



Internship Report on
General Banking Activities of EXIM Bank Limited



BUS400 (Internship)

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Letter of Transmittal

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Subject: Submission of Internship Report on General Banking Activities of EXIM Bank Limited

Dear Sir,

This is my pleasure to submit my internship report on General Banking Activities of EXIM Bank Limited which I was assigned to complete. It was a great chance for me to acquire experience and knowledge with respect to practical orientation with EXIM Bank Limited.

This report contains the general banking activities of EXIM Bank Limited, Elephant Road Branch where I worked as an intern for three months. These three months internship program in this bank was pretty a good journey for me. I consider that this internship program has enriched my knowledge, skills and ability which will help me to do better in my future career a lot. Moreover, I have tried my level best to prepare this report to be as much informative and relevant as possible. To make this report more valuable I have reviewed some books, journals, articles and annual reports of EXIM Bank Limited. I have conveyed my best effort to achieve the objectives of the internship and hope that my endeavor will assist the purpose of my internship program.

Thank you for your kind consideration and cooperation.

Sincerely yours,

.....

Sayed Atika Amin

ID-14304015

BRAC Business School

BRAC University

Acknowledgement

In the beginning I would like to express my gratefulness to the almighty Allah who has given me the opportunity to go through the whole procedures of internship and to write a report in this regard successfully.

Internship report is a crucial part of BBA program as one can gather practical knowledge and skills within the period of three months by observing and performing the daily activities of a chosen organization. In this regard my internship has been arranged in EXIM Bank Limited, Elephant Road Branch, Dhaka.

At first, I would like to acknowledge my heartiest gratitude to the Honorable Faculty **Md. Mamoon Al Bashir, Senior Lecturer**, BRAC Business School, BRAC University, who has given me full support, ideas and constant supervision throughout the semester for preparing this report. I am thankful to him for how he guided me with his extreme consistency in every aspect to make the report a successful one.

Furthermore, I would like to thank **Mohammad Kabirul Islam**, Vice President and Relationship Manager; **Mohammad Munirul Islam**, Principal Officer & In-charge (General Banking); **Md. Ruhul Amin**, AVP & Operational manager and all other employees of EXIM Bank, Elephant Road Branch, for giving me essential information and guidance as well as helping me to understand the different banking terms in practical form.

Finally, I convey my heartfelt thanks to my parents for their continuous support both financially and emotionally throughout my undergraduate program at BRAC University.

Certificate of Approval

This is to certify that the internship report on “**General Banking Activities of EXIM Bank Limited**” has been prepared by Sayeda Atika Amin, ID No: 14304015, as a partial fulfillment of the requirement of BBA degree from BRAC Business School, BRAC University.

The report has been prepared under my guidance and observation. All the data and the findings in the report are quite authentic. Furthermore, Sayeda Atika Amin bears a good moral character as well as a decent personality. It has been a great pleasure working with her. I wish her a great success in future.

.....

Signature of the Supervisor

Md. Mamoon Al Bashir

Senior Lecturer

BRAC Business School

BRAC University

Executive Summary

Commercial banks are one of the main contributors to the economy of developing countries. They act as financial intermediaries by performing the activities of assembling the funds from one party and lending the same to another while making a good amount of profit. People and the government itself are greatly reliant on the services provided by the different banks in the financial market. EXIM Bank Limited has started their journey as a private commercial bank on August 3, 1999. The entire working procedure of EXIM Bank Limited, Elephant Road Branch is divided into three departments. They are 1) General Banking 2) Investment and 3) Foreign Exchange. I have tried my best to prepare this report to be as much informative and relevant as possible.

General banking is the starting point of all the banking processes. This division offers day to day services to their customers. It includes new accounts, remit funds, issue pay orders and bank drafts etc. Islamic Shariah based banks like EXIM Bank collect various deposits from their customers. They provide the depositors the rate of profit they earn from their operation. According to Islamic Shariah, the bank act as Shahib-AL-Mal and customer acts as a Mudarib.

This report provides information regarding EXIM Bank Limited which includes their historical background, vision, mission, corporate strategy and the other aspect like the banking with shariah principles etc. After that the report highlights on the activities of EXIM Bank, Elephant Road Branch. Then the report focuses on the general banking activities and also my duties and responsibilities as an intern of that bank. Besides, the various products and services provided by EXIM Bank Limited are also discussed in brief along with the SWOT analysis showing the strengths, weakness, opportunity and threats of EXIM Bank Limited, Elephant Road Branch is mentioned in this report. Lastly some recommendations are provided from my perspective in this report.

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Chapter 1

Introduction:

Generally, through the word “Bank” we assume an economic association that deals with money. There are various types of banks for instance- Investment Banks, Exchange Banks, Co-operative Banks, Commercial Banks, Savings Banks, Central Banks etc. But then again when we use the word “Bank” without any preface, it means the “Commercial banks”. The commercial bank plays an essential role in the economy of a country. The objectives of commercial banking are to earn profit through exchange of money and credit instruments. It is a service as well as profits oriented organization.

Bank separates its function mostly in three parts- General Banking, Foreign Exchange and Investment. The banking sector of Bangladesh is facing a marvelous reform under the financial deregulation and opening up of the economy. Currently this sector is becoming tremendously competitive with the arrival of multinational banks as well as developing technological infrastructure, effective credit management, higher performance level and extreme customer satisfaction.

As a requirement for the Bachelor of Business Administration Degree, I was required to finish this internship course of study. An internship program is necessary for every student, especially for the students of Business Administration, which helps them to understand the corporate world. That is why, students are required to do their internship during the last phase of their bachelor's degree, so that they can start a career with some practical experience. It was a great opportunity for me to work as an intern at EXIM Bank Limited, Elephant Road Branch.

EXIM Bank Limited was established in Bangladesh as a banking company under the Company Act 1913 and began its operation on 2nd June 1999. Numerically it was just another commercial bank, one of now functioning in Bangladesh but the founders were committed to making it a little bit different from other banks. EXIM Bank concerns about social commitment and ensures cooperation among the people of all level for example- businessmen, industrialist- especially who are engaged in large-scale industry, agro-based export oriented medium and small-scale industry.

Rationale of the Study:

As a result of growing economy and emerging competitors in the field of the banking industry, the customer expectations have increased than ever before. Analyzing the current situation, banks especially the commercial banks are trying to come up with new ideas and services to attract more customers. Moreover banks perform an important role to serve the needs of the society in various sectors for instance: capital formation, industrialization, a large scale of production, growth of trade, commerce and foreign exchange.

EXIM Bank Limited has already emerged as one of the renowned banks because of its excellent customer service, foreign exchange and trade facilities. The bank performs their all activities according to the principles of Islamic Shariah where 'Riba' or interest is strictly forbidden. In this report I have given all my efforts to represent my work experience and knowledge about their performance, difficulties, opportunities and prospects on the ground of general banking.

Origin of the Report:

The internship program is a compulsory requirement for the students who wish to become a B.B.A graduate from BRAC University. For completing my internship program, I worked with a host organization named EXIM Bank Limited. Further, I have prepared this report on my practical experience on the daily banking activities, theoretical knowledge and under the close direction of my official supervisors and colleagues. Thus, the report entitled "General Banking Activities of EXIM Bank Limited" has been accomplished as a fulfillment of BBA program credited by the BRAC Business School, BRAC University.

Objectives of the Report:

Broad Objective: Internship is the process to acquire work experience in specific industries. It offers proactive chance to work in the desired field. It helps the interns to identify how their course of study applies to the real world and how to deal with it. Regarding my internship, the prime objective of the study is to know practically the functions of general banking system studied on EXIM Bank Limited.

Specific Objective:

- To identify the key purposes of general banking

- To imply theoretical knowledge into practical areas of work
- To measure the customer opinions on service quality and customer satisfaction towards the general banking activities
- To assess the performance and categorize problems related to general banking activities of EXIM Bank Limited
- To have a strong idea about the Shariah Based Banking
- To make some suggestions to solve the problems of EXIM Bank Limited

Methodology of the Report:

This report is prepared mostly on my observations that I experienced during my internship program. From my academic background I have learned various methodology in the research process. As a result, in this study I had the chance to apply my academic knowledge in practical areas. For this I have gathered data from many sources. Both primary and secondary sources of data were used in order to prepare this report.

Primary Sources:

- Personal observation of the processes of banking activities followed by each department
- Various manuals of EXIM Bank Limited
- Informal conversation with the customers
- Personal interviews of different officers of the branch
- Practical work experience in different departments of the branch

Secondary Sources:

- Annual report of EXIM Bank Limited
- Periodical published by Bangladesh Bank
- Internet as a source of information
- Website of the bank

Scope of the Report:

This report provides a lot of information about general banking activities of EXIM Bank Limited. It delivers a broad overview of the General Banking Department of EXIM Bank Limited, Elephant Road Branch. Moreover this report contains all the observations and work experience during my

internship period. It includes the different aspects of general banking procedures and its effects on the performance of the banking activities of EXIM Bank Limited.

Benefits of the Report:

- It helps to know about the overall general banking activities of EXIM Bank Limited
- It gives us knowledge about Islamic Shariah Based Banking System
- It delivers information about deposit products and services

Timeline of the project:

The following table indicates my suggested timeframe for the internship to prepare the report. To prepare the report the following timeline will be needed.

