



Prime Bank Limited

## **Internship Report**

# **GENERAL BANKING SYSTEM OF PRIME BANK LIMITED**

**Prepared for:**

**Showvonick Datta**

**Lecturer**

**BRAC Business School**

**Prepared by:**

**Sayma Akhter Emu**

**ID: 10304048**

**BBA Program**

**BRAC University, Dhaka**

**September 10, 2014**



Prime Bank Limited

## Letter of Transmittal

September 16, 2014

Showvonick Datta

Lecturer

BRAC Business School

BRAC University.

Subject: Submission of Internship Report

Dear Sir,

It is my great pleasure that I am going to submit the report on “General Banking System Of Prime Bank Ltd”.

I have tried my best to follow your guidelines in every aspect of planning and preparing my report. I have collected what I believe to be most important information to make my report as specific & coherent as possible. I enjoy the challenge of preparing the report as it has provided me with an opportunity to increase my understanding about General Banking. I earnestly thank you for your guidance during the preparation of this report. I will be grateful to you if you accept the report. Your support in this regard will be highly appreciated.

Sincerely yours,

Sayma Akhter Emu

ID: 10304048



Prime Bank Limited

## ACKNOWLEDGEMENT

First of all I would like to express my gratitude to omnipotent and almighty Allah, whose invisible guidance helped me to complete this report. Although, time was very limited for getting the sufficient knowledge about all of banking service, but the short experience that I gathered as an internee, in Prime Bank Limited on Dhanmondi Branch an asset for all the time to come in my life. I take the opportunity to express my deep sense of gratitude of my reverend supervisor, **Showvonick Datta** (Lecturer, BRAC Business School, Brac University) for his invaluable suggestions and guidance during the study period that has greatly inspired me in preparing this report successfully.

I am highly thankful to all of the employees of Prime Bank Limited, Dhanmondi Branch for their support that helped me to prepare this report. All of them are very frank and helpful exception. I couldn't think a single moment that I am a student of internee in that bank they help me as his employee. Besides I have special appreciation towards following resource person for helping me:

- Nuhel Ahmed Chowdhury, Vice President.
- Hasmat Ali, Assistant Vice President and Manager Operation.
- Sharmin Rahman, Executive Officer.
- Sottoyojit , Senior Officer.
- Emayet, Officer.
- Masuma Begum, Officer.
- Asif Khan, Trainee Assist.

Finally, I want to express my deep gratitude to my parents and other family members and also remember my friends whose enormous helps assist me to complete my report.



Prime Bank Limited

## **Executive Summary**

After studying numerous theoretical concepts during the various coursework's of my BBA program at Majoring in Finance, BRAC University, Bangladesh understanding the practical implications and applications is the next step in the learning process. The BBA internship program provides an opportunity for such steps. In due course of completing my internship project and compiling this report I came to learn about the general banking and consumer satisfaction did analysis the performance of the Prime bank ltd.

In the modern economy, consumer banking is the key growth area. While the growth in customer numbers in corporate banking segment is becoming stagnant, new customers in consumer banking is growing every day. In Bangladesh, consumer banking arena is relatively new.

This report is based on practical working experience at The Prime Bank Limited as a part of internship program. The Prime Bank Limited, the first generation bank in Bangladesh came into being in 1995 .Established with the objective of bringing about a qualitative change in sphere of banking and financial management, the bank today serves its customers usefully and collecting funds from the surplus units of the economy in the form of deposit and mobilize deposit to the deficit units of the economy in the form of credit. The noble intention behind starting this bank was to bring about qualitative changes in the sphere of banking and financial management. Today The Prime Bank Limited serves its customers at home and abroad with 117 branches spread over the country and about three hundred oversea correspondences.



Prime Bank Limited

## Table of Content

Description		Page No
<b>Chapter 1: Introduction</b>		<b>1-4</b>
1.1	Introduction	1
1.2	Origin of the report	1
1.3	Objective of the report	1
1.4	Methodology	2
1.5	Scope of the report	3
1.6	Potential problems of statement	4
<b>Chapter 2: An Overview of Prime Bank Ltd.</b>		<b>5-20</b>
2.1	Profile	5
2.2	Vision	6
2.3	Mission	6
2.4	Management of Prime Bank	6
2.5	Departments of Prime Bank	7
2.6	Operational network organogram	7
2.7	SWOT Analysis of Prime Bank	8
2.8	Services	9
2.9	OTHER SERVICE:	10
2.9.1	On-line Banking	10
2.9.2	SWIFT Service	10
2.9.3	SMS Banking	10
2.9.4	Retail Banking	10
2.9.5	SME Lending	11
2.9.6	Corporate Credit	11
2.9.7	Islamic Banking	11
2.9.8	Credit Card	11
2.9.9	International Trade Management	12
2.9.10	Institutional Banking	12
2.9.11	Treasury	12
2.9.12	Foreign Exchange Business	13
2.10	Products of Prime bank	13
2.10.1	Loan Schemes	13
2.10.2	Investment	13
2.10.3	Loan & Advances and Deposits	14
2.11	The financial position	14
2.11.1	Performance at a Glance	15-18
<b>Chapter 3: DHANMONDI BRANCH, PRIME BANK LIMITED</b>		<b>19-43</b>
3.1	Introduction to Dhanmondi branch	19
3.2	Structure of DHANMONDI Branch	19



Prime Bank Limited

3.2.1	Deposit	19
3.2.2	Loans and Advances	20
3.3	General Banking Section	20
3.4	Account Opening Section	21
3.4.1	Current Account	21
3.4.2	Savings Account	23
3.4.3	Fixed Deposit Receipt	24
3.5	Documents that are given to the account holder	25
3.6	Issuance cheque book to the customer	25
3.7	Other Term Deposit Accounts	26
3.7.1	Monthly Benefit Deposit Scheme (MBDS)	27
3.7.2	Contributory Savings Scheme	27-28
3.7.3	Double Benefit Scheme	28
3.7.4	Lakhopati Deposit Scheme	30
3.7.5	House Building Deposit Scheme	30
3.8	Account Closing Section	31
3.9	Remittance Section	31
3.9.1	Pay Order (PO)	31
3.9.2	Demand Draft (DD)	32
3.9.3	Pay Slip	34
3.10	Telegraphic/Electronic Transfer	34
3.11	Online Banking	34
3.12	Cash Section	35
3.12.1	Cash Receive Section	35
3.12.2	Cash Disbursing Section	35
3.13	HEQUE Section	35
3.14	Clearing Section	37
3.14.1	Inward Cheque Clearing	37
3.14.2	Outward cheque clearing	37-40
3.15	Accounts Section	40
3.16	Dispatch Section	41
<b>Chapter 4: Responsibilities of the Job</b>		42-44
4.1	Nature of Job	42
4.2	Different aspects of job performance	43
4.3	Critical observation and Problems Identified	44
<b>Chapter 5: Findings of the Research</b>		45-50
5.1	Survey	45
5.1.1	Quality of their Services	45
5.1.2	Products	46
5.1.3	Charges	46
5.1.4	Employee Efficiency	47



Prime Bank Limited

5.2	Recommendations	47
5.3	Conclusion	49
<b>Chapter 6:</b>	<b>Attachments and Reference</b>	51-53
6.1	Reference	51
6.1	Appendix	51
6.2	Charts	52-53



Prime Bank Limited

## **Chapter One**

### **Introduction**

#### **1.1 Introduction**

Commercial banks in Bangladesh economy are to face an increasing competition for their business in coming days, like any other emerging market economies. Their business is no longer remaining easy as they earlier. The real change in the banking business has started to come with the government's decision to allow the business in the private sector in the middle of the Eighty's. This report is an effort to reflect a clear idea about the strategies, activities, and performance of Prime Bank Ltd. regarding general banking activities.

The General Banking department is the vital part for financial institution. It is linked with all other department. So it is very important to have an effective and sound management System in banking business. Bank is an important and the most appropriate institution for the necessity of the use of money and the protection of the money. As a BBA student having major in Finance, Financial institutions are the most appropriate field to gather the experience and among the financial institutions, Bank is the most prominent place.

#### **1.2 Origin of the report:**

This report is originated having three months long internship program originated after completing the BBA program from Department of BBA under BRAC University. During the internship a student has to undertake an arena of investigation of any organization for in depth study. This report is the outcome of the assigned internship, suggested by the human resource department of Prime Bank Limited, Head Office.

#### **1.3 Objective of the report:**

In this report, I tried to furnish all sorts of practical dealings that are conducted in case of handling various types of activities in general banking department, the theoretical aspects, that is what should be the procedures and requirements maintained from first to last, and actual practices as well as the ultimate gain for the bank in conducting financial activities are mainly discussed. So the purpose and objective of this report can be summarized as follows:



## Prime Bank Limited

- Focus on the Brief description of general banking.
- To know deeply about general banking procedure.
- To examine bank's performance in general banking activities
- To know how they minimize general banking risks
- To focus on some other activities of general banking
- To specify some findings on given topic
- To reveal some recommendation for better performance in general banking

### **1.4 Methodology:**

The methodology of this report is very different from conventional reports. I have emphasized on the practical observation though this report has to need some primary and secondary data. Nevertheless, eventually almost the entire report consists of my practical observation.

### **Sources of data collection:**

While preparing the report, I have taken information from the following sources:

#### **1.4.1 Primary Sources:**

- Observation of banking activities.
- Overflowing Conversation with the in-charge of general banking department of Prime Bank Limited, Dhanmondi Branch.
- Working with my own experience while internship program.

#### **1.4.2 Secondary Sources:**

- Daily diary (containing my activities of practical orientation in Prime Bank Ltd) maintained by me,
- Various publications on Bank,
- Website of Bangladesh Bank,
- Website of Prime Bank Limited,
- Annual Report of the bank,
- Personal investigation with bankers,
- Different circulars issued by Head Office and Bangladesh Bank



### **1.5 Scope of the report:**

Banking sector is a large and difficult area. A bank has different products, different services and different customers. Different departments of a bank perform different activities.

However, the scope of present study was limited in a specific area of an organization Prime Bank Limited, Dhanmondi Branch. So this study says only about the activities of Prime Bank Limited, Dhanmondi Branch. This study covers only various section of Prime Bank Limited, Dhanmondi Branch only.

### **1.6 Potential problems of statement:**

Some of the limitations faced in preparing this report are:

- It was very difficult to collect the information from various personnel for their job constraint.
- There were some difficulties in understanding some activities due to not being relevant to the theoretical knowledge.
- Due to confidentiality the Bank's policy restricts disclosing some data.
- Most of the cases I have to use previous year's data for the evaluation and analysis, since data about the performance of the bank of the year 2014 have not yet been disclosed by the bank. Because the annual report and the financial statement of the bank are published at the month of August each year.
- The study of such a short course of time is not free from limitation. So time limitation is the main point of limitation.
- The data relevant for the analysis report writing sometimes could not be collected due to excessive year-ending workload at the branch.
- During the month of June in the branch, there was excessive year-ending workload, which sometimes acts as a barrier on the way of my effort.
- At the beginning of internship it was tough for me to understand the environment of work
- Working in a practical banking environment is different from the academic knowledge.
- Employers are too busy with their desk work so they have less time to make me understand the desk job



## Prime Bank Limited

- Bank has to maintain lot of secrecy so as a intern I was not allowed to know all stuff and information
- Learning all the banking functions about General Banking within just three months was really tough.

