



Report on Products of NCC Bank

Prepared For

Muhammad Intisar Alam

Course Instructor

BRAC Business School

BRAC University

Prepared By

Rizwana Afnan Chowdhury

ID: 08104048



BRAC Business School

BRAC University

Letter of Transmittal

Muhammad Intisar Alam

Course Instructor

BRAC Business School

BRAC University

66, Mohakhali, Dhaka-1212

Subject: **Submission of Internship Report**

Dear Sir,

It gives me an immense pleasure in preparing this report, which was assigned me for fulfillment of internship program on “Product of NCC Bank”. Working on this internship report has given me a wide range of exposure. To prepare this report, I have faced face to face interaction with the clients. It has taught me the value of patience in dealing with clients and has given me a higher insight on the level of communication in the practical world.

This report gives an overview on the products of NCC Bank. This report includes how different influential activities can hamper the level of Customer Satisfaction. I have also mentioned some recommendation as to how the existing level of satisfaction could be improved.

I would like to mention here that I will extremely grateful to you for your valuable guidance, tireless effort and constant attention as and when required in accomplishing the internship report.

I shall be very pleased to answer any query you think necessary as and when needed.

Sincerely Yours

Rizwana Afnan Chowdhury

08104048

Acknowledgement

I would like to express my gratitude to those who helped me both directly and indirectly in the preparation of this report. I apologize to the people whose names that have not mentioned, and their contribution is highly appreciated. At first, I would like to thank my course instructor Muhammad Intisar Alam, Lecturer of BRAC Business School of BRAC University for guiding me and for giving me the opportunity to initiate this internship report. More specifically, I would like to thank him for helping me to prepare this internship report.

I would like to thank BRAC University for giving me the opportunity to complete my internship Program from a reputed organization like NCC Bank Ltd. Especially I would like to thank my NCC Bank supervisor, Mohammad Alauddin, Senior Vice President gave me the opportunity to work with his team. Beside this I would like to thank all the members NCC Bank Ltd. Dhanmondi Branch for helping me to complete my report and making me part of their team.

Executive Summary

Bangladesh banking sector relative to the size of its economy is comparatively larger than many economies of similar level of development and per capita income. The total size of the sector at 26.54% of GDP dominates the financial system, which is proportionately large for a country with a per capita income of only about US\$370. Access to banking services for the population has improved during the last three decades. The core objective of this study, in broad objective was to find out the products and services offered by National Credit & Commerce Bank Limited. Emphasis was given to cover all the products, Deposit, loan products of NCC Bank. NCC Bank has 11 types of deposit products. They are Current Account, Savings Bank Deposit, Special Notice Deposit, Term Deposit, Premium Term Deposit, Instant Earning Term Deposit, Special Savings Scheme, Special Fixed Deposit Scheme, Money Double Program and Special Deposit Scheme. Currently NCC Bank started a new product, which is called youngster banking for the school and college going children. Different account has different requirements. Different Card products of NCC Bank are- Credit Card, Debit Card and Mbridge Card. The Remittance Product of NCC Bank is – Welfare Deposit Pension Scheme, Overseas Employment Loan Scheme, Special Interest on Deposit and Loan. Loan and Advanced Products are- Working Capital Financing, Commercial and Trade Financing, Long Term Capital Financing, Agricultural Financing, Import and Export Financing. And finally the Retail/ Consumer Loan Products of NCC Bank are- Personal Loan, Car Loan Scheme, Education Loan, House Building Financing, Consumer Finance Scheme, House Repairing and Renovation Loan, Home Improvement Loan. And finally SME Banking Products are- Small Business Loan, Lease Finance, Working Capital Loan, Festival Business Loan and Festival Personal Loan. From 1985 NCC Bank is servicing the people with these products.

Table of Contents

Contents	Page Number
Letter of Transmittal Acknowledgement Executive Summary	V.
PART A-The Organization Part <ul style="list-style-type: none"> • Current Banking Scenario in Bangladesh • Overview of NCCBL • Distribution of Added Value • Asset Liability Distribution • Organizational Structure of NCC Bank • NCC Bank Mission, Vision and Objective • NCC Bank at a glance • Competitors • Divisions of NCC Bank • SWOT Analysis 	1-18
PART B- Job Description <ul style="list-style-type: none"> • Nature of Job • Specific Responsibilities of the job • Different aspects of Job Performance • Recommendation 	19-22
PART C-The Project	
Chapter 1 <ul style="list-style-type: none"> • Introduction 	22-23
Chapter 2 <ul style="list-style-type: none"> • Literature Review 	25-26
Chapter 3 <ul style="list-style-type: none"> • Methodology 	27
Chapter 4 <ul style="list-style-type: none"> • Findings <ul style="list-style-type: none"> - Deposit Products - Cards - Loan Products - Services 	28-67

Limitation	68
Chapter 5	69
• Recommendation	
Chapter 6	70
• Conclusion	
Reference	71
Appendix	72-83

List of Illustrations

Contents	Page Number
Table-1: Overview of NCCBL	4
Table 2:- Authorized Capital and Paid- up Capital	10

List of Illustrations

Contents	Page Number
Figure 1- Distribution of Added Value 2011	4
Figure 2- Sector wise Deposit Distribution	5
Figure 3:- Sector wise Loan Distribution	5
Figure 4:- Organizational Structure of NCC Bank	6
Figure 5,6,7,8,9 :- NCC Bank at a glance	8
Figure 10:- Authorized Capital and Paid-up Capital	10
Figure 11:- Documentary Bill Collection Procedure	21
Figure 12,13:- Products of NCC Bank, Diversification, Marketing of Bank services	29-30
Figure 14:- Products of NCC Bank	31
Figure 15:- Deposit Products	32

PART A: The Organization Part



NCC Bank Limited

Where Credit and Commerce Integrates

2.1 Introduction

A **bank** is a financial institution and a financial intermediary that accepts deposits and channels those deposits into lending activities, either directly or through capital markets. A bank connects customers that have capital deficits to customers with capital surpluses. Banks act as payment agents by conducting checking or current accounts for customers, paying checks drawn by customers on the bank, and collecting checks deposited to customers' current accounts. Banks borrow money by accepting funds deposited on current accounts, by accepting term deposits, and by issuing debt securities such as banknotes and bonds. Banks lend money by making advances to customers on current accounts, by making installment loans, and by investing in marketable debt securities and other forms of money lending.

National Credit and Commerce Bank Ltd. bears a unique history of its own. The organization started its journey in the financial sector of the country as an investment company back in 1985. The aim of the company was to mobilize resources from within and invest them in such way so as to develop country's Industrial and Trade Sector and playing a catalyst role in the formation of capital market as well. Its membership with the browse helped the company to a great extent in these regard. The company operated up to 1992 with 16 branches and thereafter with the permission of the Central Bank converted into a fully fledged private commercial Bank in 1993 with paid up capital of Tk. 39.00 crore to serve the nation from a broader platform.

Since its inception NCC Bank Ltd. has acquired commendable reputation by providing sincere personalized service to its customers in a technology based environment.

The Bank has set up a new standard in financing in the Industrial, Trade and Foreign exchange business. Its various deposit & credit products have also attracted the clients-both corporate and individuals who feel comfort in doing business with the Bank.

2.2 Current Banking Scenario in Bangladesh

When Bangladesh came into existence on the 16th December, 1971, the banking sector of Bangladesh was in total disarray. With the exception of two local banks incorporated in the East Pakistan, all the bigger local banks became in operational. Starting with such a humble condition, the Banking Sector of Bangladesh has grown to a great extent. At present there are 49 banks in Bangladesh. The structure of Banking in Bangladesh is under:

1. Nationalized Commercial Banks – 4
2. Specialized Banks- 4
3. Private sector Commercial Banks:
 - a) Conventional Banks – 25
 - b) Islamic Banks – 5
4. Foreign Commercial Banks:
 - a) Conventional Banks- 9
 - b) Islamic Banks - 1

Sonali Bank is the largest among the NCBs while Pubali is leading in the private ones. Among the foreign banks, Standard Chartered has become the largest in the country. Besides the scheduled banks, Samabai (Cooperative) Bank, Ansar-VDP Bank, Karmasansthan (Employment) Bank and Grameen bank are functioning in the financial sector. The number of total branches of all scheduled banks is 6,038 as of June 2000. Of the branches, 39.95 per cent (2,412) are located in the urban areas and 60.05 per cent (3,626) in the rural areas. Of the branches NCBs hold 3,616, private commercial banks 1,214, foreign banks 31 and specialized banks 1,177.

Bangladesh Bank (BB) regulates and supervises the activities of all banks. The BB is now carrying out a reform program to ensure quality services by the banks.

Bangladesh Bank (BB) has been working as the central bank since the country's independence. Its prime jobs include issuing of currency, maintaining foreign exchange reserve and providing transaction facilities of all public monetary matters. BB is also

Bangladesh Bank (BB) has been working as the central bank since the country's independence. Its prime jobs include issuing of currency, maintaining foreign exchange reserve and providing transaction facilities of all public monetary matters. BB is also responsible for planning the government's monetary policy and implementing it thereby.

The BB has a governing body comprising of nine members with the Governor as its chief. Apart from the head office in Dhaka, it has nine more branches, of which two in Dhaka and one each in Chittagong, Rajshahi, Khulna, Bogra, Sylhet, Rangpur and Barisal.

2.3 Overview of NCCBL

Name	National Credit & Commerce Bank Limited.
Year of Establishment	It was started as investment company in 1985 and converted to a fully fledged private commercial in 17th May 1993.
Corporate Office	7-8, Motijheel C/A, Dhaka- 1000.
Total Branch	87.
Authorized Capital	10,000 million.
Paid- Up Capital	4, 501, 25 million.
Type of Company	Private Limited.
Scope of Business	Banking, capital market operations.

Table 1: Overview of NCC Bank Ltd

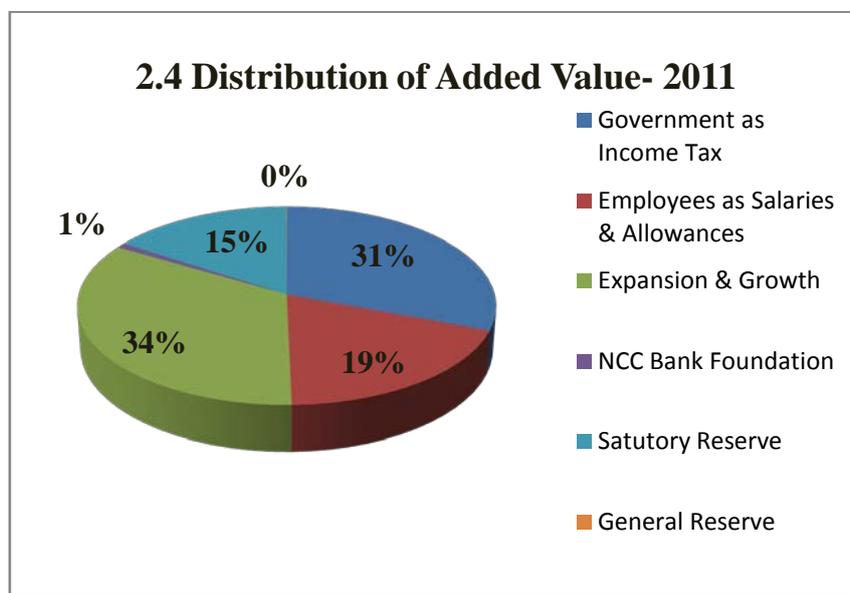


Figure1: Distribution of Added Value

2.4 Asset – liability distribution

Prudent handling of asset – liability is of utmost importance for keeping up profitability at a satisfactory level of any financial institution. During last few years, with the timely measures taken by the management under guidance of the board, it was possible to sustain steady growth through maintaining asset quality. The bank has separated credit administration department, recovery department and also a task force for continuous monitoring of difficult loans and advances of the bank and to propose ways of recovery of bank dues.

