

Bank Asia Agent Banking

Agent Manual

Version: 1.0



Context

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Purpose:

The main purpose of this manual is to guide the Agent for handling bank transactions and provide information to serve customers properly.

Bank Asia Agent:

When a person Execute an agreement with Bank Asia for conducting Agent banking activities and takes initiative directed by bank, he /she will be recognized as an agent legally.

Eligibility for appointment an agent of Bank Asia Agent Banking:

- NGO-MFI's regulated by Micro credit Regulatory Authority of Bangladesh;
- Other registered NGOs;
- Cooperative Societies formed and controlled/ supervised under Cooperative Society Act, 2001;
- Post Offices;
- Courier and Mailing Service Companies registered under Ministry of Posts &Telecommunications;
- Companies registered under 'The Companies Act, 1994';
- Agents of Mobile Network Operators;
- Offices of rural and urban local Government institutions;
- Union Information and Service Centre (UISC);
- Educated Individuals capable to handle IT based financial services, agents of insurance companies, owners of pharmacies, chain shops and petrol pumps/ gas stations.

Required Qualification for performing as Agent:

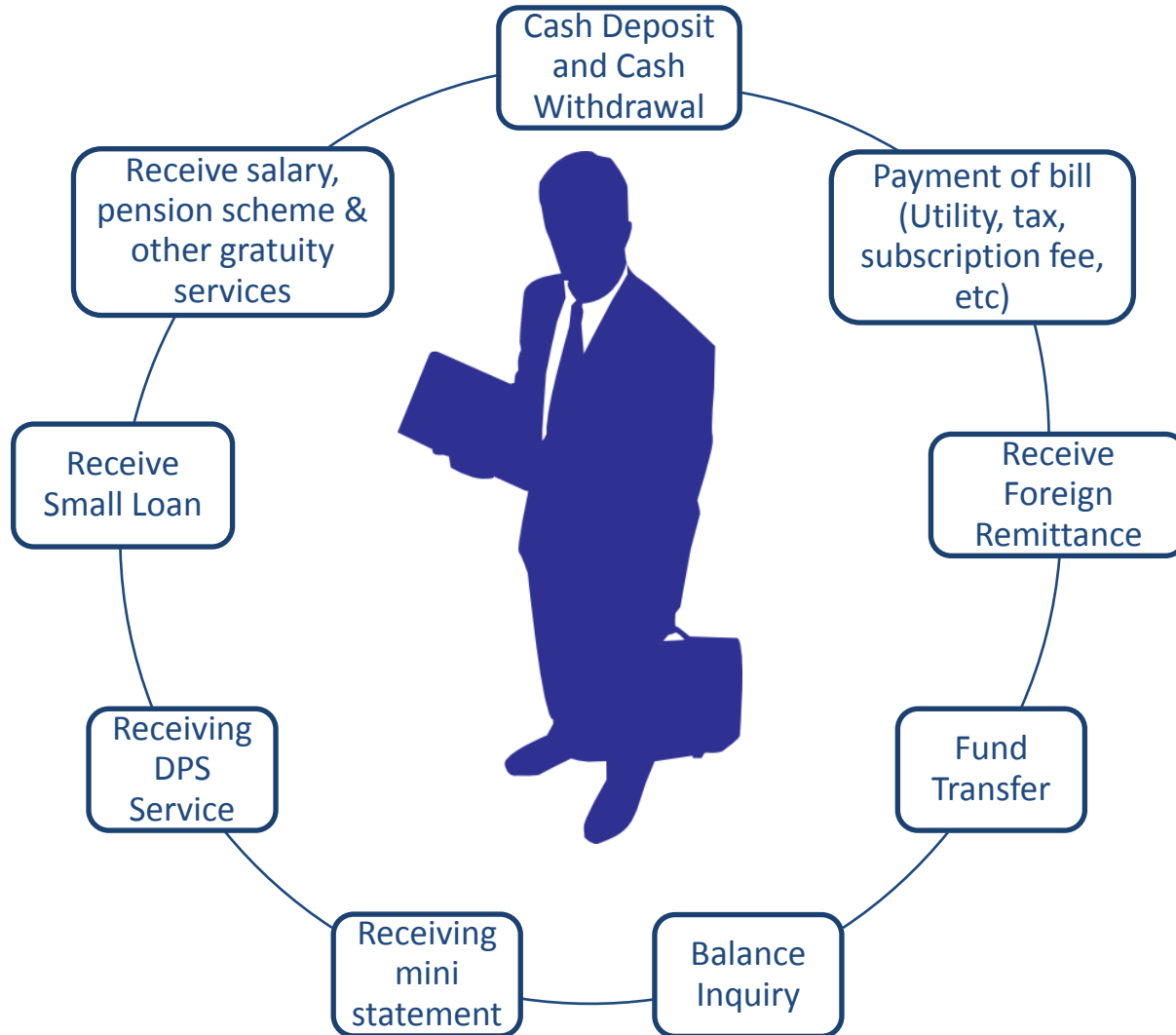
- Agent must have a permanent resident (As per as NID/Passport)
- Agent must have enough infrastructures for conducting Agent banking.
- Agent should be financially solvent & have ability to hard cash transaction.
- Agent should have ability to meet commitment with customer under adverse situation.
- Agent should have knowledge and ability to handle Technology based financial services.
- All deeds/transaction's record should be preserved for internal audit with enough securities
- Agent cannot be engaged with any subversive activities.
- Agent should have ability to perform his/her responsibility properly
- Agent must be concerned about the reputation of the institution
- Agent should not be a loan defaulter and not penalized by any civil or criminal court.