It is too much difficult to comment and suggest based on only the annual report and information collected from written documents.



Prime Bank Limited

## **Chapter Two**

### **An Overview Prime Bank Limited**

#### **2.1 Profile:**

The backdrop of economic liberalization and financial sector reforms, a group of highly successful local entrepreneurs conceived an idea of floating a commercial bank with different outlook. For them, it was competence, excellence and consistent delivery of reliable service with superior value products. Accordingly, Prime Bank was created and commencement of business started on 17th April 1995. The sponsors are reputed personalities in the field of trade and commerce and their stake ranges from shipping to textile and finance to energy etc.

As a fully licensed commercial bank, Prime Bank is being managed by a highly professional and dedicated team with long experience in banking. They constantly focus on understanding and anticipating customer needs. As the banking scenario undergoes changes so is the bank and it repositions itself in the changed market condition.

Prime Bank has already made significant progress within a very short period of its existence. The bank has been graded as a top class bank in the country through internationally accepted CAMELS rating. The bank has already occupied an enviable position among its competitors after achieving success in all areas of business operation.

Bank is a financial institution. The economy is mostly dependent on the bank since the bank facilitates the economic and financial transactions. Prime bank limited is a fast growing private sector bank and the bank is already at the top slot in terms of quality services to the customers and value addition for the shareholders. The bank made satisfactory progress in all areas of business operation in 2014.

Prime Bank Ltd. is one of the few banks permitted by the Bangladesh in the early 90's. These banks are known as the second-generation banks and fortunate to remain immune from the bad loan culture. Prime Bank Limited was designed to provide commercial and investment banking services to all types of customer ranging from small entrepreneur to big business firms. Besides investment in trade and commerce, the bank participates in the socioeconomic development



## Prime Bank Limited

through the participation in priority sectors like agriculture, industry, housing and self-employment. Prime Bank Limited wants to establish, maintain, and conduct all types of banking, investments and businesses in Bangladesh and abroad with superior service quality and performance.

### **2.2 Vision**

To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

### **2.3 Mission**

To build Prime Bank Limited into an efficient, market-driven, customer focused institution with good corporate governance structure.

Continuous improvement of its business policies, procedure and efficiency through integration of technology at all levels.

### **2.4 Management of Prime Bank:**

Boards of directors are the sole authority to take decision about the affairs of the business. Now there are 13 directors in the management of the bank. All the directors have good academic background and have huge experience in business. Mr. Md Shirajul Islam Mollah is the chairman of the bank. The board of directors holds meetings on a regular basis. There are different committees in the bank for the efficient management of the bank.

- Board of Directors
- Policy Committee: This committee deals with any policy matters related to the banks new products, new business development and any sort of policy related to Prime Bank Limited. It seats fortnightly.
- Executive Committee: It seats on monthly basis.



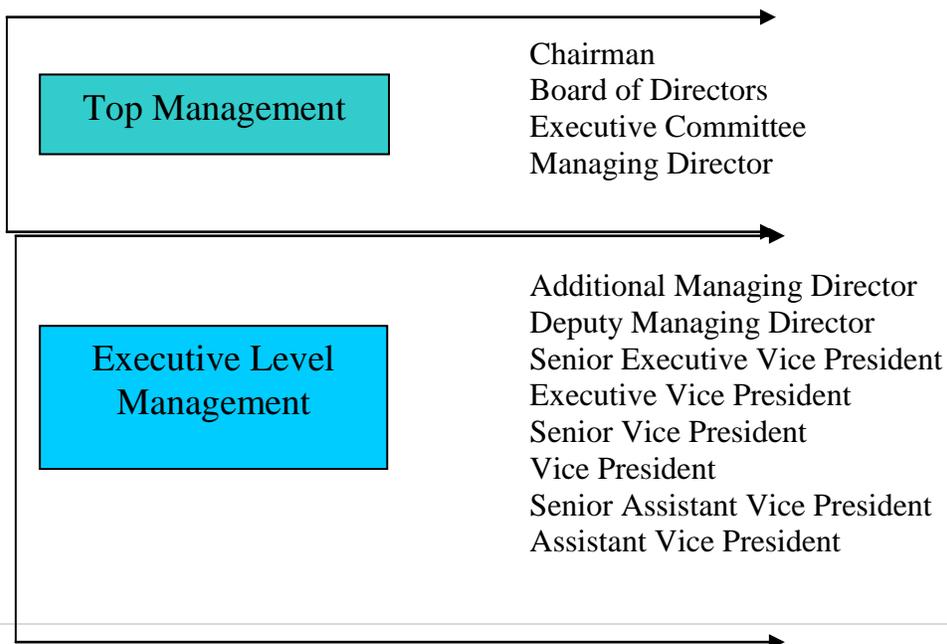
### 2.5 Departments of Prime Bank:

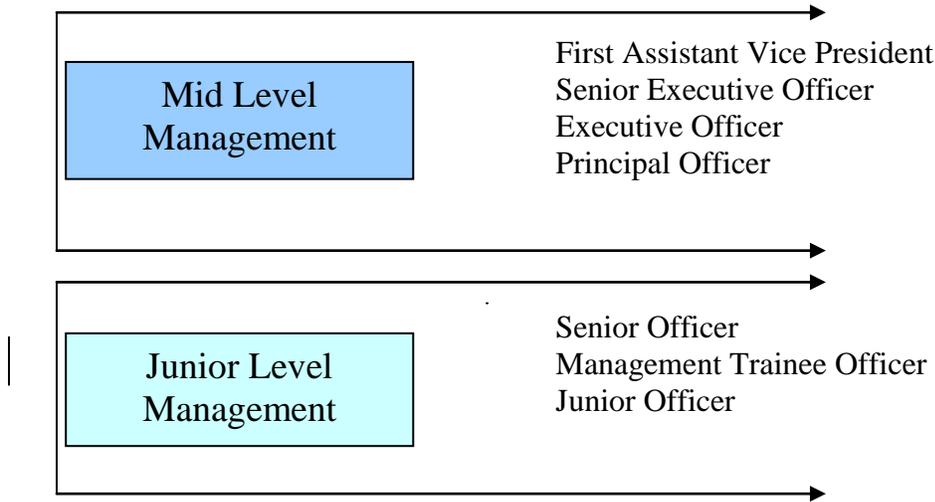
The bank organizes all the jobs considering their interrelationship and they are allocated in a particular department to control the system effectively. The departments are fitted for the particular works and the performance of a particular department is measured perfectly. Prime Bank Limited has following departments

<ul style="list-style-type: none"> <li>• Human Resources Division</li> <li>• Finance Division</li> <li>• Audit and Inspection Division</li> <li>• Internal Control and Compliance</li> <li>• Marketing Division</li> <li>• Corporate Banking</li> <li>• Consumer Banking</li> <li>• Treasury</li> <li>• Card Division</li> <li>• Recovery and Legal</li> </ul>	<ul style="list-style-type: none"> <li>• Trade Service and Correspondent Banking</li> <li>• Logistic and Support</li> <li>• Information Technology</li> <li>• Retail Finance Center</li> <li>• Credit Division</li> <li>• SME</li> <li>• Credit Admin and Monitoring</li> <li>• Corporate Affairs</li> </ul>
--	--

### 2.6 Operational network organogram:

Prime Bank maintains a strong organizational hierarchy in which every individual performs their duty very sincerely. The full hierarchy of Prime Bank Ltd. is given below:





**Organizational hierarchy of Prime Bank (Overall)**

**2.7 SWOT Analysis of Prime Bank:**

Every organization is composed of some internal strengths and weaknesses and also has some external opportunities and threats in its whole life cycle. This following will briefly introduce the customer to Prime Bank Limited’s internal strengths and weaknesses, and external opportunities and threats.

<p><b>STRENGTHS</b></p> <ul style="list-style-type: none"> <li>• Stable source of fund</li> <li>• Strong Liquidity position</li> <li>• Concentrated market</li> <li>• Wide network of branches</li> <li>• Well-furnished and Air-conditioned</li> <li>• Experienced top management</li> <li>• Diversified product line</li> <li>• Satisfactory IT infrastructure</li> </ul>	<p><b>WEAKNESSES</b></p> <ul style="list-style-type: none"> <li>• Problem in Delivery</li> <li>• Relatively high overhead expense</li> <li>• Long-term credit is not sufficient</li> <li>• Deposit is lower than advance</li> </ul>
<p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>• Regularity environment favoring</li> </ul>	<p><b>THREATS</b></p> <ul style="list-style-type: none"> <li>• Deposit as well as quality assets</li> </ul>



Prime Bank Limited

<ul style="list-style-type: none"> <li>• Private sector development</li> <li>• Credit card business</li> <li>• SME and Agro based industry loan</li> <li>• Can increase the advertising of the Bank</li> <li>• Recently launched two new loan products-</li> <li>• “Prime Solution” and “Prime Drive”</li> <li>• Newly launched AMEX Card.</li> </ul>	<ul style="list-style-type: none"> <li>• Market pressure for lowering the interest rate</li> <li>• Shrinkage in export, import and guarantee</li> <li>• Business due to economic slump</li> <li>• Banking activities of Competitors</li> <li>• Govt. pressures to reduce interest rate</li> <li>• New rules and regulations imposed by Bangladesh Bank</li> </ul>
---	---

**2.8 Services:**

The Prime Bank Limited launched several financial products and services since it’s inception.

Liability Product	Asset Product
<ul style="list-style-type: none"> <li>• Contributory saving scheme</li> <li>• Monitory Benefit Scheme</li> <li>• Special Deposit Scheme</li> <li>• Education Saving Scheme</li> <li>• Marriage Saving Scheme</li> <li>• Fixed Deposit</li> <li>• Saving Deposit Account</li> <li>• STD Account</li> <li>• Current Deposit Account</li> <li>• PRIME BANK LIMITED-Insured Fixed Deposit</li> <li>• Monthly Savings Account</li> <li>• Multi Currency Account</li> <li>• Foreign Currency Deposit Account</li> <li>• Non Resident Taka Account</li> <li>• Non Resident Foreign Currency Account</li> <li>• Non Residents Investors Account</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer Credit scheme</li> <li>• Lease Finance</li> <li>• Cash Credit (Hypo)</li> <li>• Cash Credit (Pledge)</li> <li>• Team Loan</li> <li>• House Building Finance</li> <li>• SOD (FO)</li> <li>• SOD (WO)</li> <li>• Transport Loan</li> <li>• PAD</li> <li>• LIM</li> <li>• LTR</li> <li>• Adv. Against Cash Incentive</li> <li>• Demand Loan</li> <li>• Export Development Fund</li> <li>• Small and Medium Enterprise</li> </ul>



## **2.9 OTHER SERVICES**

Consistent with the modern edge and competing in the competitive market, The Prime Bank Limited has introduced some innovative banking services that are remarkable in a country like Bangladesh. The services offered by the bank are as follows:

### **2.9.1 On-line Banking**

The bank has set up a Wide Area Network (WAN) across the country to provide online branch banking facility to its valued clients. Under this scheme, clients of any branch shall be able to do banking transaction at other branches of the bank.

