

United Commercial Bank Limited

happy banking | **UCB**

**Internship Report**  
**On**  
**“GENERAL BANKING**  
**ACTIVITIES”**  
**Of**  
**United Commercial Bank**



Inspiring Excellence

**Submitted To:**

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**Submitted By:**

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**Submission Date:**

## Letter of Transmittal

29th May, 2017

Shamim Ehsanul Haque

Assistant Professor

BRAC Business School

BRAC University

Subject: Submission of Internship Report.

Respected Sir,

With great pleasure, here I submit my internship report on “General banking Activities of United Commercial Bank Limited” that you have approved & assigned as a compulsory of BUS-400 course.

This report is based on the knowledge and experiences I have gained my internship period at The United Commercial Bank Limited. Hence, I would be extremely delighted and honored if you accept my Internship Report and recognize my hard work and determination I have put together in the preparation and completion of this report. I have tried my best to bring out what I have learnt in General banking.

I would like to thank you for your support, guidelines & observation of my works which made it easy for me as well as provided knowledge of learning in practical.

Yours Obediently,

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Saptadipa Paul

ID:13204031

## **Letter of Acceptance**

This internship report is entitled “General banking Activities of United Commercial bank” is prepared with thoughtful and relevant document under my direct supervision. This report is submitted by Saptadipa Paul student of Bachelor of business Administration (BBA), BRAC University, ID No: 13204031 has been accepted.

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Shamim Ehsanul Haque

Assistant Professor

BRAC Business School

BRAC University

## **ACKNOWLEDGEMENT**

In the beginning I would like to convey my sincere appreciation to God for giving me the strength and ability to finish the task. I want to thank my academic supervisor Shamim Ehsanul Haque, Assistant Professor of BRAC Business School, BRAC University, for providing me all the necessary helps for completion of this report. I want to give the greatest thanks to Sir for guiding me as an advisor to start and complete this report successfully. The internship opportunity I had with UCBL was a great chance for learning and professional development. I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period. I would like to thank Mr. Jahir Uddin, Vice President and Manager of UCBL, Tejgaon Branch and my organizational supervisor Ms Nazia Sharmin, Senior officer to help me with all their capabilities and affections. I would like to express my deep sense of thankfulness to Mr. Sumon Sarker, Executive Officer, Foreign Exchange Department for her enormous help and endless support throughout the internship period. I would also like to thank Ms. Farzana Islam, senior officer, General Banking Department for guiding me. And last but not the least; thanks to all the personnel working at UCBL, Tejgaon Branch.

**Contents**

EXECUTIVE SUMMARY ..... 1

Introduction ..... 2

    Methodology:..... 3

    Limitations of the study: ..... 3

The Organization..... 4

    History:..... 4

    Vision:..... 5

    Mission:..... 5

    Core Values: ..... 5

    Organizational Hierarchy:..... 6

    Board of Directors:..... 6

    Management:..... 6

    Products and services: ..... 7

    Corporate Social Responsibility: ..... 8

GENERAL BANKING ..... 10

    Account Opening section:..... 10

    Account Opening Formalities:..... 11

    Steps of Account Opening:..... 11

    Documents Required: ..... 12

    Procedure for Account Closing: ..... 14

    Issuance of new Cheque Book: ..... 14

    Issuance of Deposit Slip: ..... 14

    Deposit sector: ..... 14

    General charges of CD, SB, STD: ..... 15

    Interest rate for savings: ..... 16

    Cash Payment Department:..... 18

    Function of Cash Department:..... 18

Clearing Sector:.....	19
Card Division: .....	20
SMS Banking:.....	21
Role as an Intern .....	22
Job description:.....	22
Daily Routine Work: .....	23
Learning Points: .....	23
Strength of UCBL:.....	24
Weakness:.....	24
Recommendations: .....	25
Conclusion:.....	26
References: .....	27
Appendix: .....	28



## **EXECUTIVE SUMMARY**

This Internship report is aimed at providing different areas of service of United Commercial Bank Limited. The report has been divided into different parts. The first part is the Introduction; Second part gives an overview of UCBL discussing its mission, vision, features and managerial hierarchy; the third part is the project part which consists a brief explanation of the General Banking practices followed at Tejgaon branch. Fourth part contains my job responsibilities at the organization, what I learnt and a short evaluation; Part Five is focused on the findings based on my observation during internship period, Lastly, Chapter six is the recommendations and conclusion part. As a mandatory requirement to complete Bachelors of Business Administration (BBA) program at BRAC University, this report has been written. Throughout my overall study I have mainly tried to critically review the General Banking Activities of United commercial Bank Limited.