Responsibilities of a Bank agent:

- Agent must be honest, professional & ethical to his / her duties;
- Agent must have proper knowledge about Agent Banking Products and services
- Agent should take care of electronic device (Computer, POS Printer, Finger print machine etc.) and Ensures proper maintenance and security;
- Agent preserves all paper / documents, transaction record, evidence & deeds.
- Agent will display bank charge of agent banking services in a visible place for the notice of customers.
- After a certain period of Agent submit regular/daily activities to respective officer.
- Agent must comply the rules & regulation of Bank Asia;
- Agent is cordially cooperating to Bangladesh bank and bank officials during audit and inspection of Agent Banking activities.

Functions of an Agent:

- Cash deposit and cash withdrawal
- Collection of bill (Utility, tax, subscription fee)
- Foreign remittance payment
- Fund transfer
- Balance inquiry
- Issue of mini statement
- Collection & preservation of A/C opening Form & others receipts copy
- Facilitating small value loan disbursement and recovery of loan installments.
- Cheque receive for clearing
- Cash payment under government social safety net program
- Collection & preservation of necessary banking E-mail & letters
- Beside these other facilities directed by Bank Asia Limited
- Passport fee collection

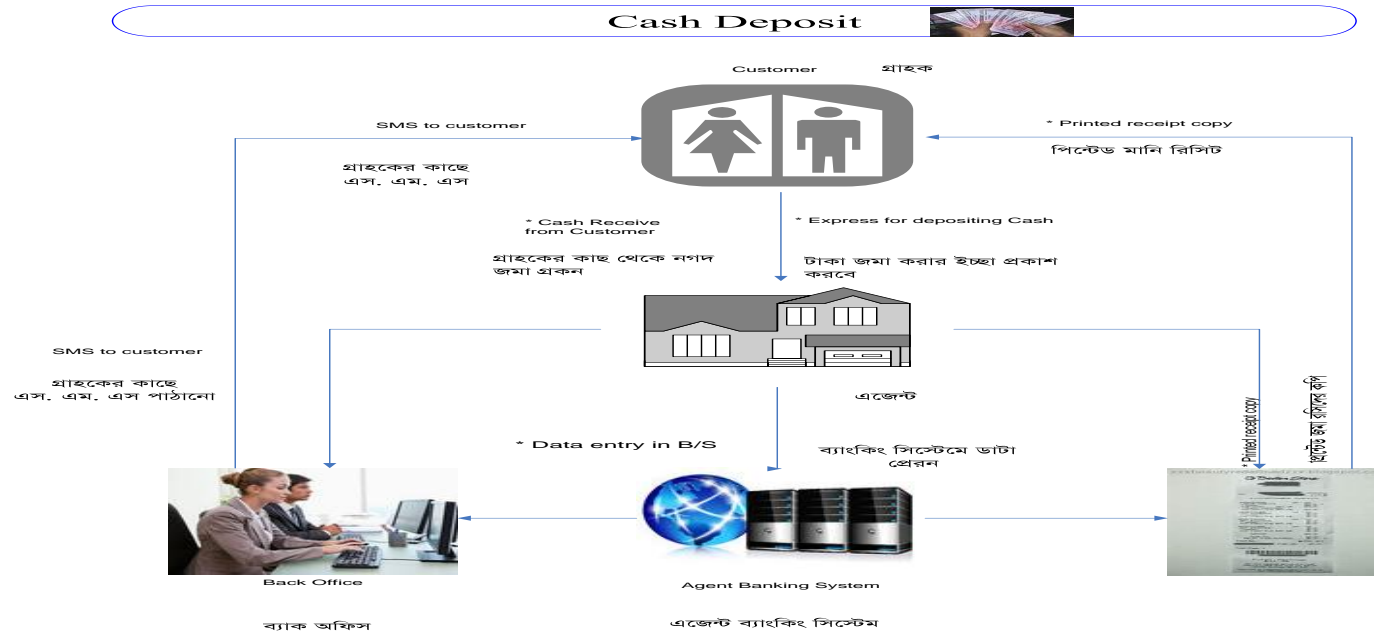


Role of Agent for customer Account opening:

- Agent will cooperate to Bank Officer (ARO) providing required papers/ documents of those intended person desires to open account.
- Agent will carefully fill up A/C opening form with the help of Bank Officer and shall provide all information and proper identity.
- Agent will inform about the necessities & facilities of A/C opening.

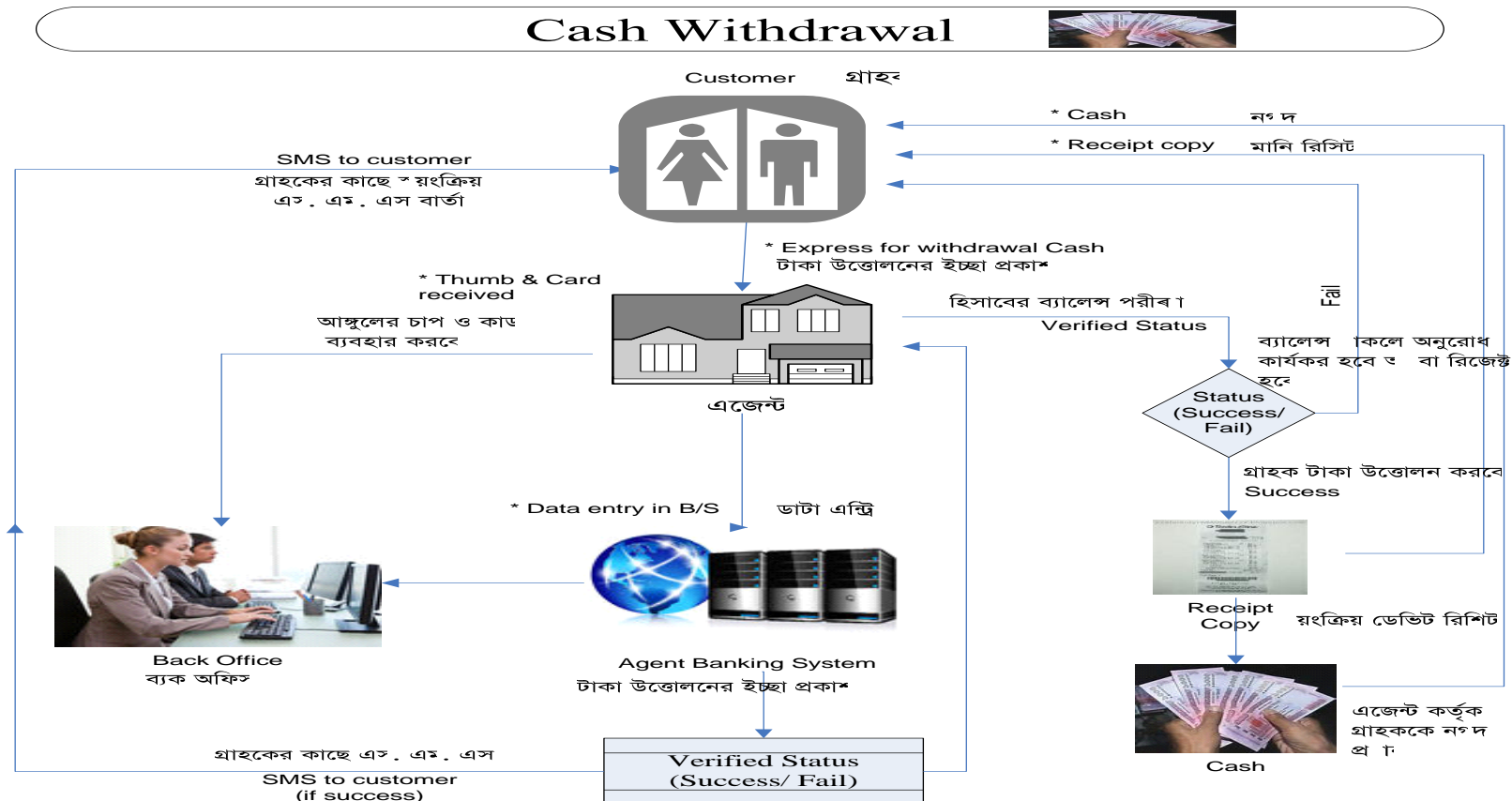
Cash Deposit:

- Customers will come to the agent point to deposit money & inform the amount desires to deposit.
- Agent will count the cash amount and log to the system through his Bio-metric finger print and input entering customer account number and amount and complete transaction .System will credit the customer account and send SMS message to customer account and a system generated money receipt to be handed over to the depositor.



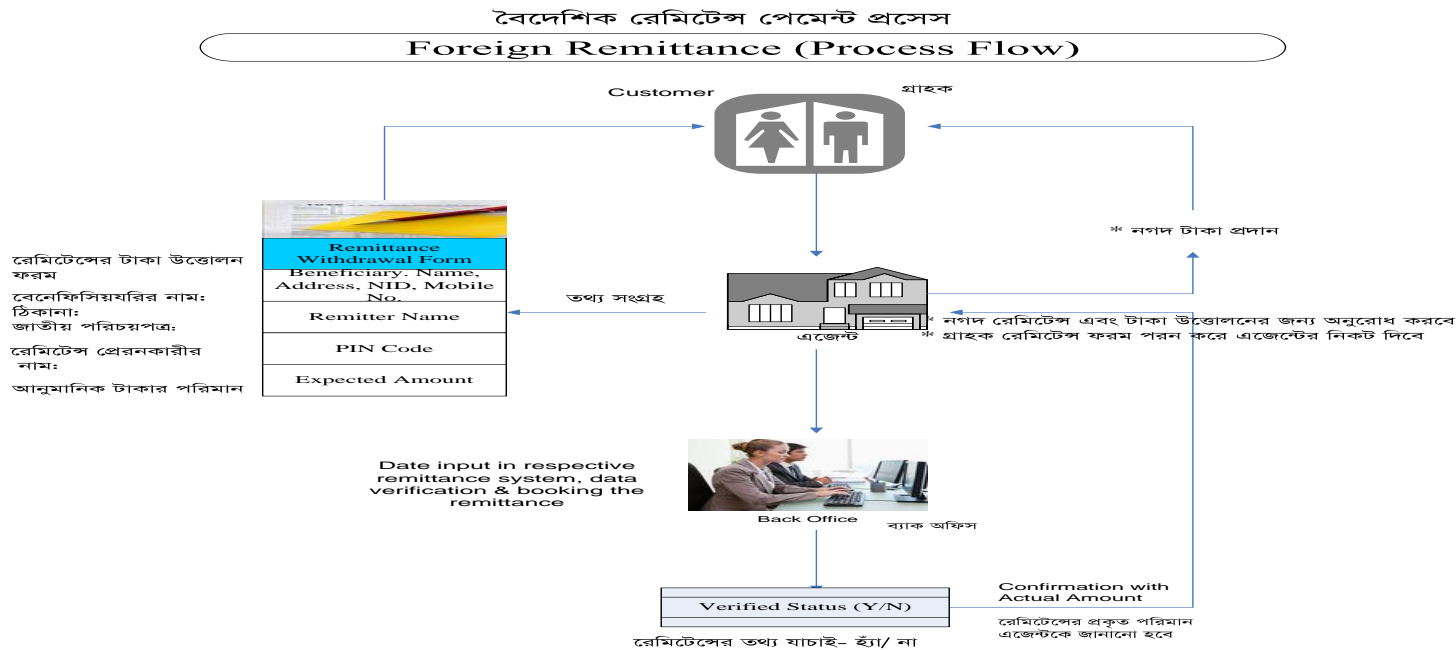
Cash Withdrawal:

- Customer will approach to the Agent for cash withdrawal and will mention amount to be withdrawn;
- Agents will input amount in the system and Agent shall request customer to log in to the system through finger print & customer card and system to verify balance available or not in customer's account
- If customer's balance is available, agent will log in to the system through his finger print to complete the transaction. Upon agent's finger print authorization system will debit customer account and same will be credited to the Agent account;
- Customer gets SMS notification about update balance while his/her money has debited;
- On completion of transaction, Agent will pay cash to the customer and system generated debit receipt.



Payment of foreign remittance:

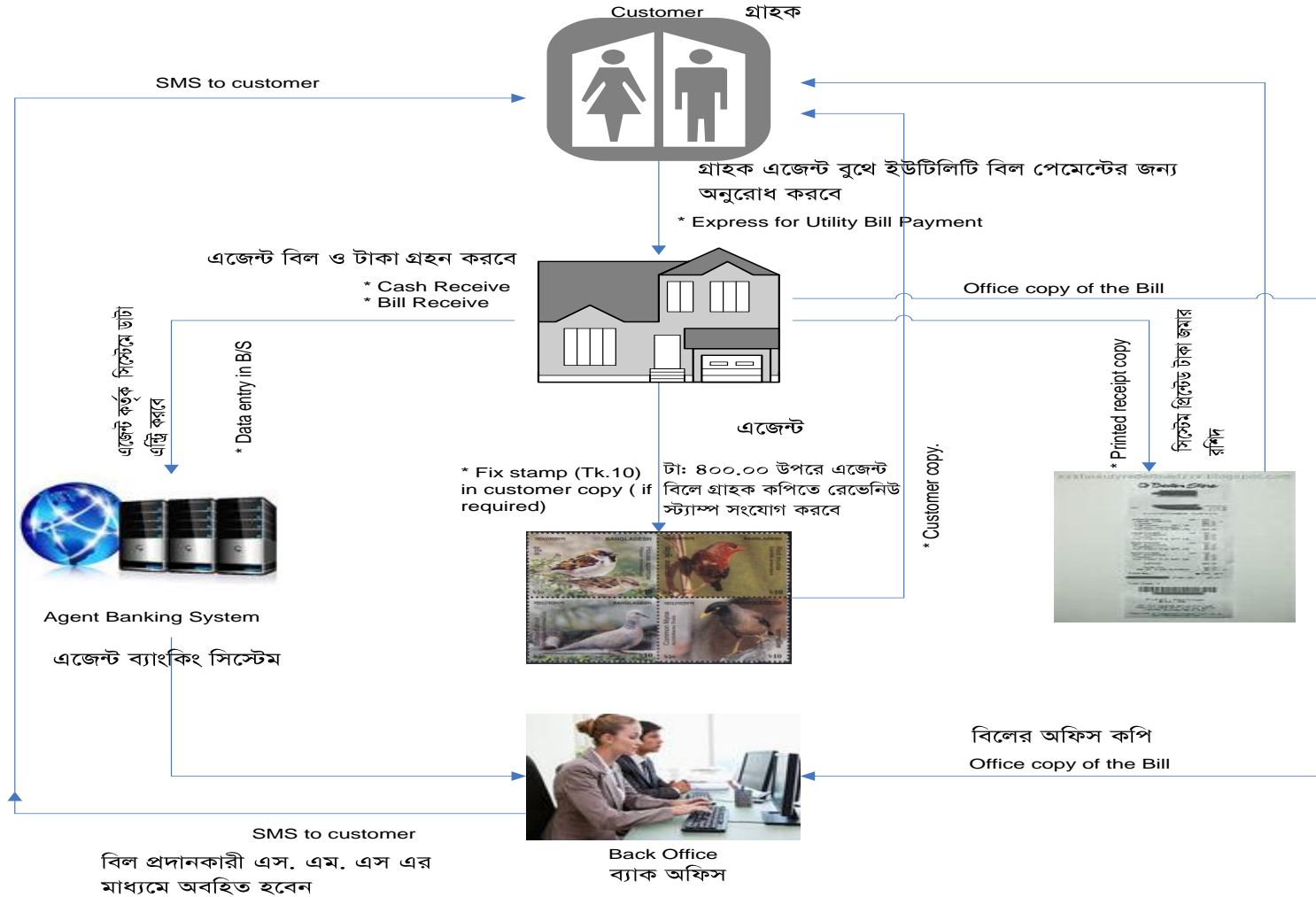
- Remittance Beneficiary/Customers will visit Agent booth to enquire/ collecting foreign remittance money;
- Agent will provides a form & help the customer to fill up the form properly;
- Accordingly Agent will input data(Name, Pin No, NID No, Mobile No, Remittance sender’s Name, approximate amount of remittance) into system & shall send to the back office for verification;
- Upon verification of remittance information in the remittance company system, back office will confirms Agent & Customers through SMS notification;
- On the basis of back office confirmation,(if all information are correct) Agent will pay/Beneficiary customer cash & a system generated payment receipt;
- Upon authorization from back office, system will debit respective head of account and simultaneously credit Agent’s current account.



