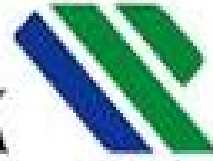


The Premier Bank Limited

**Premier Bank**  
*s e r v i c e   f i r s t*



**Internship Report**

**on**

**Comparative Study of Various Deposit & Loan Schemes at  
THE PREMIER BANK LIMITED**

**SUBMITTED BY**

**KHADIZA MURAD MITU**

**09204061**

**BRAC UNIVERSITY**

**SUBMITTED TO**

**ReemQuashem**

**LECTURER**

**BRAC BUSINESS SCHOOL**

## **Letter of transmittal**

20 JANUARY 2016

Reem Quashem

Senior Lecturer

BRAC BUSINESS SCHOOL

BRAC University

### **Subject: Submission of Internship Report**

Dear Madam,

I am grateful to submit my internship report. My report topic is that comparative study of various kinds of deposit & loan schemes of premier bank which is an important part of my degree requirement. I bring to passed my internship program at "The premier Bank Limited" where my duration was three months. I get many support and help to gather my information for preparing my report properly. I also get much knowledge about banking which can be applied in real-life profession.

I have a clear belief that the report will be fulfill your expectation and I have tried to give my best to make appropriate report as per your instruction. I would be very grateful if you accept my report. Your kind consideration and also your cooperation will be highly appreciated.

Sincerely Yours,

KhadizaMuradMitu

ID: 09204061

## **Acknowledgement**

First of all I would glad to dispatchmy deepest gratefulness to the Almighty Allah for giving me the intensity and prowess to complete my work.

Additionally, I am deeply indebted to my family & my Internship supervisor Reem Quashem, Lecture , Department of BRAC Business School, BRAC University. Additionally, many people who supported me to make this report. I could never be able to complete this report successfully without support of them. Most important thing is that,I am very thankful to Abdullah Iqbal (GB In charge) and the qualified staff members of The Premier Bank Limited, New Market Branch.All the time they advised me with their friendly behavior at every steps of my internship work. They gave me a lot of information of the bank internal work and knowledge about the banking operations in short time of my internship.

It will be ungrateful if I don't mention the name of Md. Zakir Hossain, Manager, Premier Bank Limited, Dhaka New Market Branch, Dhaka who helped me a lot while working in the branch and without his eagerly corporation I might not be able to overcome many challenges during my internship period.

Khadiza Murad Mitu

5th April 2016

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## **Executive Summery**

Nowadays, Premier Bank is the one of the well-known Bank which start the journeying our country in 10th June, 1999. this financial institution is providing superior services in our country from that time. This Bank provides motivation to the employees. Remarkable is increasing year by year to make this bank more Profitable. There have some effective steps should be taken for the betterment or upgrading of such a crucial service. The bank should improve its customer service also they will have to give many efforts to marketing program for gain their major market share. Most of the customers are unaware about the facilities that Premier Bank is providing. Only after that, Premier Bank will be able to enhance and improve its image nationally & internationally.

## **2.THE ORGANIZATION:**

### **2.1: Introduction**

Recently education is not just limited in books and lecture. In world, Education is the tool for understanding about the economic condition of the world and apply knowledge for the society. From education the relating to philosophy knowledge is gained from courses of study, which is not only the way of the gather all matters. Practical knowledge has no substitute mode to get various types peoplesprospect. The perfect coordination between theory and practice is of foremost importance in the formula of the modern business and economic world in order to resolve the challenges between these two areas. The honorable chairman of Bank gives some philosophy speech that,

- The best or nothing
- Becoming a good Human Being
- Determined like a mirror that never loses its ability to reflect even it broken into the hundred pieces.
- I will make it possible. (The Premier Bank,2014)

This slogan gives lots of strength for all the member and employee of the bank. They give meaning of bank is:-

**P**assionate-to serve

**R**esponsible-Proved by Premier Service

**E**nthusiastic-Explores New Ideas.

**Majestic-Shows Impressive Dignity**

**Intense-it's Zest of Growth**

**Expressive-Ensures a Crystal Clear Disclosure**

**Receptive-Value People(The Premier Bank, 2014)**

## **2.2: History of Premier Bank**

The Premier Bank Limited starts their wonderful journey with a motto "Service First" back in 1999 to stand out from the crowd as a financial service provider. An entrepreneur and well-known industrialist Dr. H. B. M. Iqbal along with thirteen successful and also the renowned business personalities laid the foundation of the Bank. His motive to be this bank will be the top financial institutions; the motto reflects the banks concern for the customer's satisfaction, flexibility, responsiveness and productivity (The Premier Bank,2014).The Premier bank Limited mean not only for the clients but also for the community. This Bank pass 16 years of its voyage of corporate excellence. Also it is flying fast to rise and prosper. With a long history of glory and success, it has rooted deep into a sound capital base and spread it everywhere with their larger network of Branches, ATMs and SME channels. This bank is established as a company of banking on June 10,1999 under companies ACT.1994 of Bangladesh Bank which is the central Bank of Bangladesh. It issued banking license on 17th June in that year of Act 1991; it launched its formal activities of banking company business permitted 26th October,1999 with a capital of BDT 6000 million and paid up capital of BD 2242.30 million;he main office of this bank is situated at

Banani, in the Dhaka city(The Premier Bank, 2014). Dr. H.B. MIqbalis the respectable Chairman of the board. Now there have 96 branches. All the Branches are controlled by highly proficient chain of employees to provide excellent services to the customers. Its subsidiary also gives securities services and loan facilities to the clients through the bank form the capital market. A Strong capital base and well-managed balance sheet give us confidence to face challenges and growth size of opportunities in the years. From the very beginning, this Bank set a ambition to create a best financial institution. It would be grow-up a great level and fulfill the demand of 21st century. Their power builder and the excellent group of people, they will make it great for the benefit of all stakeholders (The Premier Bank, 2014).

### **2.3: Product & Service offering of Premier Bank**

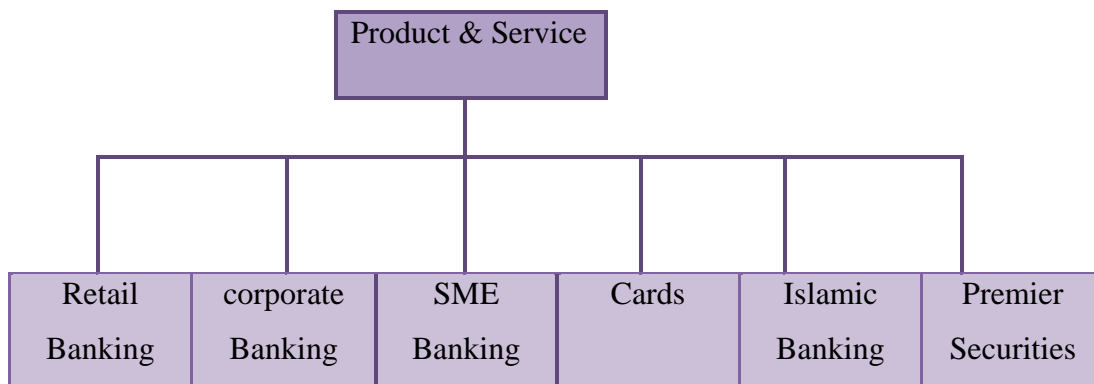
The Premier bank designed various types of products for growth their economic condition. They give attractive characteristics of the products which have appropriate feature between the private banks. The bank has been offering new products and services for their valuable clients. Bank offers many kinds of service for communicating with their customer, such as: Monthly Income Scheme, Monthly Savings Scheme, Education Savings Scheme, Special Deposit Scheme etc(The Premier Bank, 2014). In continuous endeavor to satisfy the customers, some new products like Double Benefit scheme, "Dui Bochore Digun" Scheme have been introduced. The Bank finance in Loan of project, working capital, trade, house building, contractors. Besides, Credit of cash, overdraft, packing and trust receipt, guarantee, letter of credit etc(The Premier Bank, 2014). Apartment Finance Scheme is under the new product line of the bank.