## **Introduction**

For the requirement of BRAC Business School I have completed 3 months long internship in United Commercial Bank. The main reason of this internship is to acquire knowledge from the professional field and we can expose our self in the job world. Because it is very essential to have practical knowledge. As my major is in Marketing and I want to get knowledge of Banking Sector. So I started my internship in UCBL on Tejgaon branch. In these 3 months Mr. Shamim Ehsanul Haque, Associate Professor of BRAC Business School was my academic supervisor and Ms. Nazia Sharmin, Senior Officer was my field supervisor. I was approved to write report on : “General Banking Activities of UCBL”.

## **Objectives of the Report:**

On the whole the main objective of this report is:

- To understand the function of general banking.
- To increase practical knowledge
- To discover good and bad sides of their services.
- Strengths and weakness of general banking.
- To know their problems
- Suggestions for the problems
- To gain knowledge about the general banking regulations.
- To become skilled at how to give customer service.

## **Scope of the Study:**

I have prepared this report based on the experience of general banking practically. It also helps to know how to behave in pressure, how to work with senior officers. It also helped me to understand corporate ethics. What we have learn in BBA we can relate those with the

practical knowledge. In UCBL I have learnt how to open account, clearing, cheque division, pay order etc. I have tried my level best to learn most of the things in this small time.

### **Methodology:**

For performing the study I have collected the data then organized and analyzed, interpreted and inscribe in a methodical way. The sources are primary and secondary data.

### **Primary Data:**

- Direct job experience in general banking department in UCBL
- Discussion with customers
- Discussion with the experts
- Discussion with the officials in UCBL

### **Secondary Data:**

- Website of UCBL
- Leaflets of UCBL
- Annual report of UCBL

### **Limitations of the study:**

While preparing this report I had to face some limitations. The main limitation was unable to access on every information of UCBL. For the confidentiality of data it was very tough to collect information. Time limitation was another big issue. 3 months is very less to know all the performance of UCBL. UCBL don't have any up to date publications or journals related to general banking so lack of information was another difficulty. Moreover last of all I did not have any idea about banking sector so lack of experience was one of the biggest factors.

## **The Organization**

United commercial Bank is a first generation commercial private bank in bank which provides a range of banking service which consists of Retail Banking, SME Banking, Corporate Banking, Off-shore Banking, and Remittance etc. The most popular is retail banking where customers use services from all local branches. It includes account opening, closing, checking balance, issuing cards, personal loans etc. For the low income people UCBL offers. SME banking for creating entrepreneurs and creating jobs which boosts the social stability. And in corporate banking which is mostly business banking deals with the big businesses and corporate clients. UCBL also provides remittance service to their customers. They have both outgoing and incoming remittance.

UCBL always give the most priority to its customers. For the efficiency of their service they use flex cube software. They always put their customers first. They have highly proficient and committed team with a long time experience in banking. Their main target is to value their customers' needs and wants. And it plays an important role in economic expansion. By using different software, network and adapting new technology they are engaging in the development of business, commerce and industry.

## **History:**

In mid of 1983 United commercial Bank started its journey. It was built in as a public limited company under the companies Act, 1994. Bangladesh Bank determined its rules and regulation on 3<sup>rd</sup> June 1983. They started their journey with the commitment of developing the social and economic position of Bangladesh. UCBL listed in Dhaka stock exchange in 1986 and in Chittagong stock exchange in 1995. The founder chairman of UCBL is Late Shahjahan Kabir. He was very experienced in banking sector. Many well qualified and successful entrepreneurs joined the chairman and they all became very successful in different field of business in the journey of UCBL.

UCBL has 148 branches all over Bangladesh with a vast network. The Bank is very popular for its prompt services, modern practices and well-organized management. Now a day, UCBL is one of the top banks of Bangladesh. The authorized capital of the bank today is Tk.15, 000 million,

paid up capital tk.8, 366 million. The Chairman of the bank is Mrs. Rukmila Zaman and the vice chairman is Hajee Yunus Ahmed.

