Exchange houses operate in Bangladesh and abroad  
Date Submitted : September 27, 2022  
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Security : High  
Classification  
Version : 1001.1  
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Last Updated : NIL  
Classification : Confidential

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**Document Information****Document History**

Date	Version	Description	Prepared by
20.02.2022	1001.1	Initial Draft	Operations Division
25.05.2022	1001.2	Working Draft	Md Rashed Shohid Shorawaddy

**1. Introduction****1.1. Document purpose**

The purpose of this document is to describe the business requirements of an application completely, accurately and unambiguously in a technology-independent manner. All attempts have been made in using mostly business terminology and business language while describing the requirements in this document. Very minimal and commonly understood Technical terminology is used.

**1.2. Intended audience**

The main intended audience for this document is the business owners/ users of the proposed system. This document is readable by business owners / users of the proposed system. They must be able to verify that their business requirements have been documented here completely, accurately and unambiguously.

Data Architects, Application Architects and Technical Architects would also find the information in this document useful when they need to design a solution that will address these business requirements.

Since the requirements are documented here in a technology-independent manner, the end-users of the system should be able to comprehend the requirements fairly easily from this document.

**1.3. Business goals/Objectives to be achieved**

The main objective of this project is to foster the practice of Green Banking Policies and paperless activities, according to Bangladesh Bank Guidelines.

**1.4. Benefits/Rationale**

The e-signature management system has been designed to provide real-time updates, along with a simple, easy, and faster experience for our correspondent Banks and their branches. It is a cost effective, easy operating system, and saves our time.

The printed authorized booklets will not be issued anymore; updates or amendments of signature will be published online via PBL e-signature on a real-time basis. These signature booklets supersede all signatures of our previous hard copy booklet edition 15.09.2011.

**1.5. Users of the Application:**

01. All Branches & Division of Prime Bank Ltd.
02. All scheduled Banks operating in Bangladesh
03. All Foreign Banks operating in Bangladesh and abroad
04. All non- Bank Financial Institutions operating in Bangladesh
05. All local & foreign Exchange houses operating in Bangladesh and abroad
06. Others (Any Gov't institutions, Regulatory authority and any other institutions, subject to approval from Senior management.

**e-Signature Booklet of Prime Bank Ltd****2. Requirements****2.1. Strategic Requirements:**

- **Key features to develop include:**
  - More than one user to view signatures.
  - Able to generate the whole signature booklet with Name, signature, Status and designation.
  - Real-time updates under the e-Signature management system.
  - Search tool.
  - Login function (3 access levels).
  - Users will be able to reset their own password.
  - Users will be able to unlock their own user ID.
  - Able to archive documents.
  - Able to send notification through registered e-mail.
  - Separate HR module.

**2.2. Business Requirement****2.2.1. The ultimate goal of the e-signature booklet:**

- (i) Redesign to provide real-time updates for our correspondent Banks and their branches.
- (ii) Simple, easy, and faster experience for our correspondent Banks and their branches.

**2.2.2. Cost Benefit Summary:**

- (i) The application is based on real-time updates which will save our time to manage.
- (ii) These online-based e-signature booklets will supersede our all previous paper print versions which will save printing costs accordingly.

**2.2.3. System application life:**

- (i) Expected lifetime 10 years.

**2.2.4. Deployment target:****2.2.5. Timing:**

### 3. Actor profiles specification

This section describes all the actors and their profiles within the context of the business requirements being documented. An actor is a person, Organization or an external user that has interactions with the application.

#### 3.1. Creation of Users and access privilege:

Actor Name	Actor Type	Access Type needed	Function	Remarks
Application Admin User (IT) of PBL	<input type="checkbox"/> Principal actor	<input type="checkbox"/> Create <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<input type="checkbox"/> History <input type="checkbox"/> Report generate <input type="checkbox"/> User create & manage <input type="checkbox"/> Archiving <input type="checkbox"/> Send notifications through e-mail	Access privilege: mentioned in "creation of users and access privilege".
User Admin (IT) of PBL	<input type="checkbox"/> Supporting actor	<input type="checkbox"/> Create <input type="checkbox"/> Active/ Inactive <input type="checkbox"/> View	<input type="checkbox"/> User create & manage (Internal) <input type="checkbox"/> Lock/ unlock users (own & internal) <input type="checkbox"/> Reset password (own & internal) <input type="checkbox"/> Archiving <input type="checkbox"/> Send notifications through e-mail	DO
Admin User (Operations) of PBL	<input type="checkbox"/> Supporting actor	<input type="checkbox"/> Create <input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<input type="checkbox"/> Active/ Inactive <input type="checkbox"/> Canceled <input type="checkbox"/> Add <input type="checkbox"/> History <input type="checkbox"/> User create & manage (External) <input type="checkbox"/> Lock/ unlock users (own & external) <input type="checkbox"/> Reset password (own & external) <input type="checkbox"/> Print/ download single sign <input type="checkbox"/> Print /download the whole booklet <input type="checkbox"/> Report generate <input type="checkbox"/> Archiving <input type="checkbox"/> Send notification through e-mail	DO
HR Admin User (HRD) of PBL	<input type="checkbox"/> Supporting Actor	<input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<input type="checkbox"/> Print/ download sample copy <input type="checkbox"/> Print /download agreement/ canceled circular/ approval <input type="checkbox"/> Report generate <input type="checkbox"/> Archiving <input type="checkbox"/> Send notification through e-mail	DO
Sub-User of PBL (Branches and Division)	<input type="checkbox"/> Stakeholder	<input type="checkbox"/> View		DO
Master User ( External)	<input type="checkbox"/> Stakeholder	<input type="checkbox"/> View		DO
Sub- User ( External)	<input type="checkbox"/> Stakeholder	<input type="checkbox"/> View		DO

**e-Signature Booklet of Prime Bank Ltd**
**3.2. Load Balancing/ Volume of Data:**

Actor Name	Actor Type	Access Type needed	Function	Access Per user (Approx.)	Access Privilege
Application User (IT) of PBL	<input type="checkbox"/> Principal actor Maker:1 Checker:1	<input type="checkbox"/> Create <input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<input type="checkbox"/> Active/ Inactive <input type="checkbox"/> Canceled <input type="checkbox"/> Add <input type="checkbox"/> History <input type="checkbox"/> Report generate <input type="checkbox"/> Lock/ unlock users <input type="checkbox"/> Reset password <input type="checkbox"/> User create & manage <input type="checkbox"/> Print/ download single sign <input type="checkbox"/> Print /download the whole booklet	<input type="checkbox"/> Daily: -02 times <input type="checkbox"/> Monthly: 40 times <input type="checkbox"/> Yearly: 500 times	<input type="checkbox"/> Use creation & management <input type="checkbox"/> Signature management <input type="checkbox"/> News feed <input type="checkbox"/> Password management <input type="checkbox"/> Report management <input type="checkbox"/> Print /download
User Admin (IT) of PBL	<input type="checkbox"/> Supporting actor Maker:2 Checker:2	<input type="checkbox"/> Create <input type="checkbox"/> Active/ Inactive <input type="checkbox"/> View	<input type="checkbox"/> User Create & manage <input type="checkbox"/> Lock/ unlock users <input type="checkbox"/> Reset password	<input type="checkbox"/> Daily: 02 times <input type="checkbox"/> Monthly: 20 times <input type="checkbox"/> Yearly: 500 times	<input type="checkbox"/> Use creation & management <input type="checkbox"/> Password management
Admin User (Operations) of PBL	<input type="checkbox"/> Supporting actor Maker:2 Checker:2	<input type="checkbox"/> Create <input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<input type="checkbox"/> Active/ Inactive <input type="checkbox"/> Canceled <input type="checkbox"/> Add <input type="checkbox"/> History <input type="checkbox"/> Print/ download single sign <input type="checkbox"/> Print /download the whole booklet <input type="checkbox"/> Report generate <input type="checkbox"/> User create & manage <input type="checkbox"/> Lock/ unlock users <input type="checkbox"/> Reset password	<input type="checkbox"/> Daily: 10 times <input type="checkbox"/> Monthly: 220 times <input type="checkbox"/> Yearly: 2600 times	<input type="checkbox"/> Signature management <input type="checkbox"/> News feed <input type="checkbox"/> Report management <input type="checkbox"/> Print /download <input type="checkbox"/> History
HR Admin User (HRD) of PBL	<input type="checkbox"/> Supporting actor Maker:2 Checker:2	<input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<input type="checkbox"/> Print/ Download Sample copy <input type="checkbox"/> Print /Download Agreement/ Canceled Circular/ Approval <input type="checkbox"/> Report generate <input type="checkbox"/> Archiving <input type="checkbox"/> Send notification through e-mail	<input type="checkbox"/> Daily: 3 times <input type="checkbox"/> Monthly: 100 times <input type="checkbox"/> Yearly: 1000times	<input type="checkbox"/> Maintain separate HR module individually <input type="checkbox"/> Signature management <input type="checkbox"/> News feed <input type="checkbox"/> Print /download
Sub-User of PBL (Branches & Division)	<input type="checkbox"/> Stakeholder 500(Approx.) User limit : 01 for each external institution	<input type="checkbox"/> View		<input type="checkbox"/> Daily: 5 times <input type="checkbox"/> Monthly: 100 times <input type="checkbox"/> Yearly: 1200 times	<input type="checkbox"/> Signature management <input type="checkbox"/> News feed
Master User ( External)	<input type="checkbox"/> Stakeholder 150 (Approx.) User limit : 01 for each external institution	<input type="checkbox"/> View		<input type="checkbox"/> Daily: 5 times <input type="checkbox"/> Monthly: 100 times <input type="checkbox"/> Yearly: 1200 times	<input type="checkbox"/> Signature management <input type="checkbox"/> News feed
Sub- User ( External)	<input type="checkbox"/> Stakeholder 1000 (Approx.) User limit : Minimum 01 and maximum 50	<input type="checkbox"/> View		<input type="checkbox"/> Daily: 5 times Per User <input type="checkbox"/> Monthly: 100 Times Per User <input type="checkbox"/> Yearly: 1200 times per user	<input type="checkbox"/> Signature management <input type="checkbox"/> News feed

**e-Signature Booklet of Prime Bank Ltd**
**4.Policies, Standards and Guidelines:**

SL	Requirement	Description
1	Name of Application	e-Signature Booklet of Prime Bank Ltd.
2	URL	www.....primebank.com.bd.
3	Access privilege:	i. Internal- Access through LAN. ii. External-Access through internet (Mozilla, Google Chrome, Internet explorer). iii. According to existing Guidelines (if any).  Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.
4	Number of users required (1500)	(i) Application admin user(IT) – 04 (Maker, Checker) including user admin(IT). (ii) Internal user -(a) Admin user (Operations) of PBL-04(Maker, Checker) (b) Sub Users of PBL:500 including HR admin user(HRD). (iii) External user-(a) Master user: Total 150 (b) Sub user: Total 1000 (minimum - 01, maximum-50).  Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.
5	Entry passing, add, amendment, upload, Print, download specimen signature/ Report	Dual entry system i.e. (a) Maker (b) Checker.
6	Total number of signatures required to upload	Total: 5000 (approx.) including canceled signatures(existing Image of signature 1400).  Will upload all specimen signatures from the year 1995 to till date with the status.
7	e-mail	i. Generic e-mail: <u>e-signature@primebank.com.bd</u> ii. Admin user( Operations) of Prime Bank Ltd will be able to send e-mail to internal and external user through Generic e-mail: <u>e-signature@primebank.com.bd</u> . iii. Maker and Checker of operations division will be the member of the Generic e-mail. iv. The e-mail address of the Maker and Checker of the operations division will be tagged with e-mail address: <u>e-signature@primebank.com.bd</u> .
8	Mandatory content when viewing a page under the application	<b><u>Mandatory content:</u></b> (a) Prime Bank Ltd(b)a bank with difference (c) Confidential (d) e-signature booklet of Prime Bank Ltd (e)Logo of Prime Bank Ltd.  Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO.
9	Security features include whether print Image of signature and whole signature booklet.	One or more security features may use whether print Image of the signature and the whole signature booklet. i. "Watermark" may use as a security feature whether print single signature or whole signature booklet. ii. <u>Application architects and technical architects of PBL may use other security features whether print report, single signature or whole signature booklet.</u>  Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO.
10	Font color, alignment, margin	Standard size
11	Background of signature, font color, alignment, margin, image of signature resolution.	Standard size

**4. Policies, Standards and Guidelines:**

SI	Requirement	Description
12	Users of the application of e-signature booklet of PBL.	<p>(a) Users of the application</p> <ol style="list-style-type: none"> <li>All Branches and Divisions of Prime Bank Ltd.</li> <li>All scheduled Banks operating in Bangladesh.</li> <li>All Foreign Banks operating in Bangladesh and abroad.</li> <li>All Exchange houses operating in Bangladesh and abroad.</li> <li>All non-Bank Financial institutions operating in Bangladesh.</li> <li>Others users/ authorities (Any Gov't Institutions, Regulatory Authority and any other institutions, subject to approval from senior management).</li> </ol> <p>Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO.</p>
13	Types of users of the application of e-signature booklet of PBL  (External authority may include subject to approval of senior management)	<p>Types of users: 07 Types of users will be existing under the application:</p> <p>(a) <u>Internal users:</u></p> <ol style="list-style-type: none"> <li>Application admin user (IT) of PBL.</li> <li>User admin (IT) to create User.</li> <li>Admin user of PBL (Operations)</li> <li>HR admin user (HRD)</li> <li>Sub-user of PBL (All Branches and Divisions)</li> </ol> <p>(b) <u>External users:</u></p> <ol style="list-style-type: none"> <li>Master user (external)</li> <li>Sub-user (external)</li> </ol> <p>Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO.</p>
14	Types of menu of the application of e-signature booklet of PBL	<p>Types of menu: 05 Types of menus existing under the application:</p> <ol style="list-style-type: none"> <li>User management.</li> <li>Signature management</li> <li>Password management</li> <li>News</li> <li>Reports</li> <li>General terms and conditions</li> <li>HR Module</li> </ol> <p>Users and their role regarding user creation, user management, signature management, News feed and reports is/are described in detail in "creation of users and access privilege".</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
15	Disable/Lock user ID	<ol style="list-style-type: none"> <li>Automatically disable user ID if the last login is more than 90 days.</li> <li>Lock for 03 consecutive wrong passwords or in-operative for consecutive 90 days.</li> </ol>
16	Auto log out	<ol style="list-style-type: none"> <li>Automatically log out from the application if the last login is more than 05 minutes.</li> </ol>
17	User creation & access control Guidelines	<ol style="list-style-type: none"> <li>Information security policy, issued by Prime Bank Ltd, version -3.0 reviewed on 30.06.2020.</li> <li>Guidelines on ICT security for Bank and Financial Institution published on May, 2015 issued by Bangladesh Bank.</li> </ol>

**5.LOG IN PAGE**

Name of Bank	Prime Bank Ltd	<b>Mandatory content when view pages:</b> (a)Prime Bank Ltd(b)a bank with difference (c) Confidential (d) e-signature booklet of Prime Bank Ltd (e)Logo of Prime Bank Ltd.
Address	Adamjee Court Annex Building-2, 119-120, Motijheel C/A, Dhaka-1000,Bangladesh	
Tel	223387265, 223390747-8 PABX	<b>Log in:</b>
FAX	880-2-9567230, 9560977, 9566215, 9560960	<b>User ID:</b> Admin user(Operations)
E-mail	info@primebank.com.bd	<b>Password:</b>
24/7 Contact center	Dial 16218 or 02223383837 (Locally) and +8809604016218 or +88 09612316218 (From overseas). email contactcenter@primebank.com.bd	<b>CAPCHA:</b> i. Maintain "CAPCHA" with dual authentication (unique CAPCHA will be mandatory for each time of Log in). ii. Unique CAPCHA will be mandatory for each time of Log in. (every access has a numeric number which needs to be input manually before clicking submits to access). iii. Content of the pop up message whether input question & answer: (a) Choose unique question out of three. (b) Question length (8 to 200 character). (c) Answer length (4 to 200 character). (d) Answer cannot be part of password. (e) Answer cannot be part of question. (f) Choose answer from drop down list.
SWIFT	PRBLBDDH	<b>Password Reset:</b> i. Clause no -54 of Definitions, Acronyms and Abbreviations
Web Site	www.primebank.com.bd	<b>Unlock User ID:</b> i. Clause no -55 of Definitions, Acronyms and Abbreviations
The Font color, alignment, margin, background	Standard size	<b>SPECIAL CAPCHA:</b> i. Clause no 60 of Definitions, Acronyms and Abbreviations
For any inquiries, call 01313009660 or 0222338765-70 Ext-327 or e-mail: e-signature@primebank.com.bd		
Any exception will be executed subject to approval from Senior Management/Head of HR/ COO.		



**6. GENERAL NOTICE FOR ALL USERS (FREE TEXT)**

(May change subject to legal opinion and approval of senior management)

**Date: September 27, 2022**

**To**

**All Branches and Correspondents,**

This system is restricted for use by the local & foreign scheduled Banks operating in Bangladesh with a registration. Contents and Images of the e-signature booklet of Prime Bank Ltd is /are classified as confidential unless otherwise specified. Contents and Images of the e-signature booklet of Prime Bank Ltd is /are also legally privileged. If you are not the intended user you must not copy, forward, disclose or use any part of it.

All access and activity on this system may be logged, monitored and reviewed at any time. Unauthorized use of this system is prohibited and subject to criminal and civil penalties.

**I Accept**

**7. INSTRUCTIONS FROM MANAGING DIRECTOR (FREE TEXT)**

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(May change subject to approval from Managing Director)

**Date: September 27, 2022**

**To**  
**All Branches and Correspondents,**

We are pleased to furnish online signature data comprising specimen signatures of the officials who are authorized to sign for and on behalf of Prime Bank Ltd.

Any two persons whose signatures appear in this book or subsequently be added are authorized to sign jointly. However, endorsements of cheques, drafts, bills of exchange as well as routine correspondence not involving payment or transfer of money or delivery of securities shall be signed singly.

All signatures appearing in this book are allotted a serial number i.e. Power of Attorney number/PA number. Persons while signing will invariably mention their respective signature number for identification purpose. a signature number once allotted to anyone is not re-allotted to another one subsequently on cancellation of the original signature.

The e-signatures supersede all signatures of our previous signature booklet dated September 15, 2011 and supplements thereto which should be destroyed.

Any inquiry regarding this book may be addressed to Operations Division, Head Office, Adamjee Court Annex Building-2, 119-120, Motijheel C/A, Dhaka-1000, Bangladesh.