Under this system a client will be able to do following type of transactions:

- Cash withdrawal from his/her account at any branch of the bank.
- Cash deposit in his/her account at any branch of the bank irrespective of the location.
- Cash deposit in other's account at any branch of the bank irrespective of the location.
- Transfer of money from his/her account with any branch of the bank.

### **2.9.2 SWIFT Service**

The Prime Bank Limited is one of the first few Bangladesh Banks to obtain membership of SWIFT (Society for Worldwide Inter-bank Telecommunication). SWIFT is a members' owned cooperative which provide a first and accurate communication network for financial transaction such as Letter of Credit, Fund Transfer etc.

### **2.9.3 SMS Banking**

Prime SMS gives you 24-hour access to the key financial information of your Prime Bank Account. It is the simplest way of finding out your account's daily/month-end balance. With Prime SMS you neither have to wait for your statement to arrive through mail nor have to call up branches to inquire about your balance and last few transactions. Once you become a member of SMS Banking you will have 24-hour access to the key financial information.

### **2.9.4 Retail Banking:**

As a part of risk diversification strategy PBL expended the lending activities in this sector during 2006. The growth rate of PBL's consumer financing was 38% 2013. The loan schemes



## Prime Bank Limited

offered by the bank include Home Loan, Loan against Salary, Marriage Loan, Car Loan, Hospitalization Loan, Education Loan, Doctors Loan, Travel Loan etc.

### **2.9.5 SME Lending:**

Job creation is essential and it must come from Small and Medium Enterprise that will ultimately dominate the private sector. During 2013 bank's Strategy was focused on customer convenience. The Bank provided working capital loans to suppliers or dealers of large corporations or clusters of small exporters of non-traditional items. Outstanding loan of SME is Tk.437 million. The growth rate of PBL's SME Lending was 41% during this year.

### **2.9.6 Corporate Credit:**

PBL's strategy is to provide comprehensive service to the clients of this segment who are large and medium size corporate customers with expertise in trade finance and related services. Besides trade finance bank are providing working capital finance, project finance and arranging syndication for our corporate clients. Syndication and structured Finance Unit of the Bank strengthened its footstep in the consortium financial market and arranged a number of syndication deals for its corporate clients

### **2.9.7 Islamic Banking:**

In the year 2008, the bank has taken initiative to identify all of its Islamic banking activities by adopting a generic name of 'Hasanah' - the brand name for Islamic products and services of the bank, which has been used in the Qur'an and the Hadith several times to denote good deed, welfare, virtue, beauty spot etcetera, that expresses Prime Bank's willingness for working towards well-being of humanity through Islamic banking activities. It is found that the investment and deposits grew by 38% and 89% respectively in the year 2013. The operating profit of Islamic Banking Branches grew by 45% during the Year.

### **2.9.8 Credit Card:**

In the year of 2005, Prime Bank Ltd has launched VISA. Before that PBL started its credit card operation in 1999 by introducing Master Card. Now PBL has become the first local Bank of the country to achieve principal membership of both the worldwide-accepted plastic money



## Prime Bank Limited

network i.e. Master Card and VISA. PBL has redesigned the credit card facility by providing the incentive of “Free Life Insurance Coverage” for their valued cardholders to mitigate the financial risk.

### **2.9.9 International Trade Management:**

This division is operational throughout the group and PBL’s core strength is trade finance and services. With an experience, Prime Bank has developed knowledge of trade finance, which is world class. Principle services to importers include imports letter of credit, import bills for collection and back-to-back letters of credit facilities. Services provide to exporters include export letters of credit, direct export bills, bonds, and guarantees.

### **2.9.10 Institutional Banking:**

Prime Bank Limited provides a wide range of services to institutional clients, commercial, merchant and central banks; brokers and dealers; insurance companies; funds and managers, and others. It provides relationship managers who are close to their customers and speak local language. This wide network of institutional banking facilities includes transaction, introduction, problem solving and renders advice and guidelines on local trading condition.

### **2.9.11 Treasury:**

Treasury operations had been consideration as an important avenue for income generation purpose within Head Office. In fact, in the past, income from treasury operation was quite sizable and significant to the total income generated by the bank. The treasury division publishes daily and weekly currency newsletters, which provide analyses of currency trends and related issues. Seminars and workshops are conducted for customers from time to time on foreign exchange related topics. Prime Bank is one of the first local banks in Bangladesh to integrate treasury dealings of local money market and foreign currency under one Treasury umbrella. The bank has handled significant volumes of treasury over the last several years. Prime Bank’s Dealing Room is connected with automated Reuters Terminal facility thus enabling the bank to provide forward/future facilities to its corporate clients at a very competitive rate.



### **2.9.12 Foreign Exchange Business:**

Over the years, foreign trade operations of the bank played a pivotal role in the overall business development of the bank. The bank has established relationship with as many as 110 new foreign correspondents abroad thereby raising the total number of correspondents to 350. The total import & export business handled by the bank during the year 2013 was TK 52,639 million and Tk 41,801 million. The growth rate was 46%. The bank has also entered into remittance arrangements with several banks and exchange houses and expects to handle increased volume of remittance business over the near future.

### **2.10 Products of Prime bank**

Prime Bank Limited offers various kinds of deposit products and loan schemes. The bank also has highly qualified professional staff members who have the capability to manage and meet all the requirements of the bank. Every account is assigned to an account manager who personally takes care of it and is available for discussion and inquiries, whether one writes, telephones or calls.

#### **2.10.1 Loan Schemes:**

- General Loan Scheme
- Consumer Credit Scheme
- Lease Finance
- House Building Loan & Apartment Loan Scheme
- Advance against Shares
- Custodial Services for investors (both individual & institutional) investing in through Stock exchange
- One stop services for payment of utility bills.
- Credit card

#### **2.10.2 Investment:**

The Bank's investment increased during the year by Tk 3,905 million and stood at Tk. 7,844 million as at 31 December 2013.



## Prime Bank Limited

### 2.10.3 Loan & Advances and Deposits:

Loans and Advances of the Bank grew strongly by 41% to 45010 million in 2013. Bills purchased and discounted increased by 27% indicating strong growth in export performance.

#### Liabilities:

Total liabilities of the Bank are increased by Tk. 18,341 million during 2013. Resulting mainly from increase in deposits from customers.

#### Shareholders Fund:

The Shareholder's Fund is increased by 37% during the year. Paid-up capital increased by Tk.350 million and stood at Tk.1,750 million during 2013.

#### Non-interest & Investment Income:

Non-interest & Investment Income are increased by 28% & 62% respectively in year 2013.

#### Net Profit before & After Tax :

Net Profit before Tax stood at Tk.1741 million and Net Profit after Tax had become Tk.1,052 million. Thus the growth rate of the Net Profit before Tax was 45% then that of previous year. In case of Net profit after Tax it was negative growth of 85% during 2013.

### 2.11 The financial position for the last five years of Prime Bank Limited at a Glance

*(Taka in million):*

Particulars	2009	2010	2011	2012	2013
Total Deposits	106,956	124,574	159,816	182,053	201,907
Loans and Advances	89,252	116,057	138,848	160,890	153,589
Investment	19,934	20,484	39,172	49,670	56,940
Foreign Exchange Business	26,447	28,433	36,890	42,443	32,628
Operating Expenditure	2,907	3,618	4,132	4,941	5,409
Operating Profit	8,196	9,795	11,559	13,492	12,883
Profit after tax	2,784	3,102	3,634	2,699	1,829



Prime Bank Limited

Total Assets	124,806	154,342	199,950	236,833	243,869
Market value per share	65.30	94.45	44.50	37.00	25.90
No of Branches	84	94	102	113	117
No of Employees	1,844	2,139	2,292	2,544	2,710
No of Shareholders	10,339	19,748	26,030	23,964	25,632
No of Foreign Correspondences	602	621	644	660	661

2.11.1 Performance at a Glance

<b>Key Financial Data &amp; Key Ratios – PBL</b>					
<b>Particulars</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Interest income	10,856	12,147	16,709	22,822	22,011
Interest expenses	8,426	7,824	12,648	17,410	17,678
Net interest income	2,430	4,323	4,061	5,411	4,332
Investment income	3,372	2,632	4,157	4,633	5,583
Commission, exchange and brokerage	1,749	2,262	2,689	2,429	2,155
Other Operating Income	644	579	652	1,018	813
Operating Income	8,196	9,795	11,559	13,492	12,883
Operating expenses	2,907	3,618	4,132	4,941	5,409
Earning before interest, depreciation and tax	13,175	13,643	19,666	23,024	21,422
Profit before provision and tax	5,289	6,177	7,427	8,551	7,474
Provision for loans and assets	700	540	661	3,216	4,029
Profit after provision before tax	4,029	5,637	6,766	5,335	3,445
Tax including deferred tax	1,805	2,535	3,132	2,636	1,616
Profit after tax	2,784	3,102	3,634	2,699	1,829
<b>Balance Sheet</b>					



Prime Bank Limited

Authorized capital	10,000	10,000	10,000	25,000	25,000
Paid-up capital	3,555	5,776	7,798	9,358	10,293
Total shareholders' equity	11,745	16,908	19,095	20,787	23,030
Deposits	106,956	124,574	159,816	182,053	201,907
Long-term liabilities	38,209	47,918	63,379	84,827	91,424
Loans and advances	89,252	116,057	138,848	160,890	153,589
Investments	19,934	20,484	39,172	49,670	56,940
Property, Plant and Equipment	1,573	1,695	3,975	4,363	6,407
Earning assets	109,905	137,577	179,537	212,204	211,399
Net current assets	3,435	7,349	2,262	2,735	15,023
Total assets	124,806	154,342	199,950	236,833	243,869
Total liabilities	113,061	137,434	180,856	216,046	220,839
Current ratio	1.05	1.09	1.02	1.02	1.12
Gearing ratio	80.56	76.98	77.88	80.97	80.67
Quick ratio	1.05	1.09	1.01	1.01	1.12
Cash Reserve Ratio	6.04	6.70	6.22	6.06	6.97
Statutory liquidity Ratio	28.50	26.00	32.96	34.02	38.39
Equity debt ratio (%)	10.39	12.30	10.56	9.62	10.43
<b>Other Business</b>					
Import	96,452	147,704	174,384	168,532	133,219
Export	76,097	106,943	133,396	143,612	127,091
Remittance	26,447	28,433	36,890	42,443	32,628
Guarantee Business	13,673	29,000	27,844	29,391	31,170
<b>Capital Measures (Consolidated)</b>					
<b>Total risk weighted assets</b>	<b>82,710</b>	<b>183,747</b>	<b>194,380</b>	<b>205,103</b>	<b>222,791</b>
Core capital (Tier-I)	9,057	15,791	18,744	20,664	21,708
Supplementary capital (Tier-II)	3,112	5,692	5,485	5,252	5,104