Week	Activities
1-2	Desk discussion
3	Choosing topics
4	Approval of the selected topic
5-10	Observing, depth interview and data gathering
11	Data preparation and project analysis part
12	Report preparation and final report available

Limitations of the Report:

In preparing this report several complications and limitations have encountered which are mentioned below-

- EXIM Bank follows strict confidentiality of their data
- All required information is not available in any individual branch of the bank
- Limited scope of visiting more than one branch
- Lack of experience and knowledge in internship report writing
- Because of time constraints many of the aspects could not be discussed in this report
- Non-availability of the most recent statistical data and information

- Only three months of internship are not enough to know and learn about all the banking procedures and activities

Chapter 2

Historical Background of EXIM Bank Limited:

EXIM Bank Limited was established under the rules and regulations of Bangladesh Bank and the Bank companies' Act 1991 on the 3rd August 1999 with the direction of Late Mr. Shahjahan Kabir, founder chairman who had a long dream of floating a commercial bank which would contribute to the social-economic improvement of our country. He had a long experience and skills as a good banker. A group of highly competent and successful entrepreneurs joined their hands with the founder chairman to materialize his dream. Moreover, all of them proved themselves in their particular business as the most successful star with their intelligence, endeavor, hard work and talented entrepreneurship. Among them Mr. Nazrul Islam Mazumder became the honorable chairman after the death of the honorable founder chairman.

From its very beginning, EXIM Bank Limited was known as BEXIM Bank which stands for Bangladesh Export Import Bank Limited. Then for some legal constraints the bank renamed as EXIM Bank, which means Export Import Bank of Bangladesh Limited.

The bank starts its operation from 3rd August 1999 with Mr. Alamgir Kabir, FCA as the advisor and Mr. Mohammad Lakiotullah as the Managing Director. Both of them have valuable experience in the financial sector of our country. By their practical decision and management directives in the operational activities, this bank has acquired a secured and unique position in the banking industry in terms of performance, growth, and excellent management.

Company profile:

Corporate information of EXIM Bank Limited-

Name of the Bank: EXIM Bank Limited

Status: Private limited company

Date of incorporation: June 02, 1999

Authorized capital of EXIM Bank: Taka 20,000.00 million

Paid-up capital of EXIM Bank: Taka 14,122.51 million

Total number of employees: 2790

Total number of branches (including SME/Agriculture): 118

No of shareholders in EXIM Bank (31-12-2017): 80673

Chairman of EXIM Bank: Mr.Md.Nazrul Islam Mazumder

Managing Director & CEO of EXIM Bank: Dr.Mohammad Haider Ali Miah

Subsidiary companies of EXIM Bank: EXIM Exchange Company (UK) Ltd, EXIM Exchange Company (Canada) Ltd, EXIM Islami Investment Limited (EIIL)

Location of Head Office: “SYMPHONY” Plot no. SE(F)-9,Road No.142,Gulshan Avenue,Dhaka-1212,Bangladesh.

Mission:

EXIM Bank gives emphasis to:

- Maintain excellent and quality customer service
- Provide corporate, business ethics and transparency at all levels
- Create technology based resourceful banking environment for its customers
- Ensure sustainable growth and establish full value to the stakeholders
- Provide high quality financial facilities in export and import trade
- Add a remarkable contribution to the national economy
- Retain sound capital base for its customers
- Fulfill its social obligations by increasing its charitable and humanitarian activities
- Display team spirit and professionalism in the workplace
- Make its product superior and rewarding to its customers
- Become a trusted repository of customers’ money and their financial consultant

Vision: The idea of Exim Bank's vision is 'Together towards Tomorrow'. Exim Bank Limited believes in togetherness with its valued customers, in its march on the road to growth and progress with outstanding service. To acquire these desired goals Exim Bank focuses on continuous improvement at all stages because they think that the line of excellence is never ending. The organization relies on its strategic plans, policies and networking system so that it can build up a competitive edge over others in the rapidly shifting competitive environment. Its modified quality services to the customers with a trend of constant development will be the foundation to achieve their operational success.

Objectives of EXIM Bank Limited:

- To provide welfare oriented banking system all over the country
- To carry on, transact and conduct the business of banking in all its branches
- To categorize customers credit and other banking requirements and observe their perception towards the performance in meeting the requirements
- To develop and train all the employees and deliver adequate resources so that customer needs can be correctly addressed and fulfilled
- To review and update policies and procedures to improve the ability to provide better services to their customers
- To uphold organizational effectiveness by openly communicating company plans, policies and procedures to all its employees at level

Corporate Culture:

Corporate Culture has become an essential part of the business over the last two decades which undoubtedly plays a very significant role in corporations, employee behavior and organizational operations. It is an important factor in business success or failure. Moreover a positive culture can be a major competitive advantage over organizations with which a firm competes. EXIM Bank Limited, as a renowned bank, believes that if the employees get to know about their organizational culture then the work environment will become more pleasant and comfortable for them. Also, it will eventually boost their morale and lead to increased levels of teamwork, cooperation, sharing of information, and openness to new ideas and thoughts.

Branch Locations of EXIM Bank in Bangladesh: EXIM Bank has 118 branches

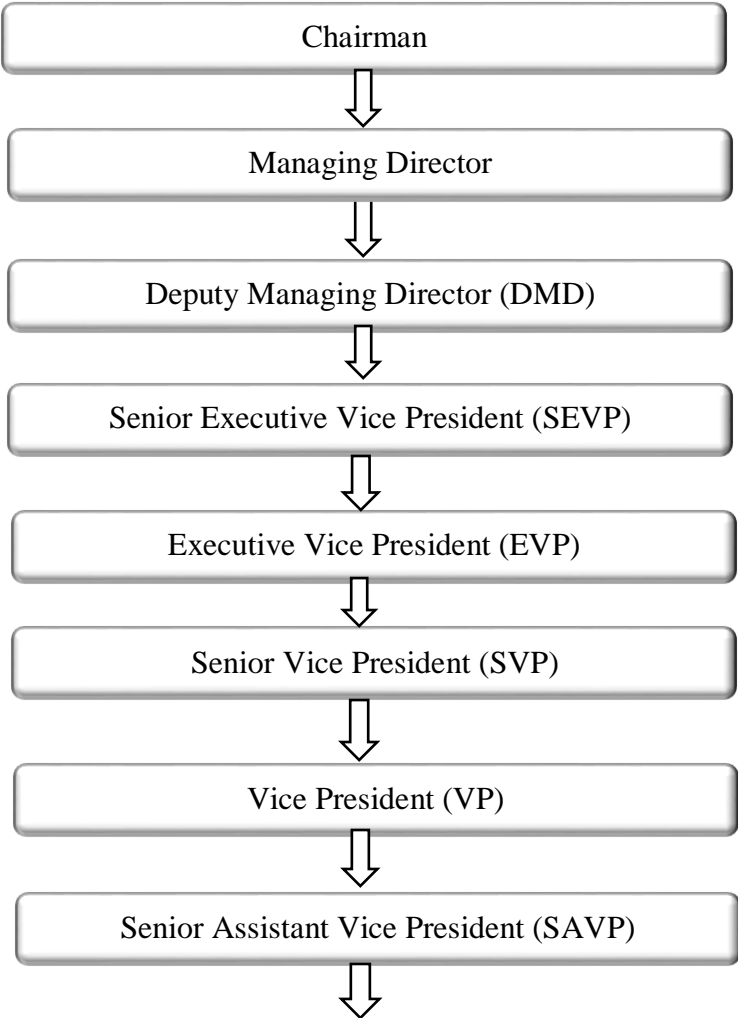
in Bangladesh including SME/Agriculture. They are mentioned below-

