

Corporate Outlook



leaving no one behind
to make the world sustainable

 **Bank Asia**

6/2020



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We think Global

3 Subsidiary
Companies

2 in abroad

1 in the country

673

Foreign Correspondents

86 countries

50 Exchange
Houses

in 12 countries as
foreign remittance

channeling partner

3,686

Agent Outlets in

55 districts of
Bangladesh

4,151,070

Number of clients

**129 Branches in the
country**

Rangpur

3

Rajshahi

5

Mymensing

1

Sylhet

7

Dhaka

67

Khulna

6

Barisal

2

Chittagong

38

Cox's Bazar

Branch addresses are available at
www.bankasia-bd.com

Bank Profile

Bank Asia commenced operation on November 27, 1999 by a group of successful entrepreneurs of Bangladesh with the basic objective of bringing high quality service in the banking sector and actively participating in the growth and expansion of the national economy.

Bank Asia is the only bank in Bangladesh to acquire the Bangladesh operation of two foreign banks namely Muslim Commercial Bank of Pakistan and Bank of Nova Scotia of Canada. Our purpose has always been to foster industrial, commercial and financial ties between Bangladesh and foreign countries by trade initiatives and business ventures.

Thanks to its unremitting efforts and 20 years of experience, Bank Asia today proudly stands among the top rated banks of Bangladesh with an extensive network of business outlets comprising of conventional banking branches, islamic windows, off-shore banking unit, brokerage branches, agricultural branches, SME centers and agent outlets. It has the firm commitment to provide all modern and value added banking services in keeping with the very best standard in globalized world.



vision

- To have a poverty free Bangladesh in course of a generation in the new millennium, reflecting the national dream
- To build a society where human dignity and human rights receive the highest consideration along with reduction of poverty



mission

- To assist in bringing high quality service to our customers and to participate in the growth and expansion of our national economy
- To set high standards of integrity and bring total satisfaction to our clients, shareholders and employees
- To become the most sought after Bank in the country, rendering technology driven innovative services by our dedicated team of professionals



core values

- Place customer interest and satisfaction as first priority and provide customized banking products and services
- Value addition to the stakeholders through attaining excellence in banking operation
- Maintain high ethical standard and transparency in dealings
- Be a compliant institution through adhering to all regulatory requirements
- Contribute significantly for the betterment of society
- Ensure higher degree of motivation and dignified working environment for our human capital and respect optimal work-life balance
- Committed to protect the environment and go green



board of directors

Mr. A Rouf Chowdhury (Chairman)
Mr. Mohd. Safwan Choudhury (Vice Chairman)
Mr. Romo Rouf Chowdhury (Vice Chairman)
Mr. Rume A Hossain (Director)
Mr. Dilwar H Choudhury (Director)
Ms. Romana Rouf Chowdhury (Director)
Mr. Major General Mohammad Matiur Rahman (retd.) (Director)
Mr. Enam Chowdhury (Director)
Ms. Hosneara Sinha (Director)
Ms. Naheed Akhter Sinha (Director)
Ms. Farhana Haq (Director)
Mr. Ashraful Haq Chowdhury (Director)
Mr. Md. Abul Quasem (Director)
Mr. M.A. Baqui Khalily (Director)
Mr. Helal Ahmed Chowdhury (Director)
Mr. Md. Arfan Ali (President & Managing Director)

senior management team(SMT)

Mr. Md. Arfan Ali
 President & Managing Director
Mr. Mohammad Borhanuddin
 DMD & Chief Operating Officer
Mr. Md. Sazzad Hossain
 DMD & Chief Credit Officer
Mr. Mohammad Ziaul Hasan Molla
 DMD - SMR
Mr. Shafiuzzaman
 DMD & Head of C & LL
Mr. S M Iqbal Hossain
 DMD & Head of IB & Export Finance
Mr. Sarder Akhter Hamid
 SEVP & Head of Channel Banking
Mr. Md. Zia Arfin
 SEVP & Head of ID
Mr. Hossain Ahmad
 EVP & CIO
Mr. Md. Arekul Arefeen
 EVP & Head of Treasury
Mr. Tahmidur Rashid
 EVP & Head of CRM
Mr. Mohammad Rashidul Kabir Rajib
 SVP & CRO
Mr. Mohammad Ibrahim Khalil FCA
 SVP & CFO
Mr. Mohammad Ataur Rahman
 AVP, MD's Secretariat