Prime Bank Limited

<b>Total capital</b>	<b>12,168</b>	<b>21,483</b>	<b>24,229</b>	<b>25,916</b>	<b>26,812</b>
Tier-I capital ratio	10.95	8.60	9.64	10.08	9.74
Tier-II capital ratio	3.76	3.09	2.82	2.56	2.29
<b>Total capital ratio</b>	<b>14.71</b>	<b>11.69</b>	<b>12.46</b>	<b>12.64</b>	<b>12.03</b>
<b>Credit Quality</b>					
Non-performing loans (NPLs)	1,149	1,368	1,908	6,168	7,815
NPLs to total loans and advances (%)	1.29	1.18	1.37	3.83	5.09
Provision for unclassified loans	1,303	1,463	1,725	2,025	1,691
Provision for classified loans	631	642	778	1,949	3,733
<b>Share Information</b>					
Market price per share (Taka)	65.30	94.45	44.50	37.00	25.90
No. of shares outstanding (Million)	355.47	577.64	779.81	935.77	1029.35
No. of shareholders (actual)	10,339	19,748	26,030	23,964	25,632
Earnings per share (Taka)	7.83	5.69	4.70	2.88	1.78
Dividend:	40%	40%	30%	20%	12.50%
Cash	10%	5%	10%	10%	12.50%
Bonus	30%	35%	20%	10%	-
Effective dividend ratio (%)	44.44	49.52	40.21	21.82	13.10
Dividend cover ratio (times)	1.96	1.42	1.57	1.44	1.42
Dividend yield (%)	6.13	4.23	6.74	5.41	4.83
Market capitalization	23,212	54,572	34,702	34,624	26,660
Net asset value per share (Taka)	33.04	29.27	24.49	22.21	22.37
Price earning ratio (times)	8.34	16.60	9.47	12.85	14.57
<b>Operating Performance Ratio (%)</b>					
Net Interest Margin (NIM)	2.95	4.21	3.19	3.61	2.75
Net non-interest margin on average	2.72	1.50	2.12	1.60	1.48



Prime Bank Limited

earning assets					
Earning base in assets (average)	89.34	88.66	89.51	89.69	88.12
Gross profit ratio	49.31	55.60	47.75	43.66	42.15
Net interest income as a percentage of working funds	2.07	3.10	2.29	2.48	1.80
Profit per employee	2.87	2.89	3.24	3.36	2.76
Operating profit as a percentage of working funds	4.50	4.43	4.19	3.92	3.11
Cost-income ratio	35.47	36.94	35.75	36.62	41.98
Credit-deposit ratio	83.45	93.16	86.88	88.38	76.07
Cost of funds on average deposits	8.41	6.39	8.15	8.75	8.80
Yield on average advance	13.16	11.76	13.09	15.17	13.85
Return on average assets	2.37	2.22	2.05	1.24	0.76
Return on average equity	30.19	21.65	20.19	13.53	8.35
Return on Capital Employed	10.59	9.53	9.01	8.10	6.53
<b>Other information</b>					
No. of branches	84	94	102	113	117
No. of SME branches/centers	5	14	17	17	17
Number of ATM	39	43	81	134	151
No. of employees	1,844	2,139	2,292	2,544	2,710
No. of foreign correspondents	602	621	644	660	661
Average earning assets	105,083	123,741	158,557	195,871	211,802
Average total assets	117,622	139,574	177,146	218,392	240,351
Average deposits	97,488	115,765	142,195	170,934	191,980
Average loans & advances	82,204	102,654	127,452	149,869	157,239
Average equity	9,221	14,327	18,002	19,941	21,908



## Chapter 3

### DHANMONDI BRANCH, PRIME BANK LIMITED

#### 3.1 Introduction to Dhanmondi branch:

Dhanmondi Branch is the 22<sup>nd</sup> branch of Prime Bank Ltd. The name of the present branch Manager is **Nuhel Ahmed Chowdhury, VP**. The overall banking operation of Dhanmondi Branch can be divided into three broad categories. These categories or divisions are:

1. **General Banking**
2. **Foreign Exchange Division**
3. **Credit Division**

Account opening, Local Remittance, Clearing, Deposit and Accounts are the subdivisions that belong to the General Banking Division, where as Import, Export and Foreign Remittance are the subdivision under Foreign Exchange Division.

At present about 23 personnel work at Dhanmondi Branch of Prime Bank Limited.

#### 3.2 STRUCTURE of DHANMONDI Branch:

##### 3.2.1 Deposit:

Everybody knows that the deposit is the lifeblood of a Bank. From the very beginning Prime Bank Dhanmondi Branch is aware about deposit build-up. The branch is trying to do better day by day. The deposit on June 30, 2013 was 171, 98, 02,716.49 corers.

#### **Table: Deposit under different Schemes**

Nature of Deposits Under Different Schemes As on June 13, 2013	
Schemes	Amount (BDT)
Contributory Term Deposit	5,50,58,480.72
Special Term Deposit	11,86,37,320.18
Monthly Benefit Deposit	7,28,00,000.00
Education Savings Scheme	8,44,007.88



Prime Bank Limited

Lakhopati Deposit Scheme	4,93,49,614.31
House Building Deposit Scheme	1,61,730.71

**3.2.2 Loans and Advances:**

The age of Dhanmondi Branch is more than 7 years. In these period the Branch have already invested thousand millions of money. The officials of the Branch are trying their best to follow the Head Office instruction. But the Branch believes in good investment not volume of investment. The branch continues to explore and diversify the area of financing in addition to traditional financing of domestic and international trade. It financed a number of industrial projects and participated in industrial loans.

**As on June 30, 2013 Nature of Advances Amount (BDT)**

- Loan (General) 320626392.66
- T.R. Loan 209784707.21
- House Building Loan 27567785.42
- Lease Finance 958534.94
- Cash Credit 199925150.87
- Cash Credit Scheme 50264528.67
- Staff Loan 6137401.53
- Overdraft 87110946.30

**3.3 GENERAL BANKING SECTION:**

The general banking department does the most important and basic works of the bank. All other departments are linked with this department. It also plays a vital role in deposit mobilization of the branch. Actually general banking is called the mother of banking. However, PBL provides different types of accounts, locker facilities and special types of savings scheme under general banking.



### **3.4 ACCOUNT OPENING SECTION:**

The relationship between banker and customer begins with the opening of an account by the customer. Selection of customer for opening an account is very crucial for a bank. In fact, fraud and forgery of all kinds start by opening account. So, the Prime Bank Limited takes highest caution in this regard. However, PBL opens the following accounts for its customers:

**Current account (CD A/C)**

**Savings account (SB A/C)**

**Fixed deposit account (FDR A/C)**

A brief on this Accounts are given below:

#### **3.4.1 CURRENT ACCOUNT:**

Current account is purely a demand deposit account. Basically it can be open for the purpose of business. There is no restriction on withdrawing money from this account. It is suitable when funds are to be collected and money is to be paid away at frequent interval. It is the most suitable for private individuals, traders, merchants, importers and exporters, mills and factory owners, limited companies etc. For opening a current account minimum deposit tk 5,000/- is required along with introductory reference. No interest is given on the current account deposit money. The following points are important:

1. A current account is a running and active account. There is no restriction on the number and the amount of withdrawals from a current account.
2. The banker is under an obligation to repay these deposits on demand, so they are called demand liabilities of a banker.
3. The primary objective of current account is to save customers such as businessmen, joint stock companies, public authorities, etc. from risk of handling a lot of cash money.
4. The bank does not pay interest on current deposits while on the other hand, some bank charge for incidental charges on such accounts.
5. The bank provides overdraft facilities also in certain cases.
6. The account holder can withdraw the deposited money from his account with the cheque, which will be issued to the against his account number.
7. The cancellation fee for current account is tk. 100.



Prime Bank Limited

8. An account holder can withdraw and deposit money in his account in several times in a week.

There are several types of current account which are stated below:

- Current Deposit Account for Individual/Joint Account.
- Current Deposit Account for Private firm (Proprietorship concern).
- Current Deposit Account for Private firm (Partnership concern).
- Current Deposit Account for Limited Company.
- Current Deposit Account for the account of Societies, Clubs, etc.
- **Current Deposit Account for Private firm (Proprietorship concern)**

**Documents required:**

- 1) A/C opening form.
  - 2) Introducer of CD A/C holder in this bank.
  - 3) Signature form/card.
  - 4) If it is used for the purpose for business, it must require trade license.
  - 5) Photocopy of character certificate or photocopy of passport.
  - 6) Two-copy passport size photo & Declaration certificate.
- **CD for partnership A/C**

**Documents required:**

1. Partnership deed.
  2. List of partners with their address.
  3. Copy of trade license.
  4. Photographs of signatories.
  5. Separate nomination form duly signed by the nominee & the account holders and photograph of the nominee duly signed by the account holders.
- **CD for Private & Public Limited Company A/C**

**Documents required:**

1. Trade license.
2. Photograph of the director.
3. Certified copy of the memorandum and articles of association.



## Prime Bank Limited

4. Certificate of incorporation.
5. List of directors as per return of joint stock company with signature.
6. Resolution for opening account with the bank.
7. Signature of the introducer.
8. TIN certificate.
9. Certificate of commencement.
- **CD for Association/Club/Charity A/C**

### **Documents required:**

1. Two copies of photograph of the person(s) who will operate the account.
2. Certified copy of memorandum and articles of association.
3. Certified copy of bye laws and regulations.
4. Certified copy of resolution for opening and operation of the account.
5. Photograph of signatories.
6. Up-to-date list of office bearers/ government body/managing committee.

### **3.4.2 SAVINGS ACCOUNT:**

Savings account is allowed for all people. Anyone can run this account for his personal or business purposes. To open this account depositor have to give at least Tk.1000 at the time of opening. The main objective of this account is to promote lower income people to save their portion of their income for their future use. Hence there is restriction on withdrawals in a month. Heavy withdrawals are permitted only against prior notice.

- Any adult person can open this account with his own name or with someone else that joint account.
- Any minor can open this account with the guidance of the guardian.
- Any company/ club can open this account.

Any illiterate person can open this account with his thumbprint. So he can withdrawm money from his account in the presence of himself.

However the other noticeable features of the saving account are as follows:

- Frequent withdrawal is not encouraged.
- Normally withdrawal not allowed more than ¼ of the balance.



## Prime Bank Limited

- One may allow withdrawn his amount maximum twice a week.
- Seven days notice is required for withdrawal of large amount.
- Account holder is not allowed to withdraw the amount more than 25000 at a time.
- The rate of interest is 6% against savings account.
- The depositor can deposit money in his account in several times. But if he wants to deposit pay order, cheque draft etc., he has to cross that instrument as an account payee.
- If the account holder wants to close his account he has to pay a cancellation charge that is tk.100/- for the saving account.
- The number of leaves in the saving account's cheque book is 36.