Moreover, the Bank offers some special credit scheme, inter-alia, Lease Financing, Personal Loan, doctor's loan, small and medium business loan, Student Credit etc(Premier Bank,



n.d).PBL provides a various kind of banking products and services to different category of customer. In addition they give product and services into several segments, which are directed and operated by independent department.

Every product and services has many rule-regulations, term-conditions, fees-charges and distinct characteristics. For the relevance, they are skipping those particular parts, which can be seen at internet or any brochures (Premier Bank, 2014).Primer bank product are-

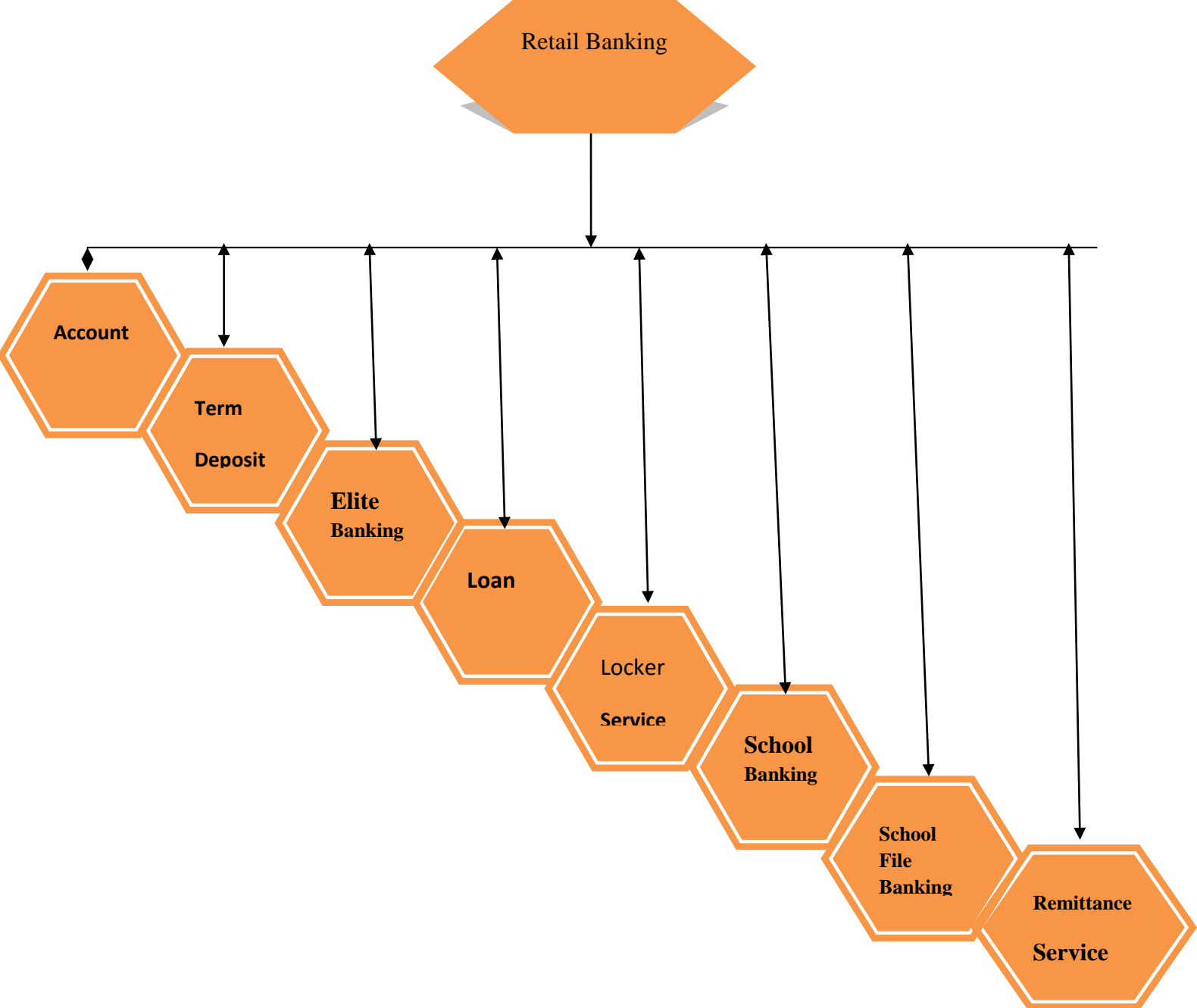


**2.1: Retail Banking:**

Retail Banking is a department of a bank that deals directly with retail customers. Many people knew it as personal banking either consumer banking (Investopedia, n.d.).It is the open-book of banking to the every person situated in their main cities bank of branches. Most of the retail banking is conducted by various sector of bank,that will be large or few.this bank describes very important source of bank funding for deposit of customer. Besides, It enclosed variety of products and services of savings accounts. Bank takes monthly fees for balance checking,debit - card charged, solvency etc. deposit certificate, guaranty of invest certificate are very popular product for invest. Most important source is funding for bank's product. Additionally,

Mortgages on any residential and properties account of investment are both a substantial part of retail banking profits its retail based on clients (Investopedia, n.d.)

In the premier bank, some parts have in retail banking. There are following below-



## **2.2 Corporate Banking:**

Corporate bank means it provide service for any financial institute ,such as: banking loan,It trades with deposit and loan service which provides to township any kinds of middle size and large of business.It is a turning way to personal membership of small business. It is a part of typically service of different limit of clients which from the variety size of local types of business.Spreading from small to middle and middle to large size of business. They reached a large number of revenue in agglomerates with billion in sales across the country and also the world (Investopedia, n.d).

Moreover,Corporate bank offers to corporations and other financial institutions commercial some products and services and related services to with corporate-customer,for intense management of asset division and underwriters securities (Investopedia, n.d.) .Commerce Bank will provide advise their corporate banking clients concerning current tax laws with competitive short term low interest loans. Three parts have in corporate banking of the premier bank:-

- corporate finance
- syndications and structural finance
- cash management solution (Premier Bank ,n.d)

## **2.3: SME banking:**

As a developing country, Bangladesh is trying to increase our economic growth.The developing enterprises (medium & small) would be key elements of this consideration.company financing Recognizing the demand to recognize small and middle business operation.whilePremier Bank offers a simplified scheme of providing financing according to annual report(The Premier Bank,2014):

- loan
- service

**2.4: Cards:** Premier has launched VISA Credit Card Services which is one kind of service by local banking system in Bangladesh. It is a product line for bring additional satisfaction with the clients which helps to achieve the goal of customer service( Premier Bank ,n.d).

- credit card
- debit card
- prepaid card

This bank gives surety of high security for the clients .that's why bank put the photograph of cardholder's on the card . Also the card deliver 15 to 45 days from the date of account opening.Customer received their monthly statement if they needed (Premier Bank ,n.d).