**Managing Director**

**8. USER MANAGEMENT**
**8.1. General Guidelines for User Creation, Manage and Delegation of access Privileged**

Actor Name	Controlling point	Access Type Needed	General Instruction/ Guidelines
Application Admin User (IT) of PBL	Create and managed by user admin (IT) of PBL	<input type="checkbox"/> Create <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others	<p>i. Name of user: Application Admin User</p> <p>ii. User creation: User admin (IT) of Prime Bank Ltd.</p> <p>iii. User management: IT Division of Prime Bank Ltd.</p> <p>iv. Owner: IT Division of Prime Bank Ltd.</p> <p>v. Number of users: 04 (Maker-2, Checker -02) including the user creation Team.</p> <p>vi. Entry passing system: Dual entry system i.e. Maker &amp; Checker.</p> <p>vii. Delegation: As per approval of the CTO.</p> <p>viii. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</p> <p>ix. <u>Content of user</u>: Clause no -97 of Definitions, Acronyms and Abbreviations.</p> <p>x. <u>Role</u>:</p> <p>(a) Application admin user (IT) will act as a principal actor.</p> <p>(b) Application admin user (IT) will be able to manage all modules/Fields under the e-signature booklet.</p> <p>(c) Able to view all field under the application.</p> <p>(d) Able to update/ edit all types of information as per access control policy.</p> <p>(e) Able to generate/ download all types of reports both in XL &amp; PDF form.</p> <p>(f) Authorized to support admin user (Operations) of the Bank for smooth operation.</p> <p>(g) Able to execute amendment/change (if required) any field/ module/ information under the application subject to obtaining the prescribed CR (Change Request) form, duly approved by the senior management according to the guidelines.</p> <p>Any exception will be incorporated subject to approval from Senior Management/ CTO/Head of HR/ COO.</p>

**8. USER MANAGEMENT**
**8.1. General Guidelines for User Creation, Manage and Delegation of access Privileged**

Actor Name	Controlling point	Access Type Needed	General Instruction/ Guidelines
User Admin (IT) of PBL	Create and managed by user admin (IT) of PBL	<input type="checkbox"/> User create & manage <input type="checkbox"/> Active/ Inactive <input type="checkbox"/> Lock/ Unlock users <input type="checkbox"/> Reset password <input type="checkbox"/> Archiving <input type="checkbox"/> Send notifications through e-mail	<ol style="list-style-type: none"> <li>i. Name of user: USER ADMIN (IT) of PBL.</li> <li>ii. User creation: User admin (IT) of Prime Bank Ltd.</li> <li>iii. User management: User admin (IT) of Prime Bank Ltd.</li> <li>iv. Owner: User admin (IT) of Prime Bank Ltd.</li> <li>v. Number of users: 04 (Maker-2, Checker -02).</li> <li>vi. Entry passing system: Dual entry system i.e. Maker &amp; Checker.</li> <li>vii. Delegation: As per approval of Head of HR/Senior Management.</li> <li>viii. Format of User ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</li> <li>ix. Content of User: Clause no -97 of Definitions, Acronyms and Abbreviations.</li> <li>x. Manage of user: Modification, deletion, activation &amp; deactivation, lock/ unlock, reset password, edit information of the Internal users.</li> <li>xi. Role:             <ol style="list-style-type: none"> <li>(a) Able to create/ change internal users.</li> <li>(b) Able to manage internal users.</li> <li>(c) Able to lock/ unlock internal users.</li> <li>(d) Able to reset passwords against internal users.</li> <li>(e) Able to change credentials of internal users.</li> <li>(f) Able to edit information of internal users.</li> <li>(g) Able to view Image of signature.</li> <li>(h) Able to view news feed.</li> <li>(i) Able to send notifications through e-mail to all users&amp; all group e-mail.</li> <li>(j) Able to archive all types of requests receive from internal users regarding user creation form/ service request form /user unlock, user active/ inactive, password reset.</li> <li>(k) User lock, disable &amp; Log out: Clause no -64 of Definitions, Acronyms and Abbreviations.</li> <li>(l) User creation Message: Clause no -70 of Definitions, Acronyms and Abbreviations.</li> <li>(m) User active/ inactive Message: Clause no -71 of Definitions, Acronyms and Abbreviations.</li> <li>(n) User cancel message: Clause no -72 of Definitions, Acronyms and Abbreviations.</li> <li>(o) User Log in message: Clause no -73 of Definitions, Acronyms and Abbreviations.</li> <li>(p) User Log Out message: Clause no -74 of Definitions, Acronyms and Abbreviations.</li> <li>(q) User lock message: Clause no -78 of Definitions, Acronyms and Abbreviations.</li> <li>(r) Message whether input wrong format: Clause no -80,81,82,83 of Definitions, Acronyms and Abbreviations.</li> <li>(s) Notification: Clause no -86 of Definitions, Acronyms and Abbreviations.</li> <li>(t) Audit trail: Clause no -89 of Definitions, Acronyms and Abbreviations.</li> </ol> </li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/ COO.</p>

## 8. USER MANAGEMENT

### 8.1. General Guidelines for User Creation, Manage and Delegation of access Privileged

Actor Name	Controlling point	Access Type Needed	General Instruction/ Guidelines
Admin User (Operations) Of PBL	Create and managed by user admin (IT) of PBL	<input type="checkbox"/> Create <input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others <input type="checkbox"/> User Create & Manage <input type="checkbox"/> Active/ Inactive <input type="checkbox"/> Lock/ Unlock Users <input type="checkbox"/> Reset Password	i. Name of user: ADMIN USER (Operations) of PBL. ii. User creation: User admin (IT) of Prime Bank Ltd. iii. User management: User admin (IT) of Prime Bank Ltd. iv. Owner of the doc/ application: Operations division of Prime Bank Ltd. v. Number of users: 04 (Maker-2, Checker -02). vi. Entry passing system: Dual entry system i.e. Maker & Checker. vii. Delegation: As per approval of Head of Operations/ COO/ Line Manager. viii. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations. ix. Manage of user: Modification, deletion, activation & deactivation. lock/ unlock, reset password, edit information of the external user. x. <u>Content of user:</u> Clause no -97 of Definitions, Acronyms and Abbreviations. xi. <u>Role:</u> (a) Act as an admin user (Operations) on behalf of the Bank. (b) Able to manage all fields/ menus of the signature management module. (c) Able to collect specimen signatures from HRD and upload the same. (d) Able to scan the Images of signature, upload the same and pass entries according to the policy. (e) Able to print/ download all types of images of signature(s), whole signature booklet, all types of reports and able to supply the same to the stakeholder, law enforcement authority, Governing authority, court, external authority, internal users, external users etc, according to Guidelines. (f) Able to view, active, inactive, add, edit, cancel images of signature according to guidelines. News feed will be updated whether pass entry. (g) Obtain approval to amend, edit, settlement of the exceptional issue. (h) Able to archive all types of requests receive from internal and external users regarding image of signature, whole signature booklet, all types of the report, user creation/ manage user/ Active user/ inactive user/ unlock user/ reset password of external user, etc. (i) Able to send notifications through e-mail to all users, all group e-mail. (j) Able to receive notifications through e-mail whether any edit / amendment will be executed under the e-signature booklet application. (k) Take initiatives to manage all types of development in the future (if required), subject to approval from senior Management. (l) Review the BRD/application every 05 years along with IT, ISD, RMD. (m) Update BRD/ application according to any change suggested by senior management / Governing authority/ Bangladesh Bank. (n) Update BRD/ application according to circular/ Guidelines/ Policy. (o) Password reset: Clause no -54 of Definitions, Acronyms and Abbreviations. (p) Unlock user ID: Clause no -55 of Definitions, Acronyms and Abbreviations. (q) Message when upload image of signatures: Clause no -87 of Definitions, Acronyms and Abbreviations. (r) Able to create/ change & manage user ID, of external users. (s) Able to lock/ unlock own & external users. (t) Able to reset passwords against own & external users. (u) Able to change credentials of external users. (v) Able to edit information of external users. (w) Able to view image of signature. (x) Able to view news feed. Any exception will be executed subject to approval from Senior Management/Head of HR/COO.

## 8. USER MANAGEMENT

### 8.1. General Guidelines for User Creation, Manage and Delegation of access Privileged

Actor Name	Controlling point	Access Type Needed	General Instruction/ Guidelines
HR Admin User (HRD) of PBL	Create and managed by user admin (IT) of PBL	<input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Archive	<p>i. Name of user: HR Admin User of PBL.</p> <p>ii. User creation: User admin (IT) of Prime Bank Ltd.</p> <p>iii. User management: User admin (IT) of Prime Bank Ltd.</p> <p>iv. Owner: Human resources division of Prime Bank Ltd.</p> <p>v. Number of users: 04 (Maker-2, Checker -02).</p> <p>vi. Entry passing system: Dual entry system i.e. Maker &amp; Checker.</p> <p>vii. Delegation: As per approval of Head of HR/ senior management.</p> <p>viii. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</p> <p>ix. <u>Content of user</u>: Clause no -97 of Definitions, Acronyms and Abbreviations.</p> <p>x. <u>Role</u>:</p> <p>(a) HRD will be able to maintain the HR module independently. All other users will be unable to access the HR module.</p> <p>(b) Able to archive documents i.e. sample of approval copy, sample of all types of agreement copy, cancellation circular with approval, inactive request with approval, legal opinion, agreement, approval copy regarding PA holder, etc, under HR module and pass relevant entry.</p> <p>(c) Able to execute agreement between Prime Bank and the employee.</p> <p>(d) Able to allot PA Number.</p> <p>(e) Able to act as a custodian of specimen signature, approval, agreement, list of cancelled signatures and relevant documents in this regard.</p> <p>(f) Able to download/ print documents i.e. approval, agreement, cancellation circular, sample documents, legal opinion under the HR module.</p> <p>(g) Able to serve notification/e-mail through registered e-mail to the respective user/ PA Holder/ all users of PBL whether upload and authorize approval of new PA Number/ cancellation circular/ inactive signature.</p> <p>(h) Password reset: Clause no -54 of Definitions, Acronyms and Abbreviations.</p> <p>(i) Unlock user ID: Clause no -55 of Definitions, Acronyms and Abbreviations.</p> <p>(j) "HR Admin User" will be able to tag any group e-mail to circulate the circular when uploaded the same to the HR Module.</p> <p>(k) Authorized to collect legal vetting from Legal Division.</p> <p>(l) Authorized to collect specimen signature and supply the same to Operations Division.</p> <p>(m) Authorized to circulate a list of cancelled signatures, inactive signatures and collect approval accordingly from the competent authority.</p> <p>(n) Able to send notification/ cancel circular to any group/ Individual through e-mail.</p> <p>(o) Able to reset their own password.</p> <p>(p) Able to unlock their own user ID.</p> <p>(q) Message when upload image of signatures: Clause no-87 of Definitions, Acronyms and Abbreviations.</p> <p>(r) Able to view images of signature and news feed.</p> <p>(s) BCP: Clause no-48 of Definitions, Acronyms and Abbreviations.</p> <p>(t) DRP: Clause no-49 of Definitions, Acronyms and Abbreviations.</p> <p>(u) Types of event &amp; contents of notification whether HR admin will upload documents and checker authorized the same: Clause no-66 of Definitions, Acronyms and Abbreviations.</p> <p>(v) Steps of new specimen signature: Clause no-50 of Definitions, Acronyms and Abbreviations.</p> <p>(w) Steps of cancel specimen signature: Clause no-51 of Definitions, Acronyms and Abbreviations.</p> <p>(x) PA number: Clause no: 52 of Definitions, Acronyms and Abbreviations.</p> <p>(y) Password reset: Clause no-54 of Definitions, Acronyms and Abbreviations.</p> <p>(z) Unlock user ID: Clause no-55 of Definitions, Acronyms and Abbreviations.</p> <p>HRD may follow the existing steps/procedures or according to the BRD or according to the opinion of senior Management/ Head of HR, regarding approval, agreement, legal opinions, steps of cancellation of PA Number, steps of add new PA number, etc.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

## 8. USER MANAGEMENT

### 8.1. General Guidelines for User Creation, Manage and Delegation of access Privileged

Actor Name	Controlling point	Access Type Needed	General Instruction/ Guidelines
Sub User (Branches and Division) of PBL	Create and managed by user admin (IT) of PBL	<input type="checkbox"/> View	<p>i. Name of user: SUB- USER of PBL.</p> <p>ii. User creation: User admin (IT) of Prime Bank Ltd.</p> <p>iii. User management: User admin (IT) of Prime Bank Ltd.</p> <p>iv. Owner: All Branches and Divisions of Prime Bank Ltd.</p> <p>v. Number of users: Total users 500 (Approx.). Each Branch/ Division will allow one user.</p> <p>vi. Delegation: (a) Manager or Operation Manager on behalf of Branch. (b) Head of Division/ Deputy of division or as per approval of Head of Division.</p> <p>vii. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</p> <p>viii. <u>Content of user</u>: Clause no -97 of Definitions, Acronyms and Abbreviations.</p> <p>ix. <u>Role</u>:</p> <p>(a) Every Branch/ Division will be availed one sub-user.</p> <p>(b) Custodian of user ID and password will be HOB, MO, HoD, Deputy of Division.</p> <p>(c) Only avail view mode to verify signatures.</p> <p>(d) Only avail view mode to view the content of news feed.</p> <p>(e) Able to reset own password.</p> <p>(f) Able to unlock own user ID.</p> <p>(g) Password reset: Clause no -54 of Definitions, Acronyms and Abbreviations.</p> <p>(h) Unlock user ID: Clause no -55 of Definitions, Acronyms and Abbreviations.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

**8. USER MANAGEMENT**
**8.1. General Guidelines for User Creation, Manage and Delegation of access Privileged**

Actor Name	Controlling point	Access Type needed	General Instruction/ Guidelines
Master User (External)	Create and managed by admin user(Operations) of PBL	<input type="checkbox"/> View	<p>i. Name of user: MASTER USER (External- Name of Institution).</p> <p>ii. User creation &amp; manage: Adminuser (Operations)of PBL.</p> <p>iii. Number of users: 250 (Each institution will allow 01 master user).</p> <p>iv. Delegation: As per approval of Head of Division of Respective Bank/ Financial Institution.</p> <p>v. Format of User ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</p> <p>vi. <u>Content of User:</u>Clause no -97 of Definitions, Acronyms and Abbreviations.</p> <p>vii. <u>Owners:</u> ✓</p> <p>a. All Scheduled Banks operating in Bangladesh.</p> <p>b. Foreign Banks operating in Bangladesh and abroad.</p> <p>c. All Exchange Houses operating in Bangladesh and abroad.</p> <p>d. All non-Bank Financial Institutions operating in Bangladesh.</p> <p>e. Others (Any Gov't Institutions, Regulatory Authority and any other institutions, subject to approval from Senior Management..</p> <p>viii. <u>Role:</u></p> <p>(a) Every owner/ External user/ External authority will be availed of one master user (external).</p> <p>(b) Only avail View mode to verify signatures.</p> <p>(c) Only avail view mode to view the content of news feed.</p> <p>(d) Custodian of ID and password will be the Head of Division of respective Bank/ Financial Institution or according to their policy.</p> <p>(e) Able to reset own password.</p> <p>(f) Able to unlock own user ID.</p> <p>(g) Password reset: Clause no -54 of Definitions, Acronyms and Abbreviations.</p> <p>(h) Unlock user ID: Clause no -55 of Definitions, Acronyms and Abbreviations.</p> <p>(i) Able to receive service on behalf of their Bank/ sub-users.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
Sub-User ( External)	Create and managed by admin user(Operations) of PBL	<input type="checkbox"/> View	<p>i. Name of user: SUB- USER (External- Name of the Institution/Branch).</p> <p>ii. User creation&amp; management: Adminuser (Operations)of Prime Bank Ltd.</p> <p>iii. Owner: Head office/Branches of respective Bank, Financial Institution, Exchange House (Mainly FID, ID, Operations Division will be playing the role or according to their policy).</p> <p>iv. Number of users: 750 (Each institution will be allowed for a minimum of 01 sub- User and a maximum of 50 sub-users).</p> <p>v. Delegation: As per approval of Head of Division of respective Bank/ Financial Institution.</p> <p>vi. <u>Owners:</u> Clause no vii of Master user (External).</p> <p>vii. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</p> <p>viii. <u>Content of user:</u>Clause no -97 of Definitions, Acronyms and Abbreviations.</p> <p>ix. <u>Role:</u></p> <p>(a) Clause no viii of master user (external).</p> <p>(b) Able to receive service through their master user. ✓</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>



## 8. USER MANAGEMENT

### 8.2. General Guidelines for User Creation & Service Request:

Actor Name	Controlling point	Access Type needed	Function
User admin (IT) of PBL	Create and managed by user admin (IT) of PBL	<input type="checkbox"/> User create & manage <input type="checkbox"/> Active/ inactive <input type="checkbox"/> Lock/ unlock users <input type="checkbox"/> Reset password <input type="checkbox"/> Archiving <input type="checkbox"/> Send notifications through e-mail	<p><u><b>User creation process, change user, edit information of user, reset password &amp; unlock users:</b></u> User Admin (IT) of PBL will be able to create / change internal user Id and ensure the service according to the policy.</p> <p><u><b>(A). Internal user (Application Admin User(IT), User Admin (IT), Admin User(Operations), Prime Bank Sub user&amp;HR Admin User;</b></u></p> <p>(a) <u><b>Usercreation/ changeuser:</b></u></p> <p>i. Required the prescribed user creation form and duly approved by the Line Manager/Head of Division.</p> <p>ii. Internal users will forward the form to the "User Admin (IT) of PBL" after approval.</p> <p>iii. User Admin (IT) of PBL will verify the signature &amp; PA Number of the respective Line Manager/ Head of Division.</p> <p>iv. User Admin (IT) of PBL will create the user. Maker and Checker will be ensured to input and authorize accordingly. <u><b>Content of user:</b></u> Clause no -97 of Definitions, Acronyms and Abbreviations.</p> <p>v. User Admin (IT) of PBL will be able to archive the user creation form and ensure the service according to the policy.</p> <p>vi. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations.</p> <p>vii. User ID &amp; password: User ID and password will be communicated to the user through separate email after user creation.</p> <p>viii. The "Common features and Guidelines" will be communicated to the user through email after user creation.</p> <p>ix. <u><b>Change User:</b></u> clause no: A, sub clause no- a (i to viii).</p> <p>(b) <u><b>Other service:</b></u></p> <p>i. Required prescribed service request form/e-mail from the registered e-mail, and duly approved by Line Manager/Head of Division with signature, Name &amp; PA Number, duly mentioning the service.</p> <p>ii. Internal users will forward the form to the "User Admin (IT) of PBL" after approval.</p> <p>iii. User Admin (IT) of PBL will verify the signature &amp; PA Number of the respective Line Manager/ Head of Division.</p> <p>iv. User Admin (IT) of PBL will ensure the service. Maker and Checker will be ensured to input and authorize accordingly.</p> <p>v. User Admin (IT) of PBL will be able to archive the service request form and ensure the service according to the policy.</p> <p>vi. <u><b>Edit Information of user:</b></u> clause no: A, sub clause no- b (i to v). Notification will be communicated to the user through email after edit information.</p> <p>vii. <u><b>Lock/ unlock user ID:</b></u> clause no: A, sub clause no- b (i to v). Notification will be communicated to the user through email after unlock user ID &amp; Clause no -55 of Definitions, Acronyms and Abbreviations.</p> <p>viii. <u><b>Reset password:</b></u> clause no: A, sub clause no- b (i to v). Notification will be communicated to the user through email after unlock user ID &amp; Clause no -54 of Definitions, Acronyms and Abbreviations.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of IT/COO.</p>

## 8. USER MANAGEMENT

### 8.2. General Guidelines for User Creation & Service Request:

Actor Name	Controlling point	Access Type needed	Function
Admin User (Ops) Of PBL	Create and managed by Admin user (Ops) of PBL	<input type="checkbox"/> Create <input type="checkbox"/> View <input type="checkbox"/> Update <input type="checkbox"/> Delete <input type="checkbox"/> Print <input type="checkbox"/> Bulk upload <input type="checkbox"/> Download <input type="checkbox"/> Others <input type="checkbox"/> User Create & Manage <input type="checkbox"/> Active/Inactive <input type="checkbox"/> Lock/Unlock Users <input type="checkbox"/> Reset Password <input type="checkbox"/> Archiving <input type="checkbox"/> Send notifications through e-mail	<p><b><u>B. External user/ Authority (Master user, Sub- user&amp; others):</u></b></p> <p><b><u>(a)User creation/ change user:</u></b></p> <ol style="list-style-type: none"> <li>Required the prescribed user Creation form and duly approved by the Line Manager/Head of Division with signature, Name &amp; PA Number.</li> <li>External user/ authority will forward the form to Admin User(Operations) of Prime Bank Ltd.</li> <li>Admin User of Prime Bank Ltd (Operations) will verify the signature &amp; PA Number of the respective Line Manager/ Head of Division i.e ensure the authenticity. Obtain approval, whether required.</li> <li>User ID will be created by the Admin User (Operations) of Prime Bank Ltd. Maker and Checker will be ensured to input and authorize accordingly. <b><u>Content of User:</u></b> Clause no -97 of Definitions, Acronyms and Abbreviations.</li> <li>Admin User(Operations) of PBL will be able to archive the User creation form and ensure the service according to the policy.</li> <li>Master user (External Authority) will also play the role on behalf of their Sub User whether required any type of Service.</li> <li>Sub-User (External Authority) will be unable to collect service. They are able to submit the request to their Master User and their master user will verify the signature and send the request to the Admin User (Operations) of PBL. Admin User of Prime Bank Ltd (Operations) will verify the signature &amp; PA Number of the respective Master User and able to create/ Change user.</li> <li>The "Common features and Guidelines" will be communicated to the user through email after user creation.</li> <li><b><u>Change User:</u></b> clause no: B, sub clause no- a (i to viii).</li> </ol> <p><b><u>(b)Other Service:</u></b></p> <ol style="list-style-type: none"> <li>Required the prescribed Service request form and duly approved by the Line Manager/Head of Division/ Master User with signature, Name &amp; PA Number.</li> <li>External users/ Authority will forward the form to Admin User (Operations) of PBL.</li> <li>Admin User(Operations) of PBL will verify the signature &amp; PA Number of the respective Line Manager/ Head of Division/ Master User i.e ensure the authenticity as well as Obtain approval, whether required.</li> <li>Admin User (Operations) of PBL will be able to ensure the service according to the policy. Maker and Checker will be ensured to input and authorize accordingly.</li> <li>Admin User(Operations) of PBL will be able to archive the service request form and ensure the service according to the policy.</li> <li>Sub-User (External Authority) will be unable to collect service. They are able to submit the request to their master user and their master user will verify the signature and send the request to the Admin User (Operations) of PBL to receive service. Admin User(Operations) of PBL will verify the signature&amp; PA Number of the respective master user and ensure the service.</li> <li><b><u>Edit information of user:</u></b> clause no: B, sub clause no- b (i to vi). Notification will be communicated to the user through email after edit information.</li> <li><b><u>Lock/ unlock user ID:</u></b> clause no: B, sub clause no- b (i to vi). Notification will be communicated to the user through email after unlock user ID &amp;Clause no -55 of Definitions, Acronyms and Abbreviations.</li> <li><b><u>Reset password:</u></b> clause no: B, sub clause no- b (i to vi). Notification will be communicated to the user through email after unlock user ID &amp;Clause no - 54 of Definitions, Acronyms and Abbreviations.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/CTO/COO.</p>