### 3.4.3 FIXED DEPOSIT RECEIPT:

Actually Fixed Deposit Receipt (FDR) is not an account. It merely deposits receipt. It is popularly known as "Time Deposit". Because these deposits are not repayable on demand but they are withdraw able subject to a period of notice. The prospective fixed deposit holder is expected to fill up an application form prescribed for the purpose stating the amount and the period of deposit. The application itself contains the rules and regulations of the deposits including the space for specimen signature. The general features of FDR are as follows:

- Payment made on expiry of agreed period.
- FDR allowed for one, three, six and twelve month period.
- Payment demanded before expiry of agreed date then penalty may be charged.
- Introducer is not needed in this case.
- Two copies of account holder and nominees photograph are needed.
- Loan may be sanctioned against FDR.

### INTEREST RATE OF FIXED DEPOSIT RECEIPT:

SL. No.	Period	Amount	Rate of Interest (%)
01	One month		7.5%
02	Three months		8.25%



03	Six months	8.50%
04	One year & above	8.75

### **3.5 DOCUMENTS THAT ARE GIVEN TO THE ACCOUNT HOLDER:**

After all the account opening formalities have been completed Bank opens an account in the name of the applicant. Bank provides customer:

- 1. A Deposit slip**
- 2. A Cheque book**
- 3. A Receipt book**

### **3.6 ISSUANCE CHEQUE BOOK TO THE CUSTOMER:**

After opening an account the account holder need a cheque book to withdraw money from the bank whenever he or she needed. However, cheque book issuance procedures of PBL are as follows:

**Issuance of cheque book (for new account):** to get a new cheque book the account holder need to fill up the specific application form.

**Issuance of cheque book (for existing account):**

In case of existing account the cheque requisition are in the cheque book where a white pages lies containing the name and account number of the account holder. Whenever the leaves of the cheque finished the account holder submit it to cheque issue officer requesting to issue a new cheque book with his/her signature. However, for both the cases the following procedures are needed to follow to issue a new cheque book.

1. After getting the requisition the respective officer required to verify the account holder's signature and identification. It is very important task. No cheque can be issued without verification.
2. Now the officer needs to attach round and branch seal on cheque.
3. After that it needs to be attached account number seal on the cheque.
4. In this stage two officers' initial is needed on the cheque.
5. Now it needs to entry on the cheque issue register and signature on the register of the client.



## Prime Bank Limited

6. Finally verifying all the necessary seal, initial the officer issue the cheque and submit the requisition form to the computer section.
7. Thus a new cheque book can be issued for both the new or existing client.

Total procedures have to done very carefully because most of the fraud found in this case.

### **3.7 OTHER TERM DEPOSIT ACCOUNTS:**

- **Monthly Benefit Deposit Scheme (MBDS A/C)**
- **Contributory Savings Scheme (CSS)**
- **Double Benefit Deposit Scheme (DBDS).**
- **Lakhpoti Deposit Scheme (LDS) and**
- **House Building Deposit Scheme (HBDS)**

#### **3.7.1 MONTHLY BENEFIT DEPOSIT SCHEME (MBDS):**

MBDS are another main part of Prime Bank Ltd. This account is created for the benefit of the people who intend to meet the monthly budget of their families from the income out of their deposit. This scheme is suitable for trusts, club and foundations or other associations, which award monthly scholarships to the students etc. We know the bank is the most secured place to deposit money. So, people can come and run this account quite easily for big savings with little installment per month.

The terms and conditions for operating MBDS account:

1. To open a MBDS account the client has to use its form and must have an introducer and also the name of the nominee. If the client give attested photograph, it would be helpful at the time of closing the account.
2. The deposit of Tk. 25,000 and multiples thereof, but maximum Tk. 25, 00,000 shall be acceptable under the scheme.
3. The deposit shall be for a period of 5 years. The principal amount is refundable on maturity.
4. Profit shall be paid on monthly basis @ Tk. 1,000/- & net of taxes @ Tk. 900/- per Tk.1, 00,000.
5. Payment of monthly profit starts from the subsequent month after a clear minimum gap of 30 days from date of deposit.



## Prime Bank Limited

6. If the mailing addresses of the depositors changes, he/she immediately have to inform it to the bank.

7. Income tax, Tk. 10% will be deducted on the income received from the deposit.

8. The client can transfer his/her account to another branch of the same bank by only for special cause.

9. The receipt is not transferable.

10. Advance against lien on such Receipt can be allowed up to 80% of the deposit bearing normal rate of interest prevalent at the time on Overdraft/Loan.

11. In case the instrument is lost the procedure for issuance of a duplicate will be the same as applicable in case of loss of FDR.

12. During the period of such Overdraft/Loan, the monthly benefit shall be credited to the concerned Overdraft/Loan.

13. Normally, the deposit is not encashable before 5 years. But if any depositor can withdraw his deposit before maturity due to certain unavoidable reasons, he/ she will be allowed to do so in the following manner:

- No benefit including interest shall be allowed for pre-mature encashment within one year.
- If the accounts/deposits are closed/ encashed after 1 year of its opening, benefit shall be allowed on the deposit at existing normal savings deposit rate.
- If the amount of monthly profit already paid exceeds the amount payable at normal savings rate.

14. The bank has the right to change the rules or update the whole thing of MBDS

### **3.7.2 CONTRIBUTORY SAVINGS SCHEME:**

Contributory savings scheme is suitable for middle & upper class people who want to save money for future use. In this project depositor have to deposit money for five years any installment size at the time of opening of the A/C. Any person can open the scheme by following proper guidance. At the time of opening account under CSS customer must refer his/her SB A/C. No. for his /her pension amount or may open SB A/C at the time of maturity for getting monthly pension amount. Lump sum amount shall be paid after maturity or monthly pension shall be paid for the next 5 years according to the size of deposit. For example, a brief



Prime Bank Limited

chart of lump sum amount and monthly pension installment payable are shown in the following chart:

Size of monthly deposit	After 5 years terminal value	Pension for next 5 years
2,000	1,60,000	3,457
3,000	2,40,000	5,186
4,000	3,20,000	6,915
5,000	4,01,000	8,644
6,000	4,81,000	10,373

**Some other features are mentioned below:**

1. The depositor is not allowed change the size of installment afterwards.
2. A person can open more than one account for different size of installments in any branch of the bank.
3. The specified amount on maturity at any slab shall be paid after one month from the date of deposit of the final installment.
4. The installment shall be payable by 8<sup>th</sup> day (in case of holiday the next working day) of every month.
5. Normally the depositor cannot withdraw money before maturity except certain unavoidable reasons.
6. When a depositor fails to deposit any installment, he/she will have to pay a fine @ 5% of the overdue amount payable at the time of depositing the next installment or maximum Tk. 500/-.
7. The bank at its discretion may allow inter branch transfer of the A/C holder.

**3.7.3 DOUBLE BENEFIT SCHEME:**



Prime Bank Limited

This offer is very attractive for the person who has additional money in hand. By this account people can deposit their money for a period of six years and after the maturity he/she will get double money back. By this account people can use their ideal money by which he cannot earn or cannot able or don't feel secure to invest on business. Under this project his/her money can be fully secured with some benefit after few years.

**The benefits categories are mentioned in the following table:**

**Double Benefit Scheme:**

Period	Deposit Amount (Taka One Time)	Interest with deposit	Payment Amount with Interest on Maturity
6 years	TK. 10,000	Double	TK. 20,000
6 years	TK. 25,000	Double	TK. 50,000
6 years	TK. 50,000	Double	TK. 100,000
6 years	TK. 100,000	Double	TK. 200,000
6 Years	TK. 200,000	Double	TK. 400,000

**There are some features which are mentioned below:**

1. Photograph of the nominee attested by the depositor.
2. The scheme carries free life insurance coverage facility.
3. Income tax may be deducted as imposed by the government on the interest amount at the time of maturity.
4. Normally no withdrawal will be allowed before maturity. But if any depositor intends to withdraw his deposit before maturity, the following rules will apply:
  - a) No benefit including interest/profit shall be allowed for pre-mature encashment within 1 year.
  - b) If the accounts/deposits are closed/encashed after 1 year of its opening, benefit shall be allowed on the deposit at normal savings deposit rate.



### 3.7.4 LAKHOPATI DEPOSIT SCHEME:

The scheme is suitable for the person who intends to deposit money for next use. Normally, by this account people can deposit their money for different period, after the maturity he/she will get Tk.1, 00,000/- back. The benefits categories are mentioned in the following table:

period	Monthly deposit	Payment on the maturity
15	250	1,00,000
10	500	1,00,000
5	1,285	1,00,000
3	2,400	1,00,000

### 3.7.5 HOUSE BUILDING DEPOSIT SCHEME:

This scheme is another attractive scheme for interested people who are willing to invest money for different periods for future use. It is normally suitable for the retired person. Besides minor can open the scheme complying all formalities related with opening of minor's account. For house building loan facilities it is the most perfect scheme because the depositor will be allowed to take loan from the bank against it. According to the installment and duration of the deposit, equity building amount shall be Tk.10 lac/Tk.20 lac and a chart in this regard is mentioned below:

Monthly deposit(in Taka)	Investment period (in Year)	Age limit (for HBL facilities only)	Payment after the investment period (in Taka)
4,570	10	35 years	10,00,000
7,890	7	38 years	10,00,000
12,465	5	40 years	10,00,000
9,135	10	35 years	20,00,000
15.770	5	38 years	20,00,000



24,925	7	40 years	20,00,000
--------	---	----------	-----------

**3.8 ACCOUNT CLOSING SECTION:**

It is a general right for every account holder to close his or her account at any time s/he find inconvenient to continue. But also has some formalities. The person needs to apply to the manager of the specific branch mentioning the reason for the account closing also the date when he would like to close his/her account with 100/- account closing charge.

**3.9 REMITTANCE SECTION:**

This department is another important part of the Bank. This department also issues and receives PO, PS, DD, TT, etc. By this department clients can send their money to different places of the country or in the world. This department is helps the bank to domestic and international transaction for the clients.

The items of this dept. are following:

**3.9.1 PAY ORDER (PO):**

Process of issuing Pay order

Customer is supplied a Pay Order form with a commission voucher and vat on banking service voucher. After filling the form the customer pays the money in cash or by cheque. The concerned officer then issues PO on its specific block. The officer then writes down the number the PO block on the PO form then two authorized officers sign the block. At the end customer is provided with the two parts of the block after signing on the block of the bank’s part.

**Accounting procedure of pay order:**

- a) On issuing of PO
  - 1. Cash A/C of party A/C            \_\_\_\_\_Dr.
  - PBL General A/C                \_\_\_\_\_Cr.
  - Income A/C commission on PO \_\_\_\_\_Cr.
  - 2. PBL General A/C \_\_\_\_\_ Dr.
  - Bills Payable A/C- P.O \_\_\_\_\_Cr.
- b) On encashment of P.O.



Prime Bank Limited

Bills Payable A/C —————Dr.

Party A/C —————Cr.