## **2.5 Islamic Banking:**

The Bank is presently operating two branches one at Mohakhali, Dhaka & another in Laldighirpar, Sylhet on Islamic Shariah base profit & loss sharing principles. Supervises and guides are the operational activities of these two branches.The Bank has two Islamic Banking branches located at 99, Mohakhali C/A, Dhaka and Laldighir par, Sylhet(Premier Bank,n.d), retrieved that those of bank are offering offer Islamic Banking services under the principal of Shariah. This proper guideline operation of Islami Banking. Under the Islamic Banking system, the bank receives deposit and operates under ‘Al-Wadiah’ (Amanah) and ‘Al-Mudaraba’ principle where depositors share the profit at pre-determined ratio of weight age(The Premier Bank, 2014)

Some of exclusive Islamic products are; ( The Premier Bank ,2014).

- Al-Wadiah Current Deposit(AWCD)
- Mudaraba Savings Deposit (MSD)
- Mudaraba Term Deposit Receipt (MTDR)

- Mudaraba Short Notice Deposit (MSND)
- Mudaraba Monthly Savings Scheme (MMSS)
- Mudaraba Monthly Income Scheme (MMIS)
- Mudaraba Education Savings Scheme (MESS)
- Mudaraba Special Deposit Scheme (MSDS)
- Mudaraba Double Benefit Scheme (MDBS)
- Mudaraba Hajj saving Scheme (MHSS)
- Mudaraba Premier 50+ Account (MPFA)
- Mudaraba Premier Genius Account (MPGA)
- Mudaraba Premier Excel Savers Account (MPESA)
- Mudaraba Premier Esteem Savers Account (MPESA)

Premier's Islamic Banking Branches meticulously follow the operational modes and methodologies as permissible under Shari'ah principle. The Bank invests the fund received from the depositors on the principle of Mudaraba under different mode of investments. such as-( The Premier Bank ,2014).

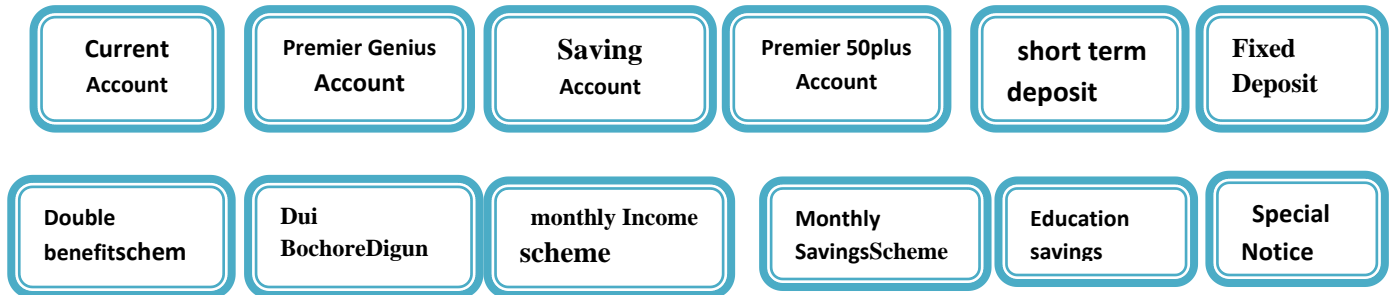
- Bai'-Murabaha
- Bai'-Muajjal
- Bai'-Salam
- Hire-purchase under Shirkatul Melk
- Quard.

Some Investment Products are: ( The Premier Bank ,2014).

- Consumer Investment Scheme
- Housing/ Apartment Investment Scheme
- Doctors' Investment Scheme
- Rural Investment Scheme
- SME Investment Scheme
- Students' Investment Scheme
- Women Entrepreneurs' Investment Scheme
- Lease Investment Scheme

- Project/ Commercial Investment Scheme etc.

### **Deposits of primer bank:**



### **Savings Account:**

Premier has added a special feature to Savings Deposit Accounts. This Bank gives to freedom to driving their banking transaction in very simple way. They offer interest rate on their balance. Furthermore clients get visa, master card, debit card and also the ATM facilities. Besides, there are also several restrictions on withdrawal from the Account to qualify for interest. Bank gives 4% interest on monthly savings of client (The Premier Bank, 2014). If clients are withdraw more than 4 times then clients are not getting any interest on that amount. In Premier Bank, however, he or she will get interest on any amount that he or she keeps in the account. There are no restriction for withdrawal any money from the account. Premier hopes that clients will take full advantage of this offer and place deposits with Premier Bank to earn more (Premier Bank, n.d):

- An Interest bearing checking account.
- Initial Balance Tk1000
- Visa, MasterCard, Debit card and 24 hour free access to ATMs.
- Interest payable on Half Yearly basis.

### **Benefits**

- Quick & easy process of transaction
- Unlimited transactions allowed
- Online banking facility
- E-statement of account at regular rules

## **Eligibility**

- Minimum Age of 18 years
- Citizen of Bangladesh

## **Document Required**

- Photograph of Account holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Copy of Utility Bill (not that much important)
- Nominee age should be minimum 18
- Nominee should be Bangladesh citizen and National ID card or Passport of Nominee's.

## **Current Account:**

In the premier bank this account is a non- interest deposit.First of all current account perhaps the most useful for banking client will ever have. Premier’s current account give no interest transaction in every month (Premier Bank, n.d). In the PBL, it helps to manage clients daily finances. Current Account helps you manage daily finances.additionally it is a way to your transactional needs. Mostly business man and company owner are open this account forflexibility with their transaction and also the access their many time in daily bases for business purpose.For this reasonbusinessman need to open current company for many transaction in every month. There have no restriction for the transaction. for that reason, bank do not give any interest.

## **Key Features**

- A Non- Interest bearing checking account.
- Initial Balance Tk: 5000
- Visa Debit card and 24 hour free access to ATMs.
- Ideally suited to business transactions of Individuals or corporate bodies.

## **Benefits**

- Quick & easy processing
- Unlimited transactions allowed
- Online banking facility
- E-statement of account as per requirement

## **Mandatory thing:**

- Citizen of Bangladesh and 18 age.

## **Document Required**

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Copy of Utility Bill

## **Premier Genius Account:**

Premier Genius Banking is very easy way to modern banking for student. The Intellect and perseverance process, that will hegemony them to successful an enriched future. It is very good banking facilities to the students and bright future of clients (Premier Bank, n.d).

## **Key Features**

- Best interest Rate
- Interest will be credited half yearly.
- Account opening balance is Tk. 1,000
- Free Master Card/VISA Debit Card.
- Free Pay order issue
- Discount on Student File opening.



## **Benefits**

- Quick & easy processing
- Online banking facility
- Comes with Visa Debit Card & Cheque Book Facility

## **Eligibility**

- Minimum 6 years of Age to Maximum 25 years.
- Citizen of Bangladesh

## **Documents Required**

If the student is adult:

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Photocopy of Student ID Card

If the student is minor:

- Photograph of A/c holder – 2 copies
- Photograph of legal guardian – 2 copies
- Photocopy of Valid NID/Passport/Birth certificate
- Photograph of Nominee – 1 copy
- Photocopy of Student ID Card

## **Premier 50 Plus account:**

If any client who's age above fifty years then bank will evaluate a unique account. Bank gives benefit from than the others account. for example higher interest rate of minimum level of monthly balance.. Besides, client get extra priority service and also there are no service charge. The Account is exclusively developed for the senior citizens of the country (Premier Bank, n.d).

**Key Features:**

- Interest bearing checking account.
- Initial Balance Tk: 5000
- Visa/MasterCard Debit card and 24 hour free access to ATMs.
- Interest payable on Half Yearly basis.