## 8. USER MANAGEMENT

### 8.3. Common Features and Messages against user Creation:

Actor Name	Controlling point		Common Features
1. Internal user 2. External user	Common features and Guidelines when creating the user and reset password	The contents will be communicated to the user through email after user creation  (User ID and Password will be communicated to the user through separate email after user creation)	<p><b>General Guidelines:</b></p> <ol style="list-style-type: none"> <li>Authentication i.e. (Registered E-mail address for User ID and password).</li> <li>whether the user changes the password or forgets the password/ unlocks user ID (Registered e-mail address for OTP against default user ID and use special CAPCHA then able to change password). Required matching of one answer out of three.</li> <li>Maintain "CAPCHA" for authentication (Unique CAPCHA will be mandatory for each time of Log in).</li> <li>Unique CAPCHA will be mandatory for each time of Log in. (Every access has a numeric number which needs to be input manually before click submits to access).</li> <li>The default password must be changed after 1<sup>st</sup> access.</li> <li>A password should be 8-15 characters, have one capital, one number, and one special character: @, #, \$, %, ^, &amp;, *, ?</li> <li>Remember password menu is strictly discouraged.</li> <li>Must be different from the last three passwords.</li> <li>Lock for 03 consecutive wrong passwords or in-operative for consecutive 90 days.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
1. Internal user 2. External user	General message with guidelines when create the users  (Name of Bank, Name of Branch/ Division, User Name, User Category will be replaced according to UserCategory/Userrequest Form)	The contents will be communicated to the user through email after user creation  (User ID and Password will be communicated to the user through separate email after user creation)  (May Change)	<p>Name of Bank : Prime Bank Ltd Name of Branch/Division : Branch Name/ Division Name Password : automatically send to your authorized mail ID : User Name : Md Rashed Shohid Shorawaddy User Category : Admin User/ Master User /Sub-User Additional user Limit : NIL</p> <p><b>General Guidelines:</b></p> <ol style="list-style-type: none"> <li>Please ensure to change the password immediately after logging on to the system. Also, please ensure the safekeeping of passwords for security reasons.</li> <li>In order to view Signatures please visit <a href="https://esignature.Primebank.com/Account/Login?ReturnUrl=%2f">https://esignature.Primebank.com/Account/Login?ReturnUrl=%2f</a></li> </ol> <p>Dear User, Your user id is &lt;&lt;Primebank.admin&gt;&gt; and password is &lt;&lt;01@Tgq&gt;&gt;. For any queries, call 01313009660 or 0222338765-70 Ext-327. Sincerely Prime Bank Limited</p> <ol style="list-style-type: none"> <li>TYPE user ID and password in respected area.</li> <li>Please select Signature View to view Authorized Signature.</li> <li>Search boxes will appear named "Signature Number" / "Name". Please fill-in relevant details and Click "Submit".</li> <li>After viewing, please ensure to Logout immediately to avoid any unauthorized use.</li> <li>Every access has a Numeric number which needs to be input manually before the click submits to access.</li> <li>To logout, click on the "Logout" option. (on the top right corner of the screen).</li> <li>Automatically disable users if the last login is more than 90 days.</li> <li>In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

## 9. SIGNATURE MANAGEMENT

### 9.1. USERS AND THEIR ROLE:

SI	User	Facility Available
1	Application Admin User (IT) of PBL	<ul style="list-style-type: none"> <li>(i) Dual entry system i.e. Maker and Checker</li> <li>(ii) Able to extend field according to "Change Request" subject to approval from Senior Management.</li> <li>(iii) Content available for future use whether developed by delegation/ group.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
2	Admin User (Operations) of PBL	<ul style="list-style-type: none"> <li>(i) Dual entry system i.e. Maker and Checker.</li> <li>(ii) Able to manage all fields of signature management.</li> <li>(iii) Able to scan Image of signature.</li> <li>(iv) Able to pass entry.</li> <li>(v) Able to archive service request form/ e-mail/ request letter/ Court Order.</li> <li>(vi) Able to generate/ download/ print all reports, images of signature, whole signature book and supply the same to stakeholders/ external Authority.</li> <li>(vii) Able to archive user request (e-mail and documents archiving /upload facility for unlocking user ID, reset password, whole signature booklet, image of single signature).</li> <li>(viii) Able to bulk upload facility to upload images of signatures and other documents.</li> <li>(ix) Able to edit specimen signature/ information under the application.</li> <li>(x) Able to view and download history of signature/ inactive signature/canceled signature.</li> <li>(xi) Types of event &amp; content of notification whether Admin User (Operations) of PBL will pass entry as active/ inactive/ cancel/ updated in signature management module and checker authorized the same: 67 of Definitions, Acronyms and Abbreviations.</li> <li>(xii) Search option of image of signature: 85 of Definitions, Acronyms and Abbreviations.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
3	User Admin (IT) of PBL	(i)View only
4	HR Admin Use (HRD) of PBL	(i)View only
5	Sub-User of PBL	(i)View only
6	Master User (External)	(i)View only
7	Sub User (External)	(i)View only

## 9. SIGNATURE MANAGEMENT

### 9.2. CONTENET MANAGEMENT OF SIGNATURE:

SI	Content	General Instruction
1	Name e-mail, mobile number	<p><b>(A)General Instruction for the operation of Signature Management:</b></p> <ol style="list-style-type: none"> <li>Admin User (Operations) of PBL will be able to manage the content of signature management menu.</li> <li>Entry passing: Duel entry system i.e. Maker and Checker.</li> <li>All reports are available both in EXCEL &amp; PDF format to print/ download.</li> <li>One or more security features like "Watermark" may use as a security feature whether print single signature or whole signature booklet.</li> <li>Admin User (Operations) will be able to upload all images of specimen signature and pass relevant entries accordingly. Previous image of signature(s) will be scanned and cropped singly to upload. New image of the signature will be scanned and uploaded accordingly.</li> <li>Admin User (Operations) will be able to bulk upload all images of specimen signature and pass relevant entries accordingly.</li> <li>Admin User (Operations) will be able to archive user request (e-mail and documents archiving /upload facility for unlocking user ID, reset password, whole signature booklet, image of single signature booklet).Ensure the authenticity of request letter, if required.</li> <li>Admin User (Operations) will be able to collect approval, if required.</li> <li>Able to send notifications through e-mail to all users&amp; all group e-mail.</li> <li>Able to receive notifications through e-mail whether any edit /amendment will be executed under the e-signature booklet application.</li> <li>External users/authorities, Sub User of PBL, HR admin user of PBL will be unable to download/collect screen shot of image of signature.</li> </ol> <p><b>(B)Features and management:</b></p> <ol style="list-style-type: none"> <li>This module will be linked with the "HR connect Module" to update the information automatically. SI no 1-4 auto update and si no 5 to 14 manually input by the Admin User (Operations Division) of PBL, following duel entry system i.e. Maker and Checker. Internal users will be able to view SI 03 -04. However, external users/ authorities will be unable to view the information of SI no 03 to 04.</li> <li>Searching option(any One): (a) Search by PA number (b) Search by Name. Users will be able to use partial name or partial PA number to search the intended name of the signatory or PA Holder/ PA Number.</li> <li><b>Mandatory contents</b> when viewing Image of signature:(a) Prime Bank Ltd(b)a bank with difference (c) Confidential (d) e-signature booklet of Prime Bank Ltd (e)Logo of Prime Bank Ltd.</li> <li><b>Active signatures:</b> Those images of signatures which is/are available to view. Contents are(a) Mandatory content as above Clause no (b)iii (a to e) (b) Image of signature (c) PA Number (d) Name of employee (e) Status i.e. Active/Canceled (f) Effective date (g) Designation. (Zoom Facility against the images of the signature will be available). Clause no -26 of Definitions, Acronyms and Abbreviations.</li> <li><b>Inactive signatures:</b> Clause no -27 of Definitions, Acronyms and Abbreviations. Other contents are as per active signature (Clause no- (B) iv,(except b image of signature). But when print/ downloading a single signature or whole signature booklet status will be shown active i.e. only unable to view the image of signature as the inactive issue required for an interim period.</li> <li><b>Canceled signature:</b> Clause no -28 of Definitions, Acronyms and Abbreviations. Other contents are as per active signature i.e. Clause no-(B)iv (except b image of signature).</li> <li><b>History of signature:</b> Clause no -29 of Definitions, Acronyms and Abbreviations. Other contents are as per Active signature i.e. Clause no-(B) iv.</li> <li><b>Add signature:</b> Clause no -31 of Definitions, Acronyms and Abbreviations. Other contents are as per Active signature i.e. Clause no-(B)iv.</li> </ol>
2	Employee ID	
3	Designation	
4	Photograph of employee	
5	PA Number	
6	Effective date	
7	Image of signature	
8	Status of signature i.e. active/ inactive or canceled	
9	Preview i.e. zoom facility of image of signature	
10	Print	
11	Download	
12	Delegation (amount)	
13	Group i.e. A,B,C	
14	Remarks: Reason for cancellation/ inactive	

## 9. SIGNATURE MANAGEMENT

### 9.2. CONTENT MANAGEMENT OF SIGNATURE:

SI	Content	General Instruction
1	Name e-mail, mobile number	ix. <u>Contents when download/ print of single signature/ whole signature booklet:</u> (a) Content as active signature i.e. Clause no-(B) iv (a to g) (b) Name of User Download/ Print (c) Free Text (Name of the internal and external Institutions/ Banks/ Branch's, Bangladesh Bank, Anti-Corruption Commission, Court, etc who seek the documents) (d) Date of print. x. Able to archive user request (e-mail and documents archiving /upload facility whole signature booklet, Image of single signature booklet). xi. <u>History of information:</u> Clause no -30 of Definitions, Acronyms and Abbreviations.
2	Employee ID	xii. <u>New/ updated/ change of signature: History of signature:</u> Clause no -32 of Definitions, Acronyms and Abbreviations.
3	Designation	xiii. <u>Rejoin an employee with a previous PA number:</u> Clause no -33 of definitions, acronyms and abbreviations in PBL.
4	Photograph of employee	xiv. <u>Effective date:</u> Clause no -34 of Definitions, Acronyms and Abbreviations.
5	PA Number	xv. Exceptional issue: Clause no -40 of Definitions, Acronyms and Abbreviations.
6	Effective date	xvi. Approval authority: Clause no -41 of Definitions, Acronyms and Abbreviations.
7	Image of signature	xvii. Review: Clause no -42 of Definitions, Acronyms and Abbreviations.
8	Status of signature i.e. Active/ Inactive or Canceled	xviii. Compliance: Clause no -44 of Definitions, Acronyms and Abbreviations. xix. BCP: Clause no -48 of Definitions, Acronyms and Abbreviations. xx. DRP: Clause no -49 of Definitions, Acronyms and Abbreviations.
9	Preview i.e. Zoom facility of image of signature	xxi. <u>Steps of new specimen signature:</u> Clause no -50 of Definitions, Acronyms and Abbreviations. xxii. <u>Steps of cancel specimen signature:</u> Clause no -51 of Definitions, Acronyms and Abbreviations.
10	Print	xxiii. <u>PA number:</u> Clause no -52 of Definitions, Acronyms and Abbreviations.
11	Download	xxiv. Notification whether HR admin User (HRD) of PBL will upload documents: Clause no -66 of Definitions, Acronyms and Abbreviations.
12	Delegation (amount)	xxv. Notification whether Admin User (Operations) of PBL will pass entries: Clause no -67 of Definitions, Acronyms and Abbreviations.
13	Group i.e. A,B,C	xxvi. <u>Tag e-mail:</u> Clause no -84 of Definitions, Acronyms and Abbreviations. xxvii. <u>Search option:</u> Clause no -85 of Definitions, Acronyms and Abbreviations.
14	Remarks: Reason for cancellation/ inactive	xxviii. <u>Notifications:</u> Clause no -86 of Definitions, Acronyms and Abbreviations. xxix. <u>Pop up message:</u> Clause no -96 of Definitions, Acronyms and Abbreviations. xxx. Collection of images of signature & uploading procedure: Clause no -87 of Definitions, Acronyms and Abbreviations. xxxi. Message when upload cancel circular: Clause no -93 of Definitions, Acronyms and Abbreviations. xxdii. Future use: An application/ field will be available in the system for searching by delegation/ searching by group subject to approval from senior management. xxdiii. Restriction: Screenshot/ download /PDF of images of signature will be restricted for all users except Application Admin User(IT) of PBL and Admin User(operations) of PBL.
		Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO.

## 9. SIGNATURE MANAGEMENT

### 9.3. SERVICE REQUEST PROCEDURE:

Sl	User	Facility Available	Features
1	Application Admin User (IT) of PBL	—	<p><b><u>Service request process:</u></b> Admin User(Operations) of PBL will be able to ensure the service, ensure authenticity of documents &amp; obtain approval, if required, according to the guidelines.</p> <p><b><u>(A)Request from Internal user / External user against supply of signature/ Whole signature booklet:</u></b></p> <p><b><u>(a) Supply of signature:</u></b></p> <p><b><u>1. Internal user (Application Admin User(IT), User Admin (IT), Admin User(operations), Sub user&amp; HR Admin User of PBL:</u></b></p> <ol style="list-style-type: none"> <li>Required prescribed service request form/e-mail from the registered e-mail, and duly approved by Line Manager/Head of Division with signature, Name &amp; PA Number, duly mentioning the service i.e report, Image of Signature, copy of whole signature booklet, etc.</li> <li>Internal user will forward the form to the Admin User(Operations) of PBL after approval.</li> <li>Admin User (Operations) of PBL will verify the signature &amp; PA number of the respective Line Manager/ Head of Division.</li> <li>Admin User (Operations) of PBL will ensure the service, subject to authenticity of documents &amp; obtain approval, if required.</li> <li>Maker and Checker of Operations Division of PBL will be ensured to input the Name of institution, seeking documents in the free text column under the e-signature booklet.</li> <li>Admin User(Operations) of PBL will be able to archive the service request form and ensure the service according to the policy.</li> </ol> <p><b><u>2.External user (Master User&amp; Sub-user):</u></b></p> <ol style="list-style-type: none"> <li>Required the prescribed service request form and duly approved by the Line Manager/Head of Division/ Master User with signature, Name &amp; PA Number, duly mentioning the service i.e report, Image of signature, copy of whole signature booklet, etc.</li> <li>External user(s) will forward the form to Admin User(Operations) of Prime Bank Ltd.</li> <li>Admin User (Operations) of PBL will verify the signature &amp; PA Number of the respective Line Manager/ Head of Division/Master User.</li> <li>Admin User (Operations) of PBL will ensure the service subject to authenticity of documents.</li> <li>Maker and Checker of Operations Division of PBL will be ensured to input the name of institution, seeking documents in the free text column under the e-signature booklet.</li> <li>Sub-User (External user/ Authority) will be unable to collect service. They are able to submit the request to their master user and their master user will verify the signature and send the request to the Admin User (Operations) of PBL to receive service. Admin User(Operations) of PBL will verify the signature &amp; PA Number of the respective master user and ensure service.</li> <li>Master user (External user/authority) will also play the role on behalf of their sub user whether required any type of service.</li> <li>Admin User (Operations) of PBL will be able to archive the service request and ensure the service according to the policy.</li> </ol>
2	User Admin (IT) of PBL	View only	
3	Admin User (Operations) of PBL	Able to manage all Fields	
4	HR Admin User (HRD) of PBL	View only	
5	Sub-User of PBL	View only	
6	Master User (External)	View only	
7	Sub User (External)	View only	

## 9. SIGNATURE MANAGEMENT

### 9.3. SERVICE REQUEST PROCEDURE:

SI	User	Facility Available	Features
1	Application Admin User (IT) of PBL	(i) Able to manage and upload, print, download documents	<p><b>(B) Procedures to supply/ verify the single signature / whole signature booklet to external authority/ Law enforcement authority/ Governing authority, Court etc.:</b></p> <p><b>(a) Supply of signature/ Signature booklet:</b></p> <ol style="list-style-type: none"> <li>Obtain documents/ request letters/ Court order through registered e-mail or courier /by hand from the external authority, Law enforcement authority, governing authority, duly signed by the authorized person (s).</li> <li>Admin users (operations) of PBL will ensure the authenticity of documents/ request letters. whether Court order, confirm the authenticity of the Court order with the help of the Legal Division/ through enlisted lawyers.</li> <li>Obtain approval from senior management/ line manager, Head of Division to supply the image of signature/ whole signature booklet other than a scheduled Bank, subject to authenticity of documents.</li> <li>Maker and Checker of Operations Division of PBL will be ensured to input the Name of institution, seeking documents in the free text column under the e-signature booklet.</li> <li>Internal users will be able to supply the single signature/ whole signature booklet to external authority/ court, if submit the request/ court order to their end. Internal users/ Branch/ Division will ensure the authenticity of documents/ request letter/ Court Order and will forward the service request form along with documents/ request letter/ court order to Admin user (Operations) of PBL to ensure service.</li> <li>Admin User (Operations) of PBL will be able to archive the service request and ensure the service according to the policy.</li> </ol> <p><b>(b) Verify signature:</b></p> <ol style="list-style-type: none"> <li>Obtain request letter/ documents through registered e-mail or courier / by hand from the internal / external authority, duly signed by the authorized person (s).</li> <li>Admin users (operations) of PBL will ensure the authenticity of documents/ request letters. whether court Order, confirm the authenticity of the Court Order with the help of the Legal Division/ through enlisted lawyers.</li> <li>Obtain approval from senior management/ line manager, Head of Division, if required.</li> <li>Admin users (operations) of PBL will duly verify the requested signature/ PA number.</li> <li>Branch/Division will be ensuring the authenticity of documents/ request letter whether submitting the documents for verification at their end and ensure the service according to the policy.</li> <li>Admin user (Operations) of PBL will be able to archive the service request/ documents and ensure the service according to the policy.</li> <li>Internal users will be able to verify documents whether submit the documents at their end for verification purposes.</li> </ol>
2	User Admin (IT) of PBL	View only	
3	Admin User (Operations) of PBL	Able to manage all fields	
4	HR Admin User (HRD) of PBL	View only	
5	Sub-User of PBL	View only	
6	Master User (External)	View only	
7	Sub User (External)	View only	