financial highlights

	Million Taka			Million USD		
	30-Jun-20	2019	2018	30-Jun-20	2019	2018
Total Assets	370,192	353,800	307,291	4,415	4,219	3,689
Deposits	271,106	253,710	222,472	3,233	3,026	2,671
Loans & Advances	233,234	227,299	214,618	2,782	2,711	2,576
Import	64,872	158,115	165,203	774	1,886	1,983
Export	46,478	132,465	136,733	554	1,580	1,641
Remittance (Inward)	40,574	79,750	60,113	951	951	722
Operating Profit	3,505	9,322	8,060	42	111	97
ROE	12.57%	8.16%	10.21%	10.50%	8.16%	10.21%
ROA	0.89%	0.59%	0.76%	0.78%	0.59%	0.76%
EPS (BDT)	1.38	1.68	2.04	1.38	1.68	2.04
Yield on Advance	8.91%	10%	9.99%	8.91%	10%	9.99%
Cost of Deposit	5.53%	5.56%	5.65%	5.53%	5.56%	5.65%
Cost of Fund	7.88%	8.11%	8.25%	7.88%	8.11%	8.25%
Cost of Operation	2.49%	2.55%	2.60%	2.49%	2.55%	2.60%
Spread	3.38%	4.44%	4.34%	3.38%	4.44%	4.34%
Net Interest Margin	3.33%	3.96%	3.77%	3.33%	3.96%	3.77%
Burden Ratio	1%	0.65%	0.70%	1%	0.65%	0.70%
CRAR (Capital to Risk Weighted Asset Ratio)BASEL-III	16.77%	17.93%	15.05%	16.77%	17.93%	15.05%

Exchange rate used 1 USD equivalent to BDT 83.85

Deposits | Advances | Total Assets

Million Taka



Contact Person

Mohammad Ibrahim Khalil FCA

SVP & Chief Financial Officer

+880 1916-865979

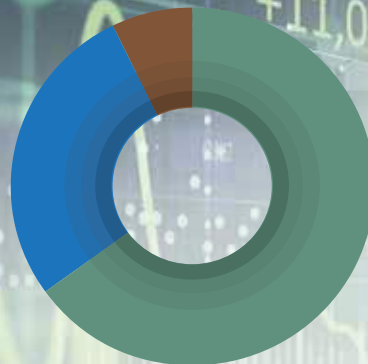
ibrahim.khalil@bankasia-bd.com

everywhere
Bank Asia

Particulars	30-Jun-20
Branch	129
SME Center	4
SME/Agri branch	4
Islamic window	5
Agent outlet	3,686
ATM Booth (own)	182
ATM Booth (shared)	10,961
Male Employee	1,885
Female Employee	557
Foreign Correspondent Bank	673
Number of Nostro account	29
Foreign banks having credit line	83
Number of Brokerage house	1
Deposits	Tk. 271,106 million
Loans and advances	Tk. 233,234 million
Import	Tk. 64,872 million
Export	Tk. 46,478 million
Remittance(inward)	Tk. 40,574 million
Operating profit	Tk. 3,505 million

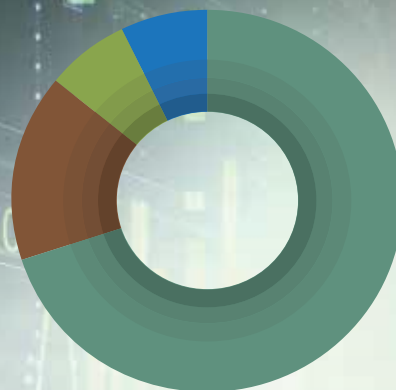
portfolio mix

June 30, 2020



Deposit Mix (Tk. 271,106 million)

- Retail **65%**
- Corporate **28%**
- Islamic **7%**



Loan Portfolio (Tk. 233,234 million)

- Corporate Banking **70%**
- SME & Agri **16%**
- Retail Banking **7%**
- Islamic Banking **7%**

shareholders' information

shareholders' equity

June 30, 2020

amount in million

Particulars	BDT	USD
Paid-up capital	11,659.07	139.05
Statutory reserve	9,584.57	114.31
Revaluation reserve	2,191.68	26.14
General reserve	8.17	0.10
Retained earnings	3,037.71	36.23
Total shareholders' equity	26,481.20	315.83

Conversion rate used 1 USD equivalent to BDT 83.85

shareholding structure

June 30, 2020

Description	Number of shareholders
Sponsors & Directors	27
General Public	8,549
Foreign Investors	4
Institutions	274
Total	8,854

Contact Person

Sheikh Mohammad Anisuzzaman

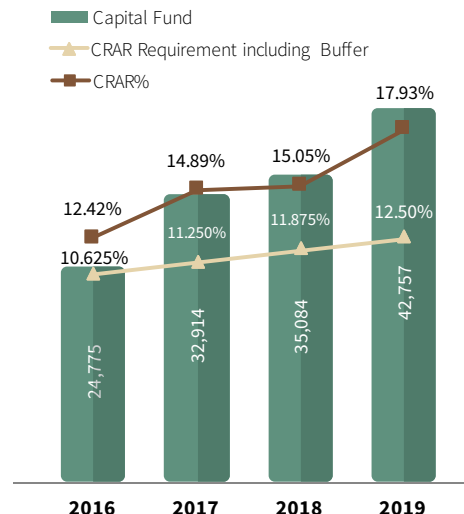
Company Secretary

+88 01713-108866

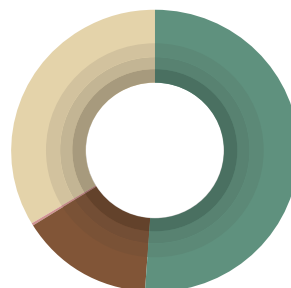
s.anisuzzaman@bankasia-bd.com

Capital Fund Trend

(Mln Tk.)