**Benefits**

- Quick & easy processing
- Unlimited transactions allowed
- Free Standing instructions
- Free Solvency Certificate
- Free Duplicate Statement
- Free e-statement of account
- Online banking facility
- Comes with VISA/MasterCard Debit Card & Cheque Book Facility

**Eligibility**

- not lower than age 50
- should be Bangladeshi

**Document Required**

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Copy of Utility Bill

## **Double Benefit Scheme:**

Double benefit is any deposit becomes double approximately 8 years & 2 months Under this scheme. It rules to multiple of money, for example Tk. 10,0000 which different types of instrument. It will be issued as like as the issue of fixed deposit (Premier Bank, n.d).

### **Key Features**

- Double your initial deposit in approximately 8 years & 2 months
- Minimum deposit of Tk. 10,000.00

### **Necessary thing:**

- not less than 18 years
- Bangladeshi

### **Document Required:**

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy

### **Double Benefit Scheme Table( The Premier Bank,2014):**

<b>Years</b>	<b>Deposit Amount</b>	<b>Maturity Amount</b>
8 years & 2 months	10000.00 or Multiples	20000.00 or Multiples

### **Short term Deposit (STD) Account:**

The Bank give interest 7.00% for minimum 1 Core and 6.50% for be <1 Core on the daily closing balance of this account. Any person and corporate bodies can open this account (Premier Bank, n.d).

### **fixed Deposit:**

the meaning of fixed deposit is who want to deposit any kinds of money for some several period. In PBL people can open fixed deposit for 3month,6month,12month.they give 6%,7%,9% interest but now that is decreeing (Premier Bank, n.d).

### **Key Features**

- opened for 3M, 6M, 12M
- Early encashment possible
- 80% loan facility on deposited amount

### **Necessary thing:**

- not less than 18 years
- Bangladeshi

### **Document Required**

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy

- CASA link Account for all FD.

Product Name	Parameter	Rate
1 Month FDR	Any amount	4.00%
3 Months FDR	Less than Tk. 5.00 Core	7.50%
	5 Core& above	8.00%.
6 Months FDR	Less than Tk. 5.00 Core	7.75%
	Tk. 5.00 Core& above	8.00%.
12 Months FDR	Any Amount	7.75%
36 Months FDR	Any amount	8.00%

### **Monthly income scheme:**

The saving of customers are always precious. Customers will get the main balance for the maturity. account month against account holder shall get back his or her years Term. If client can keep deposit in taka 50,000.00 or in multiples .There is no upper limit. Client can also loan up to 85% of the deposit. Bangladeshis living abroad may also open this account for providing fixed amount of income to their nominee but they should be citizens of this country(Premier Bank,n.d).

### **Key Features**

- One customer can open more than one Scheme

**Necessary thing:**

- not less than 18 years
- Bangladeshi

**Documents Required**

- Mandatory CASA link Account for all MIS.
- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy

**Eligibility**

- Minimum 6 years of Age to Maximum 25 years.
- Citizen of Bangladesh

**Education Savings Scheme:**

This is saving builder to make future expenses of children's education. The bank provides a monthly balance after the maturity. These days providing a good education for their children are costly. they cannot afford such costly education expenses of their children, then they need to start savings early (Premier Bank,n.d).

**Key Features**

- No initial deposit required.
- Monthly installment deposit starts from Tk. 1000.

- Flexible tenor of 5, 8, 10 and 12 years.
- Auto installment transfer facility.
- One customer can open more than one Scheme

### Document Required

- Mandatory CASA link Account for all ESS.
- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Birth certificate.

### Education Scheme table:

Monthly Installment Size	5years Amount on Maturity (BDT)& Interest Rate	8years Amount on Maturity (BDT)& Interest Rate	10years Amount on Maturity (BDT)Interest Rate	12 years Amount on Maturity (BDT)Interest Rate
1000.00	75850.00	139000.00	190000.00	253500.00
2000.00	150500.00	278000.00	380000.00	490000.00
3000.00	226500.00	416500.00	573500.00	760500.00
4000.00	302000.00	560000.00	765000.00	1005000.00
5000.00	377000.00	694500.00	960000.00	1267000.00

### **Monthly savings schemes:**

When customer really need it of savings pay off then they open this account. For example, Tk. 1,000.00 grows to be Tk. 43,200.00 within a period of 3 years and Tk. 82,000.00 within 5 years. There is a wide range of flexibility. they can also avail loan up to 85% of the deposit (Premier Ban According to the premier bank policy that (Premier Bank, n.d):

Terms	Monthly deposit	On maturity
3 – Years	Tk. 500/-	Tk.21,600/-
3 – Years	Tk. 1,000/-	Tk.43,200/-
5 – Years	Tk.500/-	Tk.41,000/-
5 – Years	Tk.1,000/-	Tk.82,000/-

Monthly deposit of Tk. 500 or its multiple is acceptable

k, n.d).

### **Key Features**

- No initial deposit required.
- Monthly installment deposit starts from Tk. 500 & above.
- Flexible tenor of 3 and 5 years.
- Auto installment transfer facility.
- One customer can open more than one Scheme

### **Necessary thing:**



- not less than 18 years
- Bangladeshi

### **Document Required**

- Mandatory CASA link Account for all MSS.
- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy

### **Premier Esteem Savers:**

This account is one kinds of savings account. It offers most flexibility and attractive benefit. Another value to best income of customer (Premier Bank, n.d).

### **Key Features:**

- Higher interest Rate
  - Minimum balance BDT 10.00 Lac & above : 7.00%
  - Minimum balance BDT 5.00 Lac to 10 Lac : 6.50
- Minimum balance BDT below 5 Lac : Nil
- Interest will be credited half yearly.
- Account opening balance is BDT 5 Lac.
- Free Master Card/VISA Debit Card.
- No Cash foreign currency endorsement Fee on the passport.

- 25% off on Locker Service.

**Benefits:**

- Quick & easy processing
- Unlimited transactions allowed
- Online banking facility
- E-statement of account at regular frequency
- Comes with VISA/MasterCard Debit Card & book of cheque.

**Necessary thing:**

- not less than 18 years
- Bangladeshi

**Document Required**

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Copy of Utility Bill

**Premier Excel Savers Account:**

This account is one kind of savings account. It offers most flexibility and attractive benefit. Another value to best income of top customer any other savings account except “Premier Esteem Savers” offered by the Premier Bank(Premier Bank,n.d).

### **Key Features**

- Higher interest Rate\*
  - Minimum balance BDT 5.00 Lac & above : 6.50%
  - Minimum balance BDT 1.00 Lac to 5 Lac : 6.00%
  - Minimum balance BDT below 1 Lac : Nil
- Interest will be credited half yearly.
- Account opening balance is BDT 2 Lac.
- Free Master Card/VISA Debit Card.
- No Annual fee at all and Extended ATM limit on Debit card to BDT 50,000/- per day.
- No Cash foreign currency endorsement Fee on the passport.
- 10% off on Locker Service.

### **Benefits**

- Quick & easy processing
- Unlimited transaction allowed
- Online banking facility
- E-statement of account at regular frequency
- Comes with VISA/MasterCard Debit Card &Cheque Book

### **Necessary thing:**

- not less than 18 years
- Bangladeshi

**Document Required**

- Photograph of A/c holder – 2 copies
- Photocopy of Valid NID/Passport/Driving License
- Photograph of Nominee – 1 copy
- Copy of Utility Bill

**Special Notice Deposit Account:**

STD means period of short time although seven days’ notice to withdraw the money of this account with include the interest. An Order instrument mentioning the amount payable after maturity will be issued favoring the account holder .The depositors may select nominees. In case of premature encashment not before 1 month, benefits to allow on the savings rate of deposit (Premier Bank, n.d).