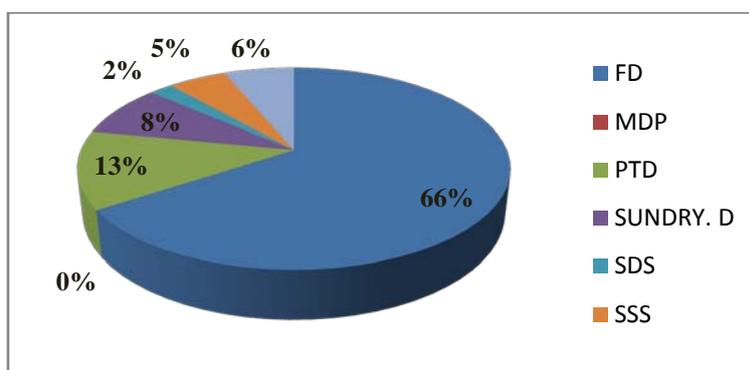


Figure 2: sector wise Deposit Distribution

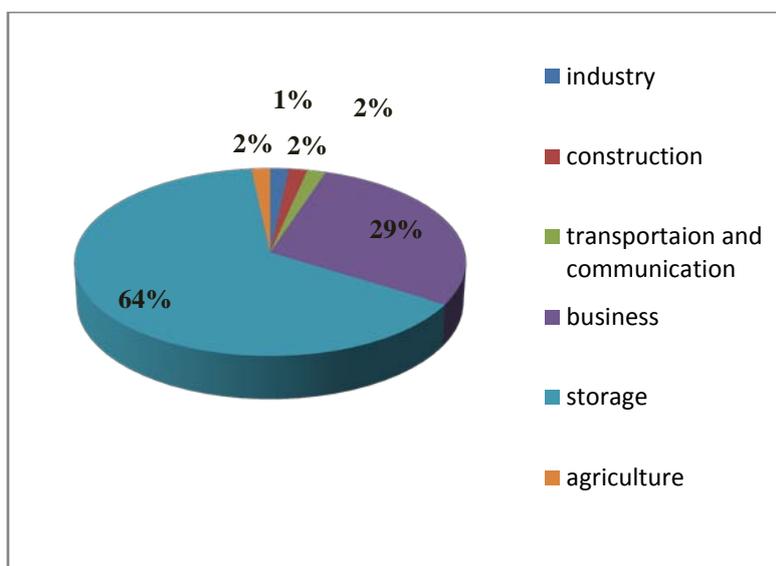


Figure 3: sector wise Loan Distribution

2.5 Organizational structure of NCC Bank

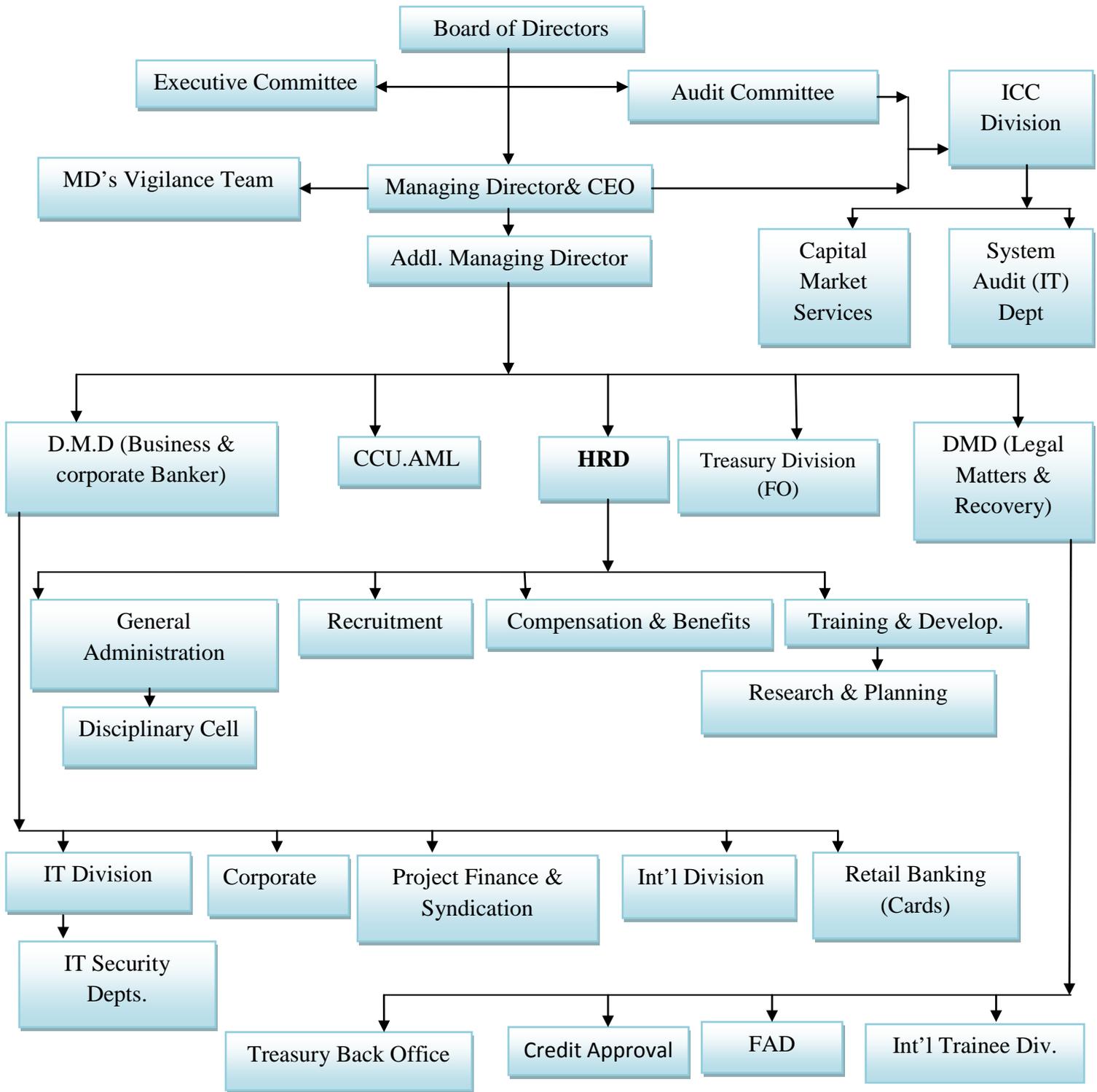


Figure 4 Organizational Structure of NCC Bank

2.6 NCC Bank Mission, Vision & Objective

Corporate Vision

“To become the Bank of choice in serving the Nation as a progressive and Socially Responsible financial institution by bringing credit & commerce together for profit and sustainable growth.”

Corporate Mission

“To mobilize financial resources from within and abroad to contribute in Agriculture's, Industry & Socio-economic development of the country and to play a catalytic role in the formation of capital market.”

Objective

No information was found publicly disclosed regarding the banks short and long term strategic or financial objective.

NCCBL believe in its uncompromising commitment to fulfill client's needs and satisfaction and to become their first choice in banking. Taking cue from its pool esteemed clientele, the bank intends to pave the way for a new era in banking that holds and epitomizes its vaunted Marques “where Credit and commerce integrates”

2.7 NCC Bank in Bangladesh at a glance

NCC Banks current market situation is given below with graphical presentation:

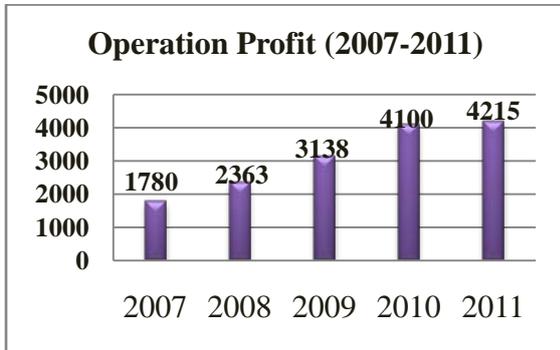


Figure 2: Operational Profit (2007-2011)

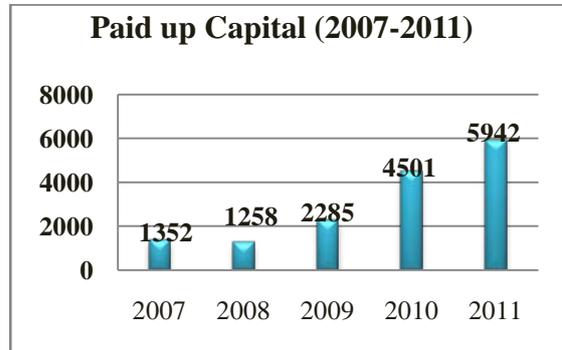


Figure 3: Paid up Capital (2007-2011)

In Million

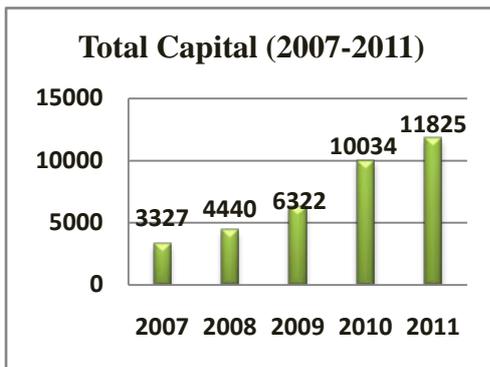


Figure 4: Total Capital (2007-2011)

In Million

In Million

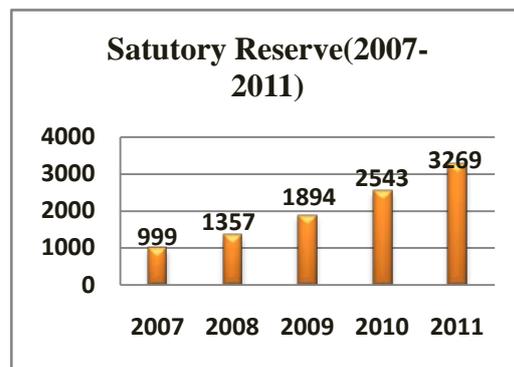


Figure 5: Statutory Reserve (2007-2011)

In Million

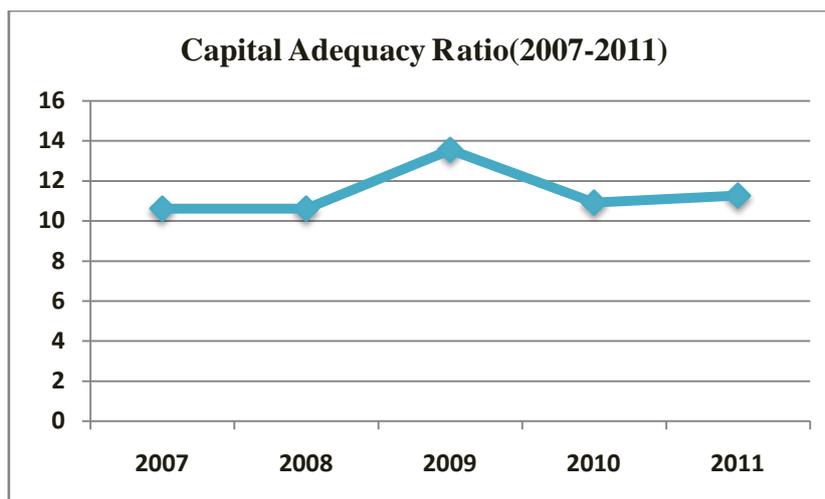


Figure 6: Capital Adequacy Ratio (2007-2011)

2.8 Competitors

According to CAMEL Rating NCC Bank is on satisfactory level or B-class Banks. Other Banks which fall in B category are NCC Bank's competitor. The competitors of NCC Bank are- South East Bank Ltd (SEBL), Eastern Bank Limited (EBL), Bangladesh Commerce Bank (BCB), Basic Bank and. According to 2011 data NCC Bank has authorized capital Tk. 10000 million and paid up capital 5941.65 million. South East Bank has authorized capital Tk. 10000 million and paid up capital is 363 million. Eastern Bank Limited has authorized capital Tk4500 million and paid up capital was above Tk. 2659 million. Authorized capital of Bangladesh Commerce Bank is Tk. 2000 million and paid up capital is Tk 920 million. Of the paid up capital, government contribution is Tk. 300 million and Tk. 520 million came from deposits in former BCI fund and rest were collected from three public sector banks. Basic Bank has authorized capital Tk. 2000 million and paid up capital Tk 1964.65 million. The authorized capital and paid up capital of each banks are as follows-

Banks	Authorized Capital	Paid-up Capital
NCC Bank	Tk 10000 million	Tk 5941.65 million
SEBL	Tk. 10000 million	TK.363 million
EBL	Tk. 4500 million	TK. 2659 million
BCB	Tk. 2000 million	Tk 920 million
Basic Bank	Tk.2000 million	TK1964 million

Table 2: Authorized Capital & Paid up Capital

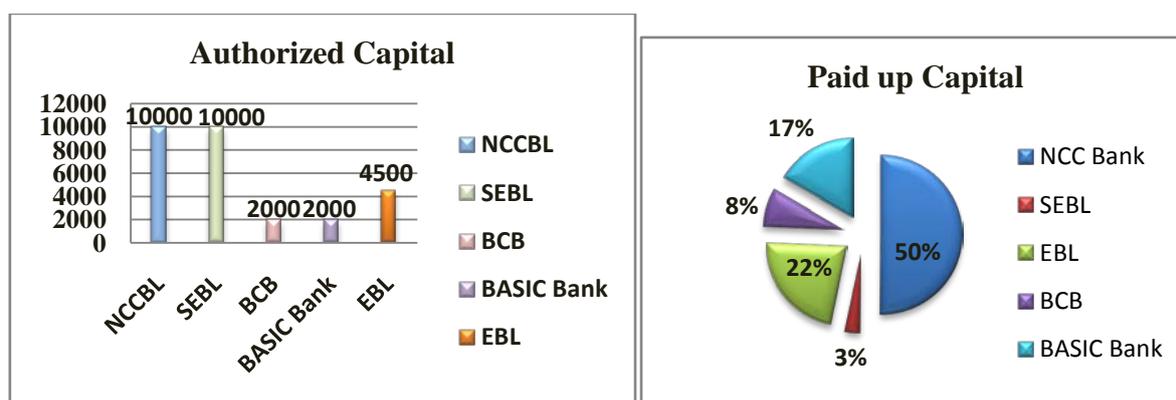


Figure 7: Authorized Capital & Paid up Capital

The divisions of NCC Bank are:

The General Banking Division

General Banking also termed as retail banking, is the division where all the banking operation starts for a commercial bank. The division provides day to day services to the clients regarding opening new accounts, remittance funds, issuing pay order and demand drafts and so on. It is divided in to some important sections, described below with relevant elaborations:

Deposit Section

The deposit section serves as the stepping stone to an individual for becoming a valued client of NCCBL. A potential client has a number of options to choose from regarding his/her account type of choice.

Cash Transaction Section

The cash transaction section manages all types of banking services related to receiving and paying cash money and the busiest section. It includes the vault of the branch. This section has to deal with a wide variety of tasks, among which the most common ones are:

- Receiving and paying cash to account holders.
- Receiving bill payments of various community services like: Electricity, WASA, T&T, Banglalion, Grameen Phone, Robi etc.
- Working as agent at the time of issuing IPOs of different companies.
- Managing cash transactions of Debit Cards, Credit Cards, Pay Order, Demand Draft & Foreign Remittance.

Clearing & Collection Section

Collection of checks, drafts etc. on behalf of the clients is one of the most basic function of a commercial bank. Clearing stands for mutual settlement of claims made in between member banks at an agreed time and place in respect of instruments drawn on each other. Checks, dividends, warrants and other forms of financial instruments easy for encashment are received in this section of any branch of NCCBL, are sent to the clearing house of Bangladesh Bank for collection. The clearing house does the following steps:

Clearing House

The claims of contracting parties are settled in clearing house. In case of cheque clearing, it is an arrangement under which member banks agree to meet, through their representatives, at appointed time and place to deliver instruments for mutual settlement of claims made among member banks at an agreed time and place in respect of instruments drawn on each other. The claims/payments are settled through banker's accounts of member banks.

Clearing Process: Steps

Step 1: processing of cheques by the collecting branch (outward clearing)

Step 2: processing by the principal branch/local office (consolidation)

Step 3: cheques presented in clearing house and distribution to drawee bank by Bangladesh Bank/Sonali Bank.

Step 4: payment advice by the drawee bank (inward clearing)

Step 5: update return, over payment/under payment (return)

The Card Division

NCCBL launched its VISA Card services on August 22, 2005. The bank offers three different card types with brand names. The description of different types of Credit Cards & Debit Cards will describe in the project part of the report.

The Credit Division

The Credit Division of NCCBL manages the single most significant source of income of the bank- the bank loans. Since Bangladesh has a seemingly inefficient capital market, bank loans still serve as the major source of capital for the economy in general. Managing its credit operations is therefore the task defining the banks performance. For the proper & careful management of the hard earned deposits of its accounts holders, NCCBL has gradually developed a well- organized & skillful group of professional bankers.

The Foreign Exchange Division

The foreign exchange division of NCCBL has been organized with three major sections for the ease of its operations- the import, export and foreign remittance section.

Import Section

According to the Import & Export Control Act 1950, the Office of Chief Controller of Import and Export provides the registration (IRC) to the importer. The bank gives guarantee to the exporter that it will pay for the goods exported if the importer fails to pay. This guarantee is called LC i.e. Letter of Credit, and it's the classical way of secured payment in international trade.