<b>No. of branches</b>	<b>148</b>
<b>No. of ATM booth</b>	<b>101</b>
<b>No of SME Centers</b>	<b>2</b>
<b>Off-shore Banking Unit</b>	<b>1</b>
<b>No. of Employees</b>	<b>4375</b>

#### **Vision:**

To be the bank of first choice through maximizing value for their clients, shareholders and employees and contribution to the national economy with commitments.

#### **Mission:**

To offer financial solutions that create, manage and increase their client's wealth while improving the quality of life in the communities they serve.

#### **Core Values:**

- Put their customers first
- Emphasize on professional ethics
- Maintain quality at all levels.
- Believe in being a responsible corporate citizen
- Say what they believe in.
- Foster participative management.

### Organizational Hierarchy:



### Board of Directors:

The board of directors is the most eligible highly qualified businessmen in Bangladesh. For achieving the goal they faultlessly designed the board of directors. The flow is attached in the appendix.

### Management:

The bank consists full of skilled bankers with vast experience. And the entire management in succesfully runs under Mr. A.E.Abdul Muhaumen, a vibrant banker. And also UCBL has skilled young, active and dedicated officers which are vital part in the growth, success and progress of the organization

## **Products and services:**

- Deposit Account
- Saving deposit
- Short term deposit
- Fixed deposit
- Foreign currency deposit A/c
- NECD ( Non Resident Foreign Currency Deposit Account)
- RFCD ( Resident Foreign Currency Deposit Account)

## **Deposit schemes :**

- UCB Multi Millionaire
- UCB Money Maximize
- UCB Earning Plus
- Time Deposit Scheme
- Monthly savings scheme
- Deposit insurance scheme
- Consumer credit scheme

## **Investment Schemes:**

- Import finance
- Underwriting & bridge financing
- Export finance
- Working capital finance
- Trade finance
- Industrial finance

**Computer Services:**

- SMS banking services
- Online service
- One stop service
- Any branch banking
- Integrated system
- Signature verification

**Card services:**

- UCBL debit card
- UCBL credit card
- VISA classic blue –local/ dual/ international
- VISA Gold-dual/ international
- VISA classic black- local/ dual
- VISA classic pink-local/ dual
- Supple card-local gold/ dual /international classic
- Supple card-dual/international gold.

**Other services:**

- Travelers cheques
- Inward & outward remittances
- Locker services

**Corporate Social Responsibility:**

CSR is a way for companies to benefit themselves while also benefiting society. According to UCBL they have a long history of association in different types of CSR activities. And the practices are done in a formal structured manner. They want to help disadvantaged

population of our country by taking social responsible initiatives. They are concerned about all share holders, admiration for human beings and for atmosphere, respect for environment and disseminate information on CSR policy, ethical functioning and respect for employee's rights and welfare. Participation in social enhancement, culture, healthiness, games, environment etc are also done by UCB.

## GENERAL BANKING

In operating a bank general banking is the starting point. It provides those customers who come regularly and those customers who come one time in banking for have the benefit of additional services. In this department customers can demand for cash and the bank collects investment from them. It is the division, which provides everyday services to the customers. It opens new accounts, forwards customer's cash from one place to another throughout issuing bank draft, pay order, endorsement, collects all bills like local cheque collection, inward and outward bills collection for customers. General banking is also known as Retail Banking. In UCBL, Tejgaon Branch, departments under general banking section are:

- Account opening section
- Cash section
- Deposit section
- Remittance section
- Accounts section
- Clearing section
- Other Customer Service section

### Account Opening section:

In Bank it is necessary for new customers to open new account. In client bank relationship it is the initiate point. By opening a account a customer can get all kind of facilities from a bank. As by opening account a bank gets its investment so it is the most important branch. UCBL has different rules and regulations and they also has different type of products for the customers.

**Savings account:** Savings account is the most popular account in UCBL Customers open this account for savings purpose. Interest is given based on the deposited amount. Interest on this account is calculated and accrued monthly and credited to the account half yearly. The minimum amount of deposit is 1000 TK. Customers have to keep 500 taka minimum in the account.

## **Current Account:**

Most current accounts are opened by the business concerns. Because they need regular transaction. And in current account, account holder can deposit and withdraw money frequently. To open a current account it needs minimum 1000tk deposit. There is no limit for withdrawal. There is no interest and in the account minimum 1000 balance is required.

## **Special Notice Deposit (SND):**

SND account is an interest bearing deposit account. This account is for a short period of time. Customers can not withdraw money from this account without permission.