Product Name	Parameter	Rate
SND	Less than Tk. 1 Crore	2.00%
	Tk. 1 Core&above but less than Tk. 25 Core	3.00%
	Tk. 25 Core & above but less than Tk. 50 Core	3.50%
	Tk. 50 Core & above but less than Tk. 100 Core	3.50%
	Tk. 100 Crore& above	5.00%

## **LOAN SCHEMES OF PREMIER BANK:**

Loan is a act of giving money, property or other material goods to a another party in exchange for future repayment of the main amount with interest or other financial charges. A loan may be for a specific, one-time amount. Any firm for any kinds of purpose within a current period of time by any installment. This type of lending is mainly allowed financing under the categories:-

1.any types of Industry or business firms

Under the Premier Bank (Premier Bank, n.d).

- ❖ Personal loan
- ❖ Consumer Credit Scheme:
- ❖ Medium& Long Term Loan
- ❖ Trade Finance
- ❖ Working Capital Finance
- ❖ women entrepreneur finance
- ❖ Micro & Agriculture Finance

### **personal loan:**

personal loan is purpose loan which valid for the buying house to any emergency medical needs. For example purchase to electronic goods, house or office renovation, marriage, house rent advance, for travelling, payment tax etc. This type loan is for confirmed employee of any valued organization (Premier Bank, n.d).There are some other purpose:

- Educational / Professional Training
- Payment of Taxes

Any established organizations such as Multi-national companies or any other financial institutions can apply for the loan. In this case Gross salary should be Tk. 10,000/- per month. Other than the above, Gross salary should be Tk. 15,000/- per month. Loan amount could be 50,000 to 10,00,00, Maximum repayment period for the loan up to Tk. 5.00 Lac will be 4 (four) years and for more than Tk. 5.00 Lac, this period will be 5 (five) years.

### **Consumer Credit Scheme:**

PBL introduce very limited credit facilities to improve their living standard. clients feel easy to pay monthly installment, the bank rules to time of payment is 12 to 60 installments (Premier Bank, n.d).

### **Housing loan:**

PBL introduces a loan for the residential and commercial purpose .bank takes a interest rate with the installment amount (Premier Bank, n.d). This loan essential for middle class people who want to build a place to living.

### **Doctor's Loan:**

Financially designed for doctors need to take this loan. they need it for also medical practitioners for availing up 100% finance buy expensive medical equipment. motor car, ambulance etc (Premier Bank, n.d). It's also available for chamber and decorations of office.

### **Using Loan:**

This loan very important for doctor, medical practitioners, eye, child & heart specialist, surgeon, dentist. PBL gives using loan for these kinds of clients (Premier Bank, n.d). This Also hospitals,

clinics and diagnostics centers owned and operated by the registered doctors may apply for this loan.

### **SME Finance:**

As a developing country, PBL offers SME finance to increase their economic growth. Small and medium enterprise would be key material for this loan. For this reason premier bank started SME finance. For example finance of project, working capital, lease, work order etc.

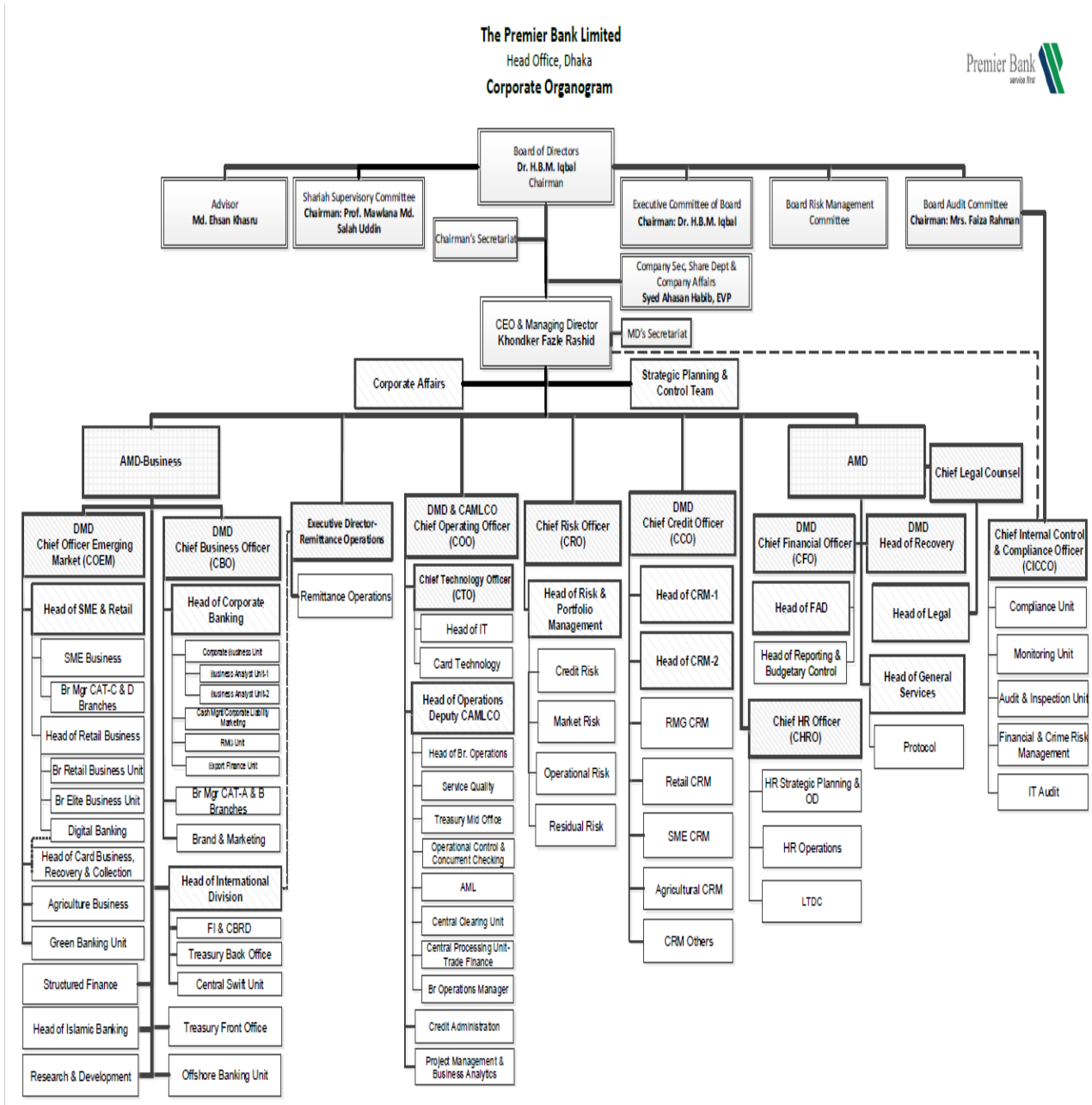
### **Student Credit Program:**

PBL introduce credit scheme meritorious student in this country .they can enjoy this credit facilities for their every month academic expenses. this loan disbursed as monthly installment but it has to be recommend by head of the department of educational institution.

### **Woman Entrepreneurship Loan:**

Women entrepreneurship finance is an asset product offered to entrepreneurs. They this loan for introduce women's business. they give only 10% pa interest rate, they can success to financial freedom through expand their business. Some of the loan products which help our women entrepreneurs are short and Medium Term Loan, Working Capital Loan, Lease Finance.