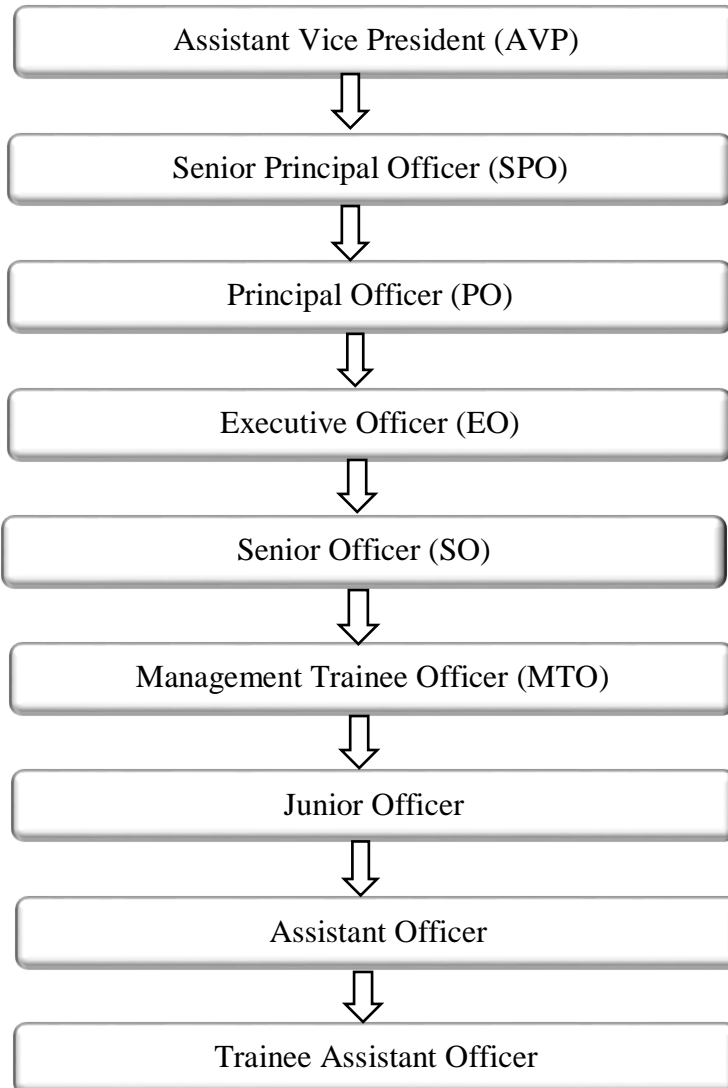
No	Branch	No	Branch	No	Branch	No	Branch	No	Branch
1	Motijheel Branch	25	CDA Avenue Branch	49	Beanibazar Branch	73	Magura Branch	97	Rayer Bazar Branch
2	Panthapath Branch	26	Chowmuhuni Branch	50	Nabiganj Branch	74	Hemayetpur Branch	98	Morjal Branch
3	Agrabad Branch	27	Satmasjid Road Branch	51	Panchabati Branch	75	Mouchak Branch	99	Rajapur Branch
4	Khatungonj Branch	28	Bashundhara Road Branch	52	Feni Branch	76	Chapainawabgonj	100	Netrokona Branch
5	Gazipur Chowrasta Branch	29	Fenchugonj Branch	53	Dinajpur Branch	77	Neyarhat Branch	101	Sariakandi Branch
6	Imamgonj Branch	30	Comilla Branch	54	Keranigonj SME/Agri Branch	78	Dohazari Branch	102	Madhabdi Branch
7	Gulshan Branch	31	Rangpur Branch	55	Biswanath Branch	79	Sheikh Mujib Road Branch	103	Raozan Pahartali Branch
8	Sonaimuri Branch	32	Moulvibazar Branch	56	Goalabazar Branch	80	Ring Road Branch	104	Panchlaish Branch
9	Sylhet Branch	33	Savar Bazar Branch	57	Thakur Bazar SME/Agri Branch	81	Pabna Branch	105	Sirajganj Branch

10	Nawabpur Branch	34	Kawran Bazar Branch	58	Sonargaon SME/Agri Branch	82	Seed Store Bazar Branch	106	Narayanpur Branch
11	Narayanganj Branch	35	Mudaffargonj Branch	59	Banani Branch	83	Kishoregonj Branch	107	Dattapara Branch
12	Shimrail Branch	36	Kushtia Branch	60	Bashurhat Branch	84	Halishahar Branch	108	Shantinagar Branch
13	Rajuk Avenue Branch	37	Rajshahi Branch	61	Dhanmondi Branch	85	Balirtek Branch	109	Kazi Nazrul Islam Avenue Branch
14	New Eskaton Branch	38	Head Office Corporate Branch	62	Dhopadighip ar Branch	86	Jhalakathi Branch	110	Bhola Branch
15	Uttara Branch	39	Golapgonj Branch	63	Mymensingh Branch	87	Naogaon Branch	111	CEPZ Branch
16	Laksham Branch	40	Chhagalnaiya Branch	64	Takerhat Branch	88	Mukterpur Branch	112	Joypara Branch
17	Mirpur Branch	41	Naria Branch	65	Garib-e-Newaz Branch	89	Tangail Branch	113	Jagannathpur Branch
18	Jubilee Branch	42	Khulna Branch	66	Cox's Bazar Branch	90	Charbata Kasherhat Branch	114	Tungipara Branch
19	Elephant Road Branch	43	Pahartali Branch	67	Nazirhat Branch	91	Dollai Nowabpur Branch	115	Lalpur Branch
20	Mawa Chowrasta Branch	44	Paltan Branch	68	Dania Branch	92	Pakundia Branch	116	Mithamoin Branch

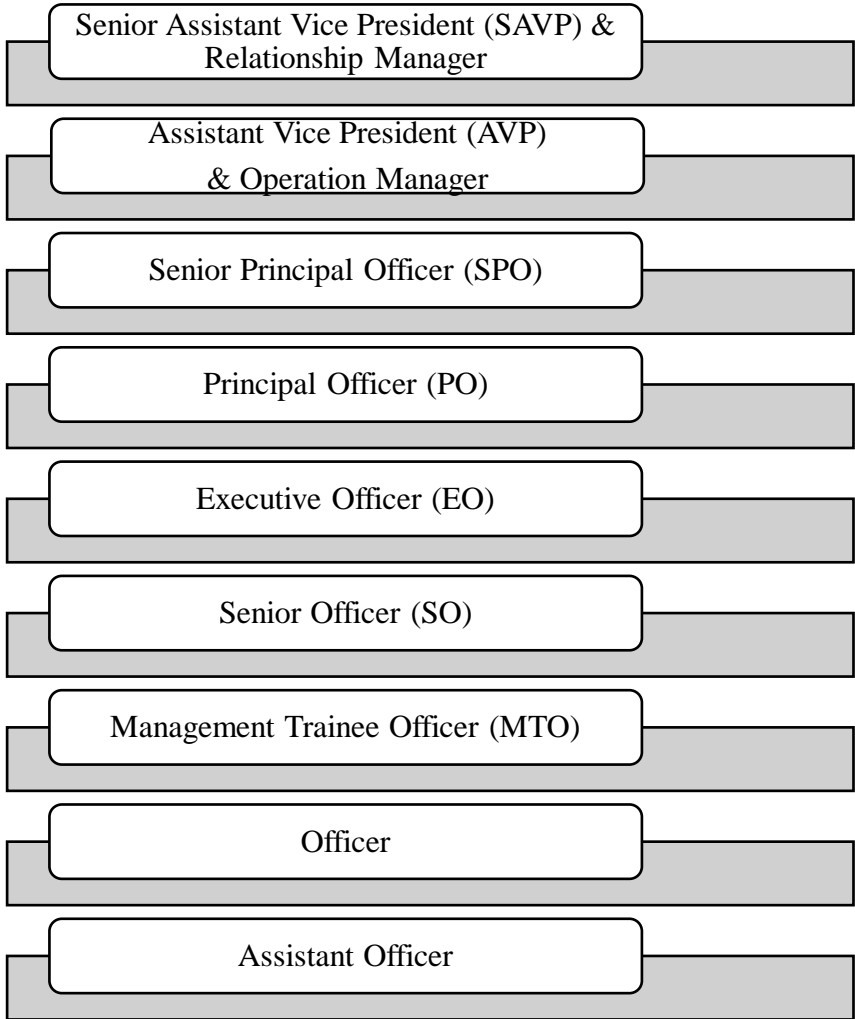
21	Bogra Branch	45	Board Bazar Branch	69	Gouripur Branch	93	Islampur Branch	117	Bagmara Branch
22	Jessore Branch	46	Bahaddarhat Branch	70	Sandwip Branch	94	Sitakunda Branch	118	Mohila Branch, Uttara
23	Malibagh Branch	47	Faridpur Branch	71	Satarkul Branch	95	Ashulia Branch		
24	Manikgonj Branch	48	Khulshi Branch	72	Barisal Branch	96	Ashugonj Branch		

Organogram of EXIM Bank Limited:





Organizational Structure of EXIM Bank, Elephant Road Branch:



Main Operational Areas:

As a commercial bank, EXIM Bank Limited offers all traditional banking facilities including a various range of savings and investment scheme products, foreign exchange and subsidiary services with the full support of specialized management and current technology. EXIM Bank emphasizes utmost importance to export import trade handling and the growth of entrepreneurship and private sectors. Besides, the bank has become the pioneer in supporting readymade garment industries. It provides the sector with financial support including potential market information and advices. So it is one of the leading financiers in this sector. In addition, EXIM Bank is dedicated to retain its clients through customer relationship management and financial counseling.

Chapter 3

General Banking:

All business activities are related to earning profit by selling either a product or service. A bank does not provide any tangible product to sell but does offer a variety of financial services to customers.

General Banking is the basis of all the banking procedures and activities. It is considered as the direct customer service center. This department represents one of the most essential roles in the operations of commercial banks. General banking department deals with taking deposits and concurrently provides quality services to its customers. On a daily basis it receives deposits from the customers and fulfills their demand for cash by honoring cheques. Furthermore this department helps customers to open new accounts, debt funds, issue pay orders, demand drafts etc. Since the bank is confined to deliver this service every day, general banking is also known as “Retail Banking”.