## **Account Opening Formalities:**

For opening a account it has some requirements:

- Introduction of the applicant
- Two copies of passport size recent photograph with attested by the introducer.
- Specimen signature

After fulfilling the entire requirement the customer desk service give the customer a account opening form with specimen signature card, customer transaction profile, Information form on Money Laundering. And then the customer fills the form with required papers.

## **Steps of Account Opening:**

- All the information like charges, minimum balance, interest rate has to be delivered to the customers.
- Receive a complete correct account opening form with all details
- Verify signature of the introducer
- Have all documents approved and cancels blank spaces on signature card.
- Take authorization of General Banking In-Charge.

- Allocate account number and have initial deposit slip prepared and deliver to cashier.

## **Documents Required:**

### **1. Personal Account (Individual/Joint):**

- Two Copies of Passport size photographs of the applicant attested by the Introducer and one copy passport size photograph of the Nominee attested by the applicant.
- Copy of passport/National Identity Card/ Voter ID Card
- Details of occupation/employment and sources of wealth or income
- Joint Declaration Form (For joint a/c only).
- Employee's Certificate (in case of service holder).

### **Partnership Account :**

- Introduction of the account.
- Two photographs of the signatories duly attested by the introducer.
- Partnership letter duly signed by all partners (Sign should be similar as stated in Partnership Deed).
- Partnership Deed duly certified by Notary public.
- Registration (If any).
- Updated Trade license
- Introduction of the account.
- Two photographs of the signatories duly attested by the Introducer.
- Valid copy of Trade License.
- Board resolution of opening A/C duly certified by the Chairman/Managing Director.
- Certificate of Incorporation.
- Certificate of Commencement (In case of Public limited company).

- Certified (joint stock) true copy of the Memorandum and Article of Association of the Company duly attested by Chairman or Managing Director.
- List of directors along with designation & specimen signature.
- Latest certified copy of Form.
- Rubber Stamp (Seal with designation of each person)
- Certificate of registration (In case of Insurance Company – Obtained from department of Insurance from the Peoples Republic of BD)

#### **Proprietorship Account :**

- Introduction of the account.
- Two photographs of the signatories duly attested by the introducer.
- Valid copy of Trade License.
- Rubber stamp.
- TIN number certificate.
- Identity (Copy of passport).
- Permission letter from DC/ Magistrate (in case of newspaper)

#### **Club / Societies Account :**

- Introduction of the account.
- Two photographs of the Signatories duly attested by the introducer.
- Board Resolution for Opening A/C duly certified by President/ Secretary.
- List of Existing Managing Committee.
- Registration (if any).
- Rubber Stamp.
- Permission letter from Bureau of N.G.O. (In case of N.G.O. A/C).

### **Procedure for Account Closing:**

For

closing a account a customer has to give a application with the reason. After presenting the application then he has to submit the cheque to withdraw the deposited amount. Bank charge and vat will be deducted from the amount.

### **Issuance of new Cheque Book:**

After opening a account to withdraw money account holder need a cheque book. Using the cheque he can withdraw money whenever needed. The customer has to sign a cheque requisition slip. After that a new book issued. Customers can ask for their preferable number of cheque book pages. Current, savings and SND account holders can request for cheque. Less than 12 age account holder cannot own cheque. His legal guardian will get the authority of his cheque book.

### **Issuance of Deposit Slip:**

If a client decides to deposit money, he has to collect a deposit slip from the customer service section of the bank.

### **Deposit sector:**

Collecting deposit is the main business of a bank. There are two types of deposits. They are:

- Demand Deposit
- Time Deposit

### **Demand Deposit:**

Without any notice customers can withdraw money anytime. The accounts are current and savings account.

### **Time Deposit:**

In time deposit customers can not withdraw their money anytime because the withdrawn date is predetermined. Bearer Certificate Deposit (BCD), Fixed Deposit Receipt (FDR) and Short Term Deposit (STD) – these sorts of time deposits are accepted by UCBL.

### **Fixed Deposit Receipt (FDR):**

Customers can open FDR account by depositing a certain amount. And in this account consumers get higher interest rate. A fixed deposit can be made for 1 month, 3 months, 6months, 1 years, 2 years, 5 years, and 10 years. Rate of interest is different for the time period. After the maturity of FDR customers can withdraw their money but 15% tax will be deducted.

### **Short Term Deposit (STD):**

In STD account a customer has to keep money for at least for 7 days to get the interest. For withdrawing the money he has to give a notice to the bank.

