

# Prime Finance & Investment Limited

## CUSTOMER SERVICES & COMPLAINT MANAGEMENT CELLS

### Central Customer Service & Complaint Management Cells (CCS&CMD)

#### Head Office :

| SI No | Name                       | Designation              | Designation in Committee        | Phone Number    | Fax Number | E-mail   |
|-------|----------------------------|--------------------------|---------------------------------|-----------------|------------|--|
| 1     | Tarana Yasmin              | Senior Manager           | Head of Complaint cell (HCC)    | 9563883 ext 303 | 9563692    | <a href="mailto:tarana.yasmin@primefinancebd.com">tarana.yasmin@primefinancebd.com</a><br><a href="mailto:complain@primefinancebd.com">complain@primefinancebd.com</a> |
| 2     | Md. Masudur Rahman         | Assistant Manager        | Compliant Handling Office (CHO) | 9563883 ext 324 | 9563692    | <a href="mailto:complain@primefinancebd.com">complain@primefinancebd.com</a>   |
| 3     | Md. Mahmudur Rahman Shawon | Senior Executive Officer | Member of (CCS&CMD)             | 9563883 ext 212 | 9563692    | <a href="mailto:complain@primefinancebd.com">complain@primefinancebd.com</a>   |

### Branch Level Customer Service & Complaint Management Cells (BLCS&CMC)

#### Branch 1: Chittagong Branch

| SI No | Name             | Designation       | Designation in Committee | Phone Number             | Fax Number      | E-mail   |
|-------|------------------|-------------------|--------------------------|--------------------------|-----------------|--|
| 1     | Ali Sayka Khanam | Assistant Manager | Member of (BLCS&CMC)     | +88 031 2522663, ext 103 | +88 031 2522664 | <a href="mailto:complain@primefinancebd.com">complain@primefinancebd.com</a> |

#### Branch 2: Rajshahi Branch

| SI No | Name               | Designation    | Designation in Committee | Phone Number             | Fax Number      | E-mail   |
|-------|--------------------|----------------|--------------------------|--------------------------|-----------------|--|
| 1     | Md. Mizanur Rahman | Senior Officer | Member of (BLCS&CMC)     | +88 0721 774801, ext 117 | +88 0721 774803 | <a href="mailto:complain@primefinancebd.com">complain@primefinancebd.com</a> |

#### Branch 3: Gulshan Branch

| SI No | Name              | Designation | Designation in Committee | Phone Number       | Fax Number | E-mail   |
|-------|-------------------|-------------|--------------------------|--------------------|------------|--|
| 1     | Md. Ibrahim Jewel | Officer     | Member of (BLCS&CMC)     | 8818403-4, ext 125 | 8833208    | <a href="mailto:complain@primefinancebd.com">complain@primefinancebd.com</a> |

#### Branch 4: Uttara Branch

| SI No | Name           | Designation | Designation in Committee | Phone Number  | Fax Number    | E-mail        |
|-------|----------------|-------------|--------------------------|---------------|---------------|---------------|
| 1     | K.M Noor Boksh | Manager     | Member of (BLCS&CMC)     | Not Available | Not Available | Not Available |