**Payment of Pay Order (PO):**

AS the PO issued by the bank is crossed one it is not paid over the counter. On the contrary the amount is transferred to the payees account. To transfer the amount the payee must duly stamp the PO.

**Commission and Vat on PO.**

Amount	Commission	Vat
10,000	15	3
10,001-1,00,000	25	4
1,00,001-5,00,000	50	8
5,00,001-10,00,000	75	12
10,00,001-above	100	15

**3.9.2 DEMAND DRAFT (DD):**

A demand draft is a written order of one branch upon another branch of the same bank, to pay a certain some of money to or to the order of a specified person. Drafts are not issued payable to bearer. In practice, drafts are not to be drawn between branches within the same city.

**Process of DD Issue:**

- Customer is supplied a DD form with a commission voucher and vat on banking service voucher.
- Customer fill up the form which includes the name of payee, amount of money to be sent, exchange, name of the drawer branch, signature and address of the drawer.
- The customer may pay in cash or by transferring the amount from his / her account (if any).
- After the money is paid and the form is scaled and signed accordingly it is given to the DD issuing desk.



## Prime Bank Limited

- Upon the receiving the form concerned officer issues a DD on a particular block. The DD block has two parts, one for bank and another for customer.
- Bank's part contains issuing date, drawer's name, payee's name, sum of the money and name of his drawee branch.
- Customer's part contains issuing date, name of the payee, sum of the money and name of the drawee branch.
- After furnishing all the required information entry is given in the DD Issue register and register and at the same time bank issue a DD confirmation slip addressing the drawee branch. This confirmation slip is entered into the DD advice issue register and a number is put on the confirmation slip from the same register. Later on the bank mails this slip to the drawee branch. At least two Grade -1 officer sign the DD block and amount is sealed on the DD with a special red seal to protect it from material alteration. The number of DD is put on the DD form. Next the customer is supplied with his/her part.

### **PAYMENT OF DD:**

When a DD is brought for payment, the branch check out the following matters:

- Whether the DD is drawn on them.
- Whether it is crossed or not .
- Whether it is properly signed by the authorized officer of the issuing branch.
- The branch then checks out whether the confirmation slip has arrived or not.
- If the confirmation has not arrived, the DD is given entry in the Ex-Advice register.
- Concerned officer writes down the date on which the DD was paid on the confirmation slip and sign on it.
- When the confirmation slip arrived before the DD, it is entered into the DD advice register and kept in a file. Later on, when the DD arrives the date is put on the confirmation slip and the above mentioned procedure is applied.
- When the situation of payment arises concerned officer checks out whether it is crossed or not. If it is crossed he should just transfer the amount to the account mentioned in the DD by crediting the account and debiting the issuing branch.



## Prime Bank Limited

- If all the particulars are all right and the payee is genuine bank made the payment.

### **3.9.3 PAY SLIP:**

Pay slip is generally used for bank's internal payment purpose. It has been observed that the bank has issued a pay slip in the name of payee then the principal office has sent the pay slip with a forwarding letter. Two copy of the forwarding have sent to the Head office. In the photocopy of the forwarding the authorized officer has given signature has written "received" so that this paper can be used as a document that the Head Office has got the pay slip with in order. This paper has put in the principal office as a document. Then the pay slip has been given to the person, the creditor of the bank as a supplier.

### **3.10 TELEGRAPHIC/ELECTRONIC TRANSFER:**

There may be certain types of fund transfer for which a customer may wish to specify the payment system in its instruction to the Bank. In such cases, the Bank will attempt to execute the instructions as specified by the Customer. Prime Bank Limited reserves the right to route the funds transfer via any means available in order to execute the transfer instructions on the specified payment date. Neither the Bank nor subsequent banks in the process will necessarily investigate discrepancies between names and identifying or account numbers and may execute instructions on the basis of the number given in the instructions even if such number identifies a person different from the named bank or beneficiary.

### **3.16 ONLINE BANKING:**

Online banking is the banking activities conducted from home, business, or on the road, instead of at a physical bank location. It has capabilities ranging from paying bills to securing a loan electronically. It saves time and money for users. Considering these, PBL started online services with several branches. It is available for all customers- both cash deposit and withdrawals, cheque deposit and transfer in CD, SB, STD, and Loan accounts.



### **3.12 CASH SECTION:**

The Prime Bank Limited has a heavy equipped cash section. Cash is received and disbursed in this section. The cash section consists of three junior officers.

#### **3.12.1 CASH RECEIVE SECTION:**

Any person can deposit money by filling up the deposit slip or pay in slip and gives the form along with the money to the officer. The officer checks the A/C number, amount of taka both in words and in figure. Then the officer gives the entry to the receiving cash book and also writes the denomination of currency at the book of deposit slip. Then the officer sends the deposit slip counterfoil credit voucher and cash book for rechecking the particulars and for a second signature. After this second signature stamp “cash received” is given over the credit voucher. At the end of the day total of scroll book are entered in the cash book and total of the credit vouchers are found out and checked with the previous entries. The process is same for cash received the date of the next day.

#### **3.12.2 CASH DISBURSING SECTION:**

The PBL received various financial instruments for encashment. The common instrument handled by the branch is cheque, demand draft, pay orders, and debit cash vouchers etc. This instrument is hacked for apartment tenor. If the instrument is all right it is sent for posting by computer. After posting, signature is verified by the head. Then the cheque is sent for cancellation. After checking the A/C number, payee instruction and date the cancellation, officer cancels the cheque. Ther after the payment is done. The process is same for other financial instrument along with the clearing step. Bearer cheque is paid in cash cross cheque is balanced to the A/C.

### **3.13 HEQUE SECTION:**

Cheque book issue has described below in terms of some cases observed in the bank.

#### **Cheque book issue to the person except owner of the accounts:**

It has been observed that a client that is owner of the account has wanted to draw a cheque book by another person from the bank then the authorization letter of the owner to draw this



## Prime Bank Limited

cheque book must have submitted by the bearer. In the authorization letter the bearer's signature must have to be verified by the owner of the account.

### **Cheque book issue to the account holder:**

When an existing account holder wants to draw a cheque book from the bank then he comes to the bank with the requisition slip which is already fixed in the cheque book that was delivered to him before this newly one. There is acquisition slip in every cheque book issued by the Prime Bank Limited.

It has been observed that if the owner of the account has wanted to draw a cheque book by a bearer then the bearer's signature has appeared on the top left hand side (on the back of the requisition slip) on the requisition slip. And the bearer signature has been authenticated by the account holder by a signature, which has appeared on the bottom left hand side (on the back side of the requisition slip) just below the bearer's signature.

### **When the cheque book is lost:**

It has been observed that when a cheque book has been lost by an account holder, the holder of the account must have filled a indemnity bond which have been authorized by a guarantor. The guarantor must have to maintain an account in the Prime Bank Limited and the signature of the guarantor must have to appear on the indemnity bond.

### **Indemnity Bond:**

Indemnity bond describes that if there is any loss or liability for the issuing of this new cheque book despite the old cheque book is lost; the guarantor will be liable for this loss or liability.

### **Process:**

At first the requisition slip has to be filled by the account holder. On the requisition slip the main components are:

- 1) The name of Bank
- 2) The name of the branch
- 3) Date
- 4) CD/SB Account No
- 5) Containing no. of leaves



- 6) Name of the account
- 7) First serial no and last serial no of the leaf
- 8) Address of the account holder
- 9) Signature of the account holder
- 10) Signature of the authorized officer

Then these components have to be filled by the account holder, the authorized officer and the cheque book issued who are on the desk for giving services to the client. The desk man then gives entry in the “Cheque Book Issue Register”. The components on the register book are date of issue, cheque serial no, account no of the account holder.

### **3.14 CLEARING SECTION:**

This department has three main jobs. They are:

1. **Inward cheque clearing**
2. **Outward cheque clearing**
3. **Attending house**

#### **3.14.1 Inward Cheque Clearing:**

This is the opposite flow of the Inward cheque clearance. When PBL’s cheque sends to other person of other Bank, that Bank will do the same thing to claim money from Prime Bank Ltd. with the same procedure like Inward clearing of that Bank. At the time of Outward Cheque for clearing, the things must have to be checked: The Clearing Seal, The Endorsement Seal, and The Branch Seal.

#### **3.14.2 Outward cheque clearing:**

Whenever any branch of Prime Bank Ltd. receives a cheque of other Bank to collect money, then the branch sends the cheque to its Head Office. The Head Office arranges the cheques separately by the name of different bank and then it send to the respective bank for clearance by the clearinghouse. Those cheques of different Bank to collect money for the ordered person are called Inward Cheque for clearing. Then these cheques go for entry in to the Inward Registry Book and Database of Clearing Department.



## Prime Bank Limited

Bangladesh Bank conducts this job of clearinghouse name **HOUSE**. This is done twice a day **First house and Return house**. **First house** is to deliver cheques and collect cheques from other banks. **Return house** is to return the honored cheques. The practice among the bank is to give only the name of those cheques, which were not honored.

*Note: Bangladesh Bank keeps separate A/C for the entire bank and settles the balance considering the flow of cheque in both ways that is **Inward & Outward**.*

As soon as the principal branch gets the clearance it sends an **Inter Branch Transaction Advice (IBTA)** to the branch, who has sent the cheque for collection. Receiving the **IBTA** is considered as clearance for the payment to the party.

- **Cost of clearing**

The collection cost normally varies with the distance and PBL does not take any charge for collection within Dhaka City or within the district. But when anyone issue check of PBL without having enough sufficient money in the account, the clearing dept. will cut Tk.100 fine for this.

- **LBC**

The word LBC means Local Bills for Collection. It is applied on transaction between inter branch. Issuing cheque/DD from one branch to another branch of the same Bank. Suppose Dhanmondi branch have issued a cheque to Banani branch. After received the cheque the Banani branch will give a seal of Crossing, LBC seal and Endorsement seal on that check and will issue forwarding on Dhanmondi Branch.

IBTA: Inter Bank Transaction Account

- **I.B.C**

IBC means Inward Bills for Collection. It is the reverse of LBC. In this case Dhanmondi branch will receive cheque and give a seal of Crossing, LBC and Endorsement seal on the cheque and send it to Banani branch with an Advise.

The transaction will be as follows:

Check A/C	Dr.
IBTA Dhanmondi	Cr.



- **O.B.C**

The word OBC means Outward Bills for Collection. There are two types of OBC:

- 1) Outside Zone
- 2) With Different Branch

**1) Outside Zone:**

It is used only for issuing DD or TT. Under this system any other bank of different area can issue DD/TT to this branch. The TT is used for inter branch transaction.

**D.D: Demand Draft**

**T.T: Telegraphic Transfer**

**2) With Different Branch:**

Under this system clients can issue DD/TT to different branches of this Bank

**Receiving of cheques:**

It has been seen that when the cheques of Sonali Bank, HSBC etc. has deposited in the Dhaka, Dhanmondi branch of Prime Bank, the different accounts which have been maintaining in those particular branches then that particular branches have sent that instrument to the local office (Prime Bank) for collection.