### **General charges of CD, SB, STD:**

#### **Particulars Rate of charges**

- Closing of STD accounts: Tk. 300/-
- Closing of SB accounts :Tk. 200/-
- Closing of CD accounts :Tk. 300/-
- Account statements (requested by customer) :Tk. 300/-
- Cheque book issuance charge :Tk. 4.00 Per leaf
- Outstation collection cheques returned because of having not enough fund :Tk. 500/- per instance
- Cheques returned because of insufficient fund :Tk. 500/- per instance
- Solvency certificate issuance (CD/SB/STD) :Tk. 200/- per instance

- Branch to Branch account transfer :Tk. 300/- per instance
- Standing instruction Compliance :Tk. 50/- per transaction
- Issuance of certificate related to BO account charge: Tk. 100/- per instance + vat 15%.
- Balance Confirmation Certificate charge (Except two times on half yearly and yearly basis.) :Tk. 200/-
- Counter transaction charges : Nil
- Premature Encashment Fee for MSS & other Liability Scheme A/Cs: Nil.

### Interest rate for savings:

Savings Deposit (SB):		
A.	Below Tk.10.00 lac	3.00
B.	Tk.10.00 lac & above but below Tk.50.00 lakh	3.50
C.	Tk.50.00 lac & above but below Tk.1.00 Crore	4.00
D.	Tk.1.00 Crore & above	

### Interest rate for SND:

Short Notice Deposit (SND):		
A.	Below Tk.1.00 Crore	2.50
B.	Tk.1.00 Crore and above but below Tk.25.00 Crore	
C.	Tk.25.00 Crore and above but below Tk.50.00 Crore	
D.	Tk.50.00 Crore and above but below Tk.100.00 Crore	3.50
E.	Tk.100.00 Crore and above	

Imperial Savings :		
A.	Below Tk.5.00 lac	0.00
B.	Tk.5.00 lac & above but below Tk.30.00 lac	3.50
C.	Tk.30.00 lac & above but below Tk.1.00 crore	4.00
D.	Tk. 1.00 crore & above	
Salary Account Corporate Bodies (Prefix-3204)		3.50
UCB Student Account (Prefix-3205)		3.00
Staff Savings Deposit (Prefix-3202)		3.50

Fixed Deposit (FDR)		Retail	SME	Corporate	
				Business Corporate & other institutions	Govt./Semi Govt./Autonomous Bodies and other institutions having Govt. ownership & control
<b>A</b>	<b>For 1 (One) month &amp; above but below 3 (Three)</b>	<b>2.75</b>	<b>2.75</b>	<b>2.75</b>	<b>2.75</b>
<b>B</b>	<b>For 3 months &amp; above but below 6 months</b>				
	i) Upto Tk.50.00 lac	<b>5.00</b>	<b>5.00</b>	<b>4.75</b>	<b>4.75</b>
	ii) Above Tk.50 lac to upto Tk.5.00 crore	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>
	iii) Above Tk.5.00 Crore to upto Tk.100.00 Crore	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>
	iv) Above Tk.100.00 Crore			<b>4.75</b>	<b>4.75</b>
<b>C</b>	<b>For 6 months &amp; above but below 12 months</b>				
	i) Upto Tk.50.00 lac	<b>5.00</b>	<b>5.00</b>	<b>4.75</b>	<b>4.75</b>
	ii) Above Tk.50 lac to upto Tk.5.00 crore	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>
	iii) Above Tk.5.00 Crore to upto Tk.100.00 Crore	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>
	iv) Above Tk.100.00 Crore			<b>4.75</b>	<b>4.75</b>

<b>For 12 (Twelve) months</b>				
i) Upto Tk.50.00 lac	<b>5.00</b>	<b>5.00</b>	<b>4.75</b>	<b>4.75</b>
ii) Above Tk.50 lac to upto Tk.5.00 crore	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>
iii) Above Tk.5.00 Crore to upto Tk.100.00 Crore	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>
iv) Above Tk.100.00 Crore			<b>4.75</b>	<b>4.75</b>
<b>For 24 (Twenty four) months</b>	<b>5.25</b>	<b>5.25</b>	<b>5.25</b>	<b>-</b>
<b>For 36 (Thirty Six) months</b>	<b>5.75</b>	<b>5.75</b>	<b>5.75</b>	<b>-</b>

## Cash Payment Department:

Cash department is one of the sensitive branches of a bank because it deals with all kinds of cash transaction. By keeping cash in the vault the cash department starts their work. The cash department is divided into two parts. One is receiving cash and another is for payment of cash.