**9. SIGNATURE MANAGEMENT**
**9.3. SERVICE REQUEST PROCEDURE:**

SI	User	Facility Available	Features
1	Application Admin User (IT) of PBL	-	<p><b>(C) Procedures to verify signature(s)/ PA number(s) whether the PA number/ signature is/are mismatch between documents and signature booklet:</b></p> <ul style="list-style-type: none"> <li>i. Obtain documents/ request letter through registered e-mail from External user (Master User) whether the PA number/ Signature is/are mismatched between the signature existing in documents and e-signature booklet.</li> <li>ii. Admin User(Operations) will verify the signature / collect NOC from the respective PA holder/ Respective Head of division/ Head of Branch, subject to authenticity of the document(s).</li> <li>iii. Admin User(Operations) will be able to respond to the service requester after receiving the feedback from the respective PA holder/ Respective Head of division/Head of Branch.</li> <li>iv. Branch/Division will be able to verify the documents whether submit the documents at their end for verification purposes.</li> <li>v. Admin User (Operations) of PBL will be able to archive the service request and ensure the service according to the policy.</li> </ul> <p><b>(D) Request from Internal user / External user/ External authority against cancel PA Number / Cancel signature:</b></p> <ul style="list-style-type: none"> <li>i. Obtain request letter/ documents/ service request form/ e-mail through registered e-mail or courier / by hand from the external user, duly signed by the authorized person (s).</li> <li>ii. Admin users (operations) of PBL will ensure the authenticity of documents/ request letter/ service request form/ e-mail.</li> <li>iii. Admin users (operations) of PBL will duly verify the signature or supply the image of the signature to the external users.</li> <li>iv. Internal users will be able to verify the documents whether submit the documents at their end for verification purposes subject to receiving the image of signature from Admin User(Operations).</li> <li>v. Admin User (Operations) of PBL will be able to archive the service request/ documents and ensure the service according to the policy.</li> <li>vi. Branch/Division will be ensuring the authenticity of documents/ request letter whether submitting the documents at their end and ensure the service according to the policy.</li> <li>vii. Sub-User (External Authority) will be unable to collect service. They are able to submit the request to their master user and their master user will verify the signature and send the request to the Admin User (Operations) of PBL to receive service. Admin User(Operations) of Prime Bank Ltd will verify the signature&amp; PA Number of the respective master user and ensure service.</li> <li>viii. Master user (External user/authority) will also play the role on behalf of their sub user whether required any type of service.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
2	User Admin (IT) of PBL	View only	
3	Admin User (Operations) of PBL	Able to manage all fields	
4	HR Admin User (HRD) of PBL	View only	
5	Sub-User of PBL	View only	
6	Master User (External)	View only	
7	Sub User (External)	View only	

**10. NEWS FEED (CANCELLATION NEWS AVAILABLE TO VIEW)**

SI	User	Facility Available	Function and Features
1	Application Admin User (IT) of PBL	View only	<b>(1) Manage the menu:</b> <ul style="list-style-type: none"> <li>i. News feed will update whether mark cancel by Admin User(Operations) of PBL.</li> <li>ii. Application Admin User (IT) of PBL &amp; Admin User(Operations) of PBL will be able to get all notifications by default.</li> <li>iii. <u>Notifications:</u> Clause no -86 of Definitions, Acronyms and Abbreviations.</li> <li>iv. <u>Content of news feed:</u> Clause no -92 of Definitions, Acronyms and Abbreviations.</li> <li>v. <u>Notifications whether circulating and mark cancel:</u> Clause no -93 of Definitions, Acronyms and Abbreviations.</li> <li>vi. Screen shot/ down load /PDF of images of signature will be restricted for all users except Application Admin User(IT) of PBL and Admin User(operations) of PBL.</li> </ul>
2	User Admin (IT) of PBL	View only	
3	Admin User (Operations) of PBL	Able to manage all field	
4	HR Admin User (HRD) of PBL	View only	
5	Sub-User of PBL	View only	
6	Master User (External)	View only	
7	Sub User (External)	View only	<b>Content of news feed &amp; Update process:</b> <ul style="list-style-type: none"> <li>i. <b>SI No:</b> Follow ascending order i.e. 1, 2, 3. (Auto generated).</li> <li>ii. <b>Duplication:</b> Duplication is strictly prohibited.</li> <li>iii. <b>Title:</b> By default, "Cancellation of specimen signature".</li> <li>iv. <b>News details-</b> Specimen signature of XYZ under PA number-100 has been canceled on 23-09-2022. Update by the application whether mark cancel with effective date by Admin user (Operations) of PBL.</li> <li>v. Cancellation date: According to circular of cancellation of specimen signature duly circulate by HR.</li> <li>vi. Upload date &amp; time: Fetch from HR admin User(HR). Whether HR Admin User(HR) upload the circular in HR module, date &amp; time automatically fetch to News Feed module.</li> </ul> <b>Features:</b> <ul style="list-style-type: none"> <li>i. Displaying only cancellation news with date and time mentioning <u>"The Signature has been canceled as of the closed of business January 12, 2022."</u></li> <li>ii. All news should be preserved through the latest date wise.</li> <li>iii. Field required: (1) Serial (2) Title (3) News Details (4) Upload date and times.</li> <li>iv. <b>Example:</b> SI no-01, Title-Cancellation of specimen signature, News details- Specimen signature of XYZ under PA number-100 has been canceled on 23-06-2022, Upload date and time-23.09.2022 at 5.14 PM.</li> </ul> <p>Any exception will be incorporated subject to approval from senior management/Head of HR/CTO/COO.</p>

**11. PASSWORD MANAGEMENT**

(1) Change Password (2)Reset Password (3) Unlock User ID

SI	User	Facility Available	Function and Features
1	Application Admin User (IT) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset own password. 3. Able to unlock own user ID.	<b>Features:</b> <ol style="list-style-type: none"> <li>Default information: Name of Bank, Name of Branch/Division, Name of user, Category of user.</li> <li>A password should be 8-15 characters, have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?. Authentication: 02 factor authentication i.e. OTP &amp; registered e-mail address for unlock user ID and password. An OTP should be 04-06 characters, must have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?.</li> <li>Each OTP shall have 60 second session timeout period.</li> <li>Maintain "CAPCHA" with dual authentication (Unique CAPTHA will be mandatory for each time of Log in).</li> <li>Unique CAPTHA will be mandatory for each time of Log in. (Every access has a Numeric number which needs to be input manually before clicking submits to access).</li> <li>The Default password must be changed after 1<sup>st</sup> access.</li> <li>Remember password menu is strictly discouraged.</li> <li>Lock for 03 consecutive wrong passwords or in-operative for consecutive 90 days.</li> <li>The maximum alphabet count is 9999 characters and successive same count is 9999 characters, minimum digit count is 2 characters.</li> <li>The maximum digit count is 9999 characters and successive same count is 9999 characters, minimum special character count is 0 Characters.</li> <li>The maximum special character count is 9999 characters and successive same special character count is 9999 characters.</li> <li>Must be different from the last three passwords.</li> <li>User admin (IT) and HR admin user (HRD) will be able to reset their own password &amp; able to unlock their own user ID.</li> <li>View message whether input wrong format: Clause no -82 of Definitions, Acronyms and Abbreviations.</li> <li>View message whether mismatch Format: Clause no -83 of Definitions, Acronyms and Abbreviations.</li> </ol>
2	User Admin (IT) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset password own & internal user. 3. Able to unlock user ID own & internal user. 4. Able to the archive user request.	
3	Admin User (Operations) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset password own & External user. 3. Able to unlock user ID own & external User. 4. Able to the archive user request.	
4	HR Admin User (HRD) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset own password. 3. Able to unlock own user ID.	
5	Sub-User of PBL	DO	
6	Master User (External)	DO	
7	Sub User (External)	DO	
8	All users (1 to 7)	Password reset	<ol style="list-style-type: none"> <li>Clause no -54 of Definitions, Acronyms and Abbreviations</li> <li>Able to archive user requests.</li> <li>Special CAPCHA: 60 of Definitions, Acronyms and Abbreviations.</li> <li>Able to archive user requests.</li> </ol>
		Unlock user ID	<ol style="list-style-type: none"> <li>Clause no -55 of Definitions, Acronyms and Abbreviations.</li> <li>Special CAPCHA: 60 of Definitions, Acronyms and Abbreviations.</li> <li>Able to archive user's requests.</li> </ol>

**11. PASSWORD MANAGEMENT**

(1) Change Password (2)Reset Password (3) Unlock User ID

SI	User	Facility available	Function and Features
1	Application Admin User (IT) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset own password. 3. Able to unlock own user ID.	<b>General message:</b> The contents will be communicated to the user through email after resetting the password/ unlocking the user ID. (User ID and password will be communicated to the user through separate email after user creation) (a) You have initiated a request to reset the password/ unlock the user ID for your account. If you did not initiate this request, please disregard. (b) Your password reset code is: " App@12", whether reset password. (c) Each OTP shall have 60 second Session Timeout period. (d) Message of password reset: Clause no -76 of Definitions, Acronyms and Abbreviations. (e) Message of unlocking user ID: Clause no -77 of Definitions, Acronyms and Abbreviations. (f) Notifications: Clause no -86 of Definitions, Acronyms and Abbreviations. (g) Clause no -96 of Definitions, Acronyms and Abbreviations. (h) User will be able to view the respective format of password / OTP/ special CAPCHA when cursor set in the specific box by the user.  <b>Notification whether input the wrong password:</b>  <b>Please remember:</b> i. A password should be 8-15 characters, have one capital, one number, and one special character: !, @, #, \$, %, ^, &, *, ?, ii. Default password must be changed after 1 <sup>st</sup> access. iii. Must be different from the last three passwords. iv. A pop up message "INCORRECT PASSWORD" will be viewed by the user whether input the wrong Password. Users will be able to view clause no i to iv.
2	User Admin (IT) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset password own & internal user. 3. Able to unlock user ID own & internal user. 4.Able to the archive user request.	
3	Admin User (Operations) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset password own & External user. 3. Able to unlock user ID own & external User. 4. Able to the archive user request.	
4	HR Admin User (HRD) of PBL	1.Able to reset Own Password after 1 <sup>st</sup> access. 2. Able to reset own password. 3. Able to unlock own user ID.	
5	Sub-User of PBL	DO	
6	Master User (External)	DO	
7	Sub User (External)	DO	
8	All users (1 to 7)	Password reset Unlock user ID	

## e-Signature Booklet of Prime Bank Ltd

## 12. REPORT:

SI	User	Function	Function and Features
1	Application Admin User (IT) of PBL	(i) Able to manage all report (ii) Able to download and Print all types of report.	<p><b>(A). Management &amp; features of report menu:</b></p> <ol style="list-style-type: none"> <li>Application Admin User (IT) of PBL &amp; Admin User (Operations) of PBL will be able to download/ print. Other users are unable to access.</li> <li>Admin User (Operations) of PBL will be able to archive the user's service request.</li> <li>Prime Bank Admin User (Operations) will be able to archive history/ amendment relate requests/ approval (if any).</li> <li>One or more security features are required. "Watermark" may use as a security feature whether print single signature or whole signature booklet. IT division may use any other security feature to protect our Bank's Interest.</li> <li>All reports will be able to preserve lifetime with their history except log reports.</li> <li>Log report: Required 05 Years log report/ backup OR according to the policy (if any) for audit trail purpose. One year live report &amp; four years history/ backup OR according to policy (if any) for audit trail purpose.</li> <li>Report generation message: Clause no -79 of Definitions, Acronyms and Abbreviations.</li> </ol> <p><b>(B). Format:</b> EXEL &amp; PDF.</p> <p><b>(C). Entry Passing:</b> Required dual entry system i.e. Maker and Checker to download/ print documents/ reports.</p> <p><b>D. Mandatory content when view/ print/ download:</b> (a) Prime Bank Ltd (b) a bank with difference (c) Confidential (d) e-signature booklet of Prime Bank Ltd (e) Logo of Prime Bank Ltd.</p> <p><b>E. Contents of download / print of single signature and whole signature booklet:</b> All contents required as clause D (a to e) &amp; (a) Name of Maker download/ Print (b) Name of Checker authorize to download/ Print (c) Date of print (d) Time of print (e) Security mark- Water mark (f) Free text i.e. Name of the internal and external Institution, Bank, Branch, who seek the documents (g) Status of signature i.e. Active/Cancel (h) designation of a Pa Holder. (i) SI number (j) PA Number (K) Name of employee (L) Effective date</p> <p><b>F. Name of reports &amp; contents:</b></p> <p><b>I. Users/ Log report:</b> All contents required as clause D (a to e) &amp; (a) Name of Bank (b) Name of Branch/ Division (c) User name (d) Name of employee (e) e-mail address of employee (f) Mobile number of employee (g) Log in date &amp; time (h) Log out date &amp; time (i) Searching name of signatory for verify signature with date &amp; time, (j) Searching PA number of signatory for verify signature with date &amp; time.</p> <p><b>II. Activity/ history search:</b> All contents required as clause D (a to e) &amp; (a) Name of Bank (b) Name of Branch/ Division (c) User name (d) Name of employee (e) e-mail address of employee (f) Mobile number of employee (g) Log in date &amp; time (h) Log out date &amp; time (i) Searching, amendment, upload, download, print, input information / signature with date &amp; time. (j) Free text i.e. Name of the internal and external Institution, Bank, Branch, who seeks the documents (k) Free text i.e. reason for change/ update signature/ information.</p> <p><b>G. Report for future use:</b></p> <ol style="list-style-type: none"> <li>Searching by delegation of power: Contents are as per Clause no E &amp; Clause no F (ii).</li> <li>Searching by group: Contents are as per Clause no E &amp; Clause no F (ii).</li> </ol> <p>Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO</p>
2	User Admin (IT) of PBL	Unable to access	
3	Admin User (Operations) of PBL	(i) Able to manage & download and Print all types of report.	
4	HR Admin User (HRD) of PBL	Unable to access	
5	Sub-User of PBL	(i) Unable to access	
6	Master User (External)	(i) Unable to access	
7	Sub User (External)	(i) Unable to access	

**13. GENERAL TERMS AND CONDITIONS FOR USERS (FREE TEXT):****General Terms and Conditions:**

- (a) Contents and Images of the e-signature booklet of Prime Bank Ltd is /are classified as confidential unless otherwise specified.
- (b) Contents and Images of the e-signature booklet of Prime Bank Ltd is /are also legally privileged. If you are not the intended user you must not copy, forward, disclose or use any part of it. Unauthorized use of this system/ application is prohibited and subject to criminal and civil penalties.
- (c) Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. PBL does not accept any liability for any damage caused by such transmission and/or delay in its User(s)."
- (d) The user(s) should ensure that the documents/ Contents / Images of Signature(s) are not reproduced or disseminated without the prior approval of the document owner.
- (e) Prime Bank Ltd will have reserved the right to honor/ Dishonor any request received from stakeholders & External authorities.
- (f) Prime Bank Ltd will have reserved the right to handover the documents as sought by the external authority.
- (g) Prime Bank Ltd will have reserved the right to honor the request of all access and activity on this system/Application for audit trail subject to availability.
- (h) Prime Bank Ltd will have reserved the right to Any changes, modifications, revisions or amendments to this system/Application without prior notice.
- (i) Prime Bank Ltd will have reserved the right to provide audit trail related information i.e. login/Unlock user ID/ Reset password, etc. (if Required) to the external user on Half Yearly Basis considering the calendar year. Bank will not liable to honor any request beyond the mentioned period.
- (j) Prime Bank Ltd will have reserved the right to terminate, without cause to all access and activity on this system/Application without prior notice, delivered by hand or by registered mail or courier.
- (k) Prime Bank Ltd will have reserved the right to revoke, suspend and alter the conditions either in part or whole and new conditions be added at any time without assigning any reason thereof.

Any exception will be incorporated subject to approval from senior management/Head of HR/Head of IT/COO.

(May include or exclude Clause)

**14.IT/ BUSUNIBESS ANALYST TEAM/ IT TECHNICAL TEAM**

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Developer of the Application: Not applicable.

**15.Hardware requirement / System help requirement**

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This section describes what kind of system help features are needed to be built into the system.

- ☐ Application server: Not Applicable.
- ☐ Operating system (OS) version: Operating system (OS) version will be as per PBL standard.
- ☐ Disaster Recovery Server (DRS): Required.
- ☐ Backup & Recovery: Required

**16.Scalability Requirements**

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This section describes how the system is expected to scale to new higher or lower levels. Both user and application scalability requirements are described here. Data scalability is not described here as it is already described in the "data volumes" section earlier.

- 16.1. Change request (CR): Clause no -20 of Definitions, Acronyms and Abbreviations.
- 16.2. User compatibility: Clause no -21 of Definitions, Acronyms and Abbreviations.
- 16.3 Content management: Clause no -22 of Definitions, Acronyms and Abbreviations.
- 16.2. Scaling: Clause no -23 of Definitions, Acronyms and Abbreviations.
- 16.3. Error handling: Clause no -24 of Definitions, Acronyms and Abbreviations.
- 16.4. Content library: Clause no -25 of Definitions, Acronyms and Abbreviations.
- 16.5. Exceptional Issue: Clause no -40 of Definitions, Acronyms and Abbreviations.
- 16.6. Approval authority: Clause no -41 of Definitions, Acronyms and Abbreviations.
- 16.7 Guidelines: Clause no -42 of Definitions, Acronyms and Abbreviations.
- 16.8. Review process: Clause no -43 of Definitions, Acronyms and Abbreviations.
- 16.9. Compliance: Clause no -44 of Definitions, Acronyms and Abbreviations.
- 16.10. Change user role: Clause no -47 of Definitions, Acronyms and Abbreviations.
- 16.11.BCP: Clause no -48 of Definitions, Acronyms and Abbreviations.
- 16.12.DRP: Clause no -49 of Definitions, Acronyms and Abbreviations.
- 16.13.ISD: Clause no -61 of Definitions, Acronyms and Abbreviations.
- 16.14.IT security: Clause no -63 of Definitions, Acronyms and Abbreviations.
- 16.15. Event of notification: Clause no -65 of Definitions, Acronyms and Abbreviations.
- 16.16 View message whether input wrong format: Clause no -80 of Definitions, Acronyms and Abbreviations.
- 16.17. View message whether input wrong URL: Clause no -81 of Definitions, Acronyms and Abbreviations.
- 16.18. View message whether mismatch format: Clause no -82 of Definitions, Acronyms and Abbreviations.
- 16.19. Tag e-mail: Clause no -84 of Definitions, Acronyms and Abbreviations.
- 16.20. Notification: Clause no -86 of Definitions, Acronyms and Abbreviations.
- 16.21. Audit trail: Clause no -89 of Definitions, Acronyms and Abbreviations.
- 16.22. Format of user ID: Clause no -90 of Definitions, Acronyms and Abbreviations.
- 16.23. Future use: Clause no -94 of Definitions, Acronyms and Abbreviations.
- 16.24 Font, Colour, Access Privilege, etc. Policies, Standards and Guidelines clause no 1 to 17.
- 16.25. General Terms and Conditions: As per BRD duly vetted by Legal Division.
- 16.25. General notice for all users (Free Text): According to the BRD duly vetted by Legal Division.
- 16.26. Generic e-mail: Clause no -95 of Definitions, Acronyms and Abbreviations.
- 16.27. POP up message: Clause no -96 of Definitions, Acronyms and Abbreviations.
- 16.28. Restriction: Screen shot/ Down load /PDF of images of signature will be restricted for all users except Application Admin User(IT) and Admin User(operations).
- 16.29. Content of user: Clause no -97 of Definitions, Acronyms and Abbreviations.
- 16.30. Instructions from Managing Director (Free Text): According to the approval of the CEO & Managing Director.

**17. USER INTERFACE:**

Step 01: ☐ URL Address

Step 02: ☐ Log In

Address of PBL	<input type="checkbox"/> User ID <input type="checkbox"/> Password <input type="checkbox"/> Forget Password <input type="checkbox"/> Unlock User ID <input type="checkbox"/> CAPCHA <input type="checkbox"/> Special CAPCHA	Submit
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Step 03:

<input type="checkbox"/> General Notice for all Users	Free Text	I Agreed
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Step 04:

<input type="checkbox"/> Instruction from Managing Director	Free Text	I Accept
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Step 05:

<input type="checkbox"/> User Management <input type="checkbox"/> Signature Management <input type="checkbox"/> Password Management <input type="checkbox"/> News Feed <input type="checkbox"/> Report <input type="checkbox"/> General Terms and Conditions(Free Text)	
<input type="checkbox"/> User Management <ul style="list-style-type: none"> <li>** Application Admin User (IT) of PBL</li> <li>** User Admin (IT) of PBL</li> <li>** Prime Bank Admin User(Operations)</li> <li>** HR Admin User (HRD) of PBL</li> <li>** Prime Bank Sub-User</li> <li>** Master User (External)</li> <li>** Sub User (External)</li> </ul>	<u>Update/Edit user Information (Default)</u> Name of Bank : Prime Bank Ltd/ Name of Schedule Bank/ Non-Bank Financial Institution. Name of Branch/Division : Branch Name/ Division Name. User Category : Admin User/HR Admin User/Sub User of PBL/ Master User (External) /Sub-User (External).
****Search By Name <input type="text"/> #Name of Bank # Name of Branch #User ID #User Name #e-mail Address #Mobile No #Status-Active/ Inactive # Reset Password #Unlock User ID #Edit	<u>Update/Edit User Information</u> User Name: Mr. ABC Employee ID: National ID: 1234567892 Date of Birth: 10-11-2000 Designation: FAVP (40 Characters) E-mail Address: Mobile Number: Phone Number: Status: Active /Inactive Password Status: Expire / Never Expire Primary Access Rights required: Authorizer /Inputter/View only Special Privileges: Admin User /Sub User/ Master User /User Creation / Other Update
<input type="checkbox"/> Signature Management	<input type="checkbox"/> Password Management
<input type="checkbox"/> Report	****Search By Name <input type="text"/> #Name of Bank # Name of Branch #User ID #User Name #e-mail Address #Mobile No #Status-Active/ Inactive # Reset Password #Unlock User ID #Edit
<input type="checkbox"/> News Feed	
<input type="checkbox"/> General Terms and Conditions FREE TEXT	



**e-Signature Booklet of Prime Bank Ltd****18. Incorporation of solution/Amendment after sign off the BRD:**

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- i. Application Admin User (IT) of PBL&Admin User(Operations) of PBL will be able to change/Add/ Delete any field/ Content/ Image under the e-signature Booklet after signing off the BRD , when they need to design a solution.
- ii. Data Architects, Application Architects and Technical Architects will be able to add/ Change/ Delete any field / Content/ Image under the e-signature Booklet after signing off the BRD, when they need to design a solution.
- iii. If required, any additional changes/ modifications during development should be covered through an addendum.