Minimum capital requirement 12.50% by 2019
(Bangladesh Bank: Basel-III)



Shareholding Structure

Sponsors & Directors **51.20%**

General Public **14.96%**

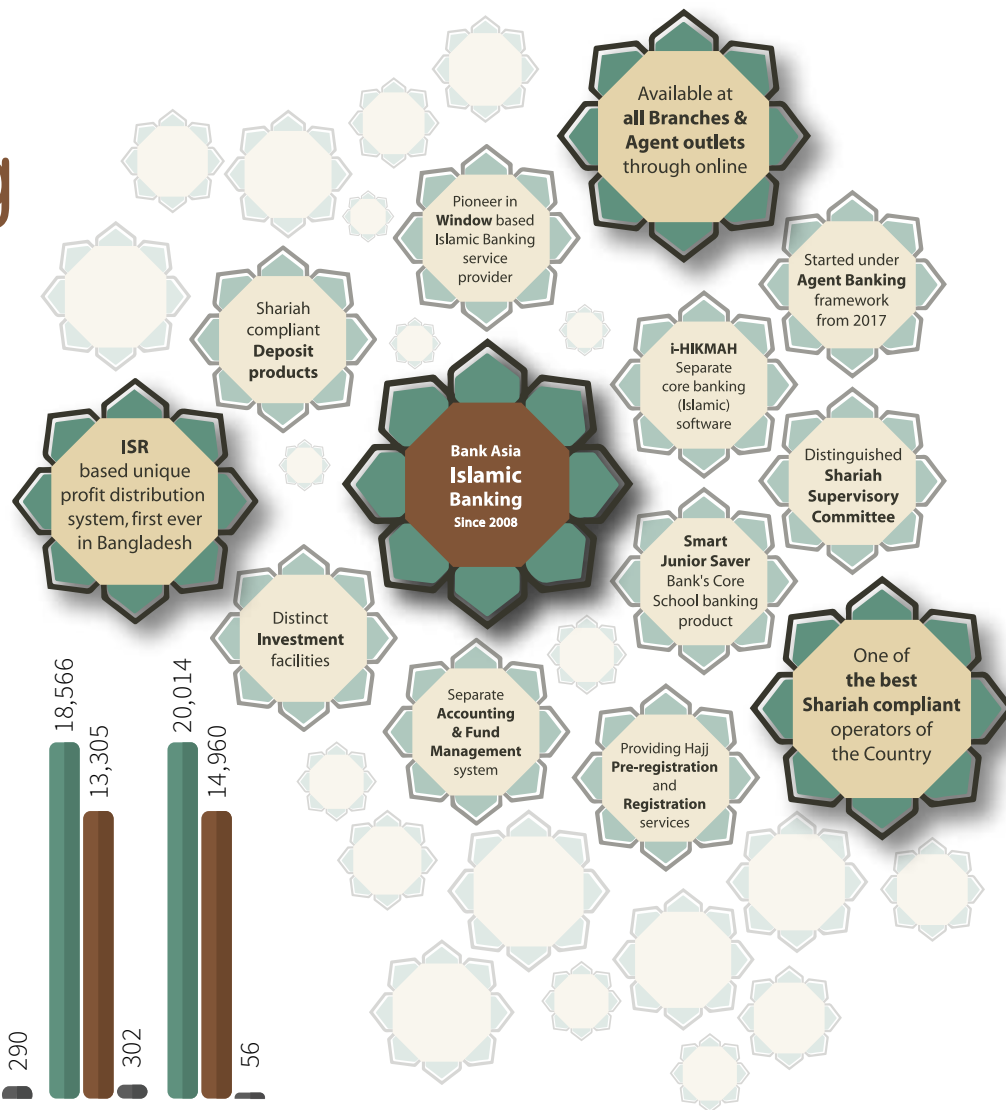
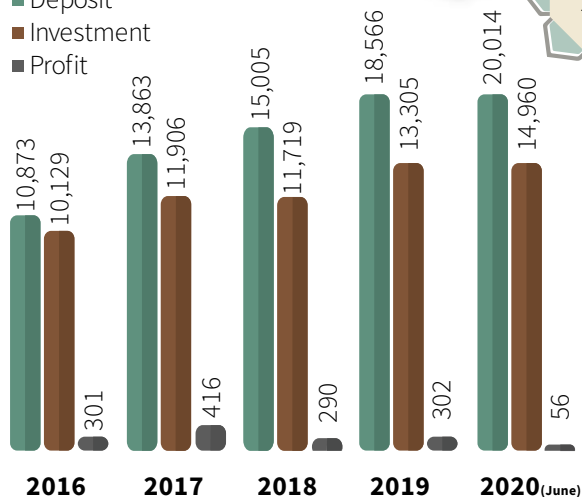
Foreign Investors **0.36%**