## Function of Cash Department:

### Cash Payment:

Cash payment is made only against cheque. This function is known as payment on demand. The officer checks some requirements:

- Valid and correct date
- in case of business account checks the seal
- verifies the sign of account holder
- amount written in numeric figure and amount written in word

### Cash Receipt:

Customers deposit money in this section. It collects money only in its receipts forms. It is very important to write the deposit slip properly.

As in UCBL clients can do transaction all over the country and also in abroad through online so they have to pay a charge.

### Charge for online service:

Items	Charges
Up to 50,000/=	Tk. 30/- + VAT Tk. 5/-
Above 50,000/= to 1.00 Lac	Tk. 50/- + VAT Tk. 8/-
Above 1.00 Lac to 5.00 Lac	Tk. 150/- + VAT Tk. 23/-
Above 5.00 Lac to 10.00 Lac	Tk. 250/- + VAT Tk. 38/-
Above 10.00 Lac to 20.00 Lac	Tk. 800/- + VAT Tk. 120/-
Above 20.00 Lac to 50.00 Lac	Tk. 1,000/- + VAT Tk. 150/-
Above 50.00 Lac	Tk. 1,500/- + VAT Tk. 225/-

## Clearing Sector:

Through Bangladesh Automated Clearing House (BACH), and outward and inward clearing service is provided by UCBL. Bank collects fund from customer from one bank to another and transfer by clearing house.

## Types of Clearing:

- Outward Clearing : In outward clearing customers give cheque for clearing
- Inward clearing: In inward clearing cheques are received from other banks for depositing in their client's account.

Sometimes cheque can be dishonor by some reason. The reasons are:

- Difference between the amount written in words and number
- Not sufficient money in account.
- Out of date cheque
- Crossed cheque to be presented through a bank
- Drawer stopped the payment.
- Signature of the drawer not matched

Officers responsibility for the clearing of the cheque :

1. Cheque crossing.
2. Proper approval and clearing seal of the cheque.
3. Posting the cheque in computer.
4. Separating cheque from deposit slip.
5. Printing by computer 1st branch wise & then bank wise.
6. Sorting of cheque 1st bank wise and then on branch wise.
7. Preparation of 1st Clearing House computer confirmation sheet.

### The charges for clearing cheque:

Range of Amount	Charge (Tk.)	VAT (Tk.)
Up to Tk. 500000/-	7.39	1.11
Above Tk.500000/-	50.00	7.50

### Card Division:

UCBL provides both debit and credit card. Account holders can get UCB VISA debit card by which, customers can get access to all VISA marked ATMs and POS machines.

The credit card provides a lots of facilities like:

- Higher coverage is accepted internationally in POS workstations and ATMs
- Reward point for spending leads to win attractive prizes
- Latest and best quality product at lowest annual fee in the market

### Charges for Debit card:

Particulars	Customer		Employee	
	Amount(TK)	VAT	Amount(TK)	VAT
Debit Card Issuance Fee (Local)	400	15%	Free	-
Prepaid Card Issuance Fee (Local)	400	15%	Free	-
Prepaid Card Issuance Fee (Dual/International)	750	15%	Free	-
Debit Card Renewal Fee	400	15%	Free	-
Prepaid Card Renewal Fee (Local)	400	15%	Free	-
Prepaid Card Renewal Fee (Dual/International)	750	15%	Free	-
Debit Card lost/Replacement Fee	350	15%	350	15%
Prepaid Card lost/Replacement Fee (Local)	350	15%	350	15%
Prepaid Card lost/Replacement Fee (Dual/International)	350	15%	350	15%
PIN Replacement/Reissuance Fee	200	15%	200	15%