**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
1	PBL	Prime Bank Ltd
2	HR/HRD	Human Resources Division Maintain separate HR Admin User.
3	ICCD	Internal Control and Compliance Division
4	ISD	<b>Information Security Division</b> (Authorized to assess information security of the Banks asset/application/ data. They also review access privilege & access control on behalf of the Bank).  Any exception will be incorporated subject to approval from Senior Management/ Head of IT/ COO.
5	RMD	Risk Management Division
6	PA Number	PA Number: Power of Attorney Number. (An Authorized officer to sign documents on behalf of Bank.)
7	FIFID	Financial Institutions Division
8	CR form	Change request form A request from that will use, whether required any Changes, Amendments, additional development after developing the application of the e-signature booklet.
9	HOB	Head of Branch
10	MO	Manager Operation
11	HoD	Head of Division
12	Deputy of Division	Act as a 2 <sup>nd</sup> responsible officer subject to approval from HoD.
13	Domain	A group of web pages defined by a common address, or URL
14	URL	Uniform Resource Locator
15	BRD	Business Requirements Document (this document)
16	CMS	Content Management System
17	IT Division	<b>Information Technology Division</b> Authorized to act as an Application Admin User and will be able to develop the application, able to create& manage of internal user, edit information & smooth operation of the application. Internal user will create and manage by IT division.  Any exception will be incorporated subject to approval from Senior Management/ Head of IT/ COO.
18	BDN	Branches Distribution Network
19	COO	Chief Operating Officer
20	CR	<b>Change Request</b> (Whether required any changes, amendments, additional development after developing the application of e-signature booklet, may change by IT subject to submission of prescribed CR form duly approved by the competent authority of the Bank).
21	Browser Compatibility	The application should be able to display the website with full functionality in the following browsers. Display details may vary i. Internet Explorer ii. Firefox iii. Chrome  Any exception will be incorporated subject to approval from Senior Management/ Head of IT/ COO.

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
22	Content Management (CMS)	<ul style="list-style-type: none"> <li>i. The Content Management System will permit users to view, update and print content through a secure administrative interface.</li> <li>ii. The Content Management System must support multiple users with per-user permissions controlling their access to areas of content.</li> <li>iii. The Content Management System will support multiple content types and content attributes and the ability to search through content in a structured manner.</li> <li>iv. The Content Management System will provide the ability to print / download the content, image of signature(s) , and report .</li> <li>v. The Content Management System will provide the ability to add fields or extensions at a later time.</li> </ul> <p>Any exception will be incorporated subject to approval from Senior Management/ Head of IT/ COO.</p>
23	Scaling	<ul style="list-style-type: none"> <li>i. Load balancing will occur multiple servers to handle 500 unique visitors a month (100 unique visitors at a time) right now and later handle 1500 unique visitors a month once all the partners are brought online. ability to extend at a later time.</li> </ul>
24	Error handling	<p>Special error handling will be provided for at least the following HTTP errors: 404, 403 and 500.</p> <p>(Also able to show notification whether wrong URL address, wrong PA number, wrong name of signatory search, etc).</p>
25	Content Library	<p>The application will provide a content library supporting multiple content types:</p> <ul style="list-style-type: none"> <li>i. Images (different sizes and levels of quality).</li> <li>ii. Logos (different lengths, colors and levels of quality).</li> <li>iii. Buttons (different wording, colors, sizes, orientation).</li> </ul>
26	Active Signatures	<ul style="list-style-type: none"> <li>i. Those images of signatures which is/are available to view.</li> <li>ii. <b>Mandatory contents</b> when viewing Image of signature:(a) Prime BankLtd(b)a bank with difference (c) Confidential (d) e-signature booklet of Prime Bank Ltd (e)Logo of Prime Bank Ltd.</li> <li>iii. <b>Additional content against active signatures when view:</b>Contents are(a)Mandatory content as above clause no ii (a to e) (b) Image of signature (c) PA number (d) Name of employee (e) Status i.e. Active/inactive/ canceled (f) Effective date (g) Designation. (Zoom facility against an image of the signature will be available).</li> <li>iv. Application Admin User(IT), Admin User (Operations) &amp; respective PA holder will receive a notification through e-mail.</li> <li>v. Admin User (Operations) will be able to activate the signature for view after receiving the notification/ e-mail from HR Admin user with approval. Notification will be communicated to all users under the application as well as the respective PA holders.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
27	Inactive Signatures (proposed)	<p>i. Those images of signatures which is/are unavailable to view and duly marked "INACTIVE" in the e-signature booklet.</p> <p>ii. A pop up message will view "In case of difficulties or for further information/ communication" Please send an email to: e-signature <a href="mailto:@primebank.com.bd">@primebank.com.bd</a> and call to Telephone no: 01313009660" (particulars of Admin user of PBL). All inactive signatures are duly marked "INACTIVE" in the e-signature booklet.</p> <p>iii. Other contents are as per active signature when viewed (Clause 26 (ii &amp; iii)).</p> <p>iv. Admin User (Operations) of PBL will be able to view the signature as well as able to print/ download the same.</p> <p>v. Generally, inactive will be marked due to absent in office for more than 03-months subject to approval from HRD, Fraud attempt identified by the authority of Bank, Misuse of signature, withdrawal an employee due to disciplinary action, termination of an employee, Retirement of an employee, decease an employee, etc. The interim period from resign/ retirement/ intimation of death to cancel signature, interim period when any investigation is conducted by the Bank against the PA holder. HRD will be playing the role to intimate Admin User (Operations) of PBL regarding inactive signature (it absolutely required).</p> <p>vi. Notification will be communicated to all Head of Division, all Head of Branch, all Head of MSME, all Head of Offshore unit of PBL, Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether HR admin uploads the "Approval Copy" against an employee ID number to HR module and authorized the same by the checker of HR.</p> <p>vii. Whether required inactive the signature, notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL with approval.</p> <p>viii. Whether required to activate the signature, further notification will be communicated to the Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</p> <p>ix. Admin User (Operations) will be able to activate the signature for view after receiving the Notification/ e-mail from HR Admin user with approval.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
28	Canceled Signature	<p>i. Those images of signatures which is/are unavailable to view and duly marked "CANCELED" in the e-signature booklet.</p> <p>ii. A pop up message view "In case of difficulties or for further information/ communication, please send an email to: e-signature <a href="mailto:@primebank.com.bd">@primebank.com.bd</a> and call to Telephone no: 01313009660" (particulars of PBL Admin User). All canceled signatures have duly affixed a seal "CANCELED" in the e-signature booklet.</p> <p>iii. Other contents are as per active signature when viewed (Clause 26 (ii &amp; iii)).</p> <p>iv. Admin User (Operations) of Prime Bank Ltd will be able to view the signature as well as able to print/ download the same.</p> <p>v. Respective PA holder, Application Admin User(IT), Admin User (Operations) will receive a notification through e-mail.</p> <p>vi. Admin User (Operations) will able to mark cancel after receiving the notification/ e-mail from HR Admin User with approval. Notification will be communicated to all users under the application.</p> <p>vii. Canceled marking according to the Circular issued by HRD. Generally, resignation from Job, Retirement from job, deceased of an employee is the main reason to cancel a Signature.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
29	History of Signature	<ul style="list-style-type: none"> <li>i. Those images of signatures which is/are unavailable to viewed.</li> <li>ii. Others contents are as per Active signature when viewed (clause 26 (ii &amp; iii)).</li> <li>iii. <u>History</u> of signatures will be preserved according to the latest change and viewed only the latest change/ update.</li> <li>iv. External users &amp; Sub-users of PBL are able to view only the latest change.</li> <li>v. Admin Users (Operations) of PBL will be able to view all history with the date of update as well as able to download/ print the same.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
30	History of Information	<ul style="list-style-type: none"> <li>i. That information which is/are unavailable to view.</li> <li>ii. <u>History</u> of information will be preserved according to the latest change and viewed only the latest change/ update.</li> <li>iii. External users &amp; Sub-Users of PBL are able to view only the latest change.</li> <li>iv. Application Admin User (IT) and Admin Users (Operations) of PBL will be able to view all history with the date of update as well as able to download/ print the same.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
31	Add Signature	<ul style="list-style-type: none"> <li>i. Those images of signatures which is/are available to view.</li> <li>ii. PA number will be allotted by HRD subject to approval from Senior Management. Application will able to generate the PA number automatically after the approval.</li> <li>iii. Employee will provide the specimen signature along with PA number, Name of employee, ID number, and date will provide by HRD to Admin User (operations) of PBL.</li> <li>iv. Admin User (operations) will play the role of custodian and preserve the original agreement between Prime Bank Ltd and the employee, Original approval copy, Original legal opinion, Specimen signature of the employee and able to upload the same in the HR module.</li> <li>v. Admin User (operations) will upload the image of signature and input the relevant information accordingly.</li> <li>vi. Admin User (operations) will preserve the copy of specimen signature in their safe custody with relevant documents i.e. copy of specimen signature, copy of approval.</li> <li>vii. HR will be collected 03 copies of the specimen signature. Admin user (operations) will be able to upload any one specimen signature out of three images of signature. Rest two copies are preserved by the Admin user (operations) &amp; HR Admin User.</li> <li>viii. Notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether HR admin uploads the "Approval copy" against an employee ID number to the HR module and authorized the same by the checker of HR.</li> <li>ix. PA number will be generated by the application automatically whether HR admin of PBL will upload the approval against employee ID in HR module and authorized the same by HR checker. Each PA number will be unique and follow ascending order. Duplication of the PA number is strictly prohibited. Respective PA holder, Application Admin User(IT), Admin User (Operations) will receive a notification through e-mail.</li> <li>x. Content of message: "Management of the Bank has given their approval to act as a PA holder on behalf of the Bank. Particulars of employee are given below (i) Name of employee (ii) Employee ID number (iii) Designation (iv) PA number i.e.100.Information of i to iii will fetched from HR connect and Information of iv generate automatically by the application maintaining a serial number following ascending order.</li> <li>xi. Receiver of e-mail: Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
32	New/ Updated/ Change of specimen Signature  (Steps may change subject to approval from Senior Management whether Updated existing Signature / Change the existing specimen Signature)	<p>i. Those images of signatures which is/are available to view.</p> <p>ii. Officials/ Executives of Branches/Division will apply for PA number to HRD subject to approval from line manager/ HoB/ HoD/ Senior management according to existing policy.</p> <p>iii. HRD will arrange to collect the approval from the Managing Director/ Competent authority of the Bank after receiving the request from Branch/ Division. NOC from the legal division &amp; 03 copies of specimen signature will also collect by HRD as per the existing procedure. HRD will also take the initiatives to execute an agreement between Prime Bank Ltd and the employee, appointing him to act as PA holder on behalf of the Bank..</p> <p>iv. PA number will be allotted by HRD subject to approval from senior management according to existing policy. Each PA number will be unique and follow ascending order. Duplication of the PA number is strictly prohibited.</p> <p>v. HRD will play the role of custodian and preserve the original agreement between Prime Bank Ltd and the employee, original approval copy, original legal opinion, specimen signature of the employee.</p> <p>vi. Specimen signature along with PA number, Name of employee, ID number will provide by HRD according to their policy to Admin user (operations) of PBL.</p> <p>vii. Admin user (operations) will upload the same and input the relevant information accordingly after receiving the approval copy along with relevant information (clause no iv).</p> <p>viii. Admin user (operations) will preserve the copy of the specimen signature in their safe custody.</p> <p>ix. HR admin user (HRD)will be collected 03 copies of specimen signature. Admin user (operations) will be able to upload any one specimen signature out of three images of signature. Rest two copies are preserved by the Admin user (operations) &amp; HR Admin User.</p> <p>x. Steps to be taken as above whether updated / change of existing specimen signature. HRD will be preserved both the specimen signature whether replace/ Update the existing signature. <u>History</u> of Signatures will be preserved according to the latest change and viewed only the latest change/ update. External users&amp;Sub-users of PBL are able to view only the latest change.</p> <p>xi. whether replace/ update the existing signature, HRD may collect the legal opinion from the legal division as well as execute an additional agreement between Prime Bank Ltd and The employee.</p> <p>xii. Notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether HR Admin uploads the "Approval Copy" against an employee ID number to the HR module and authorized the same by the checker of HR &amp; Input relevant Information. Duplication of the PA number is strictly prohibited.</p> <p>xiii. PA number will be unchanged whether replace/ update the existing signature.</p> <p>xiv. HR admin of PBL will upload the approval against employee ID in HR module and authorize the same by HR checker. Duplication of the PA number is strictly prohibited.</p> <p>xv. Respective PA holder, Application Admin User(IT), Admin User (Operations) will receive a notification through e-mail.</p> <p>xvi. Content of message: "Management of the Bank has given their approval to act as a PA holder on behalf of the Bank with updated / replaced specimen signature. Particulars of the employee are given below (i) Name of employee (ii) Employee ID number (iii) Designation (iv) PA number i.e.100.Information of i to iii fetches from HR connect. ✓</p> <p>xvii. Receiver of e-mail: Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/COO.</p>
33	Rejoin an employee with a previous PA number in PBL	<p>i. Steps to be followed as per new specimen signature.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>



**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
34	Effective date against Image of Signature	<p>Specific date from when the active / inactive / cancellation is /are considered as in effect. (Format- May 30, 2022)</p> <ol style="list-style-type: none"> <li><u>Effective date against active signature:</u> According to agreement date, circular date, signature upload date, e-signature approval date / specimen signature approval date will be considered as the effective date. In the absence of the availability of the document against the effective date, e – signature approval date will be considered the effective date.</li> <li><u>Effective date against canceled signature:</u> According to circular, issued by HRD. In absence of the availability of an effective date in the HRD circular, the circular date / e-mail date will be considered as the effective date. In the absence of the availability of a document against the effective date, e – signature approval date / last working date / release date of the employee duly approved by Senior Management will be considered as the effective date.</li> <li><u>Effective date against inactive signature:</u> e-mail receive date from HRD or e-signature approval date will be considered as an effective date against inactive of signature.</li> <li><u>Effective date against exception:</u> e-mail received from HRD or approval date from the competent authority of the Bank will be considered as an effective date against exception.</li> <li>Admin user (operations) will upload the e-mail/ approval/ agreement copy and input the relevant information accordingly.</li> <li>Admin user (operations) will preserve the copy of activation, inactivation, canceled related e-mail, approval, circular in addition to HRD.</li> <li>Archiving facility may be available for future use.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
35	Application Admin User (IT) of Prime Bank Ltd	<p>Principle actor under the application. IT Division of PBL will be able to preserved backup of all information under the application. Ensure to development of the application and smooth operation.</p> <p>Any exception will be incorporated subject to approval from Senior Management/ CTO/ COO.</p>
36	Admin User (Operations) of prime Bank Ltd	<p>Supporting actor under the application. The Operations Division of PBL will be the owner of the application/ BRD as well as act as an Admin user. Mainly, able to create and manage external user, manage the Signature Management Module. Ensure smooth operation with the help of the Application Admin User (IT).</p> <p>Any exception will be incorporated subject to approval from Senior Management/ CTO/ COO.</p>
37	Sub- User of Prime Bank	<p>Stakeholder under the application. All Branches and Divisions of Prime Bank Ltd will be the owner of Prime Bank Sub- User. Only avail view mode.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>
38	Master User (External) (Name of Schedule Bank/ Name of Institutions will be replaced against External)	<p>Stakeholder under the application. Will be availed view mode. Able to receive service on behalf of their sub-users.</p> <p><u>Owners:</u></p> <ol style="list-style-type: none"> <li>All Scheduled Banks operate in Bangladesh</li> <li>Foreign Banks operate in Bangladesh and Abroad</li> <li>All Exchange Houses operate in Bangladesh and Abroad</li> <li>All Non-Bank Financial Institutions operate in Bangladesh.</li> <li>Others (Any Gov't Institutions, Regulatory authority and any other institutions, subject to approval from Senior Management.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/COO.</p>

**e-Signature Booklet of Prime Bank Ltd**
**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
39	Sub- User (External) (Name of Schedule Bank/ Name of Institutions will be replaced against External)	Stakeholder under the application. Will be availed view mode. Able to receive service through their Master user. <b>Owners:</b> As per the above Master user (External). Any exception will be executed subject to approval from Senior Management/Head of HR/COO.
40	Exception issue	<ul style="list-style-type: none"> <li>i. Unusual issue (s) / event which will be needed to execute to the smooth operation of e-signature as well as verification of documents.</li> <li>ii. Issue(s)/ event that is/are not mentioned/ described in this BRD but will be needed to execute to the smooth operation of e-signature as well as verification of documents.</li> <li>iii. Issue(s) / event that is/are mentioned in this BRD but required to change to compliance.</li> <li>iv. Issue(s)/ event that is/are not existing/mentioned in any internal/ external policy but required to execute to minimize risk or compliance.</li> <li>v. Issue(s)/ event that is/ are instructed by Governing authority / Court to execute through circular, Gazette, Guidelines.</li> </ul>
41	Approval Authority	<ul style="list-style-type: none"> <li>i. Application Admin User: Head of IT or Authorized person according to the IT Guidelines or Senior Management/Head of HR/COO.</li> <li>ii. IT related issue &amp; development: Head of IT or authorized person according to the IT Guidelines or Senior Management/Head of HR/COO.</li> <li>iii. Admin User (Operations): Chief Operating Officer(COO), Head of Operations Division, Senior management.</li> <li>iv. Sub-Users of PBL for Head Office: Head of Division, Business Heads, Senior Management.</li> <li>v. Sub-Users of PBL for Branches: Branch Manager/ Region Head/ Head of BDN.</li> <li>vi. HR related issue: Head of HRD, Senior Management, Authorized person according to existing Guidelines (if any). HR related issue i.e. required allotment of PA number, cancellation of PA number, change or update existing signature, rejoin an employee with previous PA number, inactive of PA number whether withdraw an employee due to disciplinary action, / termination of an employee / retirement of an employee / absent or avail leave more than 03 months i.e. leaving country for 03 months and above / sickness of an employee for 03 months and above / maternity leave period / fraud attempt / misuse of signature.</li> <li>vii. Print or download of signature / whole signature booklet to supply internal and external users / authority: Chief Operating Officer, Senior Management, Head of Operations. Line Manager.</li> <li>viii. Amendment of BRD / application: Chief Operating Officer, Senior Management, Head of Operations, Head of IT.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
42	Guidelines	<ul style="list-style-type: none"> <li>i. Information Security policy, issued by Prime Bank Ltd, Version -3.0 reviewed on 30.06.2020.</li> <li>ii. Guidelines on ICT Security for Bank and Financial Institution published on May,2015 issued by Bangladesh Bank.</li> </ul> <p>(Presently, there is no internal / external Guidelines existing regarding e-signature booklet/ Signature Booklet.).</p>
43	Review Process	<ul style="list-style-type: none"> <li>i. Application Admin User, ISD, Admin User (Operations Division), RMD will review the BRD/ Application, subject to approval from Senior Management (If required any change).</li> <li>ii. BRD/ Application will be reviewed after 05 (Five) years from the date of approval, subject to approval from Senior Management.</li> <li>iii. Application Admin User (IT) / Admin User (Operations Division) will be able to change/ add / delete any field under e-signature Booklet, subject to submission of CR by Admin user(Operations), duly approved by Head of Division/ Line Manager/ Senior Management.</li> <li>iv. All changes are considered an integral part of this BRD.</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>