The key function of the import section is to manage and maintain all the tasks related to the banks LC operations. Apart from this, the section also plays its part in sanctioning LTR and LIM.

Export Section

The export section offers export LC services to local exporters, mostly of RMG. NCCBL provides extra cover to its clients throughout the entire export process with facilities like-

- Export Letter of Credit advising,
- Pre-shipment export financing,
- Export documents negotiation,
- LC confirmation, etc.

Foreign Remittance Section

According to Foreign Exchange Regulation Act, 1947, section 3, commercial banks are titled as authorized dealers of foreign currencies, and with this authority, NCCBL foreign remittance section offers its clients convenient and legal ways of transferring, sending and receiving cash accounts in and from abroad, in addition to fulfilling all their currency conversion needs. Major services include-

- Inward and outward remittance service
- DD and TT issues
- DD and check collection
- Endorsements
- Travelers check issuance (a seemingly obsolete service, but still has its uses)

The following services are available in NCCBL for transfer and receive money-

- Moneygram
- Xpress Money
- AFX
- Habib Qatar
- Dhaka Janata
- Placid Express
- ANB
- Walls street
- Turbo cash
- Kay Marks
- ITAU Unibanko
- UAE Exchange
- IME
- National Exchange
- MAJAN Exchange
- AL Zaman Exchange
- Federal Express
- Kushiara Express

The money sending and receiving process is done by swift technology.

2.9 SWOT ANALYSIS

A company's present situation can be determined through the SWOT Analysis which indicates Strengths, Weakness, Opportunity and Threat. This has been

Strength	Weakness
<ol style="list-style-type: none"> 1. Efficient Administration 2. Healthy Financial vitals 3. 200 crore profit in the year 2011 4. Strong position in CAMEL rating 5. Using SWIFT Technology & FLORA Software 6. Good client- banker relationship 7. High level of cooperation and cohesion among branches 	<ol style="list-style-type: none"> 1. Manual record keeping is still around 2. Inadequate number of needed workforce in some branches 3. Noticeable reluctance to arranging marketing campaign and promotion
Opportunity	Threats
<ol style="list-style-type: none"> 1. Huge potential of growth in sectors like online banking & ATM card 2. Currently introduced SMS banking 3. A steady GDP growth & other sectors means opportunities are always there for carefully designed, attractive services 4. A country with a population of 160M comes with financial demands, where banks may significantly contribute with mutual benefits. 	<ol style="list-style-type: none"> 1. A very recent prolonged massive crash in secondary market has created new challenges for the managers 2. Financially powerful foreign banks with strong brand names would become the choice of big parties 3. 9 more banks are about to established, number of competitors will increased

Strengths

- **Efficient Administration:**

NCC Bank maintains transparency in its entire works. All decision of the Management comes through discussions in appropriate forum and required follow-ups are also made to see their effectiveness.

- **Healthy Financial vitals:**

Due to declined flow of remittance in the first leg of the year 2011 owing to political turmoil or transition of power in some Middle Eastern countries there were some difficulties in running the affairs of the banks. Private Banks faced some difficulties in respect of sanctioning fresh loan and soaring exchange rate against US Dollar slowed down import of capital machineries' as well as caused increase in inflationary rates. Due to strengthening NCC Bank's position they have taken a new approach of centralizing opening of letter of credit administration brought discipline in documentation of loan before disbursement. It will also help secure quality of the assets and lower quantum of NPL in the coming days.

- **Strong position in CAMEL rating:**

The Capital, Asset, Management, Earning, Liquidity and Sensitivity (CAMELS) rating of different commercial banks in 2008 were done recently by the regulatory authority. The serial is made on the basis of performance of 2007 and local banks first, then foreign banks. Based on CAMEL Rating NCC Bank's performance is satisfactory.

- **SWIFT Technology & FLORA Software:**

Swift Technologies' services are designed to generate increased efficiency and business value in key functional areas such as finance, human resources, information technology, supply chain management, and CRM. And FLORA is a logic-based object-oriented language for building knowledge-intensive applications. It is based on F-logic, HiLog, and Transaction Logic. Applications include intelligent agents, Semantic Web, ontology management, and more. NCC Bank IT is headed by **Mr. Tapan Kanti Sarkar, Executive Vice President & CTO** and teamed with 45 dedicated IT personnel who work round the clock with a view to provide support in core banking Flora UBS software operations along with System, Hardware

& Network maintenance support to its 80 Branches & 3 SME branches and Head Office including Chittagong Area office.

- **Good client- banker relationship:**

NCC Bank has a dedicated work force they take their prime objective is to satisfy the needs of the customers. They are trying to reach a vast section of people to include them in the formal banking circle. Their network is expanding in that direction of course.

- **High level of cooperation and cohesion among branches:**

NCC Bank has a very good interpersonal relationship among all the Branches.

Weaknesses

- **Manual record keeping:**

Manual record keeping are still around NCC Bank. The chance of losing instrument and documents can get ruined for many unusual circumstances.

- **Inadequate number of needed workforce in some branches:**

In Dhanmondi Branch more than 10 employees have been transferred to other branches in 1 year. So the workforce in Dhanmondi Branch became inadequate. Sometimes it's really tough for them to manage the streams of clients.

- **Noticeable reluctance to arranging marketing campaign and promotion:**

NCC Bank is not that much efficient in marketing campaign and promoting their products.

Opportunities

- **Huge potential of growth in sectors like online banking & ATM card:**

Now a day's everyone leads a very busy life. Online banking is a very good solution. People don't have to go through a long traffic jam to deposit money in their account. People also fear to carry cash. Online banking and ATM Card has long term opportunity in Bangladesh.

- **Currently introduced SMS banking:**

NCC Bank just introduced SMS Banking. The clients can now check their balance through SMS.

- **A steady GDP growth & other sectors means opportunities are always there for carefully designed, attractive services:**

Steady GDP Growth rate in banking sectors shows opportunity in for banking sectors in Bangladesh.

- **financial demands:**

The current population of Bangladesh is now 16 Million. Financial needs are also increasing as the population is increasing. So the financial institute like banks will have a huge demand.

Threats

- **Massive crash in secondary market:**

The recent prolonged crash in secondary market has created many new challenges for managers.

- **Financially powerful foreign banks with strong brand names would become the choice of big parties :**

There are many foreign banks are now in Bangladesh with a very strong brand name. big parties can go to those banks rather than the Bangladeshi bank.

- **New Banks:**

Nine new banks will establish in Bangladesh by October 2012. Competition will become tougher then.

PART B: Job Description



NCC Bank Limited

Where Credit and Commerce Integrates

3.1. NATURE OF JOB

NCC Bank Dhanmondi Branch is situated in an attractive commercial zone. It has been established in the year of 1999. It was the 9th branch of NCC Bank Ltd. Currently NCC Bank Ltd has 90 branches all over in Bangladesh. NCC Bank Dhanmondi Branch is on 9th position in terms of profit among all the branches. There are 34 staffs and executives in NCCBL Dhanmondi Branch. Last quarter profit of NCC Bank Dhanmondy Branch was 1421.97lac. See table 3 in appendix.

The job category of NCCBL has different divisions. These are:

3.2 Specific Responsibilities of the Job

I have joined NCCBL as an intern starting from 25th January to 25th April. The following terms and conditions have to be maintained which are as follows:

Work Location: Quality Center (1st Floor), 744 Satmsjid Road, Dhanmondy R/A. Dhaka, Bangladesh.

Time Period: The internship Program of NCCBL started from 25th January to 25th April.

Work Hours: I had to work from 10:00 am to 5:00pm from Sunday to Thursday.

Supervisor: I worked under the supervision of Sayeda Shammi Akter, Principal Officer of NCCBL.

Duties and Responsibilities: I have worked in several desks in my 3 months internship period. Different desks I had different duties and responsibilities. Such as-

3.4 Cash Department

When I have joined in NCCBL, my supervisor assigned me to work in cash department. My first two weeks I had worked for cash department in bill counter. Here my duties were:

- Give numbers to all the bills collected.
- Give seals on the bills.

- Note them on register copy.
- Calculate all the revenues and vats are collected.

3.5 Card Division

I had the following duties and responsibilities in card division:

Attended Phone Calls: I have attend several phone calls of the clients who want to know their balance. By using FLORA Software I told them what their balance is.

Gave Phone Calls: when the cards of the clients come from Head Office, I gave a call to that client to collect his/her card from Dhanmondy Branch.

Lost Instrument Registry: in case of lost instrument like: Pay Order, Demand Draft they maintain a register copy. I wrote down the pay order number, branch name and amount and then took signature of an authorized officer.

Pay Order Balancing: calculate the monthly balance of pay order.

3.6 Remittance Section

Remittance section I had the following duties and responsibilities:

Distribute forms: I gave forms to clients. There are two types of forms. For Moneygram there is one type of form and for rest of the services there is another form.

Filling up the Form: sometimes too old clients are unable to fill up their own form. I had filled up several forms.

Photocopy: here I have done photocopy of several types of documents.

3.7 Dispatch

Steps by the Paying Branch: Inward Bill for Collection-IBC

Step 1: Receive the bill from postal department and enter in to inward mail register.

Step 2: Send the bills department with their acknowledgement.

Step 3: Enter the bill in IBC register bills and fill up all column.

Step 4: Scrutiny the forwarding schedules.

Step 5: Present the bill in respective department (Deposit, Advance, Remittance etc)

Outward Bill for Collection

Step 1: Receive the bill from customer for collection. Scrutiny the instrument properly, affix stamp “Received for collection” on the counter foil of pay-in-slip.

Step 2: Processing the bill. Affix crossing, endorsement, OBC forwarding schedule bill.

Step3: pass the voucher and fill the pay-in-slip & forwarding schedule copy in pending file.

Step 4: pass the bill at an early date to dispatch department with their acknowledgement for presentment to drawee branch through reg: post.

3.7.1 Documentary Bill Collection Procedures

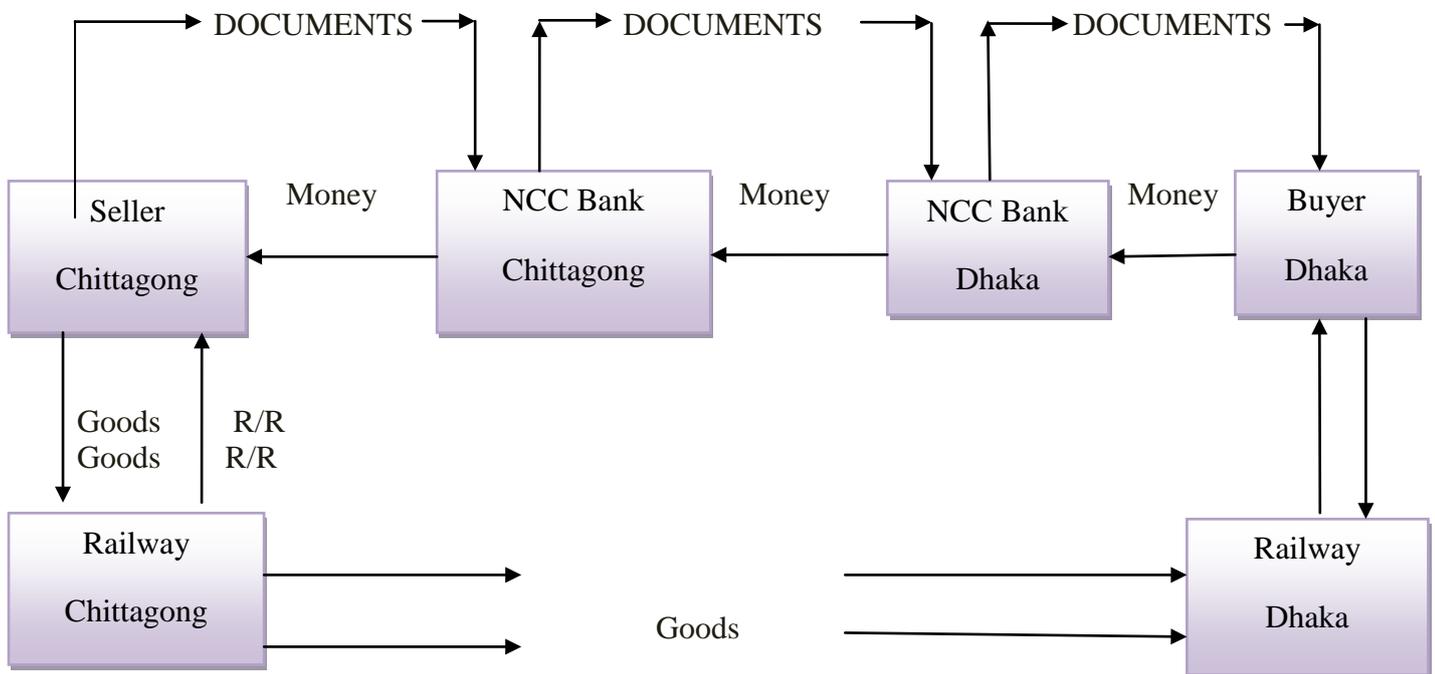


Figure 8: Documentary Bill Collection Procedure

3.7.2 Supplementary

Rest of the time I have done supplementary under general banking division. The process of supplementary is-

- First unstapled all the vouchers and separate them by debit vouchers credit vouchers.
- Separate all the white vouchers, checks, pay orders etc.
- Separate them by account number wise.
- Print the top sheet of the vouchers.
- Find the voucher by account number and put a tick mark on top sheet.
- Staple the vouchers with top sheet.

3.8 Different Aspect of the Job

While carrying out my duties and responsibilities in NCC Bank, if I would make mistakes such as, giving wrong information to the clients my supervisor would have to be responsible for this. Therefore, I had to do my task flawlessly.

3.9 Recommendation

There are lots of thing I have learned under all the departments of NCCBL.

- I got the opportunity to know the nature of corporate culture such as attending meeting with team, giving weekly updates about the task assigned to me, participate in organizing different internal shows going on in NCCBL. However I think that each department should think intern as their co workers rather than only intern. This is because many of the members do not want to share the kind of work they do and what sorts of task they usually do.
- at the end of the day we could not learn more. If they do not want to disclose then what is the use of keeping the interns since they are not learning effectively.

PART C: The Project

Products of NCC Bank

Chapter One: Introduction



NCC Bank Limited

Where Credit and Commerce Integrates

1.1. INTRODUCTION

At the end of the BBA Program we are required to do an internship from any reputed organization and based on this we are supposed to submit a report to our respective faculty supervisor. The objective of this internship report is to achieve theoretical knowledge about business administration and practical knowledge. I got the opportunity to do my internship program from NCC Bank Ltd therefore from HRD of NCC Bank assigned me to do an internship report on “**Product of NCC Bank Ltd**”. Internship program is basically a three month duration program where I worked under General Banking, Card Division, Credit Department and Foreign Remittance Department.