Products and Services of EXIM Bank Limited:

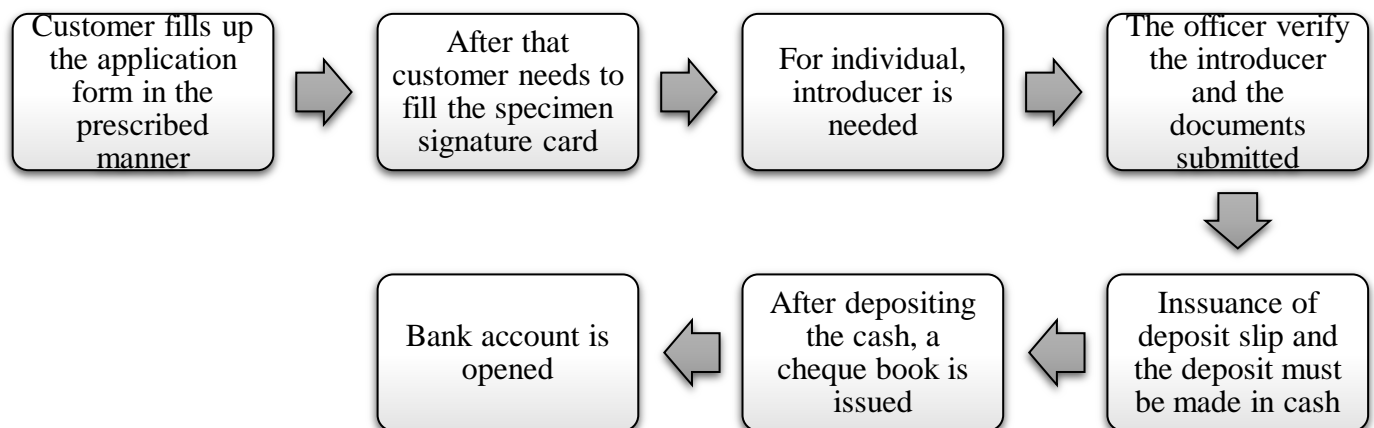
EXIM Bank Limited, Elephant Road Branch provides various types of general banking components to its customers. These are essential techniques for the bank to attract new customers as well as to retain the existing ones. Moreover, EXIM Bank Limited provides innovative banking products, foreign exchange services, investment solutions to help their customers. These classifications are based on the customers’ demand and requirements. Primarily EXIM Bank deals with five types of product and services. These are retail banking, SME Banking, Corporate Banking, Agri banking and Remittance. The subcategories of these schemes are given below in the following figure.

Components of General Banking: General banking activities consist of the following divisions. These are as follows-

- Account opening
- Account closing
- Deposits account

- Issuance of cheque book
- Cash section
- SMS Banking
- Clearing section
- Local remittance services

The Process of Account Opening: To open an account banker and client make a contractual relationship. Though, the selection of a client for opening an account is very critical for a bank. Before the opening of an account in EXIM Bank, the following procedures must be completed by the customer-



Account Opening Process

Step1: Bank offers account introductory form to the customer/applicant

Step 2: Applicant fills up the form and specimen signature card properly

Step 3: Application form then submitted to the bank duly signed by an introducer along with two passport size photos attested from the introducer

Step 4: The authorized officer evaluates the form and verify the introducer as well

Step 5: If no errors are found, the officer will proceed with the account opening procedures

Step 6: The authorized officer will issue a deposit slip where a deposit must be made by the customer

Step 7: Then the officer will issue a cheque book for the customer

Step 8: Bank then preserves the specimen card and finally, the account is opened

Requirement for Opening AL-WADEEAH-CD/MSD/MSTD Account-

There are some general rules for opening all type of account which is as follows:

- Account opening form must be filled in and properly signed by the account holder(s)
- Introduction by an existing account holder with signature and account number or any person acceptable to the bank
- Introducer must attest two copies of current passport size photographs of each account holder
- One copy of passport size photograph of the nominee attested by the account holder(s)
- Initial deposit is needed for opening this types of account
- Copy of Passport/National ID Card/Driving License/Office ID/Word Commissioner's Certificate/any ID Card is needed to open an account
- In case of "Foreign Currency Account" attested photocopy of passport with valid visa and work permit is required
- To open a Joint Account the "Joint Account Declaration Form" is needed by the bank

Additional Documents that are Required for Opening Accounts-

The formalities to open a new account in the bank may vary from person to person, depending on the type of accounts customer wishes to obtain. First of all, differences of clients such as individual, partnership, joint, proprietorship, private limited company, public limited company, associations, club, societies, trusts etc. can open different types of accounts along with the requirements which are as follows-

For Proprietorship Account

- A copy of updated Trade License of the company

- A copy of sole proprietorship declaration
- TIN Certificate is required

For Partnership Account

- Registered Partnership Deed is needed to open an account
- A copy of updated Trade License
- Resolution of partners to open the Association letter (A/C) and authorization for its operation duly verified by the Managing Partner
- All the partners should duly sign the Partnership Letter

For Private and Public Limited Company Account

- A certified Copy of the Memorandum and Article of Association of the company is needed
- A certified Copy of Certificate of Incorporation of the company
- In case of Public Limited Company, a certified Copy of Certificate of Commencement is necessary
- Resolution for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company
- A copy of updated Trade License of the company
- List of Directors along with designation
- If it's an insurance company, Certificate of Registration is needed
- One copy of updated TIN/VAT Certificate

For Association/Club/Trust/Society/Charity Organization/Educational Institution/Masjid/Madrassa Account

- A certified copy of Bylaws/ Memorandum and Article of Association/ Trust Deed
- A verified copy of Certificate of Registration/Permission from the concern Department(s) of the Government
- List of members of the Governing Body/Executive Committee with their Address and Phone Number
- Resolution of the Board/Executive Committee/ Governing Body for opening the account and authorization for its operation duly certified by the Chairman/Secretary/President
- If it's registered then the Registration Certificate is compulsory

- Permission Letter from Bureau of N.G.O needs to be attached (in case of N.G.O. A/C)

That's are all about the extra papers required for the different type of accounts.

The Process of Account Closing: The termination of an account may occur-

- If the customer is willing to close his/her account
- If EXIM Bank notices that the account is inactive for an extended period of time
- If EXIM Bank receives an order issued by the court

To close an account, clients will be requested to send an application along with the unused leaves of the cheque books issued to them. On receipt of the application, the following will be done-

- The signature of the account holder will be verified and the number of unused cheque leaves will be noted
- Before the closing of the account, the branch-in-charge will approve the application
- After declaring the liability, if any, and incidental charges to be debited to the account
- The standard cost is about Tk. 300 + 15% VAT. However, the closing charge of an account within three months of introductory is Tk.500 + 15% VAT
- After debiting the incidental charges to the account, the customer will be requested to draw the remaining balance from his/her account
- Then the “Account Closed” stamp will be affixed on the account opening form and specimen signature cards of the customer
- After completing all the requirements the application will be posted with the account opening form and the specimen signature cards will be kept separately under lock and key
- Finally the authorized bank officer will destroy the unused cheque leaves of the customer

Deposits: A deposit account can be a current account, savings account or other types of bank account that permits money to be deposited and withdrawn by the account holder. These transactions are noted on the bank's books and the subsequent balance is recorded as a liability for the bank and represents the amount due by the bank to the customer. Some banks require a free for providing this services while others may pay the customer interest or profit on the funds deposited. EXIM Bank Limited pays their customer profit on the deposited fund. Several kinds of deposits are mentioned below-

1. Mudaraba Savings Account (MSD)

2. Current Deposits (CD)

3. Term Deposits

4. Deposit Schemes

Different Types of Deposit Account:

Savings Account	Current Deposits	Term Deposits	Deposit Schemes
Mudaraba Saving Deposit(MSD)	Al-Wadia Current Deposit (CD)	<ul style="list-style-type: none">• Mudaraba Term Deposits(MTD)• Mudaraba Education Deposit	<ul style="list-style-type: none">• Mudaraba Monthly Savings• Mudaraba Super Savings• Mudaraba Multiplus Savings
			<ul style="list-style-type: none">• Mudaraba Millionaire Deposit Scheme (MDS)• Mudaraba Kotipoti Saving Scheme
			<ul style="list-style-type: none">• Mudaraba Su-Grehini Monthly Savings Scheme

			<ul style="list-style-type: none"> • Mudaraba Femina Monthly Savings Scheme
			<ul style="list-style-type: none"> • Pension Deposit Scheme (PDS)
			<ul style="list-style-type: none"> • EXIM Monthly Hajj Deposit (MDH) • Mudaraba Senior Monthly Savings Scheme

Mudaraba Savings Deposit (MSD):

Mudaraba savings deposit account is opened under the Mudaraba Principle of Islami Shariah. According to this principle the customer is called the Sheheb-Al Mal and the Bank is called Mudarib. MSD accounts are generally for non-trading customers who have some potential saving. Besides the bank permits investors to open a necessary savings account by inspiring investments habit among the general public. Mudaraba savings account can be opened and operated by one or more than one person. A guardian in support of a minor can open this bank account as well. Moreover, in this savings account profit is payable to the customer. There are two types of saving accounts which are accessible entitling as "Single Saving Account" and "Joint Saving Account." Finally an amount of Tk. 1000/- is needed for opening a Mudaraba Savings Account along with a yearly fee of Tk.250/-. Besides, an account holder will be permitted to withdraw per week up to 25% of the balance of his/her account.