**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
44	Compliance and Review according to the Circular, Guidelines issued by a Law enforcement authority or Governing Body.	<p>(a) Compliance and review whether any change / amendment of law, circular, Guidelines issued by a law enforcement authority or Governing body regarding user creation &amp; access control procedure:</p> <ol style="list-style-type: none"> <li>Any change, amendment of the internal or external rules &amp; regulations related to the user creation &amp; access control procedures will be incorporated by IT.</li> <li>These changes is/are considered an integral part of this document.</li> <li>Application Admin User (IT) will comply according to circulars/ Guidelines within 90 days (or within the deadlines, if any), subject to approval from Senior Management.</li> </ol> <p>(b) Compliance and review whether any change / amendment of law, circular, guidelines issued by a law enforcement authority or Governing body regarding other than user creation &amp; access control procedure:</p> <ol style="list-style-type: none"> <li>Any change / amendment of the e-signature booklet other than clause no -44 (1): any change, amendment of the internal or external rules &amp; regulations related to the e-signature booklet will be incorporated by the Admin user (Operations) of PBL</li> <li>These changes is/are considered an integral part of this document.</li> <li>Admin user (Operations) will comply according to circulars / guidelines within 90 days (or within the deadlines, if any), subject to approval from Senior Management.</li> </ol> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
45	Users of the application of the e-signature Booklet of PBL	<p>(a) Users of the application</p> <ol style="list-style-type: none"> <li>All Branches &amp; Division of Prime Bank Ltd.</li> <li>All Scheduled Banks Operating in Bangladesh.</li> <li>All Foreign Banks Operating in Bangladesh and abroad.</li> <li>All Non- Bank Financial Institutions operating in Bangladesh.</li> <li>All Local &amp; Foreign Exchange Houses Operating in Bangladesh and abroad.</li> <li>Others (Any Gov't Institutions, Regulatory authority and any other institutions, subject to approval from Senior Management.</li> </ol> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
46	Ops	<p><u>Operations Division</u></p> <p>Act as an Admin user on behalf of the Bank and owner of the application / document. Ensure smooth operation with the help of IT. Able to create and manage external user ID.</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
47	Change user Role	<ol style="list-style-type: none"> <li>Any change related to the role of the user will be executed subject to approval from Senior management/Head of HR/Head of IT/COO.</li> </ol>
48	BCP	<p><u>Business continuity Plan</u></p> <ol style="list-style-type: none"> <li>HRD will be playing the role of principal custodian and preserve the original approval copy, original agreement between Prime Bank Ltd and the employee, original legal opinion, cancellation circular, specimen signature of the employee.</li> <li>HRD will be able to maintain the HR module independently. Able to archive the approval copy, agreement between Prime Bank and the employee, cancellation circular, inactive request with approval, legal opinion, staff relate affairs &amp; documents, sample of approval copy, sample of all types of agreement copy, cancellation circular with approval, inactive request with approval to amend, edit, settlement of exceptional issue if any unavoidable situation arises.</li> <li>Operations division will be preserved a hard copy as well as a soft copy of the specimen signature along with an approval copy, and a list of canceled signatures. Admin User (Operations) will be able to ensure service to stakeholders if any unavoidable situation arises. Moreover, Operations Division will be able to verify the specimen signature, if any unavoidable situation arises.</li> <li>Any exception will be incorporated subject to approval from Senior Management/Head of IT/COO.</li> </ol>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
49	DRP	<p><u>Disaster Recovery Plan</u></p> <ol style="list-style-type: none"> <li>IT division will be preserved a back up of all information related to the digital signature booklet module.</li> <li>HRD will be playing the role of principal custodian and preserve the original approval copy, original agreement between Prime Bank Ltd and the employee, original legal opinion, and specimen signature of the employee.</li> <li>HRD will be able to maintain the HR module independently. Able to archive the approval copy, agreement between Prime Bank and the employee, cancellation circular, inactive request with approval, legal opinion, staff relate affairs &amp; documents, sample of approval copy, sample of all types of agreement copy, cancellation circular with approval, inactive request with approval to amend, edit, settlement of exceptional issue if any unavoidable situation arises.</li> <li>The Operations division will be preserved a hard copy as well as a soft copy of the specimen signature along with the approval copy, agreement copy and list of canceled signatures. As an Admin user (Operations) of signature management, Operations Division will be able to ensure service to stakeholders, if any unavoidable situation arises. Moreover, Operations Division will be able to verify the specimen signature, if any unavoidable situation arises.</li> </ol> <p>Any exception will be incorporated subject to approval from Senior Management/Head of IT/COO.</p>
50	<p>Steps of new Specimen Signature (Existing steps may maintain by HRD)</p> <p>(Steps may change subject to approval from Senior Management).</p>	<p><u>Step 01:</u> Officials/ Executives of Branches/Division will apply for PA number to HRD subject to approval from line manager/ HoB/ HoD/ Senior Management according to existing policy.</p> <p><u>Steps 02:</u> HRD will arrange to collect the approval from the Managing Director/Senior Management/ Concern authority after receiving the request from Branch / Division. NOC from the legal division will also collect by HRD as per the existing procedure. HRD will also take initiatives of agreement between Prime Bank Ltd and the employee, appoint to act as a PA holder on behalf of the Bank.</p> <p><u>Steps 03:</u> HRD will allot the PA number subject to approval from senior management according to the BRD. Each PA number will be unique, system generated and follow ascending order. Duplication of the PA number is strictly prohibited.</p> <p><u>Steps 04:</u> HRD will be playing the role of custodian and preserve the original agreement between Prime Bank Ltd and the employee, original approval copy, original legal opinion, specimen signature of the employee.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
50	<p>Steps of new Specimen Signature (Existing steps may maintain by HRD)</p> <p>(Steps may change subject to approval from Senior Management).</p>	<p><b>Steps 05:</b> HRD will be able to maintain the HR module independently name "HR Admin User". Able to archive the approval copies, agreement copies, legal opinions. The application will generate the PA number automatically following the ascending order. Notification and approval copy will send to Admin user (Operations) through e-mail. Specimen signature approval date / upload date will be considered as an effective date.</p> <ol style="list-style-type: none"> <li>Notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether HR admin uploads the "approval copy" against an employee ID number to HR module and authorized the same by the checker of HR.</li> <li>PA number will be generated by the application automatically whether HR admin of PBL will upload the approval against employee ID in HR module and authorized the same by HR checker. Each PA number will be unique and follow ascending order. Duplication of the PA number is strictly prohibited. Respective PA holder, Admin user (Operations) will receive a notification through e-mail.</li> <li>Content of message: "Management of the Bank has given their approval to act as a PA holder on behalf of the Bank. Particulars of employee are given below (i) Name of employee (ii) Employee ID number (iii) Designation (iv) PA number i.e. 100. Information of i to iii is fetched from HR connect and Information of iv generate automatically by the application maintaining a serial number following ascending order.</li> <li>The receiver of e-mail: Application admin user (IT), Admin user (Operations) &amp; respective employee/PA holder of PBL.</li> <li>HR will be collected 03 copies of the specimen signature.</li> <li>Admin user (operations) will be able to upload any one specimen signature out of three images of signature. Rest two copies are preserved by the Admin user (operations) &amp; HR Admin User.</li> <li>All users under the application along with the PA holder will be received a notification against the new PA number whether Admin user (Operations) of PBL will upload the Image of signature and relevant information against employee ID in "signature management module" under the e-signature booklet and authorized the same by the checker.</li> <li><b>Notifications:</b> Clause no -86 of Definitions, Acronyms and Abbreviations.</li> </ol> <p><b>Steps 06:</b> Specimen signature along with PA number, Name of employee, ID number will also provide by HRD to Admin user (Operations).</p> <p><b>Steps 07:</b> Admin user (Operations) will upload the Image of specimen signature and input the relevant information accordingly after receiving the approval copy along with relevant information (Steps no 6) from HR Admin user.</p> <p><b>Steps 08:</b> Admin user (operations) will preserve the copy of specimen signature in their safe custody.</p> <p><b>Steps 09:</b> Steps to be taken as above whether updated / change of existing specimen signature.</p> <p><b>History:</b> of signatures will be preserved according to the latest change and viewed only the latest change / update. External users &amp; Prime Bank Sub-users are able to view only the latest change. Clause no -29 of Definitions, Acronyms and Abbreviations.</p> <p><b>Steps 10:</b> HRD will be able to archive all types of sample copies, approval copies, agreement copies, legal opinions and cancellation circulars relate to PA numbers.</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

Sl	Abbreviations	Particulars/ Definitions
51	<p>Steps of Cancel Signature</p> <p>(Existing Steps maintained by HRD)</p> <p>(Steps may change subject to approval from Senior Management)</p>	<p><b>Step 01:</b> HRD will take initiative to cancel a PA number after receiving the resign letter duly approved by the Line manager/ HoB/ HoD/ Senior Management/ Head of HRD. Generally, resignation from Job, retirement from job, deceased of an employee is the main reason to cancel a signature.</p> <p><b>Steps 02:</b>HRD will arrange to collect the approval from the Managing Director/Senior Management after receiving the request from the Branch/ Division. Ensure to collect "No Liability" from Branches and Division. NOC from the legal division will also collect by HRD as per existing procedure and will take initiatives to cancel the agreement between Prime Bank Ltd and the employee.</p> <p><b>Steps 03:</b> HRD will arrange to circulate the list of canceled PA numbers mentioning relevant Information i.e. PA number, employee ID, name of employee, last designation, last working date.</p> <p><b>Steps 04:</b> HRD will be able to maintain the HR module independently name "HR Admin user". Able to archive the approval copy of the canceled signature. They will be able to send notifications along with circulars to any group e-mail. Approval copy will send to Admin user(Operations) through e-mail. Approval date of canceled signature / last working date / released date will be considered as an effective date. "HR Admin user" will be able to tag any group e-mail to circulate the circular when upload to the HR module.</p> <ul style="list-style-type: none"> <li>(i) Notification will be communicated to all employees of PBL through e-mail whether HR admin uploads the "circular of cancel PA number" against an employee ID number to the HR module and authorized the same by the checker of HR.</li> <li>(ii) Content of message: Actual circular will be circulated through registered e-mail tagged by the user of HR admin.</li> <li>(iii) Receiver of e-mail: All employees of PBL or according to their existing policy.</li> <li>(iv) <u>Notifications:</u> Clause no -86 of Definitions, Acronyms and Abbreviations.</li> </ul> <p><b>Steps 05:</b> Admin user (operations) will take the initiatives to mark canceled according to the circular issued by HRD. The effective date will be considered as a circular date / last working date / released date, if otherwise mentioned in the circular. Notification will be communicated to all users under the application as well as the respective PA holder through e-mail whether the Admin user (Operations) will mark cancel in the application. News feed will be updated after passing entry/ duly marked cancel by Admin user(Operations).</p> <p><b>Steps 06:</b> HRD may take initiative to mark inactive with the help of Admin user (operations), subject to approval from HRD, whether any fraud attempt identified by the authority of Bank, misuse of signature, withdrawal of an employee due to disciplinary action, terminate an employee, retirement of an employee, decease an employee, interim period between resigning and release of an employee, interim period from resign/ retirement/ withdrawal / terminate/ Intimation of death to cancel signature, HRD will be playing the role of intimate regarding inactive signature (it absolutely required).</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/COO.</p>
52	<p>PA number</p> <p>(Definition, Generate, Uses, upload and circulation process)</p>	<p><b>Power of attorney number:</b></p> <ul style="list-style-type: none"> <li>i. Persons whose specimen signatures appear in this e-signature booklet or subsequently be added are authorized to sign on behalf of Prime Bank Ltd.</li> <li>ii. All signatures appearing in this e-signature booklet are allotted a serial number i.e. Power of attorney number/PA number. Persons while signing will invariably mention their respective signature numbers for identification purposes.</li> <li>iii. A signature number once allotted to anyone is not re- allotted to another one subsequently on cancellation of the original signature.</li> <li>iv. The "e-Signature application" will be able to generate the PA number automatically whether "HR Admin of PBL" will upload the approval against employee ID in the HR module and authorize the same by HR checker &amp; input relevant information. Notification will be communicated to Application Admin User (IT), Admin User (Operations) and respective PA holder through registered e-mail.</li> </ul>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
52	PA number  (Definition, Generate, upload and Uses, and circulation process)	<p>v. Each PA number will be unique and follow ascending order.</p> <p>v. Duplication of PA number is strictly prohibited.</p> <p>vi. Respective PA holders will receive a notification through e-mail.</p> <p>vii. Admin User(Operations) will be able to receive notification with PA number and a copy of approval through e-mail when uploading the approval copy by HR Admin user in HR module.</p> <p>viii. Specimen signature along with PA number, name of employee, ID number of employee will also provide by HRD to Admin user (Operations).</p> <p>ix. Admin user (Operations) will be able to upload the "image of specimen signature" and input the relevant information accordingly after receiving the approval copy along with relevant information (clause no ix) from the HR Admin user.</p> <p>x. Specimen signature approval date/ upload date will be considered as the effective date.</p> <p>xi. All users under the application along with the PA holder will be received a notification against the new PA number whether Admin user (Operations) of PBL will upload the image of signature and relevant information against employee ID in "Signature Management Module "under the e-signature booklet and authorized the same by the checker.</p> <p>xii. <u>Notifications:</u> Clause no -86 of Definitions, Acronyms and Abbreviations.</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/COO.</p>
53	CAPCHA	<p><b>CAPTCHA</b> stands for "Completely Automated Public <u>Turing test</u> to tell Computers and Humans Apart", is a type of <u>challenge-response</u> test used in <u>computing</u> to determine whether the user is human.</p> <p>i. Maintain "CAPCHA" with dual authentication (Unique CAPTHA will be mandatory for each time of log in).</p> <p>ii. Unique CAPTHA will be mandatory for each time of log in. (Every access has a numeric number which needs to be input manually before clicking submits to access). It will be 06 to 08 digits.</p> <p>iii. Maintain "CAPCHA" with dual authentication (CAPTHA will be mandatory for each time of unlock used ID which will be answering 03 questions).</p> <p>iv. The application will be able to generate unique CAPCHA for each log in.</p> <p>v. A pop up message "INCORRECT CAPCHA" will be viewed by the user whether input wrong CAPCHA.</p> <p>vi. Application will be able to generate another unique CAPCHA automatically whether input wrong CAPCHA by the user.</p> <p>Any exception will be incorporated subject to approval from Senior Management/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

Sl	Abbreviations	Particulars/ Definitions
54	Password Reset	<p>Required two factor authentication</p> <p>OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.</p> <ul style="list-style-type: none"> <li>(a) Users will be received an OTP through registered e-mail as well as matching one answer out of three questions.</li> <li>(b) An OTP should be 04-06 characters, must have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?</li> <li>(c) Each OTP shall have 60 second session timeout period.</li> <li>(d) The default password must be changed after 1<sup>st</sup> access.</li> <li>(e) Remember password menu is strictly discouraged.</li> <li>(f) Must be different from the last three passwords.</li> <li>(g) User will be able to reset password through OTP as well as match one answer out of three questions. Special CAPCHA: 60 of Definitions, Acronyms and Abbreviations.</li> </ul> <p>Users will be able to reset passwords through OTP as well as match one answer out of three questions.</p> <p><b><u>Notification of whether input the wrong password:</u></b></p> <p><b><u>Please remember:</u></b></p> <ul style="list-style-type: none"> <li>(h) A password should be 8-15 characters, have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?</li> <li>(i) The default password must be changed after 1<sup>st</sup> access.</li> <li>(j) Must be different from the last three passwords.</li> <li>(k) A pop up message "INCORRECT PASSWORD" will be viewed by the user whether input the wrong password. Users will be able to view the clause no i to iv.</li> </ul> <p><b><u>1.Reset password by the users:</u></b></p> <p><b>Required two factor authentication for reset password by the users,</b></p> <p>(OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.)</p> <ul style="list-style-type: none"> <li>i. Default questions i.e. Country, Currency, Favorite Colour will be required for the answer.</li> <li>ii. User will be received an OTP through registered e-mail as well as matching one answer out of three questions.</li> <li>iii. An OTP should be 04-06 characters, must have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?</li> <li>iv. Each OTP shall have 60 second session timeout period.</li> <li>v. Default password must be changed after 1<sup>st</sup> access.</li> <li>vi. Remember password menu is strictly discouraging.</li> <li>vii. Must be different from the last three passwords.</li> <li>viii. Unique CAPTHA will be mandatory for each time of log in. (Every access has a numeric number which needs to be input manually before the click submits to access). It will be 06 to 08 digits.</li> <li>ix. User will be able to reset password through OTP as well as match one answer out of three questions. Special CAPCHA: 60 of Definitions, Acronyms and Abbreviations.</li> <li>x. Users will be able to reset the answer against three questions i.e. Country, Currency, Favorite Colour after unlock user ID.</li> </ul>

## e-Signature Booklet of Prime Bank Ltd

## 19. Definitions, Acronyms and Abbreviations

SI	Abbreviations	Particulars/ Definitions
54	Password Reset	<p><b>2. <u>Reset password by the User Admin (IT) of PBL:</u></b></p> <p><b>(a) <u>Internal user:</u></b></p> <p><b>Required two factor authentication for reset password against Internal user ID.</b></p> <p>(OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.)</p> <ol style="list-style-type: none"> <li>Required the prescribed Service Request Form/ e-mail from registered e-mail to reset password, duly approved by the Line Manager/Head of Division, whether they fail to reset password against their own user ID or forget answer.</li> <li>Forward the form to the User Admin (IT) of Prime Bank Ltd.</li> <li>User Admin (IT) of Prime Bank Ltd will verify the signature &amp; PA number of the respective Line Manager/ Head of Division.</li> <li>User Admin (IT) of Prime Bank Ltd will be able to reset password against user ID.</li> <li>User Admin (IT) of PBL will be able to archive the service request form and ensure the service according to the policy.</li> <li>User will be received a default password through registered e-mail.</li> <li>After receiving the default password, the user will be able to access the application and needs to answer 03 questions i.e. Country, Currency, Favorite Colour using drop down list. After resetting the 03 answers, users will be able to reset their new password.</li> <li>Default password must be changed after 1<sup>st</sup> access.</li> <li>Must be different from the last three passwords.</li> <li>Remember password menu is strictly discouraged.</li> <li>Unique CAPTHA will be mandatory for each time of log in. (Every access has a numeric number which needs to be input manually before clicking submits to access). It will be 06 to 08 digits.</li> </ol> <p><b>3. <u>Reset password by the Admin User (Operations) of PBL:</u></b></p> <p><b>(a) <u>External user:</u></b></p> <p><b>Required two factor authentication for reset password against external users ID.</b></p> <p>(OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.)</p> <ol style="list-style-type: none"> <li>Required the prescribed Service Request Form/ e-mail from registered e-mail to reset password, duly approved by the Line Manager/Head of Division, whether they fail to reset password against their own user ID or forget answer.</li> <li>Forward the form to the Admin User (Operations) of Prime Bank Ltd.</li> <li>Admin User of Prime Bank Ltd (Operations Division) will verify the signature &amp; PA number of the respective Line Manager/ Head of Division.</li> <li>Admin User (Operations) of Prime Bank Ltd will be able to reset password against the user ID.</li> <li>Admin User(Operations) of PBL will be able to archive the service request form and ensure the service according to the policy.</li> <li>User will be received a default password through registered e-mail.</li> <li>After receiving the default password, the user will be able to access the application and needs to answer 03 questions i.e. Country, Currency, Favorite Colour using drop down list. After resetting the 03 answers, users will be able to reset their new password.</li> <li>Default password must be changed after 1<sup>st</sup> access.</li> <li>Must be different from the last three passwords.</li> <li>Remember password menu is strictly discouraged.</li> <li>Unique CAPTHA will be mandatory for each time of log in. (Every access has a numeric number which needs to be input manually before clicking submits to access). It will be 06 to 08 digits.</li> </ol> <p>Any exception will be incorporated subject to approval from Senior Management/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