1.2. OBJECTIVES OF THE INTERNSHIP PROGRAM

The main objectives are as follows and we have divided them into some broad and specific objectives. These are given below:

Broad Objective

The major objective of this Internship Program is to get the practical experience in the job sector.

Specific Objectives

- To know about the working environment and culture of NCC Bank Ltd.
- To know the responsibility and duty undertaken by the Commercial Division of NCC Bank Ltd.
- To learn about the job responsibility of the NCC Bank Ltd.
- To find how well the company meet the compliance

1.3. SCOPE of the Study

The scope of this internship report is limited by the information given by the supervisor of NCC Bank Ltd since there is lots of confidential information which they are not willing to disclose. Therefore the scope of this report is limited up to the information they have disclosed to me.

Chapter 2: Literature Review



NCC Bank Limited

Where Credit and Commerce Integrates

LITERATURE REVIEW

The word *bank* was borrowed in Middle English from Middle French *banque*, from Old Italian *banca*, from Old High German *banc*, *bank* "bench, counter". Benches were used as desks or exchange counters during the Renaissance by Florentine bankers, who used to make their transactions atop desks covered by green tablecloths.

Money changing and secure storage are not the only functions of banking of course, and even in the ancient world, banking was more than just this. Credit plays an integral part of our financial system and in times gone by money lending was just as vital.

Modern banks in England began to emerge in the 17th century. There were initially strict limits on the amount of gold any one bank could hold, in order to control liability. This all changed in 1820 however, when after a number of high profile failures the rules were relaxed so that risk could be spread over more parties, and the banking institutions that we know today came into being.

The banking and financial sector proved to be as important for the great leaps forward taken by Britain during the industrial revolution as the invention of the steam engine. An innovative a forward looking investment banking sector drove growth forward.

The topic of my project is chosen by NCC Bank HRD. They have assigned me the topic "Products of NCC Bank" due to I have major in marketing. Before making the internship report it has to be cleared about the term "Product". In general, the **product** is defined as a "thing produced by labor or effort or the "result of an act or a process". PRODUCT' can be classified as tangible or intangible. A tangible product is a physical object that can be perceived by touch such as a house, automobile, computer, pencil. An intangible product is a product that can only be perceived indirectly such as an insurance policy. Banks offer two main products: 1. Transaction accounts, better known as checking accounts, which allow us to transfer money by check or electronic payment to a person or organization that we designate as payee 2. Deposit accounts, also known as savings accounts, which pay interest on our money in those accounts. In order to do the literature review many information has been taken from different articles. Project has been gone through to gather information such as Banking History.

There were other interns in NCC Bank who did their project on marketing related topic in previous time. I had reviewed a project. Which topic was “Overall satisfaction of clients of National Credit and Commerce Bank Limited; in context of performance & quality of the services offered by NCC Bank. Different students have done their report on different topics. However there are no reports which have a thorough description about all the products of NCC Bank. So, the NCCBL HRD assigned me to prepare my report to give a thorough description about all the products. Though the topic is different I get some helps from this project. I had also reviewed the two booklets of NCC Bank Training Institute to have a thorough idea about all the products of NCC Bank.

Chapter 3: Methodology



NCC Bank Limited

N C C
BANK

Where Credit and Commerce Integrates

METHODOLOGY

For preparing the internship report both primary and secondary data have been taken. For primary data the information has been taken from the Executives and the staffs of NCC Bank Ltd. I have collected information my in- depth interview. I have interviewed one person at a time to collect information's have also collected information from NCCBL head office. For the secondary data the information has been taken from the annual report 2010 and 2011of NCC Bank Ltd. Company websites. Primary information has been taken directly from the NCC Bank Ltd Dhanmondi Branch during the three months internship program. Starting the regular office from 10.00 AM to 5:00PM for three months internship report has been completed. During this period I get to know about the activities they perform by using the internet and flora software. The basic activities are to provide services to open accounts and giving loan to the customers. For the completion of the internship report Microsoft office have been used. Microsoft word 2007 has been used for the completion of the report. I have also collected two booklets from NCC Bank Training Institute to have thorough idea about the entire product. Moreover I have collected all the brochures to know about the products.

**Products of NCC Bank,
Product Diversification,
Marketing of Bank Services**

1. Deposit Banking

- a. SB- Saving Bank Deposit
- b. CD- Current Bank Deposit
- c. SND- Short Notice Deposit
- d. FDR- Fixed Deposit
- e. SSS- Special Savings Scheme
- f. SDS- Special Deposit Scheme
- g. PTD- Premium Term Deposit
- h. IETD- Instant Earning Term Deposit

2. Lending Banking

- a. Continuous Loan
- b. Term Loan
 - I. Project Loan
 - II. Transport Loan
 - III. House building
- c. Demand Loan
 - I. General Loan
 - II. Demand Loan
 - III. Loan under SME
 - IV. Agro Credit
 - V. Special Credit Product
 - VI. Loan Product for wages earners
- d. Loan under SME
- e. Agro Credit
- f. Special Credit Product

3. Money Transmission Products:

- I. Payment Order/Security Deposit Receipt (PO/SDR)
- II. Demand Draft (DD)
- III. Telegraphic Transfer (TT)
- IV. Outward Bill Collection (OBC)
- V. Travelers Cheque (TC)

Figure: 9 Products of NCC Bank, Product Diversification, Marketing of Bank Services

**Products of NCC Bank,
Product Diversification,
Marketing of Bank
Services**

**4. International Business
Products:**

- I. Letter of Credit (LC)
- II. Back to Back Letter of Credit (BTB L/C)
- III. Buying & Selling of Foreign Exchange
- IV. Foreign Demand Draft (FDD)
- V. Foreign Telegraphic Transfer (FTT)

5. International Business

Products:

- I. Letter of Credit (LC)
- II. Back to Back Letter of Credit (BTB L/C)
- III. Buying & Selling of Foreign Exchange
- IV. Foreign Demand Draft (FDD)
- V. Foreign Telegraphic Transfer (FTT)

**6. Special Fee Earning
Product**

- I. Bank Guarantee
- II. Foreign Bank Guarantee
- III. Portfolio Management
- IV. Issue Management
- V. Underwriting
- VI. Brokerage House
- VII. Locker Service

7. Social Services Products

- I. Sale of Lottery Tickets for collection of fund for social establishment
- II. Collection of Zakat Fund
- III. Collection of Hajj Deposit

Figure 10: Products of NCC Bank, Product Diversification, Marketing of Bank Services

4.2 Products and Services of NCC Bank

The products and services of NCC Bank are Loan and Advanced products, Deposit Products, Retail Consumer Loan Products, SME Banking, Cards and Remittance Products. These products have shown below with illustration:

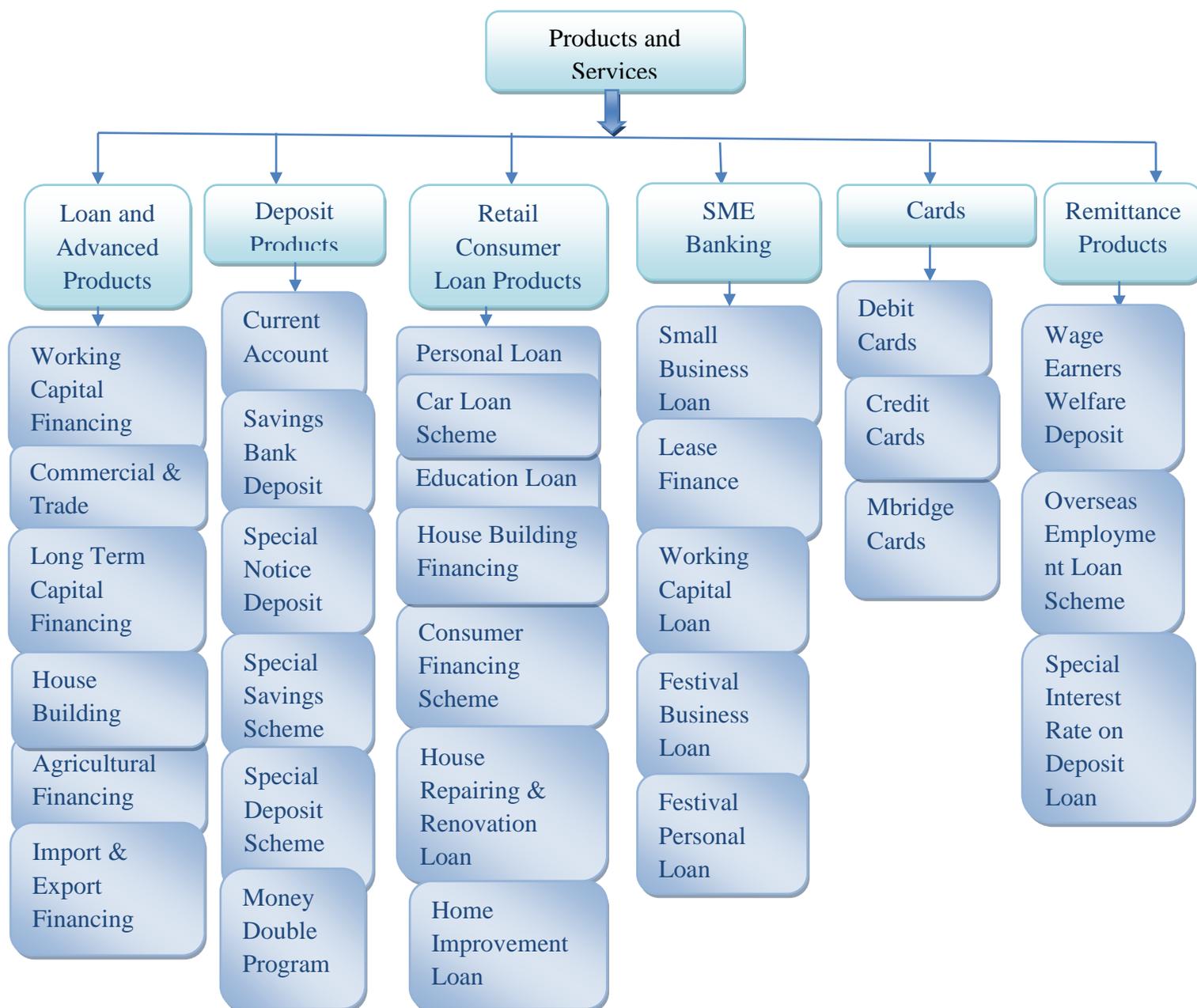


Figure11: Products and Services of NCC Bank

5.1 Deposit Products

Deposits of NCCBL as on 31.12.2011 stood at Tk. 81,127 million reflecting 19.37% growth over the previous year's figure of Tk. 67,961 million. Deposit mix is shown in the chart below:

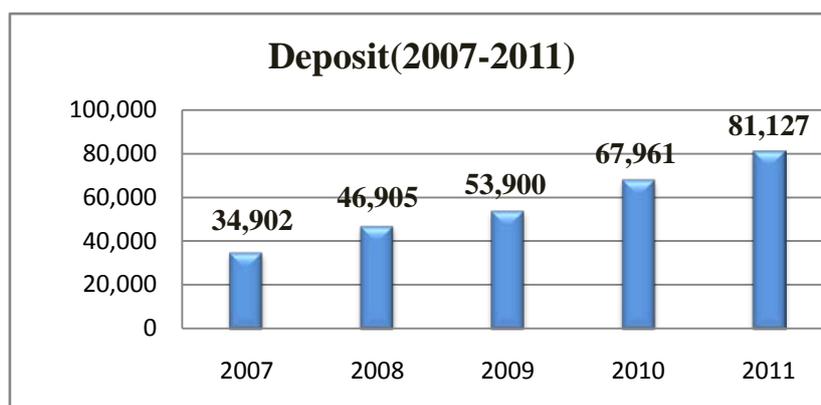


Figure: Deposit (2007-2011)

In Million

5.2 Deposit Products of NCC Bank

Bank is the institution where the client keeps their surplus, deposits and these deposits are invested in trade, commerce and industries on term basis i.e. short, medium and long term.

Therefore, two issues are coming forward-

1. Deposit and 2. Credit

AA. Deposit come from businessmen, service holders, students, housewives, institutions, and small income group etc. who has access or available money.

There are traditional categories of deposits commonly known as **Savings, Current, Short Term and Fixed Deposits.**

Banks have developed some targeted groups with specific purposes which are known as deposit products.

These are **Education Scheme, Marriage Scheme, Hajj Scheme, Monthly Savings Scheme, Special Savings Scheme, Special Deposit Scheme, Special Deposit Pension Scheme, Money Plant account.**

These are higher interest bearing deposit, but indeed for strengthening base of a bank as well as inputs for its long term investment.

In view of the above, we have so far streamlined 4 deposit schemes:

- I. Special Deposit Scheme,
- II. Special Savings Scheme,
- III. Premium Term Deposit,
- IV. Instant Earning Deposit.

Special Deposit Scheme

Under this scheme the depositor receives monthly interest for 3 years @ 9%. Amount of tk. 1.00 lac and it multiple may be invested in this scheme.

Required Documents

- Prescribe A/c opening form to be filled in properly.
- A/c to be introduced properly.
- 2 (Two) copies of recent passport size photograph of each person to be attested by the introducer.
- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parisad chairman/ ward commissioner/ Valid driving license) to be submitted.
- Photocopy of TIN certificate (If any).
- 1 (One) copy of passport size photograph of nominee to be attested by the account holder

Special Savings Scheme

Like 'Deposit Pension Scheme' this scheme has been formulated. Though it was initially introduced with the size of installment of tk. 100 and it's multiple but the scheme was revised with installment size of tk.500/- p.m. see Table 4.

For example a depositor will get Tk.38, 134/- & Tk. 1, 00,804/- at the end of 5 & 10 years terms respectively against installment of Tk. 500/- p.m.

Special features will allow loan up to 80% of the deposited amount. See Table 5

Required Documents

- Prescribe A/c opening form to be filled in properly.
- A/c to be introduced properly.
- 2 (Two) copies of recent passport size photograph of each person to be attested by the introducer.
- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parishad chairman/ward commissioner/ valid driving license) to be submitted.
- Photocopy of TIN certificate (If any).
- 1 (One) copy of passport size photograph of nominee to be attested by the account holder.

Premium Term Deposit: see Table 5

Required Documents

- Prescribe A/c opening form to be filled in properly.
- A/c to be introduced properly.
- 2 (Two) copies of recent passport size photograph of each person to be attested by the introducer.
- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parishad chairman/ ward commissioner/ Valid driving license) to be submitted.
- Photocopy of TIN certificate (If any).
- 1 (One) copy of passport size photograph of nominee to be attested by the account holder.