Main Characteristics

- Initial deposit is 1000 Taka
- A half-yearly account statement
- Provides debit card facility with limited withdrawal
- Free ATM cash withdrawal from all ATM booth of EXIM Bank Limited
- SMS banking facilities for its customers
- Monthly basis profit
- Offers salary crediting, cheque book and fund transfer facility

Terms and Conditions for this account

- Account will be functioned as per Mudaraba principles
- At least 65% investment income will be dispersed among the mudaraba depositors as per weightage allocated for each account
- MSD will bear 0.75 weightage

Al-Wadia Current Deposit: In Al-Wadia current account, no profit is payable and it has some benefits over savings account for instance- no such withdrawal limit and overdraft facility. The minimum account opening fee is Tk 2000. This amount must be maintained in the account. Besides the account maintaining charge is 250 Tk and it is charged twice a year. If the balance falls below Tk 2000/- then the bank will charge a minimum balance fee of 250 Tk.

Main Characteristics

- Limitless deposit or withdrawal facility
- No profit will be given to the customer
- Cheque book and ATM Card facilities
- Free online transaction is available

Terms and condition for this account

- Account will be maintained as per Mudaraba Principle
- Bank may use the fund at its own decision with prior permission of the account holder and without any risk to the account holder
- Client may withdraw the entire or part of their fund without any prior notice

Mudaraba Term deposit Receipt: Mudaraba Term Deposit Receipt (MTDR) account is a specific period of deposit system which is not payable before the maturity date. EXIM Bank Limited provides higher rates of profit on such deposits. Generally clients/person and organization are allowed to open this account for a certain period and the rate of profit depends according to the terms of the deposit. Moreover, the minimum deposit amount of MTDR, renewal procedure, rate and premature encashment rules are decided and circulated by the Head Office from time to time. Deposit of MTDR account will have the following weightages-

Term/Period	Weightage
1 month	0.83
2 months	0.83
3 months	0.88
6 months	0.92
1 year/2 years/3 years	0.96

Table: Weightage of MTDR account

Main Characteristics

- Any adult person (individually/jointly) having sound mind can open MTDR account
- Minimum deposit fee is about 10000 Tk and above
- Customer can open one or more account in the same name at the same or different branches of the bank
- Profit will be calculated on a daily basis

Deposit Schemes:

Mudaraba Monthly Savings Scheme (MMSS): It is a monthly saving scheme that secures the future of the customers with ease. A small savings of today will offer a comfort for tomorrow. The savings period is for 3,5,8,10, or 12 years and the payment is Tk 500/, 1000/, 2000/, or 5000 consequently. Besides, the bank has the authority to change the weightage of deposit and percentage of distribution of investment income.

Mudaraba Super Saving Scheme: Mudaraba Super Saving Scheme helps to build up capital and it is a major source of business investment in our country. To create more consciousness and motivate people to save money, EXIM Bank Limited provides Super Saving Scheme to their customers. Any person can open more than one account in a branch in his/her name or in joint names. The deposit can be made in multiples of Tk. 5,000. The deposit money will approximately be double in 5 years 6 months.

Period of Savings and Installment Rate per Month:

- The savings period is for 3,5,8,10, or 12 years and the payment is tk 500/, 1000/, 2000/, or 5000 consequently
- Bank has the right to change the weightage of deposit money

Causes of Disqualifications of the Scheme:

- If the depositor fails to pay 3 installments in a row, then he/she will be disqualified from this scheme and profit will be applicable according to the withdrawal clause
- If a depositor fails to pay 5 installments in a row, then the bank has the legal right to close the account
- If the depositor passes away then the scheme will conclude its operation. The amount will be given to the nominee of the deceased depositor

Mudaraba Millionaire Deposit Scheme & Mudaraba Kotipoti Saving Scheme:

Objectives:

- An organized savings scheme that benefits the customers and societies to maximize their wealth by providing the significant return on their investments
- It is a savings scheme which helps the customers of all level in generating a positive contribution to their family by providing a fund in a family's financial difficulties

Characteristics and Benefits of both MMDS & MKSS

- The investment period is for 3,5,8,10 & 12 years only
- Deposit on schedule payment basis
- Permits to open several MMDS account with various amount in any branch of the bank
- Monthly installment can be placed through debit instruction from the designated Mudaraba CD/SB Account
- Bank has the legal rights to modify the weight of deposit

Withdrawal:

Deposited funds of Mudaraba Millionaire Deposit Scheme & Mudaraba Kotipoti Saving Scheme is not encashable before the maturity in general. If any depositor wishes to encash his/her account before maturity due to certain unavoidable circumstance then the following terms and conditions will be applicable-

- Profit will not be acceptable for premature encashment within one year
- Benefit will be provided at the provisional rate of Mudaraba Savings Deposit if it is encashed after 1 year but before the maturity date

Causes of Disqualification of this Scheme:

- If any investor fails to pay three successive payments at any point in time, then he/she will be disqualified from this types of scheme and profit against the balance of deposited amount will be allowed as per terms & conditions for early encashment.
- In the case of death of the account holder, the account will stop its function and the total deposited amount with profit (conditions applied) will be paid to the nominee.

Deposit will bear the following weightage of MMDS

Tenure	Profit Rate	Monthly Installment	Expected Amount
03 years	7.28%	24,790	10,00,000
05 years	7.38%	13,750	10,00,000
08 years	7.53%	7,578	10,00,000
10 years	7.63%	5,545	10,00,000
12 years	7.73%	4,210	10,00,000
15 years	7.88%	2,902	10,00,000

Table: Weightage of MMDS Account

Deposit will bear the following weightage of MKDS

Tenure	Profit Rate	Monthly Installment	Expected amount
03 years	7.23	2,48,079	1,00,00,000

05 years	7.33	1,37,650	1,00,00,000
08 years	7.48	75,933	1,00,00,000
10 years	7.58	55,603	1,00,00,000
12 years	7.68	42,230	1,00,00,000
15 years	7.83	29,148	1,00,00,000
18 years	7.98	20,739	1,00,00,000

Table: Weightage of MKDS Account

Mudaraba Su-Grehini Monthly Savings Scheme & Mudaraba Femina Monthly Savings Scheme:

Mudaraba Su-Grehini Monthly Savings Scheme:

It is a scheduled benefit scheme that assists the housewives of all contents & societies maximization their affluence by providing an extraordinary return on their savings.

Mudaraba Femina Monthly Savings Scheme:

It is basically a proposed benefit scheme that supports the female employees in making a helpful impact on their family the by providing fund in a family's economic crises.

Weightage of Mudaraba Su-Grehini Monthly Savings Scheme-

Term	Tk 1,000	Tk 2,000	Tk 5,000	Tk 10,000	Tk 20,000
03 years @7.95%	40,773	81,547	2,03,867	4,07,734	8,15,467
05 years @8.05%	74,066	1,48,132	3,70,331	7,40,662	14,81,325
08 years @8.20%	1,35,963	2,71,926	6,79,814	13,59,628	27,19,257
10 years @8.30%	1,87,327	3,74,653	9,36,633	1,873,266	37,46,532
12 years @8.40%	2,48,946	4,97,892	1,244,731	24,89,462	49,78,924

Table: Mudaraba Su-Grehini Monthly Savings Scheme

Weightage of Mudaraba Femina Monthly Savings Scheme-

Term	Tk 1,000	Tk 2,000	Tk 5,000	Tk 10,000	Tk 20,000
03 years @7.85%	40,709	81,417	2,03,543	4,07,086	8,14,171
05 years @7.95%	73,867	1,47,735	3,69,337	7,38,673	14,77,346
08 years @8.10%	1,35,360	2,70,721	6,76,801	13,53,06	27,07,206
10 years @8.0%	1,86,266	3,72,531	9,31,328	18,62,656	37,25,312
12 years @8.3	2,47,216	4,94,432	12,36,079	24,72,158	49,44,315

Table: Mudaraba Femina Monthly Savings Scheme on maturity

Encashment Rules for MSGMSS & MFMSS:

- In terms of premature encashment of Mudaraba Su-Grehini Monthly Benefit Deposit Scheme & Mudaraba Femina Monthly Savings Scheme, no profit will be paid to the investor
- The amount of Mudaraba Su-Grehini Monthly Savings Scheme & Mudaraba Femina Monthly Benefit Scheme is not encashable before maturity
- If any investor supposes to encash his/her account before maturity owing to certain unavoidable circumstances, the rules & regulations for premature encashment of Mudaraba Monthly Savings Deposit Scheme will be followed.

Causes of Disqualification of this Scheme:

In terms of the death of the account holder, the account will be closed and the whole deposited amount with profit will be paid to the nominee as mentioned in the account opening form. If the nominee is minor, the same will be given to the lawful guardian of the juvenile.

EXIM Monthly Hajj Deposit: In terms of easy arrangement for performing Hajj, EXIM Bank Limited provides this Hajj Deposit Scheme which is respectively for 5, 8, 10, 15 and 20 years with small amount of deposits per month with 11% profit.

Mudaraba Senior Monthly Savings Scheme: EXIM Bank Limited offers Mudaraba Senior Monthly Savings account for senior citizens to conduct their daily banking transactions with securely and easily. This scheme is suitable for senior citizens who wish to have good returns on

their savings. For this account EXIM Bank charges a minimum fee and provides some benefits to its valued customers.