### Charges for Credit Card:

	Classic	Gold	Platinum	International
<b>General</b>				
Payment Due Date from Statement Date	15 Days			
Minimum Amount Due	5% or BDT 500 or \$25 whichever is higher			
Cash Advance Limit	50% of Credit Limit			
Maximum Interest Free Period	45 Days			
<b>Fees</b>				
Annual Fees(Primary card)	BDT 1,500	BDT 3,000	BDT 5,000	\$50
Supplementary Card(1st Supplementary Card free)	BDT 500	BDT 1,000	BDT 1,500	\$25
Replacement Card Fee	BDT 300	BDT 500	BDT 800	\$12
Late payment Fee	BDT 300/\$4	BDT 500/\$6	BDT 750/\$10	\$15
Over Limit Fees	BDT 450/\$6	BDT 600/\$8	BDT 1000/\$13	\$15
<b>Other Fee and Charges</b>				
Cheque/auto debit return	BDT 300	BDT 500	BDT 1,000	\$5
Duplicate Statement	BDT 100	BDT 100	Free	\$5
Charge Slip Retrieval fee	BDT 700	BDT 1,000	BDT 1,000	\$10
PIN replacement fee	BDT 300	BDT 300	Free	\$12
CIB Processing Fee	BDT 100	BDT 100	BDT 100	
NOC/Certificate Charge	BDT 300	BDT 500	BDT 600	\$5
Card Cheque(1st 5 leaves Free)	20 Leaves BDT 350			
Cheque processing Fee	1.65% of the card cheque amount.(Minimum BDT 300)			
SMS Banking	BDT 200 pa			\$5
E-Statement	Free			Free
Finance Charges	30% per annum			
Cash Advance Fees	3% or BDT 150 of the withdrawal Amount			
Access to Airport Lounge in Dhaka	NA	Cardholder +1	Cardholder +2	Cardholder +1
Priority Pass Re-Issue	BDT 500			

### SMS Banking:

For the handiness of the customers UCBL offers SMS banking. Using this service, a customer can know his current account balance , can also transfer balance to other account.

## Role as an Intern

Internship is a kind of investment in our career because it helps to get real world experience. It also helps in various ways like:

- Increasing network
- Helps in career foundation
- Helps to become master of time management.

I have completed my internship on 25<sup>th</sup> may, 2017. Mostly I worked in general banking in the internship program. My supervisor was very helpful and each and every coworker supported me very much to understand every work. As well as the atmosphere of UCBL is very friendly and they considered me as one of them.

## Job description:

During my internship period I have occupied by different types of work which is given below:

- Opening accounts
- Issuing cheque books
- Delivering cheque book
- Calling clients for cheque validity
- Changing account information
- Providing client bank statements
- File management

In this period of internship program, most of the time I worked in General Banking division. In this period I tried my best to engage myself in various sections.

### **Daily Routine Work:**

From 10.00am to 6.00pm was the official time. I used to work in different desks for job rotation from the starting of my office till the end.

### **Learning Points:**

As I worked in general banking I have learned different documentation in the internship period.

Which are given below:

- For keeping records of the information of the account I have to put the account number, client information in the computer. In opening a account it needs a lot of information like parents name, address, mobile number, etc. Secondly, nominee's name, address, age, relation with the account holder, share of the percentage is also had to put in the computer. I also had to put the amount of money he or she deposited in the bank. An introducer is a must for opening any kind of account. Lastly I had to put sector code of the account holder on the basis of his or her job like service holder or businessman or housewife etc.
- I also learned how to issue cheque book. At first it needs client's signature verification then the cheque book is given. Then we have to write down the serial number in the cheque book requisition slip and cheque register. After that the client gives his or her signature on the cheque book register.
- The most important part of a account opening is KYC. KYC meaning is know your customers. For opening a account customers have to fill up KYC from where they have to put their full information which includes documents for identification, transaction profile that means he amount of money to be deposited and withdrawn in a month, earning source.
- In general banking clearing house register is very important. Client's name and account number, amount of money, name of the bank, clearing date, branch of that bank, cheque number and again quantity of money are the basic things which are included in the book.

### **Strength of UCBL:**

- In UCBL all the administration groups are highly educated and experienced. The managing executives are the strength. UCBL because of their years of banking knowledge, expertise, and qualifications will persist them to assist in the direction of progress of the bank. UCBL has already a top bank in Bangladesh. It has shown spectacular growth in the profit sector.
- A remarkable revenue increase rate has already been achieved by UCBL.
- UCBL is one of the top banks which give excellent service to the customers.
- UCBL has 148 branches all over the country which offers best service. All the branches are located in suitable place and they keep the branches very protected so the customers feel secure while doing transactions.
- UCBL has various types of products and services to offer, so the customers can choose the best products according to their needs.
- Vast product and services distinguish between UCBL and other banks. And customers also can choose suitable products according to their requirement.
- All the operations are done in online so they can give fast online service all over the country.