Instant Earning Term Deposit: see Table 6.

Required Documents

- Prescribe A/c opening form to be filled in properly.
- A/c to be introduced properly.
- 2 (Two) copies of recent passport size photograph of each person to be attested by the introducer.
- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parisad chairman/ ward commissioner/
- Valid driving license) to be submitted.
- Photocopy of TIN certificate (If any). 1 (One) copy of passport size photograph of nominee to be attested by the account holder.

1. NCC Bank Savings Bank Deposit

Any individual person, local bodies, club, society, association, house wife, student, non-profitable organization etc. can open a Savings Bank Deposit A/c with NCC Bank Limited. Saving Bank Deposit is both and demand deposit, of which 10% is demand and 90%, is time deposit and account holder can withdraw his/their deposits twice in a week up to a certain limit. SND A/c is interest bearing deposit account.

Required Documents

- Prescribe A/c opening form to be filled in properly.
- A/c to be introduced properly.
- 2 (Two) copies of recent passport size photograph of each person to be attested by the introducer.
- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parisad Chairman/ Ward Commissioner/ valid driving license to be submitted.
- Photocopy of TIN certificate (If any).
- 1 (One) copy of passport size photograph of nominee to be attested by the account holder.

2. NCC Bank Current Account

Any businessman, firm, limited companies, local bodies, corporate bodies etc. can open a Current A/c with NCC Bank Limited. Current deposit is 100% demand deposit and account holder can deposit/withdraw his/their deposits frequently without any limit. CD A/c is non-interest bearing deposit account.

Required Documents

- Prescribe A/c opening form to be filled in properly.
- A/c to be introduced properly.
- 2 (Two) copies of recent passport size photograph of each person to be attested by the introducer.
- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parishad chairman/ward commissioner/ valid driving license) to be submitted.
- Photocopy of TIN certificate (If any).
- 1 (One) copy of passport size photograph of nominee to be attested by the account holder.

Additional Documents (Proprietorship Firm)

- Photocopy of valid Trade license to be submitted.

Additional Documents (Partnership Firm)

- Photocopy of partnership deed (registered) to be submitted.
- Photocopy of valid Trade license to be submitted.

Additional Documents (Limited Company Private or Public)

- Nationality Certificate (Photocopy of valid passport/ Voter ID/ Certificate from union parishad chairman/ward commissioner/ valid driving license) of all the directors to be submitted.
- Photocopy of valid Trade license to be submitted.
- Photocopy of Certificate of incorporation, memorandum and articles of association to be submitted.
- Board resolution for opening and operation of bank A/c as per articles of association to be submitted.
- TIN certificate of the company (Photocopy) to be submitted.
- TIN certificate of all the directors (Photocopy) to be submitted.

- In case of public limited company certificate of commencement of business to be submitted (Photocopy).

Opening and Operation of Deposit Accounts: a commercial bank is a lender of borrowed money. It borrows from those who have surplus fund, and those who are in need of temporary accommodation. Banking business first made its acceptance in the process of accepting deposits and up till now it remains principal function of a commercial bank. Opening of an account binds the banker and the customer in to a contractual relationship. Initially all the accounts are opened with a deposit amount of money from customer and hence these accounts are called deposit accounts. Accepting of deposits of money from the public is one of the essential functions of a banker according to the definition of banking given in the banking act 1991.

Opening of Current and Savings Accounts: while opening new accounts due diligence must be conducted in order to ascertain the identification of the account holder and the beneficiaries/nominees. This may be done obtaining any one of the following:

- a) Introduction from a person whose identity has been duly verified.
- b) Copy of passport.
- c) Driving license
- d) TIN Certificate and
- e) Voter ID Card

Passport size photograph of the account holder along with transaction profile and known your customer (KYC) form to be obtained. Thanks letter to be sent to the customer to his/her present address. Contact addresses should be verified. Following formalities are required to be completed before a current or a savings account is opened in a bank.

- 1. Application on the prescribed form:** the person desiring to open a current account or savings account with the bank has to make application in the prescribed form. The application is required to give his name, address (both resent and permanent) , date of birth, age and occupation in the form. He has also to declare that he shall comply with the bank rules in force from time to time for the conduct of the account.
- 2. Introduction of the applicant:** the applicant is also required to furnish in the application from the names of the referees from whom the banker may make inquiries regarding the character. Integrity and respectability of the applicant. In most cases the introduction is done by the customer of the bank or some person known to the bank

by signing on the application form. The person then gives his account number (if any).

In case a banker opens an a/c without proper introduction the banker is deprived of statutory protection available to a collecting banker under section 131 of the negotiable instrument ACT, according to this section a banker who collects a cheque bill of exchange etc. or a customer is good faith and without negligence will not be liable for wrongful conversions of funds on account of any defect in customer title of those instrument.

3. **Specimen signature:** every customer is required to supply to his banker with one or more specimens of signature. These signatures are taken on card which are indexed and filed in an alphabetical order. These signature cards are preserved by the banker and the signature of the account holder on the cheques is compared with his specimen signature. The specimen signature protects the banker against forgery.
4. **Mandate for an operation of the account by an agent:** in case a customer desires to get his account operated upon by another person, the bank will obtain a mandate in writing to that effect as well as the specimen signature of the person in whose favor the mandate is given.
5. **Opening the account:** after the above formalities are over. The banker opens an account in the name of the applicant it is essential that the applicant deposit some amount at the time of opening the account generally the minimum amount to be deposited initially is Tk.500/- in case of savings bank account and Tk 10000/- in case of a current account. It may vary from bank to bank.

The bank then provides the customer with-

- a) **A pay-in slip:** the customer has to fill up the pay-in-slip at the time of depositing the money with the bank.
- b) **A cheque book:** to facilitate withdrawals and payments to third parties by the customer, the bank also supplies a check book to the customer.
- c) **A pass book/ statement of account:** passbook is an authenticated copy of the customer's account with the bank. It is written by the bank and records all dealings between the bank and the customer.

Minor Accounts: a minor is capable of making a valid contract under law and as such, cannot open a bank account. But in practice a minor is not disallowed to open an account. It however, appears better to open the account in the name of minor's guardian or jointly with

the guardian. A minor attains majority after completion of the eighteenth year of his age unless a guardian of his person or property is appointed by a court in which case his majority extended to the age of 21.

Lunatics: all the contracts made by lunatics are void. Bankers should not open an account in the name of a person of unsound mind. A customer may become a lunatic after opening his account with the bank. Where the customer becomes insane, the banker must verify the information:

- a) Must stop all operations on the account as soon as he becomes to know of it.
- b) Before resuming operation on the account, the banker must obtain a medical certificate from two medical officers certifying his mental soundness from the court.

Married woman: a married woman can enter in to contracts and bind her separate estate. In case of borrowings by married woman the banker must basically inspect her own belongingness or assets because the husband's liability for wife's debts arises only in the following cases.

- a) Where the loan is taken with his consent or authority.
- b) Where the debt is taken for the purpose of necessities, in case the husband defaults in proving the same.

Pardanashin Woman: as she observes complete speculation, presumptions in law exists that any contract entered in to by her might been subject to undue influence.

- a) Signature on the account opening form duly attested by a responsible person known to the bank.
- b) Withdrawals should be similarly attested.

Illiterate Person:

- a) Thumb impression
- b) Identification mark should be noted on the a/c opening form and the specimen sheet under authentication of an authorized official
- c) Photograph- 2 copies, one pasted with a/c opening form and one copy with the specimen signature card and got renewed every 3 years.
- d) Thumb impression and the photograph should be attested by an authorized officer (preferably first class magistrate)

- e) For withdrawals the depositor should be required to visit the bank personally with the passbook.
- f) The implications and the conditions for the operations of the a/c should be explained to the depositor by the concerned officer. He should also append a certificate to the effect that he had done so on the account opening form.

Current Deposit Account: a current account may be opened by an individual/joint, proprietorship firm, partnership firm, limited company and club, society or association etc.

1. **Individual account:** an individual account is one which is held and operated by a single individual. The formalities are to be observed as mentioned previously of opening an a/c.
2. **A. joint account** means account of two or more persons who are not partners. A banker should keep in view the following provisions while opening and operating joint accounts.
 - The account should be opened only on receiving application signed by all persons interest on that account.
 - A mandate sign by all the parties containing clear instruction as to how the account is to be operated should be obtained. The mandate should mention the names of the persons authorized to operate the a/c and clear instructions as to whom the balance in the account shall be payable must be obtained.
 - In absence of “either or survivor” instruction the balance will be payable to all the joint a/c holders including legal representative/heirs of the deceased but in case of either or survivor instruction the balance will be payable to the survivors.
 - In case of death of one person it is wise to close the joint a/c and open an individual a/c.

B. joint account in the name of husband & wife: in case of joint account of husband and wife their positions differ from those of other joint a/c holder. When the a/c is opened by the husband of his convenience the balance cannot be claimed by the widow but has to be brought to the estate of the deceased.

3) **Sole proprietorship firm:** a bank account may be opened in the name of proprietorship firm. An up to date trade license and photographs is to be required during the opening of the account along with previously mentioned procedure of opening a/c.

4) **Partnership firm**: the relationship between persons who have agreed to share profits or loss of a business carried on by all, or by any of them acting for all. Every partner has, except in certain cases an implied authority to bind all other partners by his conduct in the ordinary course of business. The same formalities should be followed for opening a/c.

Precautions:

- a. A/c must be opened in the name of the firm and not in the names of the individual partners. An up to date license and photographs is to be required during opening the account.
- b. Letter of authority to operate the account on behalf of the firm.
- c. **Death of the partner**: partnership firm is automatically dissolved unless the partnership agrees.
- d. **Retirement of partner**: on retirement a partner ceases to be liable for all debts incurred by the firm.

5) **Joint stock company**: the liability of shareholders of a company is limited to the value of shares purchased by them where a part of the share value has been called. A joint stock company may either be private limited or public limited. A limited company has a legal entity of its own. So it can have a bank account in its official name.

Secrecy of Customer's Account

Banker's obligation is to maintain strict secrecy of customer's account. This obligation continues even after the customer has closed his account with the bank.

However, the banker may dispense the rule under following circumstances:

- I. Where customer's consent has been obtained.
- II. Where bankers own interest require.
- III. Where credit information is required by other banks.
- IV. Disclosure in national interest.
- V. Disclosure under compulsion of law:
 - a) Banker's Book Evidence Act-1891
 - b) Money Laundering Prevention Act-2002
 - c) Income Tax Ordinance-1984
 - d) Bank Companies Act- 1991
 - e) Criminal Procedure- 1898

- f) Foreign Exchange Regulation Act- 1947
- g) Code of Civil Procedure- 1908

Classification of Deposit: see Table 7.

Special Types of Deposit Account:

Besides individual, joint or business man account, banks maintained some special customers account like- Trust Account, Executors, Administrators, Liquidators, Solicitors and other professional grouping accounts.

Trust Account:

Trust is an equitable obligation imposing upon a person (Trustee) the duty of dealing with property over which he has control (Trust Property) for the benefit of persons (Beneficiary) of whom he may himself be and any one of whom may enforce the obligation.

Accounts name and style are-

- I. *“Allahr Dargha Trust”, or*
- II. *“MD Dewan Ali & MD Fakir Ali Trustees of Allahr Dargha Trust”*

Papers to be required to open Trust Account:

1. Trust Deed copy and scrutiny the same rules regarding the opening and operation of deposit account.
2. Resolution for open account by Trustee Board stating banks name.
3. List of Trustees and signed mandate.
4. Resolution regarding operation of A/C
5. Account opening form, specimen signature card; check requisition form properly filled in.

Executors Account:

An executor is a person appointed in “WILL” to administer the estate of Testor (person making the will in the event of his death)

Accounts name & style

“Mr. Sattiyabadi & MR. Nisthaban Executor of the Estate of Gayaram, deceased”

Account Opening and Operation

Account will be open after approval by Head Office.

- 1) Must produce Grant of Probate certified copy and scrutiny the same-name and address of executors.
- 2) Identify of executors and registered the probate with branch.
- 3) List of executors name with signature and account will be opened in official capacity.
- 4) Executors power to open and operation of Banks Account.
- 5) AOF/SSS photocopy properly filled in.
- 6) Not to mix with personal account.
- 7) Mode of operation- jointly or all to sign.
- 8) After death/ retirement/ lunacy new executors will be appointed as per probate.

NCCB Youngster Account

NCCB Youngster Account is the product of school banking program. School banking is all about learning the importance of saving and smart money management. NCCBL School Banking Program gives the children an easy, fun and interactive way to learn money management skills so the children will use for the rest of their life.

Required Documents

- Duly filled and signed Bank’s prescribed account opening application form and KYC Form.
- Two passport size photographs of the student and both parents or legal guardian attested by the school authority. Every two year the students photograph shall be replaced by the recent photograph duly attested by the school authority.
- Specimen signature card to be signed by the applicant and both parents or legal guardian in front of the respective bank official.
- One passport size photographs of the nominee attested by the parents or legal guardian. Only parents will attest one size photographs of the nominated legal guardian.

- Enrollment proof of the student with photo attested by the school authority or school ID Card.
- Photocopy of national ID card of both parents or legal guardian.
- Birth registration certificate of the applicant.

NCC Bank Money Double Program

It is a new product of deposit. It is a deposit product for a specific period of six years. On completion of term of six years the deposit amount will make the principal amount double and depositor will get double of deposited amount.

Who can apply

Any person can open Money Double Program Deposit (MDPD) A/c with NCC Bank Limited for Tk. 1.00 Lac and its multiple.

Premature encashment of MDPD will be discouraged. However if the depositor insisted to encash the same before maturity then the following procedure will be applicable for premature encashment.

- **For less than 12 months:** No interest will be paid other than principal amount, but charges to be realized from the principal amount of deposit.
- **For more than 12 months:** Interest will be paid at existing rate applicable to Savings Bank Deposit A/c and charges to be realized from the proceeds.

In case of post mature encashment i.e. encashment after maturity, no extra benefit will be applicable and no auto renewal is applicable against the Money Double Program Deposit (MDPD). Separate printed receipt (Money Double Deposit Receipt) for this type of deposit has been designed and supplied to the branches.

The depositor can avail loan under secured overdraft (SOD-FO) against pledge of Money Double Deposit Receipt (MDDR) up to the extent of 80% of the face value of MDDR at an interest rate of 16% P.A following other rules and regulations applicable for SOD (FO).

For details please contact with any branches of NCC Bank Limited.