Purposes of the Scheme:

- It is a scheduled benefit scheme that inspires the senior citizens of the society towards savings of their unused money in the cost-effective deposit scheme
- A scheme that helps the senior citizens for keeping their earned money in valuable account

Five Years Deposits Growth of EXIM Bank:

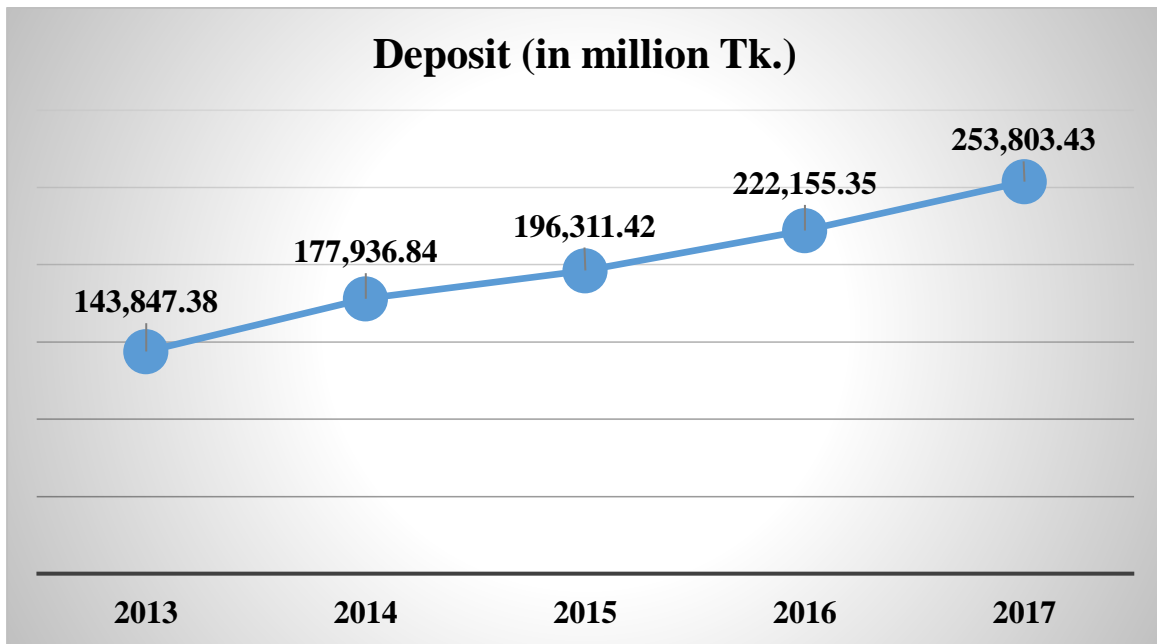


Chart: Five Years Deposits Growth of EXIM Bank

Having a growth rate of 14.28% the total deposit of EXIM Bank stood at Tk.284,026.11 million as on 31 December 2017 from Tk.248,540.44 million as of 31 December 2016. This increasing growth in deposit has permitted the bank for further business prospects keeping investment deposit ratio at 89.36% which is within the boundary set by the regulator. Moreover, EXIM Bank has familiarized a number of deposit products to provide its valuable customers. The clients of the bank include individuals, financial institute, government bodies, autonomous bodies, NGOs and corporate person. The bank upholds a significant growth in deposit since its inception through various products and resources like quality customer services, up-to-date technologies like ATM

service, internet banking service, SMS banking, debit card, POS service etc. Major product-wise deposits of 2017 and 2016 are stated below-

SL. No	Particulars	2017	2016	Growth
1	Mudaraba Savings Deposits	19,817.05	16,612.83	19.29%
2	Mudaraba Short Notice Deposits	15,407.27	16,119.52	-4.42%
3	Mudaraba Term Deposits	140,978.18	130,292.73	8.20%
4	Mudaraba Scheme Deposits	66,529.16	53,272.69	24.88%
5	Foreign Currency Deposit	1,516.99	1,353.27	12.10%
6	Al Wadeeah Current and Other Deposit Accounts	36,053.85	29,060.57	24.06%
7	Bill Payable	3,723.61	1,828.83	103.61%
	Total	284,026.11	248,540.44	14.28%

Table: Comparison of 2016 and 2017 Deposits Growth

Local Remittance Section:

Transferring money from one place to another place through an official channel is called remittance. It is risky and troublesome to carry cash all the time. Commercial banks provide remittance facilities to its customers by means of receiving money from one branch of the bank and making an easier procedure for payment to another branch within the same country. Remittance of funds is one of the most significant aspects of the commercial Bank in rendering services to its customers. There are three modes of remitting funds they are-

- Payment Order (PO)
- Demand Draft (DD)
- Telegraphic Transfer (TT)

Payment Order (PO): Payment Order is a process of money transfer from payer to the payee within a certain clearing area through banking channel. It's basically an order of local payment on behalf of the bank. A customer can purchase various modes of payment order such as pay order by cash and pay order by cheque. It is usually used as a substitute for cash. It can also be used as the safety of the loan as well.

So PO is a non-negotiable financial instrument issued by the branch of a bank for allowing the customer to remunerate a certain proportion of money to the order of an individual/ branch/ association/workplace within the same clearing house area of the pay order-issuing branch. Pay order has various characteristics like-

- The issuing branch and the paying branch must be same
- Application for payment within the clearinghouse area of the issuing branch
- It can be open or crossed as well

PO Issuing Process: To issue a pay order the customer needs to submit an application to the remittance department in the prescribed form properly filled up and duly signed by the applicant. Candidate must fill up the payee name, order number, amount in figure and words in the pay order form correctly. Exim Bank Charges for P.O as follows-

Amount (TK)	Commission (TK)	Postage Fee (TK)	Total (TK)
1-10000	25	4	29
10001-100000	60	9	69
100001-Above	120	18	138

Table: Charges for P.O

- Receiving PO application form appropriately filled in and duly signed by the applicant
- Collecting the amount of cash/transfer with commission amount
- Issuing pay order
- Entering into pay order register

Demand Draft (DD): Demand Draft is a kind of bill of exchange. It is an order of the bank to pay a certain amount of money from one branch to another branch as per application. It is basically applicable outside of Dhaka City. The DD is mostly issued for party's safety. While transferring the money securely from a city to another, individuals use this DD since it can transfer the money between the different branches of the same bank easily.

Charges for Demand Draft as follows-

Amount	Percentage of Charge
0-250000	15%

Table: Charges for D.D

Demand Draft Issuing Process:

- Obtaining demand draft application form which has to be appropriately filled in and duly signed by the applicant
- Receiving the amount of transfer with the commission fee
- Inserting test number
- Entering in the DD register and issuing advice to the payee branch

Telegraphic Transfer (TT): Telegraphic Transfer is an instrument for transferring cash by a telephonic message or telex from one bank to another of different location or from one branch to another branch of different location of the similar bank. There are various types of telegraphic transfer such as Fax, Telephone Telex, Mobile and Telegram.

For issuing a TT customer needs to fill the TT form and pay the amount along with commission in cash or by cheques. The officer then issues a coast memo after receiving the TT form with the payment seal and signed it for Tk. 40.00 and 15% of VAT on TT charge. The TT fee will increase at Tk.1 for every 1000 Tk. But unfortunately this TT is not available in the banking system anymore.

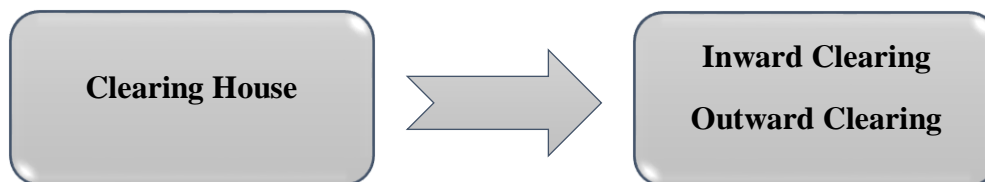
Clearing Section: Clearing is a system by which a bank can accumulate funds from one bank to another through clearing house. Clearing house is basically a place where the representatives of various banks receive and deliver cheques with another bank. As per Article 37(2) of Bangladesh Bank Order, banks who are members of the clearing house are Scheduled Banks and it's a job of the scheduled banks to accept and clear cheques of different banks. Mainly, Bangladesh Bank executes the Clearing House in Dhaka, Chittagong, Khulna, Rajshahi & Bogra.etc. If there is no branch of Bangladesh Bank then Sonali Bank controls this function.

Moreover, the major function of clearing section is to operate with well-being and security of monetary transaction of financial instrument like DD, PO, Cheque and so on for the benefits of the clients through Bangladesh Bank Clearing House, OBC, IBC.

This section observes in the following things:

- Whether the paying bank is within the Dhaka city.
- Whether the paying bank is outside the Dhaka city. Then these cheques will be cleared by OBC (Outward bill for collection)
- Whether the paying is their own branch. These cheques will be cleared by IBC (Inter Branch Bill for Collection)

Types of Clearing:



Inward Clearing: When the cheque of its client is received for collection from other banks, the following should be checked very cautiously

- The cheque needs to be crossed
- The amount both in words and figure in deposit slip should be the same
- The cheque should not carry a date older than the receiving date for more than six months.
- The collecting bank must enquiry whether the endorsement is done appropriately or not

Outward Clearing: When the branches of a Bank obtain a cheque from its clients drawn on the other banks within the local clearing zone for collection through Clearing House, it is called Outward Clearing. The process of Outward Clearing are as follows-

- The instruments with schedules to the main branch of EXIM Bank Bangladesh Limited after issuing an Inter Branch Debit Advice (IBDA),
- Clearing stamps should be attached to the instruments
- Authorized signature endorses instruments
- The client receives the duly signed instruments and also branch code number affixed on the instruments

- Details of the instruments and vouchers are documented in the "Outward Clearing" register
- Receipt of an instrument along with paying in slip
- Checking of instrument and paying in slip

Cash Section: Cash department plays an essential role in the banking activities of the financial institute. It deals with the major purpose of the commercial bank that it receiving the deposits and paying the cash on demand. Since this sector is directly involved with the customers, the brand value of the bank depends much on it.