Collection of Utility Bill:

- Customer will come to an agent point for utility bill payment and give the bill to Agent's counter.
- Agent will log in to utility bill payment screen, input data (Bill No, Total amount of bill, amount of vat, Mobile No,) into system & select payment mood from system;
- In case of cash payment, Agent will receive cash and enter the data to the system. System will auto credit the REB bill A/C, Vat A/C debiting Agent's Current account.
- In case of payment from customers A/C, Agent will request the customer to input finger prints for authorization to debit customer account an If customer's balance are available in system, customer's A/C will be debited and respective Utility company's A/C (REB) will be credited automatically;
- If bill amount is BDT 400 or above, agent must affix BDT. 10/- revenue stamps in customer copy of bill. At the end of the day, total amount of revenue stamps affixed in the customer copy will be re-imbrued by Back Office crediting Agent's account.
- Agent will send the copy of utility bills to the Back Office and Back office will send the bills along with a statement to respective REB office.

ইউটিলিটি বিল গ্রহন Utility Bill Collection



Fund Transfer:

- While a customer come to an agent point for transferring fund, Agent will provide a remittance form to furnish remittance information ie receiver's Bank details, account number, sender's Name and address, A/C no., mobile no.etc.
- According to customer's remittance information Agents will input remittance amount in the system and request customer to log in on to the system though his finger print / customer card for debit authorization and system will verify balance available
- If customer's balance is available in account, agent to log on in the system through his finger print. System will debit the customer account and credit to receiver's bank A/C .Customer & receiver will get system generated SMS notification
- Agent will provide customer a system generated receipt.

Restriction of Agent activity

- Agent shall not ask any charge to the customers for its services, in addition to the charges fixed by the Bank;
- Agent cannot provide any products or services other than Bank Asia Products and Services;
- Agent are not allowed any transaction by cheque except finger print & card;
- Agent should refrain from asking any personal information including account details and PIN number of customers;
- Without getting any written permission, agent cannot engage any other banking business beside Bank Asia agent banking.
- Agents are not allowing to appointing another sub-agent to provide banking services on their behalf.
- Dealing with Loans and Financial appraisal
- Encashment cheques Dealing in Foreign Currency
- Apart from above restrictions for any sort of transactions an agent must have follow Bank Asia Guideline
- Giving final approval of opening of Bank account and issuance of cards.

NB : If any Agents found engaged in any irregularities, breach of trust, fraudulent activities or do any subversive activities which stand against Banks interest, Bank reserves the right to canceled his/her agent ship as well as legal action through civil or criminal court. Beside this, Bank Asia can take any lawful initiative against agent on the basis of internal audit and customer's complaint.