Sl	Abbreviations	Particulars/ Definitions
55	Unlock User ID	<p><b><u>1.Unlock user ID by the users.</u></b></p> <p>Required two factor authentication for unlock user ID by the users, (OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.)</p> <ol style="list-style-type: none"> <li>Default questions i.e. Country, Currency, Favorite Colour will be required for the answer.</li> <li>User will be received an OTP through registered e-mail as well as matching one answer out of three questions.</li> <li>An OTP should be 04-06 characters, must have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?</li> <li>Each OTP shall have 60 second session timeout period.</li> <li>Default password must be changed after 1<sup>st</sup> access.</li> <li>Remember password menu is strictly discouraged.</li> <li>Must be different from the last three passwords.</li> <li>Unique CAPTHA will be mandatory for each time of log in. (Every access has a numeric number which needs to be input manually before the click submits to access). It will be 06 to 08 digits.</li> <li>User will be able to unlock user ID through OTP as well as match one answer out of three questions. Special CAPCHA: 60 of Definitions, Acronyms and Abbreviations.</li> <li>Users will be able to reset the answer against three questions i.e. Country, Currency, Favorite Colour after unlock user ID.</li> </ol> <p><b><u>2.Unlock user ID by the User Admin (IT) of PBL:</u></b></p> <p><b><u>(a)Internal user:</u></b></p> <p>Required two factor authentication for unlock users ID.</p> <p>(OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.)</p> <ol style="list-style-type: none"> <li>Required the prescribed Service Request Form/ e-mail from registered e-mail to unlock user ID, duly approved by the Line Manager/Head of Division, whether they fail to unlock their own user ID or forget answer.</li> <li>Forward the form to the User Admin (IT) of Prime Bank Ltd.</li> <li>User Admin (IT) of Prime Bank Ltd will verify the signature &amp; PA number of the respective Line Manager/ Head of Division.</li> <li>User Admin (IT) of Prime Bank Ltd will be able to unlock the user ID.</li> <li>User Admin (IT) of PBL will be able to archive the user creation form and ensure the service according to the policy.</li> <li>User will be received a default password through registered e-mail.</li> <li>After receiving the default password, the user will be able to access the application and needs to answer 03 questions i.e. Country, Currency, Favorite Colour using drop down list. After resetting the 03 answers, users will be able to reset their new password.</li> <li>Default password must be changed after 1<sup>st</sup> access.</li> <li>Must be different from the last three passwords.</li> <li>Remember password menu is strictly discouraged.</li> <li>Unique CAPTHA will be mandatory for each time of Log in. (Every access has a numeric number which needs to be input manually before clicking submits to access). It will be 06 to 08 digits.</li> </ol>



**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
55	Unlock User ID	<p><b>3.Unlock user ID by the admin user (Operations) of PBL:</b></p> <p><b>(b)External user:</b> Required two factor authentication for unlock users ID.</p> <p>(OTP and three questions will be developed for answer i.e. Country, Currency, Favorite Colour. Users will be able to use drop down list to answer three questions.)</p> <ol style="list-style-type: none"> <li>Required the prescribed service request form/ e-mail from registered e-mail to unlock user ID, duly approved by the Line Manager/Head of Division, whether they fail to unlock their own user ID or forget answer.</li> <li>Forward the form to the Admin User (Operations) of Prime Bank Ltd.</li> <li>Admin user of Prime Bank Ltd (Operations Division) will verify the signature &amp; PA number of the respective Line Manager/ Head of Division.</li> <li>Admin user (Operations) of Prime Bank Ltd will be able to unlock the user ID.</li> <li>Admin user (Operations) of PBL will be able to archive the user creation form and ensure the service according to the policy.</li> <li>User will be received a default password through registered e-mail.</li> <li>After receiving the default password, the user will be able to access the application and needs to answer 03 questions i.e. Country, Currency, Favorite Colour using drop down list. After resetting the 03 answers, users will be able to reset their new password.</li> <li>Default password must be changed after 1<sup>st</sup> access.</li> <li>Must be different from the last three passwords.</li> <li>Remember password menu is strictly discouraged.</li> <li>Unique CAPTHA will be mandatory for each time of log in. (Every access has a numeric number which needs to be input manually before clicking submits to access). It will be 06 to 08 digits.</li> </ol> <p>Any exception will be incorporated subject to approval from Senior Management/Head of IT/COO.</p>
56	OS	Operating system
57	H/W	Hardware
58	DRS	Disaster Recovery Server
59	DB	Database
60	Special CAPCHA (03 questions develop for Answer)	<p><b>CAPTCHA</b> stands for "Completely Automated Public Turing test to tell Computers and Humans Apart", is a type of <u>challenge-response</u> test used in <u>computing</u> to determine whether the user is human.</p> <ol style="list-style-type: none"> <li>Maintain "SPECIAL CAPCHA" with dual authentication</li> <li>Three questions i.e. Country, Currency and Favorite Colour will be developed for the answer. Users will be able to use drop down list to answer three questions.</li> <li>SPECIAL CAPCHA will be mandatory each time to reset the password and unlock the user ID by the users.</li> <li>Every reset password/ unlock user ID has 03 questions to answer.</li> <li>Three questions i.e. Country, Currency, Favorite Colour, will be developed for the answer. Users will be able to use drop down list to answer three questions.</li> <li>SPECIAL CAPCHA needs to be input before clicking submits to 1<sup>st</sup> access.</li> <li>A pop up message "INCORRECT CAPCHA" will be viewed by the user whether input the wrong SPECIAL CAPCHA.</li> <li>Content of the pop up message whether input question &amp; answer: <ol style="list-style-type: none"> <li>Choose unique question out of three.</li> <li>Question length (8 to 200 character)</li> <li>Answer length (4 to 200 character)</li> <li>Answer cannot be part of password.</li> <li>Answer cannot be part of question.</li> <li>Choose answer from drop down list.</li> </ol> </li> </ol> <p>Special CAPTCHA is/are used as a part of two factor authentication for unlock user ID / reset password by the users.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
61	ISD	<p>Information Security Division</p> <ol style="list-style-type: none"> <li>Assess Information Security risks and follow up with relevant stakeholders to mitigate those identified risks raised by ISD.</li> <li>Cross-check the user creation &amp; Access control procedure considering existing Guidelines.</li> </ol>
62	OTP	<p>One Time Password</p> <ol style="list-style-type: none"> <li>An OTP should be 04-06 characters, must have one capital, one number, and one special character: @, #, \$, %, ^, &amp;, *, ? and send to registered e-mail for authentication.</li> <li>Each OTP shall have 60 second session timeout period.</li> <li>Generally, use to reset passwords and unlock user ID for authentication.</li> <li>The OTP will be communicated to the user through email before resetting the password and unlocking the user ID by the user.</li> </ol>
63	IT Security, User creation & Access Control Guidelines	<ol style="list-style-type: none"> <li>Information Security policy, issued by Prime Bank Ltd, Version -3.0 reviewed on 30.06.2020.</li> <li>Guidelines on ICT Security for Bank and Financial Institution published in May, 2015 issued by Bangladesh Bank.</li> </ol>
64	Lock, disable, Log out of User ID	<ol style="list-style-type: none"> <li>Automatically disable user ID if the last login is more than 90 days.</li> <li>Lock for 03 consecutive wrong passwords or in-operative for consecutive 90 days.</li> <li>Automatically log out from the application if the last login is more than 05 minutes.</li> </ol>
65	<p>Event of Notification</p> <p>(Notifications will be communicated to the user/ Employee through e-mail)</p> <p>Character-Standard size</p>	<p>(a) All users under the application will be able to receive a notification. Notifications will be sent according to the following event through registered e-mail:</p> <ol style="list-style-type: none"> <li>User creation</li> <li>User inactivation/ activation</li> <li>User canceled</li> <li>ADD signature:</li> <li>Cancel signature:</li> <li>Inactive signature:</li> <li>Updated / replace signature</li> <li>Log in</li> <li>Log out</li> <li>Password / reset password</li> <li>Unlock user ID</li> <li>Lock user ID</li> <li>Upload approval copy / cancellation circular by HR Admin</li> <li>Report generation/ download/ print</li> <li>Message whether input wrong format/ mismatch format</li> <li>Message whether input wrong format/ mismatch format in signature management "search option".</li> </ol> <p>Application Admin User (IT) of PBL and Admin User (Operations) will be able to get a copy whether any e-mail generates under the application (by default).</p> <p>Application Admin User (IT) of PBL and Admin User (Operations) will be able to get notifications whether any types of information amendment/ update by any user under the application.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
66	<p>Types of event &amp; Contents of Notification whether HR admin will Upload documents and Checker authorized the same.</p> <p>(Notifications will be communicated to the users/ Employees of PBL through email)</p> <p>*FREE TEXT MAY CHANGE</p>	<p><b>Four types of events will be considered for notification whether the HR admin will upload documents and checker authorized the same.</b></p> <p><b>(I) Add signature (II) Cancel signature (III) Inactive signature (iv) New/ Updated/ Change of specimen signature. Details are given below:</b></p> <p><b><u>A. Cancel signature:</u></b></p> <ol style="list-style-type: none"> <li>Notification will be communicated to all employees of PBL through e-mail whether HR Admin upload the "circular of cancel PA number" against an employee ID number to the HR module and authorized the same by the checker of HR.</li> <li>Content of message: Actual circular will be circulated through registered e-mail tagged by the user of HR Admin.</li> <li>Receiver: All employees of PBL.</li> </ol> <p><b><u>B. Add new signature:</u></b></p> <ol style="list-style-type: none"> <li>Notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether the HR admin uploads the "approval copy" against an employee ID number to the HR module and authorized the same by the checker of HR.</li> <li>PA number will be generated by the application automatically whether HR admin of PBL will upload the approval against employee ID in HR module and authorized the same by HR checker. Each PA number will be unique and follow ascending order. Duplication of the PA number is strictly prohibited. Respective PA holders, Application Admin User (IT) and Admin User (Operations) will receive a notification through e-mail.</li> <li>Content of message: "Management of the Bank has given their approval to act as a PA holder on behalf of the Bank. Particulars of employee are given below (i) Name of employee (ii) Employee ID number (iii) Designation (iv) PA number i.e.100. Information of i to iii is fetched from HR connect and Information of iv generate automatically by the application maintaining a serial number following ascending order.</li> <li>Receiver: Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> </ol> <p><b><u>C. Inactive signature:</u></b></p> <ol style="list-style-type: none"> <li>Notification will be communicated to all Head of Division, all Head of Branch, all Head of MSME, all Head of Offshore unit of PBL, Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether HR admin uploads the "approval copy" against an employee ID number to HR module and authorized the same by the checker of HR.</li> <li>Content of message: "Management of the Bank has given their approval to Inactive the signature against employee ID no -100 until further approval/ intimation. Particulars of employee is given below (a) Name of employee (b) Employee ID number (c) Designation (d) PA number i.e.100. "In case of difficulties or for further information/ communication, please send an email to: e-signature @primebank.com.bd and call to Telephone no: 01313009660" [particulars of Admin user (Operations) of PBL].</li> <li>Receiver: All Head of Division, all Head of Branch, all Head of MSME, all Head of Offshore unit of PBL, Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> <li>Whether required to activate the signature, further notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> </ol>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
66	<p>Types of event &amp; Contents of Notification whether HR admin will Upload documents and Checker authorized the same.</p> <p>(Notifications will be communicated to the users/ Employees of PBL through email)</p> <p>*FREE TEXT MAY CHANGE</p>	<p><u>D.New/ Updated / Change of specimen signature:</u></p> <ol style="list-style-type: none"> <li>Notification will be communicated to Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether the HR admin uploads the "approval copy" against an employee ID number to the HR module and authorized the same by the checker of HR.</li> <li>PA number will be unchanged whether replace/ update the existing signature.</li> <li>HR Admin of PBL will upload the approval against employee ID in the HR module and authorize the same by the HR checker. Duplication of PA number is strictly prohibited.</li> <li>Respective PA holder, Application Admin User(IT), and Admin User (Operations) will receive a notification through e-mail.</li> <li>Content of message: "Management of the Bank has given their approval to act as a PA holder on behalf of the Bank with updated/ replaced specimen signature. Particulars of the employee are given below (i) Name of employee (ii) Employee ID number (iii) Designation (iv) PA number i.e.100.Information of i to iii fetches from HR connect.</li> <li>Receiver: Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
67	<p>Types of event &amp; Content of Notification whether Admin User (Operations) of PBL will pass entry as Active/ Inactive/ Cancel/ Updated in Signature Management module and Checker authorized the same.</p> <p>(Notifications will be communicated to the users existing in the application through email)</p> <p>*MAY CHANGE</p>	<p><u>Four types of events will be considered for notification. (i) Add signature (ii) Cancel signature (iii) Inactive signature(iv) New/ Updated/ Change/ Replace of specimen signature.</u></p> <p><u>A. Cancel signature:</u></p> <ol style="list-style-type: none"> <li>Notification will be communicated to all users existing in the application including the "cancel PA holder of PBL" through e-mail whether Admin User (Operations) of PBL will pass entry as "canceled with effective date" against an employee ID number in signature management module and authorized the same by the checker of Operations Division.</li> <li>Content of message: The PA number-100 has been canceled as at the closed of business January 12, 2022." Particulars of the PA holder is given below: (a) Name of employee (b) Employee ID number (c) PA number (d) Effective date.</li> <li>Receiver: All users existing in the application including the "cancel PA holder of PBL".</li> </ol> <p><u>B. Add new signature:</u></p> <ol style="list-style-type: none"> <li>Notification will be communicated to all users existing in the application including the "new PA holder of PBL" through e-mail whether Admin User (Operations) of PBL will pass entry as "Add/ Active with effective date" against an employee ID number in signature management module and authorized the same by the checker of Operations Division.</li> <li>Content of message: The PA number-100 has been added as of the closed of business on January 12, 2022. As a new signatory on behalf of the Bank" particulars of the PA holder is given below: (a) Name of employee (b) Employee ID number (c) PA number (d) Effective date.</li> <li>Receiver: All users existing in the application including the "New PA holder of PBL"</li> </ol>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
67	<p>Types of event &amp; Content of Notification whether Admin User (Operations) of PBL will pass entry as Active/ Inactive/ Cancel/ Updated in Signature Management module and Checker authorized the same.</p> <p>(Notifications will be communicated to the users existing in the application through email)</p> <p>*MAY CHANGE</p>	<p><b>B. Inactive signature:</b></p> <ol style="list-style-type: none"> <li>Notification will be communicated to all Head of Division, all Head of Branch, all Head of MSME, all Head of Offshore unit of PBL, Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL through e-mail whether Admin user (Operations) of PBL will pass entry as "Inactive with effective date" against an employee ID number in signature management module and authorized the same by the checker of Operations Division.</li> <li>Content of message: The PA number-100 has been inactive as of the closed of business on January 12, 2022. "In case of difficulties or for further information/ communication, please send an email to: e-signature <a href="mailto:signature@primebank.com.bd">signature@primebank.com.bd</a> and call to Telephone no: 01313009660" (particulars of PBL Admin User).</li> <li>The receiver of e-mail / notification: All Head of Division, all Head of Branch, all Head of MSME, all Head of Offshore unit of PBL, Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> <li>Whether required to activate the signature, further notification will be communicated to the Application Admin User (IT), Admin User (Operations) &amp; respective employee/PA holder of PBL.</li> <li>Admin User (Operations) of PBL will pass entry as "active with effective date" against an employee ID number in signature management module and authorized the same by the checker of Operations Division.</li> <li>Admin User (Operations) will be able to active the signature subject to receive an e-mail / notification with approval.</li> </ol> <p><b>C. New/ Updated/ Change / Replace of specimen signature:</b></p> <ol style="list-style-type: none"> <li>Notification will be communicated to all users existing in the application including the "respective PA Holder of PBL" through e-mail whether Admin User (Operations) of PBL will pass entry as "Add/ Active/ Replace/ update with effective date" against an employee ID number in signature management module and authorized the same by the checker of Operations Division.</li> <li>Content of message: The PA number-100 has been updated/ replaced as of the closed of Business on January 12, 2022." Particulars of the PA holder is given below: (a) Name of employee (b) Employee ID number (c) PA number (d) Effective date.</li> <li>Receiver of e-mail/ notification: All users existing in the application including the "respective PA holder of PBL".</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
68	<p>Mandatory field for e-mail /Messages/ Notification ( Tel no and e-mail may change)</p>	<p>Name of Bank : Prime Bank Ltd/ Name of Schedule Bank/ Non-Bank Financial Institution</p> <p>Name of Branch/Division : Branch Name/ Division Name</p> <p>User Name : Md Rashed Shohid Shorawaddy</p> <p>User Category : Admin User/HR Admin User/Sub User of PBL/ Master User (External) /Sub-User (External).</p> <p>For any queries, call 01313009660 or 0222338765-70 Ext-327 or e-mail: <a href="mailto:signature@primebank.com.bd">signature@primebank.com.bd</a></p>
69	<p>All notifications / Message must contain an e-mail address &amp; Tel Number</p>	<p>For any queries, call 01313009660 or 0222338765-70 Ext-327 or e-mail: <a href="mailto:signature@primebank.com.bd">signature@primebank.com.bd</a> ( Tel no and e-mail may change)</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
70	User Creation *MAY CHANGE	<p>i. Notifications will be communicated to the user/ employee through e-mail.</p> <p>ii. Receiver of e-mail/ notification: Respective requester/ user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, your request to create Admin user/ HR Admin user/ Sub- user of PBL/ Master user (External) / Sub- user (External) has been accepted. User admin of PBL will generate the user ID and password. (Name of scheduled Bank/ Name of Institutions will be replaced against external).</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
71	User Inactivation/ Activation *MAY CHANGE	<p>i. Notifications will be communicated to the user / employee through e-mail.</p> <p>ii. Receiver of e-mail/ notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, your user has been inactivated / activated. (Name of schedule Bank/ Name of Institutions will be replaced against external).</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
72	User Canceled *MAY CHANGE	<p>i. Notifications will be communicated to the user / employee through e-mail.</p> <p>ii. Receiver of e-mail/Notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, your user has been canceled. (Name of schedule Bank/ Name of Institutions will be replaced against external).</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
73	Log In *MAY CHANGE	<p>i. Notifications will be communicated to the user / employee through e-mail.</p> <p>ii. Receiver of e-mail/Notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, you have logged in to the e-signature booklet of Prime Bank Ltd at 30/06/2022 time-13:59:24 (Name of schedule Bank/ Name of Institutions will be replaced against external).</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
74	Log Out *MAY CHANGE	<p>i. Notifications will be communicated to the user / employee through e-mail.</p> <p>ii. Receiver of e-mail/Notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, thank you for using the e-signature booklet of Prime Bank Ltd. You have now successfully been logged out at 30/06/2022 time- 13:59:24 (Name of schedule Bank/ Name of Institutions will be replaced against external).</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
75	Closing Message after log out (*MAY CHANGE)	i. "We advised that you close your browser after you have completed your task for security reasons."
76	Password Reset *MAY CHANGE	<p>i. Notifications will be communicated to the user/ employee through e-mail.</p> <p>ii. Receiver of e-mail/ notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. MD. ABC, you have initiated a request to reset the password for your account on 30/06/2022 time-13:59:24. If you did not initiate this request, please disregard it. (Name of schedule Bank/ Name of institutions will be replaced against external). In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
77	Unlock User ID *MAY CHANGE	<p>(a) Notifications will be communicated to the user/ employee through e-mail.</p> <p>(b) Receiver of e-mail/ notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>(c) Content of message:</p> <p>(d) Mandatory content – 68</p> <p>(e) Dear Mr. ABC, you have initiated a request to unlock the user ID for your account at 30/06/2022 time-13:59:24. If you did not initiate this request, please disregard it. (Name of schedule Bank/ Name of Institutions will be replaced against external). In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
78	Lock User ID *MAY CHANGE	<p>i. Notifications will be communicated to the user/ employee through e-mail.</p> <p>ii. Receiver of e-mail/ notification: Respective user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, your user has been locked at 30/06/2022 time-13:59:24 (Name of schedule Bank/ Name of Institutions will be replaced against external). In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
79	Report Generation/ Download/ Print *MAY CHANGE	<p>i. Notifications will be communicated to the user/ employee through e-mail.</p> <p>ii. Receiver of e-mail/ notification: Respective requester/ user i.e. Admin User/ HR Admin User/ Sub- User of PBL/ Master User (External) / Sub- User (External).</p> <p>iii. Content of message:</p> <p>(a) Mandatory content – 68</p> <p>(b) Dear Mr. ABC, your request to generate a report (Name of the report) / download the report (Name of the report/ print the report (Name of the report) has been accepted. Admin user of PBL will generate/ print/ download the report. (Name of scheduled Bank/ Name of Institutions will be replaced against external).</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
80	View messages whether input wrong Format/ mismatch Format at any field under e-signature booklet	<p><b>"Please match the requested format"</b></p> <ul style="list-style-type: none"> <li>(i) Numeric field: The user may wrongly input an alphabet/ special character in a numeric field. A message will be viewed as "allowed only numeric and 08 to 15 digit only".</li> <li>(ii) Alphabet field: The user may wrongly input a numeric/special character in the alphabet field. A message will be viewed as "allowed letters and space only".</li> </ul>
81	View messages whether input wrong URL address /mismatch URL address *MAY CHANGE	<p>This site can't be reached 192.168.249.10 took too long to respond. Try: Checking the connection <u>Checking the proxy and the firewall</u> <u>Running Windows Network Diagnostics</u> ERR_CONNECTION_TIMED Sorry, but you could not be authenticated at this time.</p>
82	View Messages whether input wrong Format/ mismatch Format in "Search Option" under Signature Management. *MAY CHANGE	<p>The application will be able to detect wrong input/format as well as able to generate messages to view for the user. Generally, the following formats may default by the application architects and Technical Architects</p> <ul style="list-style-type: none"> <li>(a) Numeric field.</li> <li>(b) Alphabet field.</li> </ul> <p><u>Message viewed by the user:</u></p> <p><b>"Please match the requested format"</b></p> <ul style="list-style-type: none"> <li>i. Numeric field: The user may wrongly input an alphabet/ special character in a numeric field. The message will be viewed as "allowed only numeric and 08 to 15 digit only".</li> <li>ii. Alphabet field: The user may wrongly input a numeric/special character in the alphabet field. A message will be viewed as "Allowed letters and space only".</li> </ul>
83	View messages whether input wrong Format/ mismatch Format at the time of reset password under e-signature booklet.	<ul style="list-style-type: none"> <li>i. Default password must be changed after 1<sup>st</sup> access.</li> <li>ii. A password should be 8-15 characters, have one capital, one number, and one special character: !, @, #, \$, %, ^, &amp;, *, ?</li> <li>iii. Remember password menu is strictly discouraged.</li> <li>iv. Must be different from the last three passwords.</li> <li>v. Lock for 03 consecutive wrong passwords or in-operative for consecutive 90 days.</li> <li>vi. In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</li> </ul>
84	Tag e-mail to send notification	<p>Application Admin User (IT) of PBL, Admin user (Operations) of PBL, User Admin (IT) of PBL and HR Admin (HRD) of PBL will be able to tag e-mails to send notifications.</p> <ul style="list-style-type: none"> <li>i. All users of PBL</li> <li>ii. All Head of Division</li> <li>iii. All Head of Branch</li> <li>iv. All Head of MSME</li> <li>v. All Off Shore unit</li> <li>vi. All users existing in the application of "e-Signature Booklet".</li> <li>vii. All internal users existing in the application i.e. Application Admin User (IT) of PBL, User Admin(IT) of PBL, Admin User (Operations) of PBL, HR Admin User (HRD) under the application.</li> <li>viii. All external users existing in the application i.e. Master User (External), Sub-User (External).</li> <li>ix. Any group in addition to the above will be able to tag to send an e-mail by application Admin User (IT) of PBL, User Admin(IT) of PBL, Admin User (Operations) of PBL and HR Admin User (HRD).</li> </ul> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>