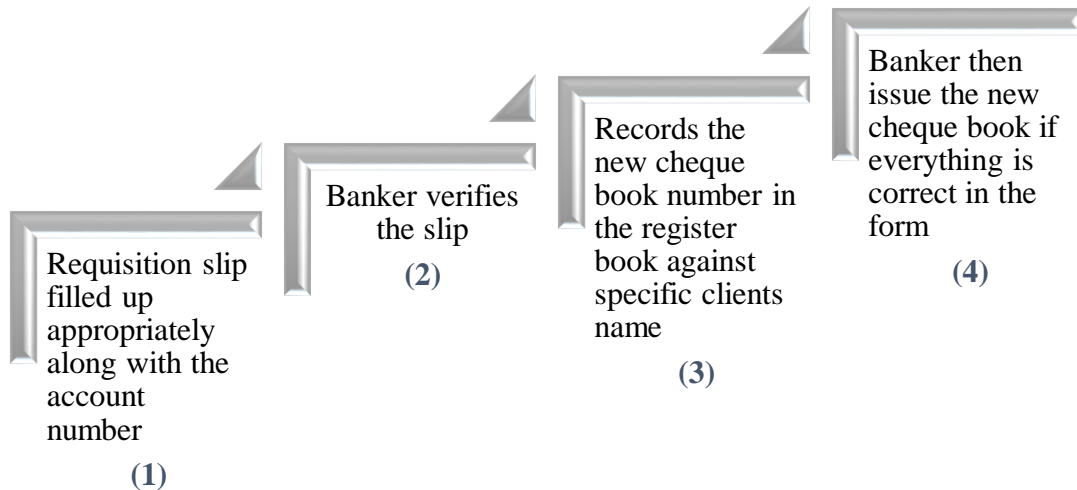
The function of this department starts at the beginning of the banking hour. Cash officer takes money from the vault to begin daily transaction which is known as the opening cash balance. Besides, the vault is kept in a locked restricted room where nobody can enter except the cash officer and the branch in charge. The amount of opening cash balance is then enrolled in the cash register. After concluding the daily cash transactions, the remaining cash is then kept in the vault again which is known as the closing balance. Cash department monitors these things-

- Record daily transactions
- Maintain the cheques
- Provide money to depositors
- Collect money from depositors
- Record monthly closing transactions of the branch

Cheque: Cheque is a necessary document that commands a bank to pay a particular amount of money from a person's account to the person in whose name the cheque has been issued. It is basically a document signed by the account holder directing a specific person to pay a certain amount of money.

Cheque Book Issuing Process:

To open an account in the bank customer is required to sign a Cheque Book Requisition Slip. Then the customer will receive a cheque book only if the account opening form is filled accurately. After that the banker will enter the name and account number of the customer against a specific cheque book series and will also keep a record on the computer.



Bank Cheques may be Dishonored for Any One of the Following Factors:


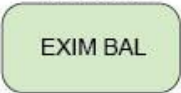


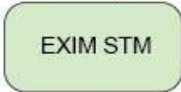
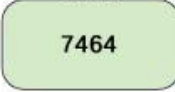

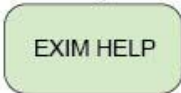
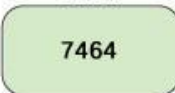

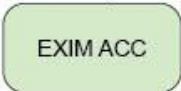

- If the amount in figure and word differ from each other
- Cheque out of date or post- dated
- Insufficient deposit
- Payment stopped by the drawer
- Payee's authorization problem
- Crossed cheque needs to be presented through a bank
- Drawer's signature differs or any other valued reasons

The dishonor cheque is then entered in the Return Register by the authorized officer and notified the party about it. To deliver the dishonored cheque party's signature is required in the return register. After that, the return cheque is sent to the party's mail address with Return Memo. If the cheque is not honored due to the inadequacy of funds then EXIM Bank charges 25Tk as a penalty.

EXIM Bank's SMS Banking Service: EXIM Bank introduced SMS Banking services to provide immediate access to customer account information at any time. Any mobile phone user having an account in EXIM Bank Limited can get this service easily. The offers in SMS Banking are-

- Balance Inquiry
- Mini Statement
- Service Help

- Account Information

EXIM SMS PULL SERVICE				
Category of query	Keyword	# Go to Handset Message option	Write Keyword	Send to
Balance Inquiry	EXIM BAL			
Mini Statement	EXIM STM			
Service Help	EXIM HELP			
Account Information	EXIM ACC			

Benefits of SMS Banking:

- Quick and easy control over the status of the bank account
- SMS Banking Service of EXIM Bank is accessible for both corporate and individual customers
- Unlimited messaging service received regardless the number of transactions of the customer

SWOT Analysis:

SWOT Analysis is a technique that categorizes an organization's strength, weakness, opportunity and threat. This analysis helps the organization to know their current work condition and also emphasizes to improve their performance in future in comparison to their competitors strengths. I have prepared a SWOT analysis on the basis of the present condition of EXIM Bank.

Strengths: The strengths of EXIM Bank Limited, Elephant Road Branch that can find out from the SWOT analysis are given below-

- All the activities of EXIM Bank Limited are conducted according to the rules and regulations of Islamic Shariah where profit is the legal substitute of interest
- The bank has achieved customer loyalty as organizational loyalty by providing them with high quality services
- EXIM Bank Limited, Elephant Road Branch has a cooperating corporate culture which motivates the employees to work more enthusiastically
- The bank has already achieved remarkable growth in revenues and payment division
- The number of deposits, loans and advances are also increasing promptly

Weaknesses: The weaknesses EXIM Bank Limited, Elephant Road Branch that I classified are given below-

- The service quality of EXIM Bank Limited, Elephant Road Branch is not up to the mark with respect to other branches of the bank
- Insufficient publicity and advertising of bank's products and activities
- In general banking unit, the bank follows the traditional banking system which means this process is not completely computerized
- The location of EXIM Bank Limited, Elephant Road Branch is not in a suitable place
- According to individual customer's view “introducer of accounts holder” is one of the complications to open an account
- The bank does not have any research and development division

Opportunity: The opportunities that are available in EXIM Bank Limited, Elephant Road Branch are stated below-

- Introducing more innovative and modern customer service can be a way to sustain in the competition in future
- Online banking facilities can increase the banking activity more efficiently and effectively
- EXIM Bank Limited, Elephant Road Branch should expand its product line to gain a competitive advantage over their competitors
- EXIM Bank can introduce a various corporate scheme for the corporate customers or service holders and it should be separated according to the professions such as engineers, lawyers, doctors etc.

- The development of global economy and foreign trade in the coming years can provide remarkable growth opportunities for the banking industry. Moreover, SME and retail banking can offer a tremendous chance for growth

Threats: The possibility of threats for EXIM Bank Limited, Elephant Road Branch are mentioned below-

- All the existing and upcoming multinational, private and foreign banks create a massive threat to EXIM Bank Limited
- The degradation of BDT against main currencies (e.g. USD, EUR, JPY, etc.) is a significant threat to foreign exchange transaction and profitability
- The poor compensation package of the workers from mid-level to the low-level position is a reason for threats to employee motivation
- The macroeconomic condition of the country can deteriorate the banking industry
- Local competitors can gain a huge market share by providing similar products and services offered by the bank

Chapter 4

Duties and Responsibilities as an Intern:

Internship program is a mandatory requirement for any student of BBA in BRAC University. I was an intern at EXIM Bank Limited, Elephant Road Branch and assigned to work in the general banking department of the bank. In this three months of internship program I have learned various procedures regarding general banking and other financial activities of EXIM Bank Limited, Elephant Road Branch. Moreover, each and every employee of EXIM Bank were cooperative and friendly. They helped me throughout the entire period of my internship. During my internship period, I worked in different departments. As an intern my activities were as follow-

- 1) **Account Opening:** I worked mostly in the general banking department of EXIM Bank Limited, Elephant Road Branch. This department basically deals with opening and closing of bank accounts. From my departmental work I have learnt the various types of accounts along with their features and the necessary documents required to open a bank account.

These different types of accounts are- Al wadia, Mudaraba Savings Deposit, Mudaraba Term Deposit receipts etc. Moreover, my immediate supervisor helped me to know what amount of interest rate customers will get from these different kinds of accounts, how to deal with customers versatile questions regarding various accounts opening, how to find desired cheque books from the bundle according to customers' requirements, needs and many more.