**2.4: Operating network organogram:** A corporate organogram means the main host of the bank. They are the main man who try to build up the better position of the bank. It describes that who maintain this bank from top to bottom. This image followed from (Premier Bank, n.d)



**2.5: Vision for the future:** The Bank has clear vision towards its ultimate destiny they want to give among the top financial institutions (The Premier Bank, 2014)



## **2.6 Missions of the Bank:**

- To be the most caring and friendly with the customer of financial services provider, creating more opportunities for different people in different places.
- To be ensure that the value of shareholders investments will be stability and sound growth whilst enhancing.
- efficiency will be improve and reduce cost per transaction for aggressively adopt of technology.
- To ensure a high level of clearness in the bank.
- To be moral standards in all business exploited by the Bank.
- To provide decent environment which will attract glamour work power that will be boastful and eager to work for the Bank.
- To be conventional liable and grapple to improvement the balance of life by making performance to national development.(The Premier Bank,2014)

**2.7: Slogan:** premier bank slogan is that "**Service first**"(The Premier Bank,2014).

## **3. Internship Experience of premier Bank:**

### **3.1: Description of the Jobs:**

I was assigned at the Dhaka New market Branch, Premier Bank Limited to complete my internship program. During my internship I enjoyed a lot but most importantly I understand about how to work under the pressure of responsibilities. The main practical orientation is necessary for the development of preparation for a person that how they present themselves entering the corporate world. besides, how they can develop or improve their lacking in the job sector. I learned the thing from the premier bank is:-

- actual meaning of responsibility
- necessity of the commitment to others

- maintain discipline is most important
- focus on punctuality
- capability to connect with different sorts of people

### **3.2: Specific responsibilities of the job:**

New market branch is one of the big and profitable branches of this bank. Its activities generally three important divisions are required, such as General Banking, Credit Department and Cash Department. In the General Banking they are working about account opening, DPS, FDR, Debit card issuing, pay order. In the Credit department they are working for loan, LC, credit card. in the cash department they are working with debit and credit cash, supplementary work. My responsibility of the job is supplementary word in audit and cash department. My work at that started at the very beginning from 5th august 2015, under Abdullah Iqbal (GB in charge). Supplementary work was my compulsory work although I did some work in general banking. Those tasks of this department were sensitive because one mistake in accounting process or recoding can create many difficulties in between branch. I learnt how a teller keeping records in teller cash sheet. The branch has to show the record of all transaction of different divisions with full specification to head office accounts. After closing transactions at bank, officers of each division generate the voucher of types of transaction that has been completed throughout every day in week . Most importantly, the voucher is an evidence of transaction made in Cash, Transfer and Clearing mode. A voucher of transaction has three copies of account, branch and also the proof sheet. Then officers bring the voucher to the executive officer having power of attorney will sign at each sheet after checking of them. The account will store and record the signed voucher to a register book. I have learnt how they keeping money in vault room. I found it very helpful and resourceful to learn from the affairs sheet of the branch because the account statement of bank is quite various statements that we normally practiced in our

classes. I have learned about the income-expenditure, asset-liability terms of bank. Some items are revolving in nature. with supplementary I also did another work. There are:-

- ✚ card issue
- ✚ account open
- ✚ receive customer
- ✚ slotting
- ✚ create cover page
- ✚ DPS,FDR open
- ✚ Chaque book issue
- ✚ Cheque book and debit card delivery

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

In my internship, supplementary word was my main responsibility. Mainly this job was collecting deposit and cheque slip of the last day transactions of bank. At first I did slotting them serially then I printed the voucher of every employees and I slotted vouchers and I gave those to the manager, deputy manager and GB in charge for their verification sign those sheet. Then I gave 3 sills in those sheets for After collecting. Then I matched it with printed balance sheet, delivery sheet and also transaction sheet. After the longtime of supplementary work, I worked in front desk which was crowed area in the office. In my internship, I worked in front desk very short time. Moreover, I swiftly had to take the charge of front desk for a while when other officer were not available. I did do work on cheque book issue, debit card issue ,any kind of pay-order. However, I also did work on clearing session which one very sensitive part of this bank. Dealing with different level of clients was also interesting to respond to persons queries that do not have any relation with front desk. In additionally, responding to the clients, queries and instruction become easy when I learned some function of the banking software namely “Bank Ultimus”.

Each task has different protocols or file path to proceed and most interestingly it takes an officer to go into several file paths to execute on small operation. a savings account form has been made by sign card, cheque requisition slip, personal banking form, personal information form, transaction profile, KYC form, Terms and conditions form, ATM card requisition form and internet banking application form. All of the forms are very crucial documents for a client and bank, which needed to be duly filled and signed by client and branch officials. On the other hand, maintaining proper documentation and finding cheque book for client from different type of cheque book. Eventually, I realized that no experience of banking is worthless because it increase level of knowledge.

#### **3.4: Critical observations and recommendation:**

During my internship, I saw that premier bank ,new market branch is well reputed in the new market. Most of the businessman and shop's owner of new market have many kinds of account in this bank because feel easy to do any financial transaction in it such as, current account, savings account, loan account. in branch all officers are highly skilled and also executives are very qualified and experience. Furthermore, they have many kinds of attractive schemes such as, dui bochor digun (This schemes means bank gives double amount of money for the current period of time, in the premier bank the period are 2years,4years & 6years). Every weeks they attended a meeting and everyone updated their work of last week .If anyone faces any problem rest of the member try to resolve that. On the other hand, there have also some problems in this bank. First of all, as a banking industry they have short time experience. secondly, the training programs are not frequent for the employee. In the share market there are small individual investors market share. one of the most problem of this bank is-they have few number of ATM booths which is very problematic issue for clients, because comparative other bank, they have lots of ATM

booths. So that ranking is low rather than the other bank position because ATM booths is very essential for the everyone, it is easy to withdraw and balance inquiry for them. It was enjoyable when I faced challenge to do any task or respond to customer requirement as fast as possible. Because I believe that customers are the wealth of the bank and I am providing them the response as an intern.

## **4.process of scheme loans and deposit of Premier Bank :**

### **4.1:Summary:**

Mode of Marketing is much talked in the gaining of economic development. This topic includes a vast area of marketing analysis. This present study covers only the modes of competitive Products of Premier Bank, specially the Deposit & Loan Schemes of Premier Bank Bangladesh Limited (PBL). This study is confined to only this bank other than conventional bank.

### **4.2. Description of scheme loans and deposit of this Bank:**

**A. Objective:** Objective of this is comparative study of various kind of deposit of the premier bank and also loan schemes at this bank. This project is important to know information about different kinds of deposits and loan schemes because it will very helpful provide knowledge to the customer. The main motive of this study is to be useful for academics and also the business in the field of finance and accounting of the organizations. Other objectives are

- I. Understand customer service of premier bank.
- II. To study the deposit & loan schemes of premier bank.
- III. To highlight the performance of premier bank.
- IV. to highlight the Deposit and loan

## **B. Methodology:**

In this report require the way to select the topic for the main preparation. this project perform the data source which is to be identified and collected, they are to be classified, resolved, interpreted and presented in a systematic manner and key points are to be found out. the overall process of methodology is given in the following page in the form of flowchart that has been followed in the study. secondly, this report is prepared mainly using secondary data but some primary data were required as well which is help to prepare a good report. In the primary sources are the interview session with the Officers who works in the General Banking & GB in charge of New market Branch. Frequently questions is written below (Bank Teller interview questions, n.d) & (Best-job-interview, n.d) :-

- 1.how do want to improve your bank environment?
- 2.In this Bank what's term more beneficial for customer form the others Bank?
- 3.Decribe the most important product in this Bank.
- 4.Could you provide details about marketing process of Bank?
- 5.Describe a situation where you had to deal with an angry customer.
6. Describe about a time you had to explain a process or situation to a confused customer. How did you approach this.
7. What you felt pressured by conflicting work demands, how did you respond?
- 8.What do you do if you saw a co-worker do something that you didn't think was appropriate?
9. How do you check your work for accuracy?