Institutions **33.48%**

islamic banking

Islamic Banking (Million Taka)

■ Deposit
■ Investment
■ Profit

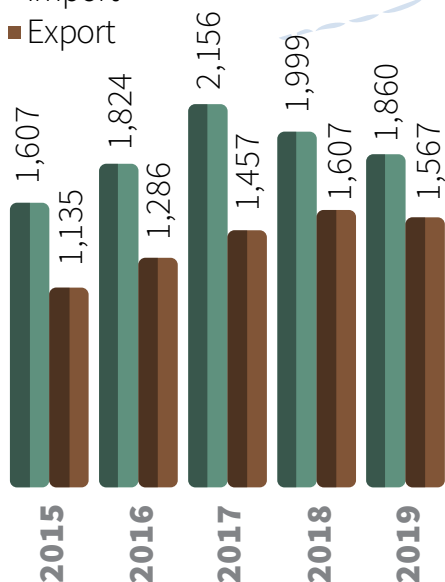


foreign trade in Bangladesh

Import and Export

Million USD

■ Import
■ Export



In Bangladesh

Export
USD **14,371** Million

Import
USD **22,317** Million

Major imports

Capital machineries
Crude palm oil
Raw sugar
Furnace oil
Chemicals
Raw cotton
Fertilizer
Textiles and articles
Iron and steel
Paper pulp
Food grains
Plastics and rubber articles

Major exports

Ready made garments
Live vessel
Raw jute
Agro-products
Frozen foods/Fish
Leather products
Jute goods
Chemicals
Specialized textiles
Home textiles
Beverage items
Pharmaceuticals

In Bank Asia

Import
USD **1,860** Million

Export
USD **1,567** Million

major foreign correspondents

contact persons in International Division

Md. Zia Arfin

Senior Executive Vice President
& Head of International Division

+880 1713-160011

+880 7166179

zia.arfin@bankasia-bd.com

Md. Faruk Hossain

First Vice President

+880 1713-386658

faruk.hossain@bankasia-bd.com

Mynul Ahsan

First Vice President

+880 1711-854565

m.ahsan@bankasia-bd.com

Md. Sazzad Hossain

Senior Executive Officer

+880 1915-632244

md.sazzad@bankasia-bd.com

1. ABN Amro Bank N.V., Netherlands
2. Abu Dhabi Commercial Bank, UAE
3. Asian Development Bank (ADB),
4. Australia and New Zealand Banking Group Ltd., Australia.
5. Axis Bank Limited, India
6. BACB, London
7. Banque Cantonale de Geneve, Switzerland
8. Banque Cantonale Voudouse, Switzerland
9. Banca UBAE Spa, Italy
10. Banco De Sabadell, S.A., Spain
11. Byblos Bank, Belgium
12. Banco Santander S.A., Spain
13. Bank of America, N.A., USA
14. Bank of China, China
15. Bankia S.A., Spain
16. BNP Paribas, France/Belgium
17. Caisse Centrale Desjardins, Canada
18. Caixabank, S.A., Spain
19. China Construction Bank Corporation, China
20. China Merchants Bank, China
21. Citibank N.A., USA
22. Commerzbank AG, Germany
23. Commonwealth Bank Of Australia Sydney, Australia
24. Credit Suisse, Switzerland
25. Danske Bank A/S, Denmark
26. DBS Bank Ltd., Singapore
27. Deutsche Bank AG, Germany
28. Doha Bank, Qatar
29. DNB Bank ASA, Norway
30. Emirates NBD Bank, UAE
31. Fransabank SAL, Lebanon
32. Habib American Bank, USA
33. Habib Bank Limited, Pakistan
34. Habib Bank AG Zurich.
35. HDFC Bank Limited, India
36. HELABA, Germany
37. HSBC, UK
38. ICICI Bank Limited, India
39. International Finance Corporation (IFC), USA.
40. Intesa Sanpaolo Spa, Italy
41. JPMorgan Chase Bank, N.A., USA
42. Kasikornbank Public Company Limited, Thailand
43. KBC Bank NV, Belgium
44. KEB Hana Bank, Korea, Republic of
45. Mashreq Bank Psc, United Arab Emirates
46. MUFG Bank, Japan
47. MCB Bank Limited, Pakistan
48. National Bank of Ras-Al-Khaimah, The, UAE.
49. Nordea Bank Denmark A/S, Denmark
50. ODDO-BHF, Germany.
51. RHB Bank Berhad, Malaysia
52. Rabo Bank, Netherlands.
53. Shanghai Pudong Development Bank, China
54. Skandinaviska Enskilda Banken, Norway
55. Standard Chartered Bank, USA
56. Sumitomo Mitsui Banking Corporation, Japan.
57. Swedbank, Sweden.
58. The Bank of New York Mellon, USA
59. U.B.A.F. - Union De Banques Arabes Et Francaises Tokyo Branch, Japan.
60. UBI Banca S.P.A., Italy
61. UBL (Switzerland) AG, Switzerland.
62. UBS Switzerland AG, Switzerland.
63. Unicredit S.P.A., Italy.
64. Wells Fargo Bank, N.A., USA.
65. Zurich Kantonalbank, Switzerland.
66. Regions Bank, USA
67. PKO Bank Polski, Poland
68. Vakif Katilim Bankasi A.S., Istanbul, Turkey
69. Aktif Yatirim Bankasi A.S., Istanbul, Turkey
70. Riyadh Bank, Saudi Arabia (KSA)
71. BANKINTER, S.A., Spain
72. Landesbank SAAR, Germany
73. Mizuho Bank, Ltd., Japan
74. Nepal Bangladesh Bank Limited, Nepal
75. NOOR BANK P.J.S.C., UAE
76. Shinhan Bank, Korea, Republic of
77. SYDBank A/S, Denmark
78. Toronto-Dominion Bank, The, Canada
79. Woori Bank, Seoul, Korea
80. Qatar National Bank (Q.P.S.C), Qatar
81. Credit Europe Bank N.V., Netherlands