The following activities which were done by me-

- i. Providing the customers accurate information regarding what type of documents will be essential to open an account. I used to tell them that they need two copies of their recent photograph and two copies photograph of the nominee and the photocopy of the customer's and nominees national ID card
- ii. Correction of uncompleted forms which were identified by internal audit. For instance, there were some forms which were filled up without putting account number, nominee's details, customer ID, TIN, National ID Card number and so on. My job was to complete those forms with proper information from attached required certificates or copies
- iii. Filling up Know Your Customer (KYC) Form for personal and corporate risk rating. After completing the form properly, I used to put various seals on the forms, those seals included the name of account opening officer, the name of the assistant relationship manager, relationship manager, operational manager, seal of the branch etc.
- iv. Making phone calls to the customers for gathering necessary photograph, photocopy of trade license, national ID card or any other inquiries
- v. Distribution of required cheque book by asking customers name, account number and then verifying them as well as receiving it from the courier. Besides, sometimes I had to make phone calls to those clients who didn't collect their cheque book after passing 2 or 3 months
- vi. Sequencing various types of account forms in different files. For current and savings account I maintained the 111,121 series files
- vii. Using the photocopy and printing machine for necessary purposes
- viii. Finding the MTDR, MSTD, SB and old account opening forms which were closed
- ix. Enrolling the newly opened bank accounts in the register book mentioning the account holders name, account number and opening date

- 2) **Filling Up Pay Orders:** Issuing pay orders were a part of daily activities of EXIM Bank. I issued more than 2 or 3 pay orders every day. Initially customers were supplied with a pay order form. In the pay order slip there were spaces where the customer needed to write his/her account name, account number, amount of money etc. After filling the form, customers were requested to pay the money in cash or cheque. After that an officer in charge issued pay order.
- 3) **Cheque Requisition Form:** When a customer opens an account in Exim Bank, the account opening form comes with a cheque requisition slip. In this slip, a customer has to write the name of the account holder, account number, page numbers the customer wants in the cheque book etc. Once a new cheque book is received in the branch, I used to put seal of the branch on every page of all new cheque books. After completing it, an in-charge officer would put his/her sign on the seal. Then, I used to record it in the cheque book issue register mentioning several things like-account name, account number and the number of pages included in the cheque books etc.
- 4) **Bill Clearing Section:** In this department I used to put seals for instance- the seal of the Branch, endorsement seals on the cheques received. I used to check whether the account number, account holders name were correctly written, as well as the amount written correctly in both numbers and words.
- 5) **Checking Bank Balance of the Customers:** If any customer requires to know their bank balance then as an intern it was my responsibility in the bank to check their balance. For current balance enquiry MIS Portal Reporting System of EXIM Bank are used where one have to insert the account number of the customer and then the current A/C balance will be shown.
- 6) **Sending Emails and Printing Necessary Documents:** I used to send e-mails to other branches of EXIM Bank and also attached important documents with it. Moreover, to help the officials I used to print various documents and attachments regarding bank account opening issue. These documents were important to fill for opening an account in the bank.

Problems that I faced as an Intern:

This was the first time I worked in any organization. It was totally a new experience for me.

During the internship period I faced several problems. They are mentioned below-

- Knowing the people in charge and hierarchy of EXIM Bank Limited
- Adjusting with the work environment
- Understanding my duties and responsibilities, what I could or could not do as an intern of this bank
- In filling up customer names, numbers, address I was over concerned at first, since there was no scope of overwriting and mistake, after writing those important information regarding customers I used to double check which took a lot of time
- The internship program of EXIM Bank is non-paid, but unfortunately the work environment outweighs the payment issue
- The bank job was quite monotonous and not challenging at all
- Software used by Exim Bank was not fully accessible to their interns, only theoretical knowledge was given, which was not sufficient enough to know the overall procedure of the bank

Impacts of Internship Experience in My Career:

The employees of EXIM Bank, were very polite and friendly. They helped me to adjust quickly with the bank environment. Doing my internship in this Bank helps me to know the banking industry and their activities. Since my focus was in general banking, so I was more involved with that than other department of the bank. Now, it is very clear to me how EXIM Bank Limited operates their activities on the ground of general banking in this country. Moreover, I believe that this internship experience will help me much to build up my future career. My learned experience is as follows-

- I learned the procedures to open various accounts in EXIM Bank Limited
- I also observed the procedures to close an account
- I learned how EXIM Bank provides the information to their clients
- Verifying signature in different documents were one of the learnings from the bank
- I experienced the formalities to issue a pay order and cheque book
- Learned about the workplace environment
- I learned how to maintain office etiquette and how to behave with supervisors and staffs
- Finally, I learned how to be responsible and liable for my own actions

Chapter 5

Findings:

I have experienced several positive as well as the negative aspect of EXIM Bank Limited, Elephant Road Branch. Here I have mentioned the negative or poor activities of this branch so that the management team and the authorities can focus on these areas more carefully.

The major findings of my studies are as follows-

- ❖ EXIM Bank is not technically updated. Particularly, in general banking department, they follow the traditional banking system. The entire general banking process is not fully computerized
- ❖ Most of the customers cannot understand the Islamic Shariah for instance Mudaraba, Musharaka, Mudabaha, Bai Muajjal etc. which is a big challenge for Islamic banks like EXIM Bank Limited
- ❖ The software used by EXIM Bank does not provide sufficient support on banking services. It is not user-friendly and management team should focus on replacing it with a more comprehensive banking software
- ❖ Procedure of account opening is tough for the uneducated people
- ❖ Advertising and promotion are the weak points of EXIM Bank Limited. They don't have any effective marketing strategies and activities
- ❖ To open a new account in this bank, the customer needs an introducer. But sometimes the customer may fail to manage reference for opening an account which is a major problem for the bank
- ❖ They provide more concentration only to the high amount of fixed deposit
- ❖ Their cash payment process is traditional like withdrawing money by using cheque because their ATM Card facility is very poor to compare with other banks and online banking service is not fast and satisfactory
- ❖ They don't have efficient workers to operate different department in the bank
- ❖ Staff and departmental meetings at the branch level does not hold or very few which may cause problem in the future

- ❖ This bank is very centralized. For every work, branch offices have to get permission from the head office. The head office tightly controls every branch office. This dependency on head office causes a slowdown of branch activities

Recommendation:

EXIM Bank Limited has certain complications in general banking procedures. I would like to offer several proposals and endorsements to overcome the problems relating to the topic mentioned above of EXIM Bank Limited and also to improve the performance of this bank regarding general banking. The following recommendations are only proposals to improve the performance in order to achieve customer satisfaction so that the customers will pay more attachment to EXIM Bank Limited. Here, some recommendations are mentioned below-

- EXIM Bank should use the modern banking technique and technology to provide quality services to its customers
- They should increase the departmental and staff meetings at the branch level to improve better service quality of the bank
- To build a strong image and reputation in the competitive market EXIM Bank should give emphasis on their advertisement and promotional campaigns
- They should add a fully computerized general banking system to satisfy the customers by providing faster and better service
- Establishing a networking system inside all branches to transfer data and important information within a short period of time
- For easy access to account opening EXIM Bank should cancel the introducer system
- The bank should increase their workforce according to their customer demand
- EXIM Bank should arrange seminar, meeting and training program for their interns which will help them to gather knowledge and to know about the workplace
- Their online banking system needs to be updated to attract more customers
- EXIM Bank can open more branches to reach more clients
- Proper Banking software should be used to provide speedy services to its customers
- The bank should recruit new employees to serve their customers
- The authority should arrange extensive training and development program for their employees so that they can effectively perform their duties and responsibilities

Conclusion:

EXIM Bank Limited has been operating its business successfully since 1999. The bank has already established goodwill and good image among its customers by offering tremendous services. Every bank has their own unique strategies and business policies. Some bank desires to grow faster and achieve growth. Then again some banks want to convey an image of a sound bank. Furthermore, EXIM Bank Limited is quite new in its operations in Bangladesh. Even though the financial analysis of the performance of the bank is very well in the banking industry of Bangladesh and it is expected that it has a prosperous future.

Moreover, EXIM Bank, Elephant Road Branch is working well. However, there are some drawbacks in their banking system which can be overcome through the participation of more experts in decision-making process and utilizing the tools to evaluate the satisfaction of the customers. Besides this bank has established goodwill through its innovative products and services all over Bangladesh. Technology development has opened up a new dimension in the improvement of creative products, efficient services and proper customer satisfaction. Every bank should cope with this technological advancement to do better in the future.

The purpose of the internship program is to acquire knowledge from practical experience and to compare this practical knowledge with theoretical knowledge. During the three months of the internship program, it is not possible for a student to go to the depth of each activity of the department because of time constraint. So the objectives of the internship program have not been fulfilled with complete satisfaction. However, the highest effort has been given to attain the objectives of the internship program. I believe that this report may show a guideline to EXIM Bank Limited for its future planning and its effective operation to succeed in its goal in the competitive business environment.

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Appendix: List of Abbreviation

EXIM	Export Import Bank Limited
A/C	Accounts
DD	Demand Draft
FDR	Fixed Deposit Receipt
PO	Payment Order
TT	Telegraphic Transfer
BC	Bankers' Cheque
TIN	Tax Identification Number
MSD	Mudaraba Saving Deposit
MSTD	Mudaraba Short Term Deposit
KYC	Know Your Customer
PIN	Personal Identification Number
L/C	Letter of Credit
STD	Short Term Deposit
PL	Personal Loan
GB	General Banking
ATM	Automated Teller Machine
CC	Credit Card
IRC	Import Registration Certificate