In the Secondary sources, Conceptual parts of the report have been collected by studying different literatures. Some of these secondary sources are Annual Reports 2014 of Premier Bank

Limited and web Site of the Premier Bank. Primary data was collected using interviewing technique. The Classification, analysis, interpretation and presentation of data is very important part of research. Finally report preparation on the basis of the suggestions of our honorable faculty advisor some corrections were made to present the paper in this way.

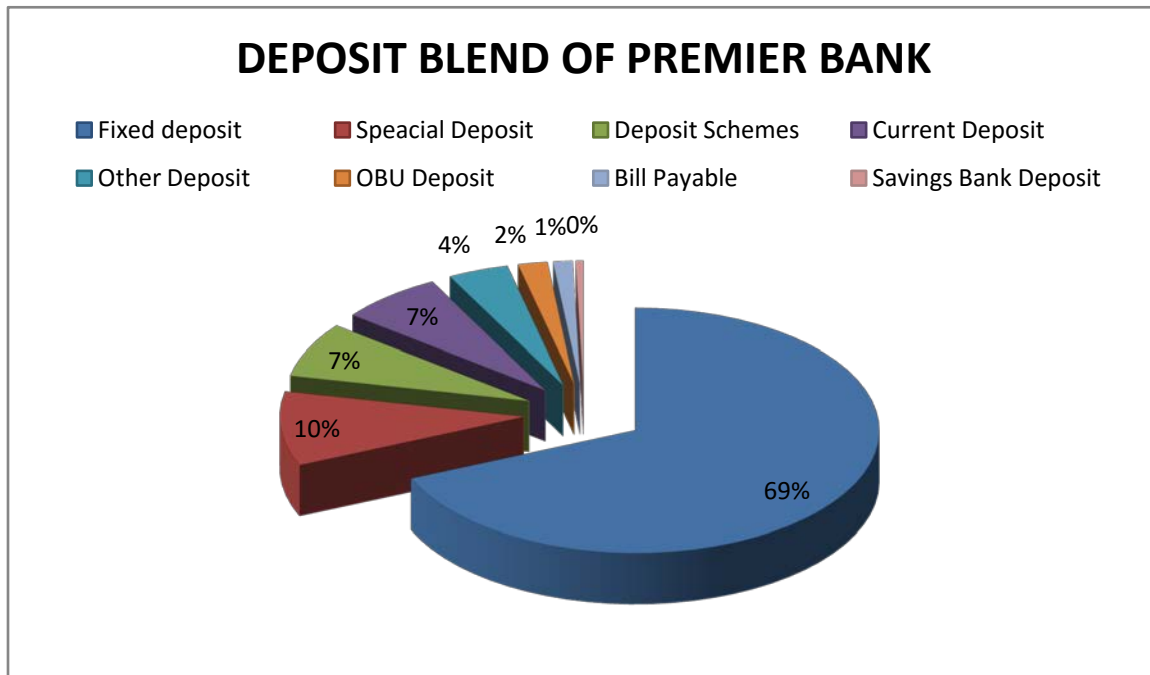
### **C. Limitations of the project :**

In this Bank, there are some limitation in terms of its size and composition and access to the related review. I cannot find much resources and some very important information related information of this bank. Moreover, for making project I have some time limitation. Very important part of Bank is communication skill with customers but in this bank I see some lacking of communication and also the clients service. Besides, employee cannot give efficient response to their clients.it is very hard to analyze this topic without proper knowledge about banking and time consuming to differentiate between the sector of loan schemes and deposit.

### **4.3:Comparative Study of Schemes Loan& deposit:**

The benefit that Premier Bank provides to its customer in terms of deposit schemes is very competitive. It is the beneficial different classes people, they come to the bank and fix their amount into a scheme. There are different types of schemes customer are like to invest. The difference between the deposit schemes mainly are interest rate, time and distribute of the interest. Every schemes charges 10% excise duty upon distributing interest to an account. The end of maturity customer gets his principal amount. If anyone enchases the scheme before maturity then they get only regular interest only. The interest is fixed by the policy-makers of the bank with the help of treasury division. The central bank has instructed to define the spread of interest up to 3% which means if the lending loan interest is 15%; the deposit interest given to

customers cannot be less than 12%. Some bank can also use special consideration in deciding interest rate upon the amount. The interest rate on schemes generally moves lower or remains stable for a long period. The primary instruction on interest rate is generated by central bank upon discussion with bankers committee. Premier Bank holds the principle member License from VISA International to issue & acquire the world's most expansionary used Credit Card. Premier Bank is the first local private bank to offer VISA International credit card in the country. The Bank is offering local and international cards and also offers different types of loan to their customers to fulfill their requirements. There are several types of schemes. Comparative study of various Loan and Deposit schemes prepared based on customer's most demandable schemes. the deposit blend in premier bank is-



**pic: Various Deposit of Premier Bank ( The Premier Bank, 2014)**



### **Analysis:**

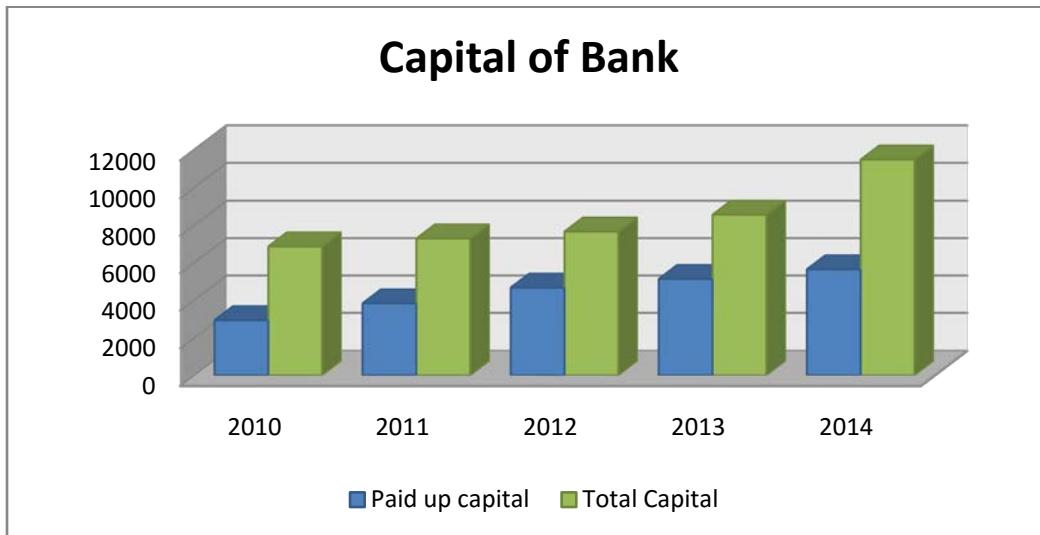
In the premier bank, total Assets at BDT 111576.41 million in 2014 as against BDT 88959.31 million of previous year which was attributed mainly to a growth of 32.96 % in the Loans and Advances portfolio. As at December 31, 2014, Loans and Advances as a percentage of Total Assets were 62.79 percent as compared to 58.61 percent at the end of year 2013. In that things, 2013 to 2014 loan amount not that much increase. On the other hand, Deposit builds up the strong foundation of operating assets of the Bank. In the part of deposit in the bank continue to succeed during 2014 with deposit balance of BDT 90750.05 million from BDT 73516.43 million in 2013. For that reason, registering a growth of 23.44 percent. Besides, bank give efforts to ensuring superior customer service through numerous delivery channels across the country. They can make it possible. Countrywide Branch Network and SME Service Centers with all focus on rural customers have given the lower income segment an access to Online Banking System. Besides, this is the opportunity for prompt receipt of remittances. Wide range of their liability products includes fixed deposit (The Premier Bank, 2014).