NCC Bank Visa Credit Card

NCC Bank has launched its Visa Credit Card Service on August 22, 2005 and we are offering three types of cards which are Visa Classic, Visa Gold (Local) and Visa Dual Currency Card (Globally and locally). Since then were able to reach 5000 cards, both corporate and general.

Why NCC Bank Credit Card

- Lowest interest rate in the country (2% per month)
- Dual Currency Visa Credit Card
- One supplementary card free of cost for lifetime (Spouse only)
- Treasure point facilities including foreign part
- Shortest process for Dual Currency card, only 24 hours
- Roaming Mobile Phone bill payment facilities
- Use of additional 142 ATM's Booth and 600 POS of Dutch-Bangla Bank

Commitments

NCCBL promise the followings in their services:

- Dedicated service at your door steps
- Sporty
- Faster service
- Security of cards
- Team work
- Patient at our services
- Transparency
- Quick decisions

Wide Range of Acceptance

NCC bank Visa Credit Card is accepted at over 6,000 merchant outlets around the country. Their wide range of merchants include Hotels, Restaurants, Airline and Travel Agents, Shopping Malls, Hospitals, Jewellery Shops, Mobile Phone and Internet Service Providers, Petrol Pumps and many more. Now NCC Bank Visa Credit Cards can also be used worldwide at all the VISA ATM Booths and POS (Point of Sale).

Instant Cash Advance

The clients not need to carry cash any more if they have a NCC Bank Credit Card. They can withdraw cash up to 50% of your credit limit from any ATM across the country that shows Visa logo.

Credit Facilities

NCC Bank Visa Credit Card offers you free Credit facility up to 45 days and minimum of 15 days without any interest (Purchase only).

Supplementary Card

NCC bank Visa Credit Card holder can also enjoy spouse Credit Card free of cost for lifetime and issue more Supplementary card.

Reward Programs

As a NCC Bank Visa Credit Card holder, consumers will accumulate Treasure points for every purchase made by using Visa Credit Card. For every Tk. 50 and USD 1 spent by Credit Card, they will earn 1 and 1.5 Treasure Point accordingly and be closer to redeeming the reward of their choice.

Flexible Payment Option

With the NCC Bank Visa Credit Card, clients have the convenience to pay as little as 5% of their outstanding (or Tk. 500, whichever is higher) on the Card account every month, thus having the power and flexibility to plan your payments.

Auto-Debit Payment Facility

With the NCC bank Credit Card, clients no longer have to stand in long queues for paying their monthly bill. They can pay their monthly bill through NCC Bank Account by instruction Auto-Debit.

Corporate Visa Credit Card

Corporate is characteristic of individuals acting together; “a joint identity”; “the collective mind”; “the corporate good”.

The new dimension of NCC Bank Visa Credit Card is Corporate Credit Card which has already started to benefit the Corporate Houses.

Objective of Corporate Customers

- Fast and Accurate Services
- Effective Communication
- Attractive Pricing (Annual fee 50% discount on card fee)
- Strong Communication
- smiling faces of the Bankers
- Good Ambience in the Bank

Corporate Offer: see Table 8.

Balance Transfer Facilities

If anyone holds other Bank Credit Card, then NCC Bank will issue a credit card with equivalent limit and will issue a pay order by debiting card A/C from balance transfer option for the equivalent amount of total outstanding in order to full settlement and cancellation of other Bank A/C.

mPower VISA Electron Debit card

Wide Range of Acceptance

NCC Bank mPower Visa Electron Debit Card is accepted at over 6,000 merchant outlets around the country. Our wide range of merchants include Hotels, Restaurants, Airline and Travel Agents, Shopping Malls, Hospitals, Jewellery Shops, Mobile Phone and Internet Service Providers, Petrol Pumps and many more! Now NCC Bank Visa Credit Cards can also be used worldwide at all the VISA ATM Booths and POS (Point of Sale).

Fees & Charges: see Table 9.

Cash Advance fees: See Table 10.

NCCB Proprietary Debit Card

NCC bank Proprietary Debit Card will accept in all NCCBL ATM, Omnibus/Brac Bank ATM & also be used in Dutch-Bangla Bank ATM and POS (Point of Sale) all over Bangladesh.

Fees & Charges: See Table 11.

Cash Advance fee: See Table 12.

Balance Enquiry: See Table 13

NCC Bank Wage Earners Welfare Deposit Pension Scheme (WEWDPS)

A special DPS product titled “Wage Earners’ Welfare Deposit Pension scheme” (WEWDPS) for the wage earners. Under the scheme this remitters will be able to make monthly deposits from their foreign currency remittances sent for 5 years. Under this scheme they would not be required to bear tax on their income. The slots of monthly installments and amounts of Taka receivable is given on Table 14.

Specialty

- Only nonresident Bangladeshi can open this account in his/her own name or in the name his/her nominated persons/beneficiary
- Tenure of this scheme is 5 years.
- This scheme is Income Tax free (Under this scheme Beneficiary would not be required to bear tax on their income.)
- Profit of this scheme is higher than regular FDR.
- Under this scheme, on maturity NRBs’ can receive the entire amount (with profit) at a time or as pension allowance on monthly basis for 10 years

Features

- Attached copy of passport and visa/work permit will be needed to open the account
- After opening the account, the account number and other related information/documents will be sent to the client or his nominee immediately.
- Non-resident Bangladeshi are allowed to transfer their money installment directly to his/her account in foreign currency through NCC Bank’s partner Bank/Exchange house/MTO
- Advance monthly installment is allowed to deposit under this scheme.
- Monthly installment should be deposited through foreign remittance. It is strictly prohibited to deposit any installment by locally and/or local currency.
- The account seems to be close if the account holder is fail to deposit consecutive 6 (six) month installment.

The following regulation will be followed

1. If the account is close within one year of the account opening s/he only allowed receiving his deposited amount.
2. If the account is close after one year but not more than three year clients are allowed to receive his deposited amount with interest on saving rate.
3. If the account is close after three year clients are allowed to receive his deposited amount with interest on saving rate plus 1%.
4. Under the scheme if the account holder is died during the period nominee/s is allowed to receive the deposited amount with saving rate plus 1% interest.
5. Under the scheme if the account holder is died during the 10 years pension period nominee/s is allowed to receive the remaining amount by monthly installment.

BB. Credit Products:

As part of earning income banks have to invest their deposit in traditional and conventional methods like cash credit, secured over draft loans in different sectors: **house building, transport & foreign trade** etc. all these have become very competitive and made asset management of the company very difficult. Also opportunities have become limited thereby making benefit ratios marginal.

Considering all these banks have formulated some credit schemes based on common needs of targeted areas for dispersal of their opportunities among them. These are known as consumer finance, lease finance, personal loan etc. mainly these have been represented by different name. in NCC Bank they have recently introduced 3 credit products namely **Personal loan, house renovate on loan & small business loan** to supplement their consumer & lease finance schemes designed earlier.

Lending Steps:

- a) Borrower Application
- b) Borrower Selection
- c) Appraisal with recommendation
- d) Approval from Head Office
- e) Acceptance and Documentation
- f) Disbursement
- g) Follow up, Monitoring report

Specially these are high income yielding loan:

- a. **Small Business Loan**: See Table 15.
- b. **Personal Loan**: salient features of the schemes are given at Table 16.
- c. **House Renovation Loan**: special features are given at Table 17.

NCC Bank House Repairing & Renovation Loan

A term loan facility to finance for House repairing and renovation to increasing rental income

Eligibility of the applicant

- Only the residential house/flat (not older than 20 years) owners.

Age Limit

- Minimum Age 21 years to Maximum 50 years.

Loan Limit

- Minimum: BDT 50,000 and Maximum: BDT 500,000.

Loan Application Fees

- BDT 600

Required Documents

- 3 copies of recent Passport Size Photograph of Applicant(s), Applicant's Spouse and Guarantor (s) Self Attested.
- Copy of National ID Card of Applicant (s), Applicant's Spouse & Guarantor(s).
- Last one year bank statement of the applicant (s) [personal or company account].
- Up-to-date copy of TIN Certificate of Applicant(s) & Guarantor(s).
- Utility Bill Copy (Gas or Electricity).
- Accepted third party renovation budget.
- If applicant is a salaried person then employer's letter of introduction/salary certificate/salary statement and office ID Card.
- Copy of Professional Degree certificate, self declaration on own Letter Head Pad stating monthly income and membership certificate if Applicant or Guarantor is a professional individual.
- If Applicant (s) or Guarantor (s) is a businessman Up-to-date trade license.

- If the Applicant (s) is a property income holder then copy of Title deed of rental property, rental agreement or Rent receipt for the last three months.
- R S Mutation Copy.
- Registered Copy of Title deed(s). (i.e. sale deed, Gift Deed etc.).
- Baya Deeds (title related prior chain of documents).
- Legal Opinion from our established lawyer (if RM offered as security).
- Third party asset Valuation report by our enlisted surveyor.

d. **Consumer Finance:** See Table 18.

e. **Lease Finance:** an entrepreneur, under this scheme may avail of lease facilities to procure industrial machinery and equipments, vehicles, etc. (without having to purchase it by down payment) with easy repayment schedule on ease to ease basis. Rate of interest under this scheme is 15% P.A.

Recently three more credit schemes have been introduced to expand lending base of the bank, these are:

f. **Festival Business Loan:** the scheme designed to help the genuine businessmen to meet the extra finance required during festivals like: Eid, Puja. Disbursement of this loan is made in recycling order which is to be stopped 15 days before the festival day. Maximum Tk. 10.00 lac is allowable under this scheme @ 15% interest P.A. at quarterly rest. Application fee is Tk. 500/-.

g. **Festival Personal Loan:** the scheme formulated to meet emergency financial expenses of the service holders at the time of festivals like: Eid, Puja. Any salaried employees aged between 20-50 years and working in Govt. semi Govt. autonomous organization, corporate bodies, insurance companies etc. are eligible to avail of this loan. The disbursement of this loan starts before 1 month of festival and continues till festival. Borrower may be allowed to avail of maximum Tk 15000/- only for minimum 6 months but not more than 15 months@ 15% interest P.A. at quarterly rest. Application fee is Tk. 100/-

h. Housing Loan: in order to enable the service holders/ professionals/ businessman in purchasing flat/ house, construction of building and renovation. The bank launched housing loan scheme from September, 2004. The tenure of the loan is maximum 15 years and maximum amount of loan is Tk. 50 lac with the interest rate 12%

CC. Remittance Local and Foreign: bank also provides remittance services to its customers both local and foreign. Foreign remittance channeled through **Money Gram** and **Placids** International and **Express Money**. Helps people in getting money within shortest possible time from abroad.

Special rate of interest in saving account: Interest at a higher rate (1% + to existing rate) in Saving Accounts of the Wage earners/beneficiaries.

Loan for land purchase at a required interest rate: Finance by way of land mortgage loan to purchase land at 50:50 debt- equity participation by remittance sent and rebate @ 2% on total interest if the loan is repaid by remittance sent.

Loan for construction of house at reduced interest rate: Finance to construct house at 30:70 equity-debt participation against proceeds of remittance and rebate @ 2% on total interest if the loan is repaid by remittance sent.

Advance against remittance sent: Advance payment up to Tk. 10000/- against regular monthly remittance against guarantee from a valued client/local dignitary.

Priority in Finance for investment in Trade and Industrial Project: Financing SME project undertaken by the expertise/ beneficiaries with their remittance proceeds at 30; 70 equity debt ratio at a prime rate of interest.

Profit at special rate on term deposit: Special rate of interest on FDR for Tk.2.00 lac and above issued from remittance proceeds.

On maturity if any installment is found unpaid then monthly 1% late fee is deducted from the total amount paid.

NCC Bank Overseas Employment Loan Scheme (OELS)

This Loan Product is designed to help potential candidates aspiring for going abroad as wage Earners. The product will be termed as “Overseas Employment Loan Scheme” (OELS) and the salient features are:

Nature, Tenure & Purpose

- Term loan for maximum period of 2 years or as per work permit.
- The loan will be specially allowed to individuals aspiring for going abroad as Wage Earners to leverage only their processing cost associated in this regard.
- **Loan Amount:** Maximum Tk. 1.00 Lac for unskilled manpower and Maximum Tk. 2.00 Lac for Skilled Manpower
- **Repayment:** Maximum within 24 months by equal monthly installment starting from 3rd month of disbursement or as prudently desired.
- **Moratorium Period:** Maximum 2 months from disbursement.

Charges

- **Application Fee:** Tk. 100.00
- **Service Charge:** 1% on sanctioned amount (Minimum Tk. 500)

Eligibility

Any aspiring Bangladeshi candidate, aged between 21 to 40 years having confirmed employment contract endorsed/certified by Bureau of Manpower, Employment and Training (BMET) is eligible for this loan; subject to:

- Complied all preconditions for going abroad as Wage Earners e.g. Medical Clearance, Visa etc.
- Have no bad reputation e.g. Criminal record, political connection etc.
- Preferably a married person, permanently domicile of the locality.

Security

- Tangible security like land, FDR etc. if available.
- Guarantee by reputed person/Man of means and spouse/parent.

Others

- Maintain A/C relationship with a commitment to send remittance directly to us.
- No cash disbursement; payment will be made directly to recruiting agency.
- NCCBL Securities & Financial Service

NCC Bank Consumer Finance Scheme

The facility will offer an opportunity to fixed income groups to enjoy the benefit of sophisticated living and enhance their work efficiency which will contribute to socio-economic development of Bangladesh. Under Consumer Finance Scheme we finance the following

- New/Reconditioned Car/Motor Cycle/Microbus etc.
- Refrigerator/Deep Freeze.
- Television/VCR/VCP/Two-in-one/Three-in-One sets/Camera etc.
- Air Cooling System and generator.
- Personal computer and peripherals/Word Processor.
- Electrical appliances like washing Machine, Water pump, Micro wave Woven, Dish Antenna etc.
- Photocopier, sewing Machine, Laminating Machine etc.
- Furniture/Fixtures.
- Fax Machine, Cellular Phone.

Eligibility of the applicant

- Salaried individuals.
- Business Person.
- Professionals.

Age Limit

- Minimum Age 25 Years to Maximum 50 Years (excerption may be allowed for employees of NCC Bank).

Loan Limit

- Minimum: BDT 100,000 and Maximum: BDT 300,000

Loan Amount Range: See Table 19.