86

Countries

673

Foreign

Correspondents

83 credit lines with
Foreign Banks

inward remittance

Remittance is the 2nd most important sources of foreign exchange earnings of Bangladesh after RMG. Bangladesh's foreign exchange reserve was USD 35.85 billion at the end of Jun'20. However, country remittance decreased by -1% from June, 2019 (Jun'19: USD 8,924 million & Jun'20: USD 8,798 million) whereas remittance inflow of FRD of Bank Asia increased by 12% from Jun'19 (Jun'19: USD 346 million & Jun'20: USD 390 million).



International Money Transfer agreement between Bank Asia & MoneyGram

Receive money directly from
8 European countries through online



4.5% market share
USD 897 million

To make the service export related payments easier and cheaper, we have done 290,861 transactions amounting Tk. 5,118 million through 'Payoneer' upto June, 2020.

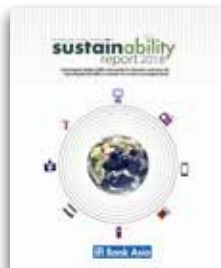
sustainability report

Since 2012

(Under GRI-Framework)

Sustainability in Bank Asia means

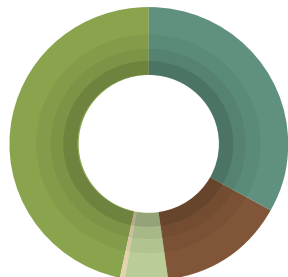
- Good governance and commitment to stakeholders
- Environmental sustainability and green banking
- Economic sustainability
- Sustainable human capital
- Building the community



total community investment

(Tk. 107.7 million)

June 30, 2020



- Health **33.33%**
- Disaster Management **14.86%**
- Education **4.92%**
- Cultural Welfare **0.43%**
- Others **46.43%**

sustainable banking initiatives

key highlights

June 30, 2020

32,313

Farmers and rural people benefited financially through our agricultural/ rural credit

2,168,008

Unbanked villagers of 395 upazillas come under Bank Asia's banking service network through Financial Inclusion & Financial Literacy program for poverty alleviation

96,330

Man-hours of training for development of our human capital

68%

cash transactions done through ATM

3,792

Agent outlets for expanding Agent banking covered 55 districts in most geographically dispersed poor segments

110,277

E-statements delivered to customer

74

students received support for education under BA's higher studies scholarship amounting to TK. 2.90 million

Awareness creation

through Sustainability Reporting over the years

Bank Asia always strives for building awareness among the people as a whole. Since 2012, Bank Asia publishes Sustainability Report focusing on different contemporary issues for awareness.

