

**Bank Name:** Citibank, N.A. Bangladesh

Employee details of **Customer Services and Complaint Management Cells**

Sl	Name of Employee	Designation	Functional Designation	Mobile No.	Email Address
1	Efaz Alam Chowdhury	Assistant Vice President - C12 & Head of Client Experience	Head of Central Complaint Management Cell	+880-9666991215	bangladesh.citiservice@citi.com
2	Sayed Farjana Zamin	Customer Svc Intmd Analyst - C11, Client Service	Deputy Head of Central Complaint Management Cell	+880-9666991330	bangladesh.citiservice@citi.com
3	Md. Shahidul Islam	Customer Service Analyst 2 - C10, Client Service	Officer of Central Complaint Management Cell	+880-9666991332	bangladesh.eb@citi.com
4	Abinta Ayaz	Customer Service Analyst 1 - C09, Client Service	Officer of Central Complaint Management Cell	+880-9666991328	bangladesh.citiservice@citi.com
5	Tasneem Tabassum Mourin	Cash and Trade Proc Rep - C05, Client Service	Officer of Central Complaint Management Cell	+880-9666991169	bangladesh.citiservice@citi.com
6	Ertiza Akando	Service Analyst 2 - C10, Client Service	Officer of Central Complaint Management Cell	+880-9666992008	bangladesh.eb@citi.com
7	Md Mahbubur Rahman	Assistant Vice President - C12 & Head Branch Operations	Senior Branch Operations Officer, Complaint Management Cell - Chattogram Branch	+880-9617173011	mahbubur.rahman@citi.com
8	Md. Sarwar Khan	Cash & Trade Proc Sr Supv - C11, Branch Operations	Senior Branch Operations Officer, Complaint Management Cell - Motijheel Branch	+880-9666992008	md.sarwar.khan@citi.com
9	Mahbub Ibne Monjur	Cash & Trade Proc Sr Supv - C11, Branch Operations	Senior Branch Operations Officer, Complaint Management Cell - Gulshan Branch	+880-9666991005	mahbub.ibne.monjur@citi.com