### **Comparative Deposit Blend of the Bank (The Premier Bank, 2014):**

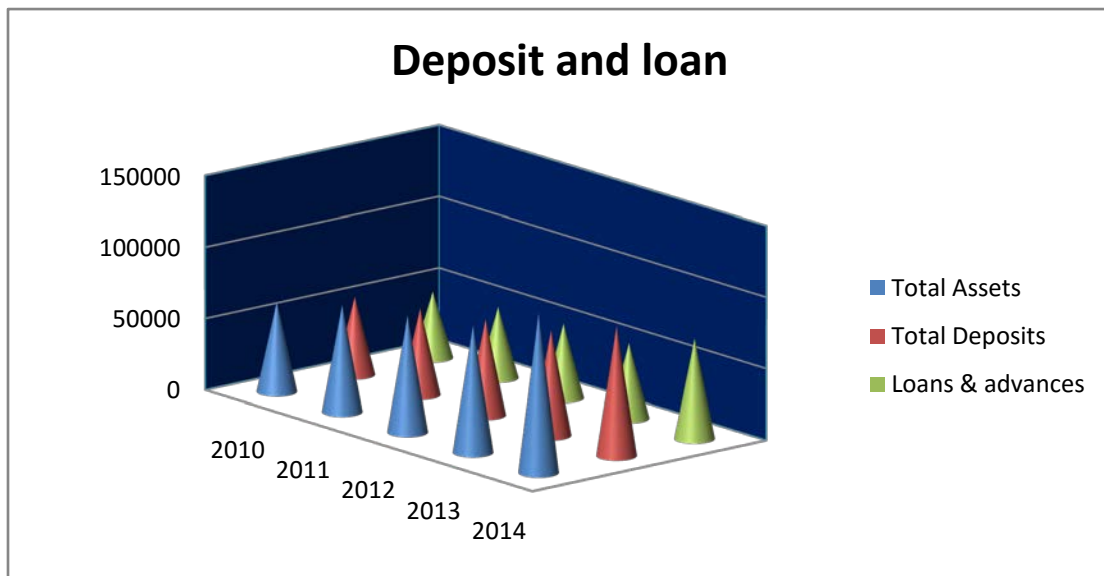
(in million Taka)

sl	Type	2014	2013
01	Fixed deposits	62,192.11	49,043.04
02	Savings bank deposits	4,447.73	3,844.82
03	Current deposits	6,185.73	2,950.41
04	Other deposits	3,624.19	3,247.70
05	Bill payable	1,139.14	1,065.07
06	Deposit schemes	6,533.66	5,137.37
07	Special notice deposits	8,880.55	8,602.66
08	Deposit (off Shore banking unit)	1,749.91	578.84
	<b><u>Total</u></b>	<b><u>90,750.06</u></b>	<b><u>73516.44</u></b>

Capital of bank is paid up capital & Total capital, which is the main part of bank. Paid up capital is the company capital that has been funded by company shareholders. new stock of the sales by firm to be occur in the primary market (Brealay, Myers & Marcus, n.d). In the primer bank, comparative year 2013 to 2014,in 2014 capital & paid up capital increased day by day.



**pic:-Capital of bank last 5 years(The Premier Bank, 2014)**



**pic:-deposit and loan of Premier Bank in 5 years (The Premier Bank,2014)**

### **Discussions of the Result:**

The Premier Bank should launch new financial products to attract more people, as Car Loan Scheme, Teacher's Loan, and Salary Loan etc. The no. of branches is not adequate. New branches should be launched in order to get more customers. The Premier Bank should launch more ATM services as one of the necessities of modern banking. Special emphasis has to be given to finance the Agricultural & Construction Sector. Bank will have to make people aware about the different products of PBL that the bank is offering and will have to explain the benefits of becoming a customer of PBL through different advertisements or marketing programs. PBL should reengineer their products and services according to customer's needs, wants or competitor's actions. So if some of the rules can be compromised then it will help the bank to increase the number of customers. Manpower in every branch should be increased so that whenever customers come to the branch they always get employees ready to help them or at least they may not have to wait more than 3 or 5 minutes to get the service. High level of customer service needs to be provided. Number of servers should be increased so that customers can get service whenever they come to the branch. Appropriate and effective training is needed for existing employees. Branch should open an ATM booth near to the bank. Employees must be updated about the new systematical changes. Internal decoration should be changed to give a modern look to the branch. Need to accomplish internal credit rating facility.

### **Recommendation of project**

After observing the different sector of Premier Bank, recommendation for this Bank are follows are introduce some financial products which attract people more. For example, Salary Loan, Car Loan, Teacher Loan etc. In addition, New branches should be launched is order to get more customers. special emphasis has to give to increase Current Account in the coming years. Moreover, this Bank should launch more ATM Booths and service for the customer. Special emphasis has to give to finance the Agricultural & Construction Sector.

### **Conclusion**

Every organization must have a goal to achieve. To achieve that goal organization must fix its vision and mission. According to vision and mission, an organization is able to fulfill its target. Customers are in the center of that mission and vision for financial companies like Bank. The reason is that of the banks are providing same products and their properties and characteristics are also same. Thats why it becomes very difficult for a financial institution to create competitive advantage and to provide superior and quality products to customers. Only thing that can stand out a bank from other many banks is quality service. Service is the only device that can differentiate one bank from other banks. Customers will choose that bank which is providing first, error free and quality services. Otherwise it will be very difficult for a bank to capture more customers and even they can lose their existing customers if service quality is not good enough. PBL is one of the renowned banks among third generations bank. It is competing with many other banks and also new banks are about to come. So, it will have to face tough competition to survive. The major task for banks to survive in this competitive situation is managing its assets

and liabilities in a profound way and also acquiring new advanced technology to cut down its operating expense giving a way to more profit. This profit will come, if there are large and big corporate customers. These customers will remain with the bank if service quality is superior. So PBL will have to ensure quality service in every single branch. For quality service PBL will have to solve problems of their customers. Every single and silly mistake can spoil their business. To provide quality service PBL will have to leave traditional method of banking. In this competitive world this sector has expanded its wings widely enough to cover any kind of financial services anywhere in the world. So PBL should take effective measures to satisfy.

The Premier Bank is one of the new generation private commercial banks that began its journey in 1999 under the license of Bangladesh Bank and has become a top performing bank within short periods. The Bank's motto "Service first" reflects Premier's concern for customer satisfaction, flexibility, responsiveness and productivity. The Premier Bank Limited is managed by a group of progressive Board of Directors drawn from different disciplines. The Bank has a very competent Management Team who has long experience in Banking. The Bank upholds and strictly abides by good corporate governance practices and is subject to the regulatory supervision of Bangladesh Bank.

Premier Bank is always conscious of the changing needs of the customers and take up arms to develop new and improved services for its valued customers. The Bank offers a wide range of Deposit and Lending Products & quality Services to meet the customers all kinds of financial needs.

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