- 2012 | Create **Ripple Effect** by doing responsible business
- 2013 | Start from **Zero to infinity** to start with new dimension
- 2014 | Prevent **Water Pollution** by saving our rivers & coastal belt
- 2015 | Limit **Ozone Layer depletion** by reduce ozone depleting substances
- 2016 | Destructive effect of **Plastic Soup** on ocean
- 2017 | Electronic wastage or **E-Wastage**; fastest destructive one for growing planet
- 2018 | Build awareness about **Electromagnetic Radiation**
- 2019 | Improper management of **Medical Wastage**

brief performance

economic environmental and social

Economic responsibility

+5%	No. of loans accounts
+68%	Deposit customer account
+86%	Savings customer account

Shareholders' responsibility

1,961	million BDT	Profit after tax
24,745	million BDT	Shareholders' fund
18.20	BDT	Share price

Social responsibility

+5%	Staff strength
+13%	Benefits and emoluments

Environmental responsibility

11,692,557	kwh, Electricity consumed
73,392	ltrs Oil,
118,761	m3 CNG,
Fuel consumed	
9,347,684	km, Local business travel
126,208	reams, Paper used

sustainable human capital

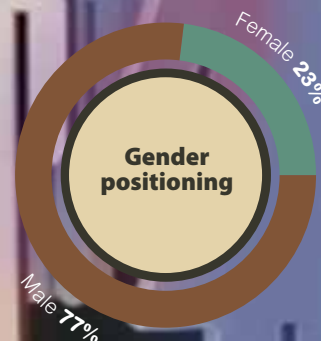
72%

of staff members are aged below 40 years, which signifies that Bank Asia is in young, dynamic and capable hands

age distribution

Sep. 30, 2020

Age group	Male	Female	Total
30 & below	224	97	321
Above 30- 40	1,095	349	1,444
Above 40-50	480	107	587
Above 50-60	82	4	86
Above 60-70	4	0	4
Total	1,885	557	2,442
Percentage (%)	77	23	100



talent management

Employees	Sep. 30, 2020		2019		2018	
	Number	Training hours	Number	Training hours	Number	Training hours
Male	10,671	77,522	3,881	74,031	3,014	56,669
Female	2,599	18,808	869	16,563	715	14,021

96,330

man hours training
for Human Capital
development

sustainable human capital

balance sheet including human capital
abridged for banking operation

Million Taka

	31-Dec-19	31-Dec-18
Assets		
Total Asset (Conventional)	307,291	288,997
Human Asset (Individuals' value)	18,955	16,896
Value of investments	22	15
Total Asset including Human Asset	326,269	305,908
Capital & liabilities		
Total Liabilities (Conventional)	307,291	288,997
Human Capital	18,977	16,911
Total Capital & Liabilities including Human capital	326,269	305,908

corporate structure



Islamic banking is available in all the distribution channels of Bank Asia

awards & accolades 2019

- Bank Asia Limited has been awarded SAFA Best presented Annual Report Awards ,1st runner up under the category: Private sector banks (including co-operative banks)
- Bank Asia was awarded as winner under SAARC Anniversary Award for Corporate Governance Disclosures category
- Bank Asia has received 1st prize in the 19th ICAB National Award for Best Presented Annual Reports under private sector banks category
- Bank Asia became winner of 6th ICSB National Awards for Corporate Governance Excellence, 2018
- Bank Asia has been granted 'Gold Rank' in Asia Sustainability reporting Rating 2019 by NCSR (National Centre for Sustainability Reporting) and ICSP (Institute of Certified sustainability Practitioners in Indonesia for sustainability report 2018



Mr. Md. Arfan Ali, Honorable President and Managing Director of Bank Asia Limited receiving the 1st prize from Mr. Tipu Munshi, MP, Hon'ble Minister, Ministry of commerce, GOB under SAARC Anniversary Award for Corporate Governance Disclosures



our strengths

- Maintained a strong capital base; one of the highest CRAR in the banking industry
- Stable entity(credit) rating over the years
- Brand image validated by reception of National & International awards
- Pioneer in ensuring financial inclusion
- Dynamic and experienced leadership
- Young, competent & dedicated human resources
- Own core banking solution; customization and scaling through our associate software development company
- Strong presence in international trade including off shore banking unit
- Nationwide coverage through robust distribution channel
- Extensive foreign correspondents relationship worldwide
- Wide-ranging distribution channel and network with exchange houses to attract foreign remittance
- Strong presence in capital market through its own subsidiary company



why Bank Asia

Local expertise

Comprehensive and long-standing knowledge of culture, markets and regulatory framework of Bangladesh. Strong business and institutional ties.

Focus on trade finance

Trade finance is Bank Asia's single most important line of business.

Strong record in servicing international trade. Renowned competence in taking and managing country, credit and financial risks.

Professional assistance

From a network of expert advisors based in key locations across Bangladesh.