Loan Tenure

- For Motor Vehicles - Maximum 3 (three) years
- For other items - Maximum 2 (two) years

Loan Application Fees

- BDT 600

Required Documents

- 3 copies of recent Passport Size Photograph of Applicant(s), Applicant's Spouse and Guarantor (s) Self Attested.
- Copy of National ID Card of Applicant (s), Applicant's Spouse & Guarantor(s).
- Last one year bank statement of the applicant (s) [personal or company account].
- Up-to-date copy of TIN Certificate of Applicant(s) & Guarantor(s).
- Utility Bill Copy (Gas or Electricity).
- Accepted quotation of the vehicle or other items.
- If applicant is a salaried person then employer's letter of introduction/salary certificate/salary statement and office ID Card.
- If applicant or guarantor Professional then Professionals Degree Certificate, self declaration on own Letter Head Pad stating monthly income and membership certificate.
- If Applicant (s) or Guarantor (s) is a businessman Up-to-date trade licensee.
- If the Applicant (s) is a property income holder then copy of Title deed of rental property, rental agreement or Rent receipt for the last three months.

NCC Bank Personal Loan

A loan facility for the service holders to meet the emergency expenses of the following occasions

- To bear the cost of Medical treatment / Surgical Operation / Maternity / Marriage.

Eligibility of the applicant

- Only Permanent salaried employees with at-least 3 years of confirmed service.

Age Limit

- Minimum Age 21 years to Maximum 50 years.

Loan Limit

- Minimum: BDT 25,000 and Maximum BDT 100,000.

Loan Application Fees

- BDT 600

Loan Tenure

- Minimum 6(six) months but not exceeding 3(three) years.

Required Documents

- 3 copies of recent Passport Size Photograph of Applicant(s), Applicant's Spouse and Guarantor (s) Self Attested.
- Copy of National ID Card of Applicant (s), Applicant's Spouse & Guarantor(s).
- Last one year bank statement of the applicant (s) [personal or company account].
- Up-to-date copy of TIN Certificate of Applicant(s) & Guarantor(s).
- Utility Bill Copy (Gas or Electricity).
- Accepted budget or quotation..
- Employer's letter of introduction/salary certificate/salary statement and office ID Card.

NCC Bank Education Loan

A facility to ease the burden of high cost as well as to fulfill the dream of acquiring higher education by eligible students.

Eligibility of the applicant

- Any Bangladeshi bonafide student, after successful completion of at least H.S.C.
- Complied all preconditions for getting admission and Visa formalities.
- Have no bad reputation e.g. Criminal Record, Political connection etc.

Loan Limit

- Minimum: BDT 100,000 and Maximum: BDT 1,000,000.

Loan Application Fees

- BDT 600

Required Documents

- Completion of A/C opening formalities including Letter of Introduction.
- Letter of Authorization from the Student for whom the Loan will be availed.
- Copies of National ID Card & TIN of Borrower, Student and Guarantor (if available).
- Salary/ Income Certificate stating net earnings.
- Copy of Passport with valid visa of the student, where applicable.
- Copies of Certificate of Education of the student.
- Any other documents that are prudently felt necessary.

NCC Bank Home Improvement Loan

A term loan facility to finance Home Renovation/Extension/Purchase of household durables for better dwelling standard. Under Home Improvement facility we finance the followings.

- Purchase of Electronic Household Durables.
- Purchase of Furniture and Fixtures.
- Modification of the decoration of the building/flat.
- Extension of the existing Building.

Eligibility of the applicant

- Home Owners and Salaried individuals.

Age Limit

- Minimum Age 21 Years to Maximum 60 Years.

Loan Limit

- Minimum: BDT 50,000 and Maximum: BDT 1,000,000.

Loan Application Fees

- BDT 600

Loan Amount Range: See Table 20.

Required Documents

- 3 copies of recent Passport Size Photograph of Applicant(s), Applicant's Spouse and Guarantor (s) Self Attested.
- Copy of National ID Card of Applicant (s), Applicant's Spouse & Guarantor(s).

- Last one year bank statement of the applicant (s) [personal or company account].
- Up-to-date copy of TIN Certificate of Applicant(s) & Guarantor(s).
- Utility Bill Copy (Gas or Electricity).
- Accepted quotation of third party renovation budget for the improvement of Home.
- If applicant is a salaried person then employer's letter of introduction/salary certificate/salary statement and office ID Card.
- Copy of Professional Degree certificate, self declaration on own Letter Head Pad stating monthly income and membership certificate if Applicant or Guarantor is a professional individual.
- If Applicant (s) or Guarantor (s) is a businessman Up-to-date trade license.
- If the Applicant (s) is a property income holder then copy of Title deed of rental property, rental agreement or Rent receipt for the last three months.
- R S Mutation Copy.
- Registered Copy of Title deed(s). (i.e. sale deed, Gift Deed etc.).
- Baya Deeds (title related prior chain of documents).
- Legal Opinion from our established lawyer (if RM offered as security).
- Third party asset Valuation report by our enlisted surveyor.

NCC Bank Car Loan

A facility to ease the burden of high cost as well as to fulfill the dream of acquiring

Eligibility of the applicant

- Salaried employees at least three years of confirmed service.
- Self-Employed Professionals having at-least 3 years of independent practice experience
- Businessperson having at least 3 years business experience
- Homeowners or property income holder

Age Limit

- Minimum Age 21 years to Maximum 60 years.

Loan Limit

- Minimum: BDT 200,000 and Maximum BDT 2,000,000.

Vehicle Category

- Japanese, Korean, USA, South East Asian and European Origin Vehicles only.

Loan Application Fees

- BDT 600

Loan Tenure

- Reconditioned Vehicle: maximum 60 Months and Brand New Vehicle: maximum 72 months.

Required Documents

- 3 copies of recent Passport Size Photograph of Applicant(s), Applicant's Spouse and Guarantor (s) Self Attested.
- Copy of National ID Card of Applicant (s), Applicant's Spouse & Guarantor(s).
- Last one year bank statement of the applicant (s) [personal or company account].
- Up-to-date copy of TIN Certificate of Applicant(s) & Guarantor(s).
- Utility Bill Copy (Gas or Electricity).
- Accepted quotation of the car.
- If applicant is a salaried person then employer's letter of introduction/salary certificate/salary statement and office ID Card.
- Copy of Professional Degree certificate, self declaration on own Letter Head Pad stating monthly income and membership certificate if Applicant or Guarantor is a professional individual.
- If Applicant (s) or Guarantor (s) is a businessman Up-to-date trade license.
- If the Applicant (s) is a property income holder then copy of Title deed of rental property, rental agreement or Rent receipt for the last three months.

NCC Bank House Building Finance: Housing is one of the five prime needs of mankind. Everybody has a dream to have a dwelling house of his own. NCC Bank's Housing Loan with competitive rates, convenient features and simple procedures will enable you to turn your dream into reality.

Purpose of the loan

- Purchases of Flats/Houses
- Construction of building on own land
- Extension of building/floors

Who can apply

- Confirmed Service holders with at least 3-years service experience employed by a well reputed organization
- Professionals with minimum 3-years experience (with adequate proof)
- Business persons with minimum 3-years continuous business performance (with adequate proof).

Feature of the loan

- **Loan Amount:** Tk.5, 00000/-to Tk.75, 00000/.
- **Loan Period:** 05 years to 15 years
- **Interest Rate:** Competitive Interest Rate as per Bank's Policy and Bangladesh Bank
- **Age of the property:** Not exceeding 10 years in case of purchase of ready house/building
- **Location of the property:** City Corporation/Pourosava where there is a plan duly approved by a designated graduate Civil Engineer duly approved by the appropriate authority Duties and Taxes are payable as per Govt. Rules. Consideration of income of spouse, father & son/daughter, mother & son/daughter is possible. Approval of loan applications are subject to fulfillment of legal, technical and financial requirements as per guidelines of NCC Bank Housing Loan Scheme and at the sole discretion of NCC Bank Ltd.

Services:

NCCB Securities & Financial Services Limited-a newly incorporated fully owned subsidiary company of National Credit & Commerce Bank Limited having paid up capital of TK. 200 crore is a member of Dhaka Stock Exchange Ltd. & Chittagong Stock Exchange Limited bearing Membership no. 61 & 132 respectively. All the branches are well designed & equipped with modern equipment related to stock broking business like highly configured projector, trading work station and price displaying board. Mentionable that NCCBL Brokerage House is a full-fledged Depository Participant of Central Depository of Bangladesh Ltd. (CDBL). Our Stock Broking business has been running since 1993 under the

umbrella of parent company NCC Bank Ltd. And presently we have a dedicated team of 65 officers & executives who are experienced and skilled as fund manager, financial analyst and stock broking advisor. So to speak, all of them have got highest degree of professionalism

Stock Broking Services

- Dhaka Stock Exchange and Chittagong Stock Exchange.
- Arbitrage in both Exchanges.

CDBL Related Services

- Full Service Depository Participant (DP) Services.
- Beneficiary Owner (BO) Account opening & maintenance.
- Client Custodian Services.
- Dematerialization & Re materialization of Shares.
- Freeze (freeze request and release request) and suspensions.
- Pledging, un-pledging and confiscation.
- BO ISIN balance and master maintenance enquiry.

NCCBL Clients

- Local & Foreign Corporate Clients.
- Local High net worth Clients.
- Foreign & Local individual Clients.
- Total No. of Client 12,000.

Other Services & Benefits

- Margin loan facilities to Clients.
- No processing fee and formalities.
- Consultancy and Counseling to our valued Clients regarding Capital Market.
- Market report to our Corporate, Foreign & Retail Clients.
- Maintain highest degree of professionalism & Business ethics.
- One Stop Services (Merchant Banking & Stock Broking under one umbrella).
- Instant Settlement against sale of share.
- Providing Portfolio Statement through e-mail.

NCCBL Products: see Table 21

Required Documents for Account Opening (single/Joint)

- Photograph of the Single Applicant-3 copies.
- Photograph of the Joint Applicant-3 copies.
- Bank Statement/Certificate from branch Manager.
- Two copies of passport size photograph for nominee (attached by the Accountholder).
- Photocopy of passport/Nationality certificate.
- Photocopy of National ID Card.
- Introducing by existing accountholder.
- Any other documents as deemed necessary.

Required Documents For Corporate

- 3 copies of passport size attached photograph for every signatory.
- Memorandum and Articles of Association.
- Board Resolution and TIN Certificate.
- Any other documents as deemed necessary.

Non-Resident Bangladeshi

- Passport size Photograph of the Single Applicant- 3 copies.
- Passport size Photograph of the Joint Applicant- 3 copies.
- FC account Statement/Certificate from Branch Manager.
- Two copies of passport size photographs for nominee (attached by the Accountholder).
- Attached Photocopy of passport.
- Photocopy of Work Permit.
- Introducing by existing Accountholder.
- Notarized Power of Attorney.
- Any other documents as deemed necessary.

NCC Bank Treasury Service

NCC Bank Treasury has a well equipped state of the art dealing room with a dedicated team of skilled human resources for efficient dealing. NCC Bank Treasury provides all sorts of

Treasury solutions including Foreign Exchange, Money Market, Fixed Income and Corporate solutions.

Foreign Exchange

NCC Bank Treasury engaged in need based foreign currency transactions in inter-bank market. NCC bank dealing room is connected to world famous Thomson Reuters live currency monitor with other on-line dealing platforms of different international banks to quote competitive spot & forward prices for major currencies .We are offering competitive exchange rates to our Importers, Exporters and Non-Resident Remitters for major currencies against BDT

FX Products

- Spot Dealing.
- Forward Dealing.
- SWAP.
- Corporate Deals.
- Term Placement.

Money Market

Money Market deals for internal fund mobilization abiding regulatory requirement. Our Money Market desk ensures that the bank is sufficiently liquid by minimizing cost

Money Market Products

- Overnight Call.
- Term Placement.
- Repo/Reverse Repo.

Fixed Income Market

NCC Bank is the market leader in Primary Dealer of Government securities. With a view to activating a secondary market in Treasury bills/Bonds and other Government securities Bangladesh Bank nominated NCC Bank as a primary dealer in the year 2003.From the very beginning we are actively trading Government securities in OTC market. We have a large number of clients including individuals and institutions.

Objective

- To be a market leader in the primary dealership market.
- To help enhance the liquidity and depth in the securities market through selling & buying government securities and establishing new trading relationship with other parties.
- To develop secondary market by popularizing government securities to individuals and institutions.
- To help Bangladesh Bank in achieving their strategic monetary targets.

Government Securities for trading

Treasury bills tenure wise: 91 days, 182 days & 364 days

Money Transfer Services: Remittance- Inward/Outward (Inland/Foreign)

Finance of Foreign Trade and Foreign Exchange:

1. Import/Export Financing L/C open- Confirmation Advising- Document lodgment post import finance-LIM LTR,
2. Foreign Trade payment settlement,
3. Foreign Currency Treasury Function
4. Foreign LG

Online Banking:

1. Inter Branch Fund Transfer Deposit withdrawal (IBFT)
2. Electronic Fund Transfer (EFT)
3. Card Payment Services (ATM- Automated Teller Machine)

Agency Services- cheque/bill collections/instrument collection (inland/Foreign)

Money Exchange Services: Money changing and traveler's cheque issue/payment

Brokerage House Materials: sell/buy on behalf of capital market investors.

Merchant Banking:

- Issue Management
- Credit Syndication
- Corporate advisory services
- Capital debt restructuring

- Rearrangement of debt
- Project counseling
- Financial packages
- Mergers, amalgamations, and takeovers
- Portfolio management
- Mutual funds
- Undertakings

Investment Banking: investment in capital markets, bonds, bills

International Banking: fund investment/ borrowing from different financial centers

Ancillary Banking Services:

- Handling of standing instruction
- Safe custody- safe deposit
- Locker services
- Night safe facility
- Insurance services
- Payment card services
- Travel services
- Exchange services
- Utility bill payment services & etc

Remittance Service For Wage Earners Remittance we have Agency arrangement with 12 reputed Exchange Houses covering major Locations of our Expatriates.

NCC Bank Offshore Banking Unit

- NCC Bank obtains permission of off-shore banking Unit (OBU) as per Bangladesh Bank approval letter no.BRPD(P-3)744(113)2010-1648 dated 2nd May,2010. We have commenced full fledged operation in our two Off-Shore Banking Units located at our Gulshan Branch, Dhaka and Agrabad Branch, Chittagong
- Our Off-shore banking units are free to accept deposit from or to borrow from persons/institutions not resident in Bangladesh including Bangladeshi national working abroad, Type-A (wholly foreign owned) units in the Export processing Zones in Bangladesh.

- NCC Bank OBU's are free to make loans/advances to persons/institutions not resident in Bangladesh, Type-A (wholly foreign owned) units in the Export Processing Zones in Bangladesh.
- We may discount bills accepted by ADs in Bangladesh against import L/Cs opened on deferred/usage basis applying due diligence.
- All transactions should be carried on in the form of US Dollar.
- FC Deposit Rates for USD as under: at Table 22

Modes of Remittance:

- DD- Demand Draft
- MT- Mail Transfer
- TT- Telegraphic Transfer

DD: a DD is an order to pay money drawn by one office of the bank upon other office to the same bank for a sum of money payable to order on demand.