**IBCA to the branches:**

Then the Prime Bank (Local Office) has given an IBCA in the hand of the sender of those particular branches and has taken a signature on a register book. IBCA bears the documents of the total amount of cheques received by the local office from the particular branches. IBCA has described that the Prime general accounts (those particular branches) have credited.

**Sorting and Scheduling:**

The Prime Bank (local office) then has made the schedule of the cheques drawn on different banks. That the bank has separated those instruments according to the bank wise and then separated according to branch wise. Then the bank has added the figures of the instrument for the particular branches in a schedule paper.



## Prime Bank Limited

### **Given entry to the Computer:**

The bank has given entry to the computer. There some row box in the clearing. These are from the bank, to the bank, account number, cheque serial number, branch name, issuing date etc.

If the balance of Prime Bank in the Bangladesh Bank account has shown the debit figure then it has been assumed that the drawn amount of instruments drawn on Prime Bank by other banks has exceeded the amount of instruments drawn on other banks by Prime Bank.

### **Return of the instrument:**

It has been seen that when some instruments have been returned from other banks to the local office of Prime Bank. Then the bank has put those in the drawer and then the bank has written a letter to owner of instruments to make them known about the matter. The instruments have been turned with a “Return Memo” which has shown the reasons for what the instruments have been dishonored. When the client has withdrawn the returned instrument from the bank the bank officer has written on the pay slip return.

### **IBDA:**

When the instruments of the Prime Bank (another branches) have been returned from the other bank on which the instruments have been dawn, the Prime Bank has sent a IBDA (Inter Branch Debit Advice) to that branch separately amounting to the instruments received from that particular branches of Prime Bank.

### **3.15 ACCOUNTS SECTION:**

- 1) Collection of clearing cheque from client and send to the main branch to present clearing house for collection without any charge.
- 2) Computer entry of clearing cheque and credit posting.
- 3) Voucher sorting reconciliation with supplementary summary.
- 4) Voucher arrangement and preparation of voucher cover.
- 5) Preserve daily cash position trial balance.
- 6) To prepare salary sheet and record all the stationary cost.
- 7) To provide solvency certificates.



## Prime Bank Limited

8) If the supplementary summary and voucher are not same his duty to find out the discrepancies. And other works demanded by the authority

### **3.16 DISPATCH SECTION:**

This section is responsible for receiving the entire letter from outside of the bank and to send the entire letter from the bank. For this the section keeps a register book. It's also received the entire document and anything addressing the book. However two types of letters are continuously received in the branch. These are:

- 1) Inward (registered/ unregistered) letters.**
- 2) Outward (registered/ unregistered) letters.**

This is in short about general banking which I have learned from the bank at the time of my internee period. If the cash received and cash payment, transfer received and payment are same and no fraud is found then the day transaction is closed and it is time to go.

Dispatch division mainly operates the functions of dispatching the intimation letter to the client, IBCA, IBDA, OBC to the other banks for their internal transaction with the banks. Dispatch division receives the documents come from the negotiating bank, from the opening bank (in case of export) and any other documents, letter, papers etc. in the name of main branch (Prim Bank). The officer engaged in the dispatch division maintains a register book to keep entries those documents. When the officer receives paper from outside then the officer seals on that paper "received" and when the officer sends paper to the outside of the bank then the bank seals on the paper "dispatch" and puts his signature on that documents.



Prime Bank Limited

## **Chapter Four**

### **Responsibilities of the Job**

#### **4.1 Nature of Job:**

During the period of internship at Prime Bank, the interne was cooperatively guided by all the staffs for gaining in-depth banking knowledge. The learning environment of Prime Bank was pleasant and outstanding. Therefore, the major lessons that are learned during internship can be listed as under:

- This is the first time I got opportunity to work in a corporate world, so by working in this environment I got to know about banking corporate culture practically.
- I got to know the account opening procedure.
- Assist customer to fill out the account opening form correctly and also obtain all necessary document
- Photo and signature scanning
- I learned how keep all the data in the register especially for Pay Order there is a specific register book which I had to maintain.
- I learned how they keep all Master Card document in excel format
- I learned to check all the documents before issuing pay order
- Dealing with customer
- Issue of cheque book
- Bank statement issuance
- Handling incoming calls
- ATM card issuance
- Filing pay order form
- Providing information about different banking product and services



## Prime Bank Limited

- Realized the work pressure at the time of performing tasks.
- Learnt the importance of relation between clients and bank.
- Learned how to deal with varieties of people and their queries and providing appropriate information to the customers.
- Using various office equipments like photo copy machine, cheque writer
- Learned to speak, function and work in corporate way

At the end of my internship I can say I learned lot of practical working things of banking system which totally different from our academic knowledge and I also learned how to deal with customer in different situation and also I saw that bank service also vary on client and banks relationship.

### **4.2 Different aspects of job performance:**

It's my pleasure in a sense that I had got an opportunity to work in one of the best private commercial bank in Bangladesh. During my entire internship program, I have learnt so many things that obviously added some value for my future career. I could able to develop myself in many areas. They are concisely discussed below:

- Corporate Behavior

Bank is one of a best place where people can learn corporate behavior. During my internship, I have acquired some knowledge how to behave proper manner in corporate level. Corporate

- Acquired Knowledge

Academic knowledge is very supportive for practical experience. But, practical knowledge is the more required to build up people's career. Apart from my academic knowledge, I have acquired some practical knowledge.



## Prime Bank Limited

- Professionalism

Bankers are highly professional by nature. Because, banking job demand high professional people. High professional people have some sort of characteristics which I have tried to foster myself for my own betterment.

- Discipline

All bankers need to lead a discipline life because their job demands high discipline. Punctuality always highly appreciated for the bankers. I had to past three months for my internship in Prime Bank Limited where most of employees are very sincere and always emphasize on discipline. So these things also encourage me to do so.

- Taking Responsibilities

My internship program gave me opportunities to take responsibilities that are assigned on me. Working in a bank demand that all time responsibilities to be performed. So my small experience taught me how to take responsibilities.

- Adaptation with pressure situation

Work pressure is a common phenomenon in a bank job. So, working under pressure has been considered such a quality indicates high professionalism. After completing my internship now I know how to cope with pressure situation and how to get out from this pressure with positive way. Its help me to learn mental stress breaking.

### **4.3 Critical observation and Problems Identified:**

There are some problems of Prime Bank Ltd. faced by clients. These are given below:

- The number of employee is poor
- There is no uniformity in their fixed pricing.
- Most of the clients also face to fill up the A/C opening form.
- When the clients come to close an account they get their money after two or three days. Now a day's it should not be for a commercial bank.
- To write Voucher for every transaction is so difficult, and it consumes time.



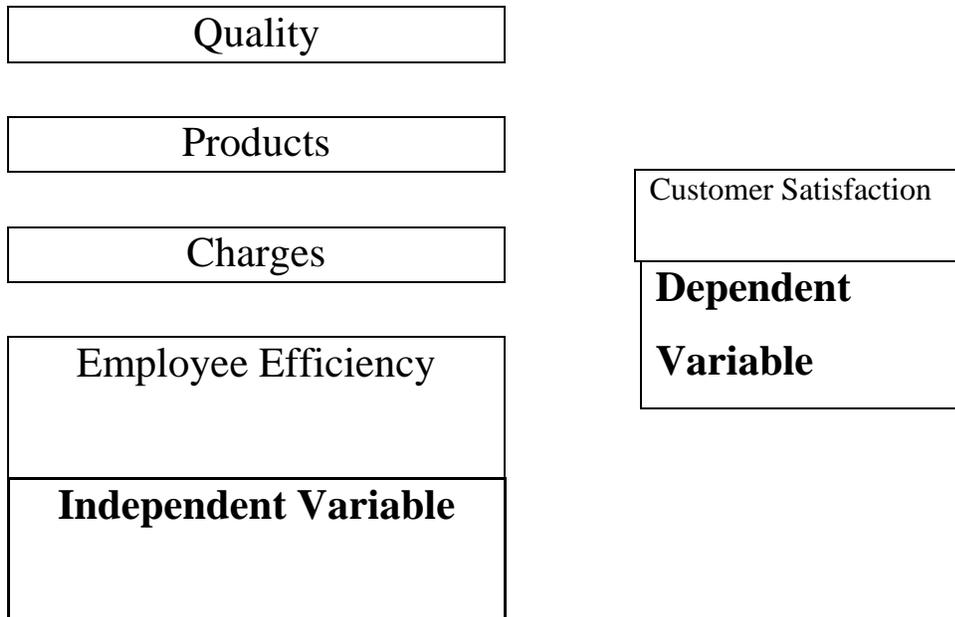
## Chapter Five

### Findings of the Research

#### 5.1 Survey:

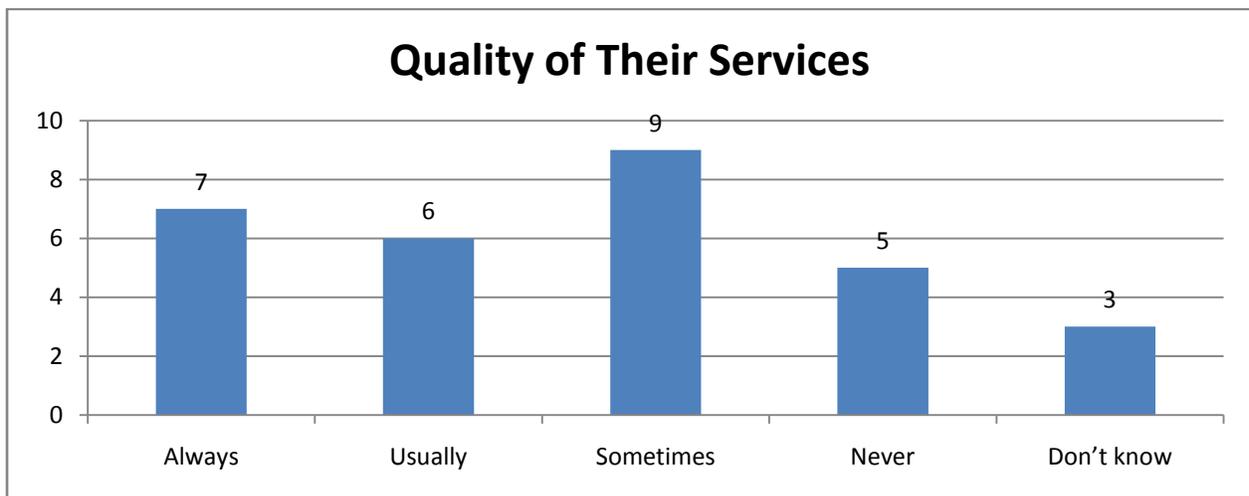
A survey has been conducted on 50 consumers who are already Prime Solution customers. The survey mostly taken by phone and some are taken by face to face interview.