Creative product and service development

Provide technology driven modern products & services as per customer demand.

bank ranking

World rank | 1,923

Country rank | 16

Rated by Bankers Almanac

credit rating

Rating	2020	2019
Long term	AA2	AA2
Short term	ST2	ST2

Rated by Credit Rating Agency of Bangladesh Ltd. (CRAB) and will remain valid up to June 2021

products & services

RETAIL BANKING PRODUCTS

Retail Deposits Product

Low Cost/No Cost Deposit Accounts

Term Deposit (s)

Scheme Deposit (s)

Retail Loan Product

Consumer Finance

Credit Card

Islamic Credit Card

ISLAMIC BANKING PRODUCTS

Deposit Products

Investment Products

MICRO, SMALL, MEDIUM AND

AGRICULTURE BANKING PRODUCTS

Deposits Product

Micro & Small Enterprise Finance

Medium Enterprise Finance

Funded Products

Non Funded Products

Agriculture Finance

CORPORATE BANKING

Cash Management Products

Funded Products

Non Funded Products

Structured Financing Services

OFF-SHORE BANKING UNIT (OBU)

Products

AGENT BANKING Products

& SERVICES

TREASURY PRODUCTS & SERVICES

Money Market, Fixed Income,

& Capital Market Services

Foreign Exchange Services

CAPITAL MARKET SERVICES



You work We help
**GROW GLOBALLY
WITH BANK ASIA**

GET GLOBAL PAYMENT ON FREELANCING WORKS

World Famous Online Payment Gateway Service Provider

“Payoneer” is with us.

Features of Payoneer

- Global
- Safe
- Simple
- Faster
- Cost effective
- Spend fund online and in stores
- Pay anyone in the payoneer network for free

Benefits of using Bank Asia and Payoneer e-platform

- * Receive your payments in any bank any branch all over Bangladesh
- * Receive your payments in remote area through Agent Banking channel
- * Withdraw directly through ATM
- * Foreign currency deposit in Exporter Retention Quota Account for free, online purchase and remit abroad
- * Automated remittance certificate to claim tax free income
- * Faster processing of cash incentive @ 10% on ITES earnings

Hotline: 01914 319889 | www.bankasia-bd.com

Payoneer

Bank Asia

GOVERNANCE



Corporate Governance

Sound corporate governance is fundamental to the gaining of stakeholders' trust. By following this mantra, Bank Asia constantly endeavors to render its business management more transparent, corporate governance more stable, operations of the Board of Directors (BoD) more efficient. The key features of Bank Asia's corporate governance practices are:

- All of the Board members are non-executive director except Managing Director
- Adequate representation of independent directors
- Bank Asia's Board of Directors comprises of members who have wide knowledge and experience in the field of finance, accounting, economics, management, marketing and business administration
- Strong representation of women on the Board
- Adherence to industry-leading standards of corporate governance, including principles that ensure Bank's strategic goals are aligned with managing environmental and social impacts to deliver long-term sustainable growth to stakeholders



Bank Asia donated Tk. 5 crores to Prime Minister's Relief Fund

During 2019
Bank Asia spent
Tk. **116.15 million** in CSR

A Publication named **News & Views**
by WSBI & ESGB where an article was published on
Bank Asia's Agent Banking services in Bangladesh



Coronavirus:

Bank Asia's agent banking services in Bangladesh

Agent banking is a win-win-win for all parties involved. It plays an important role for financial inclusion too. Acting as "proxy banks", agents provide a cost-effective way to serve individuals and small businesses needed to stimulate local development and economic growth, especially in remote areas.

Proven successful in Latin America, Africa, India and the Far East, agent banking has taken hold in Bangladesh. There, WSB member Bank Asia launched in 2014 its agent banking network when the central bank allowed agent banking in the rural areas where banks have no branches.

News & Views explores BankAsia's success in agent banking.

Bangladesh, a South Asian nation well-known as the birthplace of microcredit has appeared gradually as the role model for innovative agent banking services. During last six years, this supplementary channel has helped "reach the unreachable" and take banking services to the marginalised and excluded rural masses.

Agent banking means providing banking services to the "last mile" customers through engaging entrepreneurs under a valid agency agreement. Bank Asia introduced Agent Banking in 2014 with the objective of ensuring greater financial inclusion and increasing the outreach of the services to unbanked population. This technology-driven banking concept also aimed at ensuring appropriate security and providing real-time services to the customers. In span of only six years this specialised banking service witnessed a substantial headway in terms of the number of agents, accounts and deposits. The single initiative impacting seven sustainable development goals (SDGs) to build a better Bangladesh.

AGENT BANKING: SERVICES RANGE FROM DEPOSITS, WITHDRAWAL, BUSINESS SERVICES AND BEYOND

Bank Asia Agent Banking provides a wide range of banking services to the doorstep of customers which include deposit and withdrawal of cash, open different types of accounts for savings and business transactions, transfer of funds, payment of remittances and utility bills, support small loans for cottage micro and small enterprises and agricultural farmers at an affordable cost. People in any corner of the country are able to receive this structured banking facility with safety, comfort and ease. Owing to the convenience this banking service is expanding rapidly across the country. Bank Asia has taken agent banking services to the doorsteps of grassroots people through individual outlet Union Digital Center (UDC), institutional outlet Digital Post Office and Micro-Merchant points.

Incorporation of various technological innovations contributed to make this digital service popular to the general public and turned digital financial inclusion efforts tuned into what the people want.

