



## MEETING MINUTES

### Meeting Detail:

<b>Meeting Title:</b>	Fixation of TAT (Turn Around Time) in VOC related to Fraud & Forgery and Dispute Settlement related issues		
<b>Meeting Location:</b>	Level- 4 Meeting Room, MTB Center		
<b>Meeting Date</b>	August 10, 2023	<b>Time:</b>	11:30 AM

### List of Attendees:

1.	Mr. Rais Uddin Ahmad, DMD & CAMLCO
2.	Mr. Galib Hamid Protik, Divisional Head, MTB Operations Division
3.	Mr. Jhantu Gomes, Head of Card Operations Department
4.	Ms. Sharmin Ahmed, Head of Service Quality Department
5.	Mr. Mohammad Kibria, Head of Contact Centre
6.	Mr. Moshfeque Uddin Ahmed, Unit Head of Internet Banking Support Unit
7.	Mr. Tamjeed Rahman, Unit Head of Cards Fraud Risk Management Unit
8.	Mr. Md. Hasanuzzaman Talukdar, Unit Head of Card Settlement & Accounts (S&A) Unit
9.	Mr. Md. Enayet Asheq Mowla, Associate Manager, Card New Accounts & Personalization Wing
10.	Mr. Asif Uddin Ahmed, Manager, Service Quality Department
11.	Mr. Tarik Al Mahmud, Associate, Service Quality Department

At the commencement, HoSQD showed her warm gratitude to the attendees for attending the meeting. A detailed discussion was done regarding Fixation of TAT (Turn Around Time) of Fraud & Forgery and Dispute Settlement related issues in VoC. The action points that were discussed in the meeting are as follows:

Sl. No	Topic	Action Point	Responsibility	Deadline
1	Lodgement of Fraud and forgery issues in VoC	As instructed by DMD & CAMLCO, initially Fraud and forgery issues for credit card & internet banking will be lodged as "Service Requests" in VoC. However, after primary checking, if bank's involvement is found by the concerned department, it will be lodged as "Complaint" in VoC. Furthermore, the TAT of the Fraud & forgery and dispute settlement related issues to be fixed by Card Operations Department and they will confirm it through formal email to Service Quality Department within 17 August, 2023.	<ul style="list-style-type: none"><li>➤ Card Operations Department</li><li>➤ Contact Centre</li><li>➤ Service Quality Department</li></ul>	Immediate
2	Extended TAT for Card New Accounts Unit for specific cases	Issues related to file retrieval and courier POD receipt, require more time to resolve. Hence, as instructed by DMD & CAMLCO, where the dependency is solely on respective unit of the Card Operations Division, the total TAT (executors' part) in VoC will be distributed for that respective unit in such cases. Card Operations Department will share	<ul style="list-style-type: none"><li>➤ Card Operations Department</li><li>➤ Service Quality Department</li></ul>	Immediate



		the nature of issues with MSQD within 17 August 2023 so that TAT can be fixed accordingly in VoC.		
3	Sharing complaint data with Digital Banking Division	MSQD will share relevant complaint category list along with TAT with Digital Banking Division for their necessary information and analysis.	<ul style="list-style-type: none"><li>➤ Service Quality Department</li><li>➤ Digital Banking Division</li></ul>	Immediate

As no other issues left to be discussed, the meeting was concluded by the vote of thanks.

Regards,

**Sharmin Ahmed**  
SVP & Head of Service Quality  
Mutual Trust Bank Limited