Conceptual Framework:



On the base of survey, theoretical analysis and practical experience of 3 months internship program, the following findings are identified during the research period:

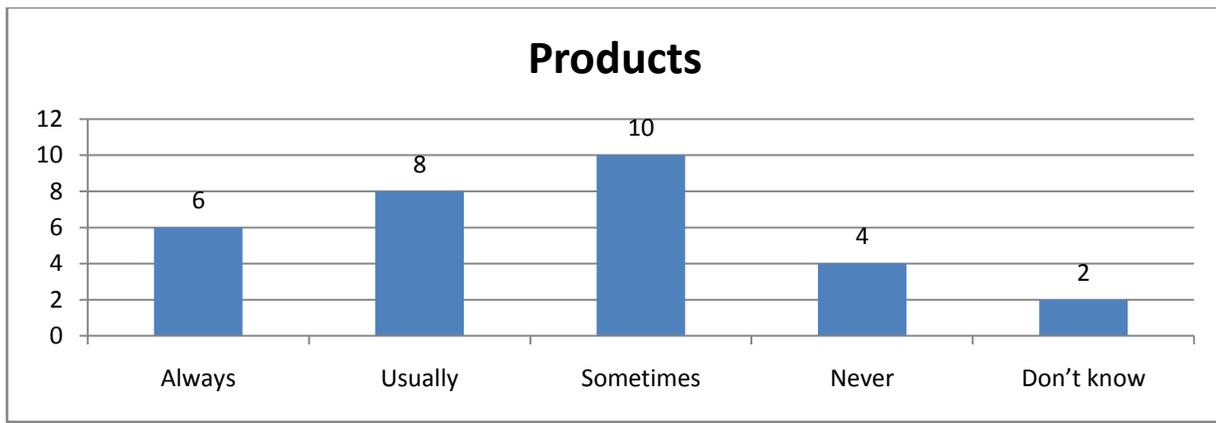
#### 5.1.1 Quality of their Services:





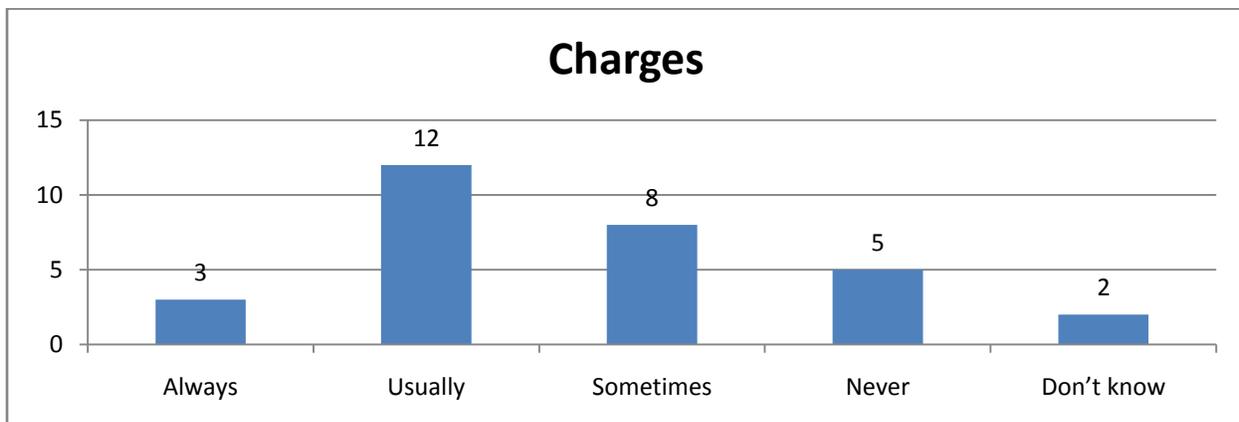
In case of Prime Bank Limited, the customer service quality is not satisfactory enough according to the perceptions of the customers, in terms of responsiveness and assurance of the employees. Customers perceived a relatively low service quality. It has been identified that courteousness, promptness, and attitude of the employees towards their work are the critical issues and need to improve significantly to provide better quality service to the customers.

### 5.1.2 Products:



As a customer point of view and from this survey I can say that customers are not satisfied enough with Prime Bank's products and services. Their FDR rate is very low, comparatively any other commercial bank. Even they close some of products such as, monthly benefit, double benefit, lakhpoti deposit, Savings Certificate etc.

### 5.1.3 Charges:





## Prime Bank Limited

Customers are quite satisfied with their charges. Customers have to pay high charges if they transfer their money from one account to another account. Even if they want to issue any pay order, they have to pay a high commission. Prime bank charges high amount if any customers want to close their fixed deposit. On the other hand, PBL charges high on their Master Debit Card. So employees are usually satisfied with prime bank's charges.

### 5.1.4 Employee Efficiency:



Most of the employees do not have sufficient knowledge about different transactions and many customers do not feel secure in transactions with prime bank, customer service quality increases with improved assurance which is true so prime bank can improve assurance by providing customers with accurate information. Most of the customers of the bank ask for more quality service especially quick, accurate service and good behavior from bankers as they think a private bank should provide such quality sufficiently. It has been found that inappropriate and slow work process often compels the customers to compare the bank with government bank, which is not a good indication for the reputation of the bank.

### 5.2 Recommendations:

As per earnest observation, some suggestions for the improvements of the situation are given below:

Being a fresh Graduate, this will be my courage to suggest on the performance and actions of the Bank and on the experienced professional bankers. The bellow issues are some of my



## Prime Bank Limited

observations based on my education prevailing circumstances comparing to other banks and sometimes on the customer's point of view.

- Bank should introduce new short-term schemes like micro-credit for the poor and small Entrepreneurs. Our Bangladesh is a poor country so most of the people has got no enough money to start new own venture. Through the expansion of small business opportunity country can grow. Small business are very easy to handle and manage and also less risky for the Investment as a Banker. More-over these kinds of customers are much more loyal and honest to the Bank. Grameen Bank is the best example for this. Vast business opportunity lies in this area. PBL management should think how o explore this opportunity.
- Bank should use job rotation to remove job monotony among the officers which will increase their efficiency as well.
- Prime Bank Ltd. should focuses on their promotional activities on its marketable products.
- They should also focus on the marketing aspects by informing the customers about its products and offering services charges.
- Banking is service-oriented marketing. Its business profit depends on its service quality. That is why the authority always should be aware about their service quality. Employees must give individual attention to the consumer. For that, they can recruit more employees.
- Often customers complain that all customers are not treated equally. They have to wait long time to have a service. According to them valued and loyal customers always get extra facility and customized services from officers where normal customer do not. Limited number of manpower is one of the reasons of lower customer service. If PBL recruits more employees and each and every employee are dedicated to their work than the quality of the service will of course increase. All the customers should treat in same manner.
- Customers ask for more quality service especially quick, accurate service and good behavior from bankers as they think a private bank should provide such quality sufficiently. It has been found that inappropriate and slow work process often compels



## Prime Bank Limited

the customers to compare the bank with government bank, which is bad for the reputation of the bank. Thus they should take necessary steps to solve this problem.

- PBL performs most of its activities systematically in their own server name “Temonus” T24 rather than manually which has linked all branches with the head office. Due to this software task become more, smooth and stress-free but the fact is that some of the time it does not work properly or work very slow that’s why the officers could not deliver the projected service to their valued customers. This may harm the reputation of the bank. Authority should take a necessary step to remove this problem

Hopefully, these recommendations will help PBL to improve their existing service quality. Effectively managed, customer feedback helps to create numerous opportunities for the development of interpersonal relationships between the customer and a firm's employees. This close alignment with the customer will be of vital importance to the bank. It will provide regular and reliable customer feedback and thereby the opportunity to make the necessary proactive changes to improve services of Prime Bank Limited. This will enable the bank not only to act quickly to satisfy the customer but also to prevent similar problems in the future.

### **5.3 Conclusion:**

Prime Bank Ltd has emerged itself as one of the most disciplined and promising banks in the commercial banking sector in Bangladesh under the active supervision of its competent management team led by Mr. Md. Ehsan Khasru. In this competitive market Prime Bank Ltd. competes not only with the others commercial banks but also with the public Bank sector banks and has been able to throw in more positive contributing towards economic development of Bangladesh as compared to other banks. Prime Bank Ltd. invests comparatively more funds in export and import businesses. It has been operating its foreign exchange operation with great success and been able to make positive contribution to the economy of Bangladesh by virtue of its devoted and expert personnel. Prime Bank Ltd is considered to be specialized in Foreign Exchange Operation. That is exactly why within a very short period of time, Prime Bank Ltd. has positioned itself one of the leading bank in Bangladesh. To the gateway to practical professional life, an experience at PRIME Bank Limited as an intern was a privilege for me.



Prime Bank Limited

Prime Bank Ltd. does offer a real practical orientation to the new comers with typical corporate culture. This three months internship orientation with Prime Bank Ltd. undoubtedly will help me a lot to understand and cope with any future typical corporate culture.



Prime Bank Limited

## Chapter Six

### Attachments and Reference

#### 6.1 Reference

- <http://en.wikipedia.org>
- <http://www.primebank.com.bd/index.jsp>
- <http://www.mofa.gov.bd>
- <http://www.commerce.gov>
- [www.bangladesh-bank.org](http://www.bangladesh-bank.org)
- [www.epzbangladesh.org.bd](http://www.epzbangladesh.org.bd)
- [www.dhakachamber.com](http://www.dhakachamber.com)
- [www.bangla2000.com](http://www.bangla2000.com)
- [www.tradecorp.com](http://www.tradecorp.com)
- [www.muslimtrade.net](http://www.muslimtrade.net)
- [www.investopedia.com](http://www.investopedia.com)

#### 6.2 Appendix

##### Questionnaire

Dear Sir/Madam,

I need your valuable opinion for my internship research project that I am currently doing in Prime Bank Limited. It will be an immense help if you take the time to fill in this questionnaire. This study will be used to improve the service quality of Prime bank Limited and my academic purposes. I thank you in advance for your kind cooperation.

Customer Service Quality:

	Always	Usually	Some times	Never	Don't know
Employees smile and establish eye contact when you the enter bank.					
Employees take care of your transactions quickly and accurately.					
Your information is handled confidentially.					
Employees are courteous and responsive on the phone.					



Prime Bank Limited

Employees return phone calls and emails promptly.					
Employees thank you for doing business with Prime bank.					
Was the branch cleanliness acceptable?					

Products:

Prime Bank offers all the financial products and services you need.					
In terms of your expectations regarding mailed statements are easy to read and understand					

Charges:

The bank's fees and services charges are competitive with other institutions.					
---	--	--	--	--	--

Employee Efficiency:

Employees are willingly to listen and respond to your need					
Your questions and problems are handled quickly and efficiently.					
Employees are knowledgeable about the bank's products and policies.					

**6.3 Charts:**

Quality of their services

Always	7
Usually	6
Sometimes	9
Never	5
Don't know	3

Products:

Always	6
Usually	8
Sometimes	10
Never	4
Don't know	2



Charges

Always	3
Usually	12
Sometimes	8
Never	5
Don't know	2

Employee Efficiency

Always	6
Usually	12
Sometimes	10
Never	2
Don't know	0