The innovations are:

- Usage of a bio-metric device in banking transaction instead of physical signature
- NFC-enabled A-card (Agriculture card) for farmers' credit transaction management
- Online Credit Approval System (OCAS)
- Agent Banking SMART App for online transactions
- Micro Merchant model for smallholder entrepreneurs to serve end mile customers
- Partnership model in banking system
- Digital banking booth



MD. ARFAN ALI, PRESIDENT AND MANAGING DIRECTOR
BANK ASIA

These innovations expedited registrations of around 2 million unbanked and under-banked people with Bank Asia Agent Banking network where 82% of them are rural masses and 60% female. The "droplets" of money deposits from customers amassed reached BDT. 14.72 billion (US\$ 174 million) in the bank's agent banking channel.

During the last six years, mainly from 2016, more than 9,500 agent outlets have been established across the country, registering around 3.9 million customers who deposited BDT 52 billion (US\$ 612 million) in this channel in 2018-2019 fiscal, according to the Bangladesh central bank. The journey of agent banking in Bangladesh contributes towards women empowerment. More than 250 agent outlets are operated by female entrepreneurs and contributing to adding female customers, thus minimising a gender gap at grassroots level. It also created job opportunities for 25,000 unemployed youths in the country where Bank Asia itself generated more than 15,000 jobs in the entire operation process from grassroots outlets to back office.

Highlights of agent banking in Bangladesh

	Industry status	Bank Asia status
Geographical coverage	All 64 districts	64 districts
Agent points	9600+	3625
Registered customers	4.0 million	1.9 million
Rural customer %	83%	82%
Female customer %	37%	60%
Deposit	BDT 52.00 billion / US\$ 612 million	BDT 14.72 billion / US\$ 174 million
Loan disbursed	BDT 3,000 million / US\$ 35.30 million	BDT 2,590 million / US\$ 30.00 million
Employment generation	25,000+ youths	15,000+ youths
Number of banks in AB	23 received and 19 in operation	

*Data up to December 31, 2019
BDT100 = USD 1

To make this effort work, Bank Asia has built strategic relationship with 65 government and non-government organizations and development partners that include the government's Access to Information (a2i) project, UNDP, UNICEF, SwissContact, USAID, UKAID, WorldFish Bangladesh, ACCA/VOCA, Nathan Association London, VSO, German Red Cross, CARE Bangladesh, Dhaka Ahsania Mission, BRAC, Grameenphone, Robi Axiata Ltd and MetLife Alico and thus scaled up this service in a faster manner and reach to unreachable.



AN ELDERLY WOMAN IS BEING DELIVERED SOCIAL SAFETY-NET PAYMENT BY A BANK ASIA STAFF AT THE YARD OF HER REMOTE VILLAGE HOME

Apart from regular banking support, Bank Asia disburses the government's Social Safety-net Payment, insolvent and autistic people's allowances, widow or divorced women allowance, freedom fighters' allowance, wages of road maintenance workers, student stipends, food security allowances, salary both government primary and non-government high school teachers through agent network, especially with help of Union Digital Centers(UDCs). For salary payment and to cater the financial needs of Ready-Made Garment (RMG) workers, Bank Asia has set up of digital banking booth inside RMG factories. Introduced for the first time in Bangladesh, this initiative has facilitated banking services to workers, employees and owners inside the factory compound along enhanced training of usage of financial products and services which in the long run reduce time, cost, and thus increase their household income.

Agent banking operations at Bank Asia also established strategical and collaborative partnership with technology companies for e-commerce, which offers access to online marketplace for micro/small entrepreneurs and buyers. This collaboration opens a scope of sustainability for SME clients.

Development entities like non-government organizations and micro-finance institutions (MFIs) are working to link clients with agent banking to provide better financial services.

ELIMINATING TIME AND SPACE, BUILDING 'DIGITAL BANGLADESH'

Already this banking system started eliminating difference of time and space to reach banking service to the customers. Bank Asia is committed to support the Bangladesh government's goal for building 'Digital Bangladesh' as charted out in the vision 2021 by bringing rural people under its agent banking platform. The bank is working with the vision to expand its networks to each and every village of the country within the next couple of years.

It is expected that the sustainable business model that comprises agent banking is heading towards a journey that takes along entrepreneurs, aggregators, remittance providers, development partners and government to speed up the drive of broader financial inclusion and thus a thriving economy in Bangladesh.



Awareness is the fundamental to prevention

MEDICAL WASTE

DISPOSE YOUR BIOMEDICAL WASTE **SEPARATELY**



- ⚙ **Separate and dispose** of your Biomedical & Sanitary Waste in specific bags
- ⚙ **Mutilate** disposable gloves & masks before throwing
- ⚙ **Tie and dispose** of bag only when full
- ⚙ **Handover** to an authorized waste collector
- ⚙ **Do not mix** your biomedical waste with wet and dry waste



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