Features of a DD:

- It is a negotiable instrument.
- It is drawn one office upon another office of the same bank.
- It is payable on demand.
- It is payable to payees or according to his order.

MT: an MT is an advice regarding remittance of funds sent by one branch to another of the same bank, at the request of the applicant.

It contains the name of the beneficiary, a/c no. and name of the remitter, amount and date.

TT: TT is the quickest method of transferring funds from one place to another. The remitting branch sends a telegraphic/telephonic/fax message to the branch at the other end, to pay a certain sum of money to the name of payee.

Pay Order: a pay order directing transfer of funds to a designated account or beneficiary.

DD. Marketing of Products: the ways and means of penetrating into the market with these products are-

- T.V
- Newspaper
- Posters and Brochures
- Banners
- Personal Contact

One young energetic officer in each branch has already been assigned with the task of marketing of the products. Beside, the nominated officer will visit selected communities within the branch commanding area:

- Brochures have been made for individual products highlighting the main features of the schemes for distribution among the probable clients.
- Posters and banners are on process.
- Special advertisement covering the schemes to be released in TV & newspapers.
- Hoarding, signboards to be displayed at prospective of roads of the cities.

Other banking products and services including major items of remittance and foreign exchange financing have been excluded.

Chapter 4: Findings



Findings

By three months internship program at NCC Bank my findings are:

- NCC Bank emphasize about marketing. Like- Youngster Banking is a new product of NCC Bank, for school and college going children. If they go to schools and colleges, the children could know about this product.
- NCC Bank Debit Card didn't have the facility to shopping somewhere. Other bank Debit Card has this facility.
- NCCBL Doesn't charges money to the clients to print out their balance in deposit account and loans. So, a client can come every day to ask for the print out for his/her balance, this will be a loss for the banks. However other banks charges for this kind of activities. NCCBL could also charge money and make profit by this.

LIMITATIONS

During preparation of this Internship report I faced several limitations about the topic. This are-

- Difficult to disclose primary information
- Inadequate Information
- Difficult to find out the accurate satisfaction level of Customers
- I got a limited time to make this report. I got 2 weeks time after completion of my internship period.

Chapter 5: Recommendation



NCC Bank Limited

Where Credit and Commerce Integrates

Recommendation

The current condition of NCC Bank is good enough. The clients are satisfied with the service. To hold their current client and to attract new clients NCC Bank needs improvement in the following area-

- ✓ They should update their website.
- ✓ There is a noticeable absence of the bank from mainstream media, with hardly any well- planned promotional activities.
- ✓ There should be more ATM Booths.
- ✓ With other Debit Cards people can do their shopping, but NCC Bank doesn't have this facility in their debit card.
- ✓ NCCBL must pursue a strong and effective recruitment system so that right people are recruited at the right job. It is worth spending more on attractive qualified human resources rather than recruiting staffs by reference.
- ✓ Online banking should be updated to attract more clients.
- ✓ Should give more concentration on decoration part of the branch, and take initiatives to maintain the line in cash counter. They can provide token to each client to maintain the line.

Chapter 6: Conclusion



Conclusion

Though NCC Bank Ltd faced lots of challenges from different competitors still they succeeded to hold its image and achieved a sustainable growth. NCCBL did several CSR activities started from urban to rural areas. ncc bank has gained acceptance for its csr activities as a voluntary efforts in promoting equitable and sustainable development of the society

Further, the Bank should pay attention to manage liability also so as to build up a strong deposit base to satisfy investment need of the market. NCCBL has been awarded various trophies from exchange companies like Moneygram for its initiatives in motivating people in this part of the World to avail of the opportunity of sending money through these enterprises.

The Bank maintains transparency in its entire works. All decision of the Management comes through discussions in appropriate forum and required follow-ups are also made to see their effectiveness. To train up the fresh appointees, the Bank undertakes various training programmers in its Training Institute. Further, training are arranged for making other officers acquainted with changing atmosphere of the sector so as to enable them to be on the race. The Bank is always concerned to keep up its good image through various promotional measures.

Bibliography:

1. http://en.wikipedia.org/wiki/List_of_banks_in_Bangladesh -27-02-2012
2. <http://en.wikipedia.org/wiki/Bank#History>- 27-02-2012
3. <http://www.nccb.com.bd/index.php/nccbprofile>- 29-02-2012
4. <http://www.nccb.com.bd/index.php/nccbproducts> -04-03-2012
5. <http://www.nccb.com.bd/index.php/nccbproducts#depot> – 06-03-2012
6. <http://www.nccb.com.bd/index.php/mission> - 13.03.1012
7. Annual report 2010
8. <http://www.oppapers.com/essays/Banking-Scenario-In-Bangladesh/533678>- 15-03-2012
9. <http://www.reportbd.com/articles/29/1/Banking-Sector-in-Bangladesh/Page1.html> -
[15-03-2012](http://www.reportbd.com/articles/29/1/Banking-Sector-in-Bangladesh/Page1.html)
10. <http://www.answers.com/topic/payment-order#ixzz1rZEJ9aur>- 18-03-12
11. <http://www.aims-bangladesh.com/special/BankingSector.pdf>- 19-03-12
12. http://wiki.answers.com/Q/What_did_people_do_before_banks_appear- 19-03-12
13. [http://en.wikipedia.org/wiki/Product_\(business\)](http://en.wikipedia.org/wiki/Product_(business))- 21-03-12
14. <http://www.elfaonline.org/about/history/50th/PDFs/50thMarApr11.pdf>- 21-03-12
15. [http://en.wikipedia.org/wiki/Product_\(business\)](http://en.wikipedia.org/wiki/Product_(business))- 21-03-12
16. http://www.channelone.com/pdf/2009/bank_products.pdf- 22-03-12
17. <http://www.reportbd.com/blogs/11/CAMELS-Rating-of-Banks---Bangladesh.html>-
22-03-12
18. <http://bankinfo.com.bd/>- 26-03-12
19. 48 th Foundation Training Course

Appendix



NCC Bank Limited

Where Credit and Commerce Integrates

Number of Deposit & Loan in Dhanmondi Branch

Type of Account	Number of Account
Current Accounts	817
Savings Accounts	4718
Special Notice Deposit	111
Special Savings Scheme	1673
Term Deposit	1250
Sub Total (Deposit)	8569
Advances – Cash Credit	19
Advances- Discounts	61
Advances- Festivals	6
Advances- Overdrafts	139
HBL Under BB Refinance Scheme	8
House Renovation Loan Scheme	6
Lease Finance Scheme	18
Loan Against Imp. Merchandise	2
Loan Against Trust Receipts	159

Loan General	18
NCCBL Car Loan Scheme	4
Payment Against Document	35
Personal Loan Scheme	4
Retail Loans	5
Short Term Loan (LTL)	4
Small Business Loan Scheme	103
SP. House Building Loan	91
Staffs Loan	26
Term Loan (med/Large)	1
Sub Total (loan)	710
Grand Total	9279

Table: 3

Special Savings Scheme

Target Group	Small earners people of the society
Objectives	To meet up specific future need to the person or family with monthly deposit of Tk.500/- to Tk.10,000/-
Duration	5 or 100 years
Rate of Interest	9.50% and 10% for 5 & 10 years terms respectively
Eligibility	One can open more accounts with odd monthly installments.

Table: 4

Premium Term Deposit

Period	2 years (fixed)
Amount	Tk.10.00 lac and above but multiple of tk. 1.00 lac.
Rate of Interest	1% above existing 12 months FDR rate or as revised from time to time.
Payment of Interest	Interest to be paid/credited on maturity after deducting necessary charges and levies etc. (excise duty/income tax) at simple rate (i.e.at the end of each year interest will not be accumulated with the principal amount).
Target Group	Corporate bodies, individuals. Trustees of provident fund/benevolent fund etc.

Loan Facility	Loan may be allowed against lien of the recipient/instrument up to 80% of the face value of the receipt at usual lending rate of interest applicable for SOD FO
----------------------	---

Table 5

Instant Earning Savings

Period	1 year (fixed)
Amount	Tk. 1.00lac and above and multiple of tk. 1.00lac.
Rate of Interest	1% bellow existing 12 months FDR rate or as revised from time to time.
Payment of Interest	Interest to be paid/ credited to customers a/c after deducting charge /levies etc. (i.e. excise duty/income tax) instantly at the time of accepting deposit. For this purpose customer will have to open/maintain account relationship with the branch.
Target Group	Retired personnel, housewives, and window or wage earners.
Loan Facility	Loan may be allowed against lien of the receipt/instrument. Up to 70% of the face value of the receipt at usual lending rate of interest applicable for SOD (FO).

Table 6

Classification of Deposit

SI No.	Account Holder	Rate of Interest	Type of Deposit	Balance(Tk)
1	Grameen Phone	0%	CA	1015475
2	Narayanganj Municipality	3.75%	STD	552710
3	Grameen Bank	0%	Security Fund	4025112
4	Janata Insurance Co. Ltd	8.3%	FDR for 1 year	80000
5	Nasima Begum	10.35%	APS	15500
6	Mr. Jamal Uddin (prof. DU)	4%	NFCD	50000
7	Dhaka City College	6%	SB	9012715
8	Bangladesh Railway	0%	CA	1012100
9	Mr. Afseruddin	0%	Hajj Deposit	110000
10	Globe Securities Ltd.	0%	Cash Credit	50810
11	M/S City Pharmacy	0%	MT	25000
12	Mr. David	4.2%	NFCD	41000

Table 7

Corporate Offer

Particular	Small (10-100)	Medium (101-500)	Large (500 above)
Card Fee	50%	50%	(Negotiable)
Rate of Interest	2%	2%	2%
Cash Withdrawal	2%	2%	2%
Purchase	2%	2%	2%
Maximum period of interest free	45 Days	45 Days	45 Days
Replacement Card Fee	Charges	50%	25%
Late Payment Charge	Charges	Charges	Charges
Excess Over Limit Charges	Charges	Charges	Charges

Table 8

Fee and Charges

Service	Fees
Annual/renewal fee	Tk. 500 +15% VAT
Card replacement fee	Tk. 500 +15% VAT
Pin reissue fee	Tk. 300 +15% VAT

Table 9

Cash Advances Fees

Service	Fees
NCCBL ATM	Free
Q-Cash network ATM	Tk. 10
Omnibus/BRAC Bank ATM	Tk. 20
DBBL ATM	Tk. 34.50
Visa logo ATM	Tk. 125

Table 10

Fees and Charges

Service	Fees
Annual/renewal fee	*1st year free for General Customer Tk. 500 +15% VAT
Supplementary Card fee	Tk. 400 + 15% VAT
Card replacement fee	Tk. 500 +15% VAT
Pin reissue fee	Tk. 300 +15% VAT

Table 11

Cash Advance Fee

Service	Fees
NCCBL ATM	Free
Omnibus/BRAC Bank ATM	Tk. 20
DBBL ATM	Tk. 25

Table 12

Balance Enquiries

Service	Fees
NCCBL ATM	Free
Omnibus/BRAC Bank ATM	Tk. 10
DBBL ATM	Tk. 10

Table 13

Wage Earners welfare Deposit

Scheme	For Onetime payment	For next 10 years pension after 5 years
Monthly installment (in Tk.)	Amount receivable after 5 year term (in Taka)	Amount receivable monthly (in Taka)
3800/-	300000/-	4000/-
6350/-	500000/-	6650/-
12700/-	1000000/-	13300/-

Table 14

Small Business Loan

Targeted group	Small businessman who are unable to avail of loan as per existing norms of bank.
Objectives	Dispersal of loan to the committed small business community.
Limit	Up to Tk. 5.00 lac (maximum).
Eligibility	Honest, sincere, & high performing having more than 5 years of experience.
Refund mode	Monthly repayment within 3 to 5 years.
Rate of interest	15% with quarterly rates with application fee Tk. 500/-

Table 15

Personal Loan

Targeted group	Salaried people of the listed organizations
Objectives	To meet up certain unwanted emergency expenses.
Limit	Up to Tk.1.00lac (maximum)
Eligibility	50% of their homes take salary.
Refund mode	Monthly repayment within 6 months to 36 months.
Rate of interest	15% with quarterly rest. 10% service charge.

Table 16

House Renovation Loan

Targeted group	Salaried people of listed organization.
Objectives	To meet up certain unwanted emergency expenses.
Limit	Up to Tk. 1.00 lac.
Eligibility	50% of their home takes salary and employees of listed companies.
Refund mode	Monthly repayment within 6 months to 36 months.
Rate of interest	15% with quarterly rest. 10% service charge with application fees Tk. 500/-

Table 17

Consumer Finance

Targeted group	People of fixed income group.
Objectives	To procure household commodities for improving standard of living
Limit	Up to Tk. 3.0 lac.
Eligibility	Acquiring of listed items.
Refund mode	Monthly repayment within 6 months to 36 months.
Rate of interest	15% interest with quarterly rest. 10% service charge plus 1% risk fund with application fee of Tk. 100/-

Table 18

Loan Amount Range

Items	Loan Amount Range
New Vehicles	Minimum 30% of total cost
Reconditioned Vehicles	Minimum 40% of total cost
Other Items	Minimum 25% of total cost

Table 19

Loan Amount Range

Amount Range	Tenure in Months
BDT 50,000 ~ BDT 200,000	24 Months ~ 36 Months
BDT 200,001 ~ BDT 500,000	36 Months ~ 48 Months
BDT 200,001 ~ BDT 500,000 (for registered mortgage)	48 Months ~ 60 Months
BDT 500,001 ~ BDT 1,000,000	60 Months

Table 20

NCC Bank Products

	Beneficiary Owner Account	NRB Beneficiary Owner Account
Scheme	Margin/Non Margin Account	Non-Margin NRB Account
Eligibility	Any Bangladeshi over 18 years old	NRB over 18 years old
Minimum Deposit	Tk. 5000/-	Tk. 5000/-
Maximum Deposit	Tk. 10 Crore	Tk. 10 Crore

Margin Loan Facility	As per SEC Guideline	N/A
Documentation Charges	Tk. 500/-	Tk. 500/-
Security Deposit	Tk. 4000/-	Tk. 4000/-
CDBL Charges	Tk. 500/-	Tk. 500/-
Interest Rate	Tk. 15.50% p.a. (Flexible)	N/A
Brokerage Commission	Tk. 0.40% (Flexible)	Tk. 0.40% (Flexible)

Table 21

Duration and Rates:

Duration	Rates
03 months	2.50%
06 months	3.00%
12 months	3.50%

Table 22