### **Weakness:**

- Without a clear mission statement it's very tough to achieve it's goal and UCBL do not have any understandable mission statement also strategic plan. It is very necessary to establish a mission statement and strategic plan for understanding whether it wants to focus on retail or corporate banking.
- The recruitment policy is comparatively low than other banks. It has also not enough work forces which creates disorganization in customer service.
- The marketing department of UCBL is very weak.
- The profit rate is very low compared to other banks.
- The way of promotion in UCBL is complicated so it is one of the reason for creating unsatisfied employees.

## Recommendations:

- UCBL can diversify them from other banks by starting leasing or insurance sector.
  
- UCBL can introduce Special corporate scheme for the corporate level customers or customers with a high income
- They also can give variety on retail banking for the middle class people.
- The software of UCBL often hanged and interrupts work in time. So they should work more on their website.
- UCBL should increase more ATM booth in commercial place.
- For the Premium Customers there should be some special interest rates on several loan and deposit schemes
- They have to make sure proper promotional activities.
- Each department should ensure the accessibility and proper maintenance of necessary machines like computer, photocopy machine, scanner etc.

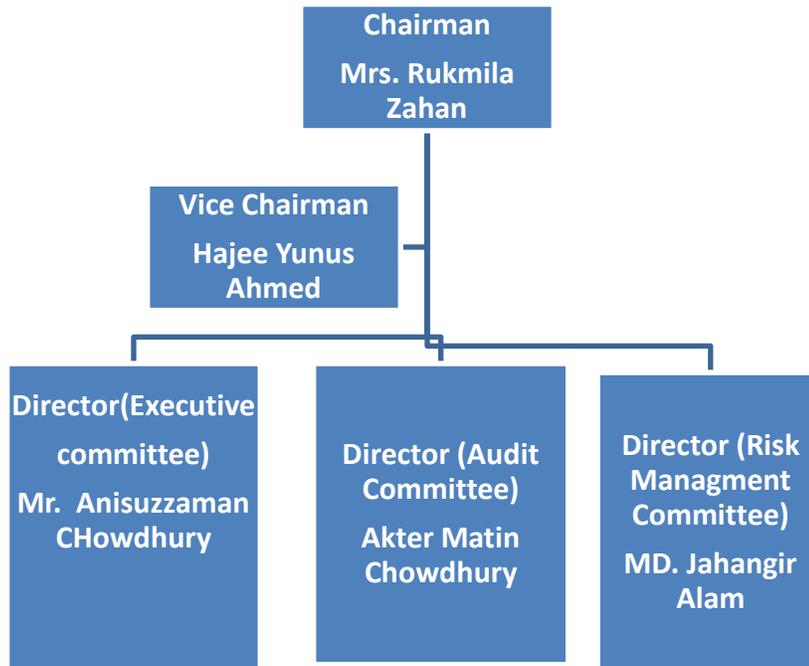
**Conclusion:**

As a first generation bank UCBL is completely committed to provide high quality services to its consumers. And they are also committed to contribute to the growth of GDP. This bank is making opportunity to create employment prospect for the youth. So it is automatically raising the standard of living. UCBL is trying their best to give the customers the most excellent service and customers are quite convinced by their service. UCBL has good reputation for online transactions. UCBL should explore the new trends and strategies to compete with the opponents.

## References:

- Official website of UCBL: <http://www.ucbl.com>
- General Banking Manual of UCBL
- <http://www.bangladesh-bank.org/>
- Internship reports of previous year.

## Appendix:



## Strategic Priority:



## SWOT Analysis of UCBL:

STRENGTHS	WEAKNESS
<ul style="list-style-type: none"> <li>▪ Experienced management team</li> <li>▪ Internal communication is good</li> <li>▪ Diversified product line</li> <li>▪ Low human resource turnover</li> <li>▪ Interactive corporate culture</li> <li>▪ Employee salary is attractive</li> </ul>	<ul style="list-style-type: none"> <li>▪ Low promotional activities</li> <li>▪ Service quality of this bank is good but not high as the customers; expectation</li> <li>▪ Online network is not so good</li> </ul>
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> <li>▪ Investment in the secondary market</li> <li>▪ Opportunity in retail banking</li> <li>▪ Introduction of special corporate scheme for the corporate customers</li> <li>▪ Diversify into leasing and insurance sector</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase market competition</li> <li>▪ Less number of ATM booth</li> <li>▪ Increase cost of fund</li> </ul>