**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
85	Search Option of Image of Signature	<p>Two types of search options will be available under the application to search image of signature (a) search by name (b) search by PA number.</p> <ol style="list-style-type: none"> <li>Search by PA number (Application will be able to show all PA numbers with name of employee when input/ search through partial PA Number i.e. when input / Search 10, all PA numbers containing 10 will appear with name of employee. The user then chose anyone to view an image of signature).</li> <li>Search by name of employee (Application will be able to show all names of PA holder with PA number when input/ search through partial name i.e. when input / search Rasel, all names containing Rasel will appear with PA number. The user then chose anyone to view the image of the signature).</li> <li>Users will be able to use any one option out of two to view the image of the signature.</li> <li>Users will be able to use a partial name or partial PA number to search the intended name of the signatory or PA holder.</li> </ol> <p>Any exception will be incorporated subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
86	Notification:  *MAY CHANGE Character-Standard size	<ol style="list-style-type: none"> <li>The successful and unsuccessful events will contain notification.</li> <li>A "POP UP" message will be viewed in case of an unsuccessful event or input the wrong format/ mismatch with the default format.</li> <li>All notifications will contain the user name, user ID, name of the Bank, name of the Branch, and category.</li> <li>User ID will default against all notifications.</li> <li>All notifications will contain the date and time.</li> <li>All notifications will contain the Tel no &amp; e-mail address i.e. "For any queries, call 01313009660 or 0222338765-70 Ext-327 or e-mail: <a href="mailto:signature@primebank.com.bd">signature@primebank.com.bd</a>."</li> <li>Any updates on the existing signature and user status will be notified to the user through email.</li> <li>Any wrong input/ search wrong URL address / search wrong PA number/ search wrong name of signatory/ mismatch format will be notified to the user through email as well as view a pop-up message" INCORRECT URL/password/captcha/special captcha, etc.</li> <li>Any activation/ deactivation of the user, lock/ unlock of the user, mismatch format will be notified to the user through email as well as view a pop-up message.</li> <li>Any activation/ inactivation of signature, cancellation of signature, mismatch format will be notified to the user through email as well as view a pop-up message.</li> <li>Application admin user(IT), User Admin(IT), Admin User (Operations), HR Admin user will be able to send notifications.</li> <li>Admin user (Operations) will be able to receive all notifications under the application by default.</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
87	Steps of collection Image of Signature & procedure of Uploading  *MAY CHANGE	<ol style="list-style-type: none"> <li><b>New specimen signature:</b> HR will collect 03 copies of the specimen signature. Admin user (operations) will be able to upload any one specimen signature out of three images of signature. Rest two copies are preserved by the Admin user (operations) &amp; HR Admin User. Admin user (operations) will be able to scan three specimen signatures and be able to crop any one specimen signature out of three specimen signatures.</li> <li><b>Existing specimen signature:</b> Existing specimen signature will be uploaded by Admin user (Operations) of PBL from existing specimen signature duly preserve at signature booklet dated September 15, 2011.</li> </ol> <p>The e-signatures supersede all signatures of our previous signature booklet dated September 15, 2011, and supplements thereto which should be destroyed.</p> <p>HRD may follow the existing steps/procedures or according to the opinion of Application Admin User(IT) /Admin User(operations) or according to the BRD or according to the opinion of senior management/ Head of HR, regarding "collection of images of signature &amp; uploading procedure."</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

Sl	Abbreviations	Particulars/ Definitions
88	General Terms & Conditions.	All users under the application will be able to view the "General Terms & Conditions". Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.
89	Audit Trail	The application will be able to preserve all types of information /data / report / log in reports for audit trail purposes. i. User activity report: able to preserve activity report/ backup for five years or according to the Policy. ii. Amendment: Able to preserve the history of amendment according to the Policy or lifetime. iii. LOG in report: (a) Live report: Required preservation of live report for one year or according to Policy. (b). History: Required preservation of history for four years or according to Policy.  Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.
90	Format of User ID	User Admin (IT) of PBL will be able to create a user ID as per the followings:  i. Partial employee name with Bank / Branch routing number (OR). ii. Partial employee name with employee full ID (OR). iii. Partial employee name with employee NID number (OR). iv. Partial employee name with name of Bank (OR). v. Partial Bank name with full employee ID (OR). vi. Partial NID number with partial employee name (OR). vii. According to the existing Policy (if any).  Features: (a) Character will be a minimum of 10 maximums of 30 characters. (b) Combination of the alphabet and numeric characters.  Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.
91	Notifications if any edits execute under the e-signature booklet. (May Change)	i. Notifications will be communicated to the user / employee through e-mail. ii. Receiver of e-mail/ notification: Admin user(Operations) of PBL. iii. Content of message: (a) Mandatory content (Name of user, category) (b) An amendment has been executed under the application by ..... (user name).  Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.
92	Content of News Feed	i. News feed will update whether mark cancel by Admin user(Operations). ii. Displaying only cancellation news with date and time mentioning "The signature has been canceled as of the closed of business January 12, 2022." iii. All news should be preserved through the latest date wise. iv. Field required: (1) Serial (2) Title (3) News Details (4) Upload date and times." Example" SI no-01, Title-Cancellation of Specimen Signature, News Details-Specimen Signature of XYZ under PA number-100 has been canceled on 23-06-2022, Upload Date and Time-23.06.2022 at 5.14 PM.  Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.

**19. Definitions, Acronyms and Abbreviations**

SI	Abbreviations	Particulars/ Definitions
93	Message when upload cancel Circular	<p>(a) Notifications will be communicated to the user/ employee through e-mail.</p> <p><u>(b) Content whether HR admin will upload the cancel circular:</u></p> <ol style="list-style-type: none"> <li>The receiver of e-mail/Notification: All employees of PBL and respective PA holder whether upload the circular by HR admin user(HRD).</li> <li>Content of message: Specimen signature of XYZ under PA number-100 has been canceled on 23-06-2022. In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</li> </ol> <p><u>©Content whether Admin user (Operations) will mark cancel according to the cancel circular:</u></p> <ol style="list-style-type: none"> <li>Receiver of e-mail/Notification: All users under the application and respective PA holder whether mark cancel.</li> <li>Content of message: Specimen signature of XYZ under PA number-100 has been canceled on 23-06-2022. In case of difficulties or for further information, please send an email to: e-signature @primebank.com.bd and Telephone :01313009660 or 0222338765-70 Ext-327.</li> <li><u>News feed will be updated after mark cancel by Admin user (Operations) of PBL.</u></li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
94	Future use/ Development	<ol style="list-style-type: none"> <li>The application will be able to extended fields / Manus in addition to existing.</li> <li>The application will be able to extended fields for "searching by delegation".</li> <li>The application will be able to extended fields for "searching by group".</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
95	Generic e-mail	<ol style="list-style-type: none"> <li>Application admin users (IT) will be able to develop a generic e-mail.</li> <li>All users under the application will be able to send their "user creation request" and "service request" to the generic e-mail.</li> <li>Admin user (Operations) will be able to tag any group e-mail to send notification/e-mail.</li> <li>Generic e-mail address: <u>e-signature@primebank.com.bd.</u></li> <li>Admin user (Operations) of Prime Bank Ltd will be able to send e-mail to internal and external user through Generic e-mail: <u>e-signature@primebank.com.bd.</u></li> <li>Maker and checker of operations division will be the members of the generic e-mail.</li> <li>e-mail address of the maker and checker of the operations division will be tagged with e-mail: <u>e-signature@primebank.com.bd.</u></li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>
96	POP UP message (Character-Standard or at actual)	<p>A "POP UP" message will be viewed in case of an unsuccessful event or input the wrong format/ mismatch with the default format.</p> <ol style="list-style-type: none"> <li>Wrong URL: A pop up message will be viewed by the user "INCORRECT URL".</li> <li>Wrong password: A pop up message will be viewed by the user "INCORRECT PASSWORD".</li> <li>Wrong CAPCHA: A pop up message will be viewed by the user "INCORRECT CAPCHA".</li> <li>Wrong special CAPCHA: A pop up message will be viewed by the user "INCORRECT special CAPCHA".</li> <li>Wrong PA number: A pop up message will be viewed by the user "INCORRECT PA Number".</li> <li>Wrong signatory name: A pop up message will be viewed by the user "INCORRECT Name".</li> <li>OTP: A pop up message will be viewed by the user "INCORRECT OTP".</li> </ol> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/Head of IT/COO.</p>

**19. Definitions, Acronyms and Abbreviations**

SL	Abbreviations	Particulars/ Definitions
97	Content of user	<p><b>(a) Update/ edit user Information (default)</b></p> <p>i. Name of Bank : Prime Bank Ltd/ Name of Scheduled Bank/ Non-Bank Financial Institution.</p> <p>ii. Name of Branch/Division : Branch Name/ Division Name.</p> <p>iii. User Category : Admin user/HR Admin user/Sub user of PBL/ Master user (External) /Sub-user (External).</p> <p><b>(b) Update/Edit User Information:</b></p> <p>i. User name: Mr. ABC</p> <p>ii. Employee ID: 2001102108</p> <p>iii. National ID: 1234567892</p> <p>iv. Date of birth: 10-11-2000</p> <p>v. Designation: FAVP (40 Characters)</p> <p>vi. E-mail address: ms102101@</p> <p>vii. Mobile number:01552353922</p> <p>viii. Phone number:02-2255993</p> <p>ix. Status: Active /Inactive</p> <p>x. Password status: Expire / Never expire</p> <p>xi. Primary access rights required: Authorizer/ Inputter/View only</p> <p>xii. Special privileges: Admin user /Sub user/ Master user / User creation / others.</p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/CTO/COO.</p>
98	Developer of the application "e-signature Booklet of PBL"	<p><b>Not Applicable</b></p> <p>Any exception will be executed subject to approval from Senior Management/Head of HR/CTO/COO.</p>

**20. FORMS FOR USER CREATION AND SERVICE REQUEST:**


**User Creation / Activation / Deactivation Form of Internal User**
**Part A: Requester Details:**

Employee ID	Name
Designation	Division/Br
Reg. Email ID	Registered Mobile
NID no	DOB
Name of the Br/Division	Name of Bank

<b>Access Required</b>	
Primary Access Rights required:	<input type="checkbox"/> Authorizer <input type="checkbox"/> Inputter <input type="checkbox"/> View only
Special Privileges:	<input type="checkbox"/> Admin User <input type="checkbox"/> Sub User <input type="checkbox"/> HR AdminUser <input type="checkbox"/> User Creation <input type="checkbox"/> Other

<b>User Role (Others)</b>	
Purpose for access:	
<p>As a user of PBL's systems/applications, I agree to follow Bank's Information Security Policy rules. I understood that any misuse/ violation of this rule may result in loss of access to PBL's systems/applications as well as other disciplinary action.</p>	

**Part B: Approvals**

<b>Head of Division (HOD)/ Head of Branch (HOB)/Line Manager</b>	
Name:	
Seal, Signature and Date	

**Part C: Information Technology Division**

<b>User ID Maker</b>		<b>User ID Checker</b>	
Name:		Name:	
Signature and Date		Signature and Date	

**Part D: Approvals (Exception)**

<b>Name:</b>		<b>Name :</b>	
<b>Designation:</b>		<b>Designation:</b>	
<b>Signature and Date</b>		<b>Signature and Date</b>	


**User Creation / Activation / Deactivation Form of external User**
**Part A: Requester Details:**

Employee ID	Name
Designation	Division/Br
Reg. Email ID	Registered Mobile
NID no	DOB
Name of the Br/Division	Name of Bank

<b>Access Required</b>			
<b>Primary Access Rights required:</b>	<input type="checkbox"/> Authorizer	<input type="checkbox"/> Inputter	<input type="checkbox"/> View only
<b>Special Privileges:</b>	<input type="checkbox"/> MasterUser	<input type="checkbox"/> Sub User	<input type="checkbox"/> Other

<b>User Role (Others)</b>
Purpose for access
As a user of PBL's systems/applications, I agree to follow Bank's Information Security Policy rules. I understood that any misuse/ violation of this rule may result in loss of access to PBL's systems/applications as well as other disciplinary action.

**Part B: Approvals**

Head of Division (HOD)/ Head of Branch (HOB)/ Master User	
Name:	
Seal, Signature and Date	

**Part C: Operations Division, Prime Bank Limited**

<b>User ID Maker:</b>		<b>User ID Checker:</b>	
Name:		Name:	
Signature and Date		Signature and Date	

**Part D: Approvals (Exception)**

Name:		Name :	
Designation:		Designation:	
Signature and Date		Signature and Date	



### Service Request Form of Internal User

**Part A: Requester Details:**

Employee ID	Name
Designation	Division/ Branch
Email ID	Registered Mobile
NID no	DOB
Name of the Br/Division	Name of Bank

**User and role details:**

Primary Access Rights :	<input type="checkbox"/> Authorizer	<input type="checkbox"/> Inputter	<input type="checkbox"/> View only
Type of User :	<input type="checkbox"/> Admin User	<input type="checkbox"/> Master User	<input type="checkbox"/> Sub User <input type="checkbox"/> Other

**Service Request :**

Details of Service	<input type="checkbox"/> Copy of whole signature Booklet <input type="checkbox"/> Copy of Single Signature <input type="checkbox"/> Others
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As a user of PBL's systems/applications, I agree to follow Bank's Information Security Policy rules. I understood that any misuse/violation of this rule may result in loss of access to PBL's systems/applications as well as other disciplinary action.

Applicant's Signature, PA Number and Date

**Part B: Approvals**

<b>Line Manager /Head of Division (HOD)/ Head of Branch (HOB)</b>	
Name:	
Seal, Signature, PA Number and Date	

**Part C: Operations Division of Prime Bank Ltd**

<b>User ID Maker:</b>		<b>User ID Checker:</b>	
Name:		Name:	
Signature and Date		Signature and Date	

**Part B: Approvals (Exception)**

Name:	Name:
Designation:	Designation:
Signature and Date	Signature and Date



### Service Request Form for External Users

#### Part A: Requester Details

Employee ID	Name
Designation	Division/ Branch
Email ID	Registered Mobile
NID no	DOB
Name of the Br/Division	Name of Bank

#### User and role details:

Primary Access Rights : ☐ Authorizer ☐ Inputter ☐ View only

Type of User : ☐ Admin User ☐ Master User ☐ Sub User ☐ Other

#### Service Request :

Details of Service ☐ Copy of whole signature Booklet ☐ Copy of Single Signature ☐ Others

#### Terms and Conditions:

As a service receiver of PBL's e-signature Booklet, I agree to follow the Bank's existing Guidelines to use e-signature Booklet. Contents and Images of the e-signature booklet of Prime Bank Ltd is /are classified as confidential unless otherwise specified. Contents and Images of the e-signature booklet of Prime Bank Ltd is /are also legally privileged. If you are not the intended user you must not copy, forward, disclose or use any part of it. Unauthorized use of this system is prohibited and subject to criminal and civil penalties.

#### Part B: Approvals

Line Manager /Head of Division (HOD)/ Head of Branch (HOB)/ Master User

Name:

Seal, Signature, PA  
Number and Date

#### Part C: Operations Division of Prime Bank Ltd

User ID Maker:		User ID Checker:	
Name:		Name:	
Signature and Date		Signature and Date	





### Service Request Form other than Users

**Part A: Requester Details:**

Employee ID	Name
Designation	Division/ Branch
Email ID	Registered Mobile
NID no	DOB
Name of the Br/Division	Name of Institution

**Service details:**

Doc Delivery Channel : ☐ Authorized Letter ☐ Courier ☐ e-mail ☐ By hand ☐ Registered mail ☐ Others

Type of Institutions : ☐ Bank ☐ Financial Institution ☐ Non- Bank Financial Institution ☐ Others

Name of Institutions/ Law enforcement Authority/ Governing Authority / Court seek the documents:

Letter ref no with Date/ Particulars of Court Order with date:

**Service Request :**

Details of Service ☐ Copy of whole signature Booklet ☐ Copy of Single Signature ☐ Others

**Terms and Conditions:**

As a service receiver of PBL's e-signature Booklet, I agree to follow the Bank's existing Guidelines to use e-signature Booklet. Contents and Images of the e-signature booklet of Prime Bank Ltd is /are classified as confidential unless otherwise specified. Contents and Images of the e-signature booklet of Prime Bank Ltd is /are also legally privileged. If you are not the intended user you must not copy, forward, disclose or use any part of it. Unauthorized use of this system is prohibited and subject to criminal and civil penalties.

**Part B: Approvals**

<b>Line Manager /Head of Division (HOD)/ Head of Branch (HOB)</b>	
Name:	
Seal, Signature, PA Number and Date	

**Part C: Operations Division of Prime Bank Ltd**

<b>User ID Maker:</b>		<b>User ID Checker:</b>	
Name:		Name:	
Signature and Date		Signature and Date	

**Part B: Approvals (Exception)**

		<b>Name :</b>	
Designation:		Designation:	
Signature and Date		Signature and Date	



**21. REVISION LOG:**


[illegible]

**e-Signature Booklet of Prime Bank Ltd**
**Approval:**


This document has been approved as the official Business Requirements Document for the project name e- Signature Booklet of Prime Bank Ltd.

Following approval of this document, changes will be governed by the project's change management process, including impact analysis, appropriate reviews and approvals, under the general control of the Master Project Plan and according to project support office policy.

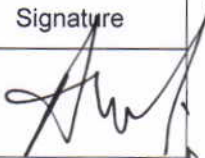


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**Document Reviewed by:**

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the officer  
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