

Report On
'BRAC Bank Limited'

By
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Id: 15304038

An internship report submitted to
Mr. Mahmudul Haq
in partial fulfillment of the requirements for the degree of
Bachelor of Business Administration

BRAC Business School
Brac University
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Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

Student Full Name

Student ID

Supervisor's Full Name & Signature:

Supervisor Full Name

Designation, Department

Institution

Letter of Transmittal

Mr. Mahmudul Haq

Lecturer

Brac Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir,

With Due respect and humble submission, I would like to present you my Internship Report on BRAC Bank Limited. While preparing the Internship Report, I have followed your instructions and guidelines.

This report has been completed based on the experience I have gathered during my internship period at BRAC Bank Limited from 11th November 2019 to 11th February, 2020. To prepare this report, I have collected what I believe to be the most relevant information to make my report brief and informative. I have contributed my best level of effort to achieve the objective of the report and hope that my endeavor will serve the purpose. The practical knowledge and experiences that I have gathered during my Internship and preparing this report will undoubtedly bolster my future professional life.

I express my gratitude to you for providing me with this tremendous opportunity. I would really be grateful if you enlighten me with your feedback regarding this report.

Sincerely yours,

Shams-E-Elahi

ID: 15304038

BRAC Business School

BRAC University

Date: January 8th, 2020

Non-Disclosure Agreement

This agreement is made and entered into by and between BRAC Bank Ltd. and the undersigned student Shams-E-Elahi, student of BRAC University, id: 15304038. This hereby declare that no sensitive internal policy or strategy related issue is presented in this report and also pose no harm to BRAC Bank's reputation. This report is made based on the intern's experience during the period he worked at BRAC Bank with Branch Governance.

Md. Forhad Ahmed
Associate Manager

Shams-E-Elahi
Brac University

Acknowledgement

The successful completion of this report is the outcome of the contribution and involvement of a number of people. At first, I would like to thank **Mr. Mahmudul Haq** for providing me with this opportunity to prepare this internship report. I am also grateful to him for his thoughtful guidance and suggestions. Without his assistance, completion of this report would have been impossible.

Moreover, I would like to express my gratitude toward BRAC Bank Limited for providing me the opportunity to work as an Intern. The practical knowledge and experiences that I have gathered there is simply immeasurable. I would like to thank **Mr. Ali** (Head of Branch Governance Team), **Mr. Omar Faruk** (Senior Manager- Branch Governance Team) and **Forhad Ahmed** (Associate Manager- Branch Governance Team) for their constant support and guidance throughout my internship period at BRAC Bank Limited. The support provided by the other Associate Managers regarding 'CTR Related AOF Fields Updating Project' was quite significant. I am also thankful to Mr. MD. Abu Zaher (Head of Call Center) and Mr. Ahammad Ali (Senior Manager- Call Center) for their valuable insights and training regarding communicating with customers.

Finally, my sincere gratitude extends to my family, friends and colleagues who have helped me whenever I required.

Executive Summary

I have prepared this internship report based on my learning and experience during my involvement as an intern. I was involved in the ‘CTR Related AOF Fields Updating Project’ and numerous other tasks in my 12 weeks of internship.

The first chapter of this report contains organizational profile, key statistics, corporate vision and subsidiaries of BRAC Bank Limited. The second chapter presents the organizational chart of BRAC Bank Limited. The third chapter contains brief description of Branch Governance Team and its functions.

In the fourth chapter, I have described the purpose, background and procedure of the ‘CTR Related AOF Fields Updating Project’.

The fifth chapter contains my contribution to the organization as an intern. In the next chapter, I have described briefly the learnings that I have gathered from my internship. The seventh chapter deals with my overall experience at BRAC Bank Limited. The eight and the last chapter lists recommendations for overcoming the shortcomings that I have observed in BRAC Bank Limited’s operations.

The reference section contains the links to the circulars by Bangladesh Bank on CTR report and the annual report 2018 of BRAC Bank Limited.

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List of Acronyms

CTR	Cash Transaction Report
AOF	Account Opening Form
GABV	Global Alliance for Banking on Values
AML	Anti-Money Laundering
CFT	Combating Financing of Terrorism

Chapter 1: Introduction

1.1. Organizational Profile:

BRAC Bank Limited (BBL) started its journey in 2001 and was founded by Late Sir Fazle Hasan Abed KCMG. The visionary founder of the bank realized the significant role of Small and Medium Enterprises (SME) sector in generating growth and creating employment and consequently, pioneered SME Banking in Bangladesh. In just 19 years, BRAC Bank Limited has proved to be one of the leading banks of the country. It is currently the sole member of Global Alliance for Banking on Values (GABV) from Bangladesh.

1.2. Key Statistics:

Some key statistics of BRAC Bank Limited is listed below.

Number of Branches	186
Number of SME Unit offices	457
Number of ATMs	447
Number of CDMs	90
Number of Customers	1.2 Million
Number of Employees	6835
CSR Responsibility	164 Million BDT
Credit Rating	AA1, ST-1

1.3. Corporate Vision:

Building profitable and socially responsible financial institution focused on market and business with growth potential, thereby assisting BRAC and stakeholders to build a just, enlightened, healthy democratic and poverty free Bangladesh.

1.4. Logo:



The logo of BRAC Bank Limited was prepared keeping in mind the goal of the organization. The square shape of the logo refers to solidness and strength. The golden color in the upper

portion refers to ‘Golden Bangladesh and her fertile land’. The blue color on the upper portion represents ‘the sky with enormous and unlimited opportunity’. The white colored curve refers to ‘Growth and Progress’. The white circles in the blue represents the sun spreading light everywhere.

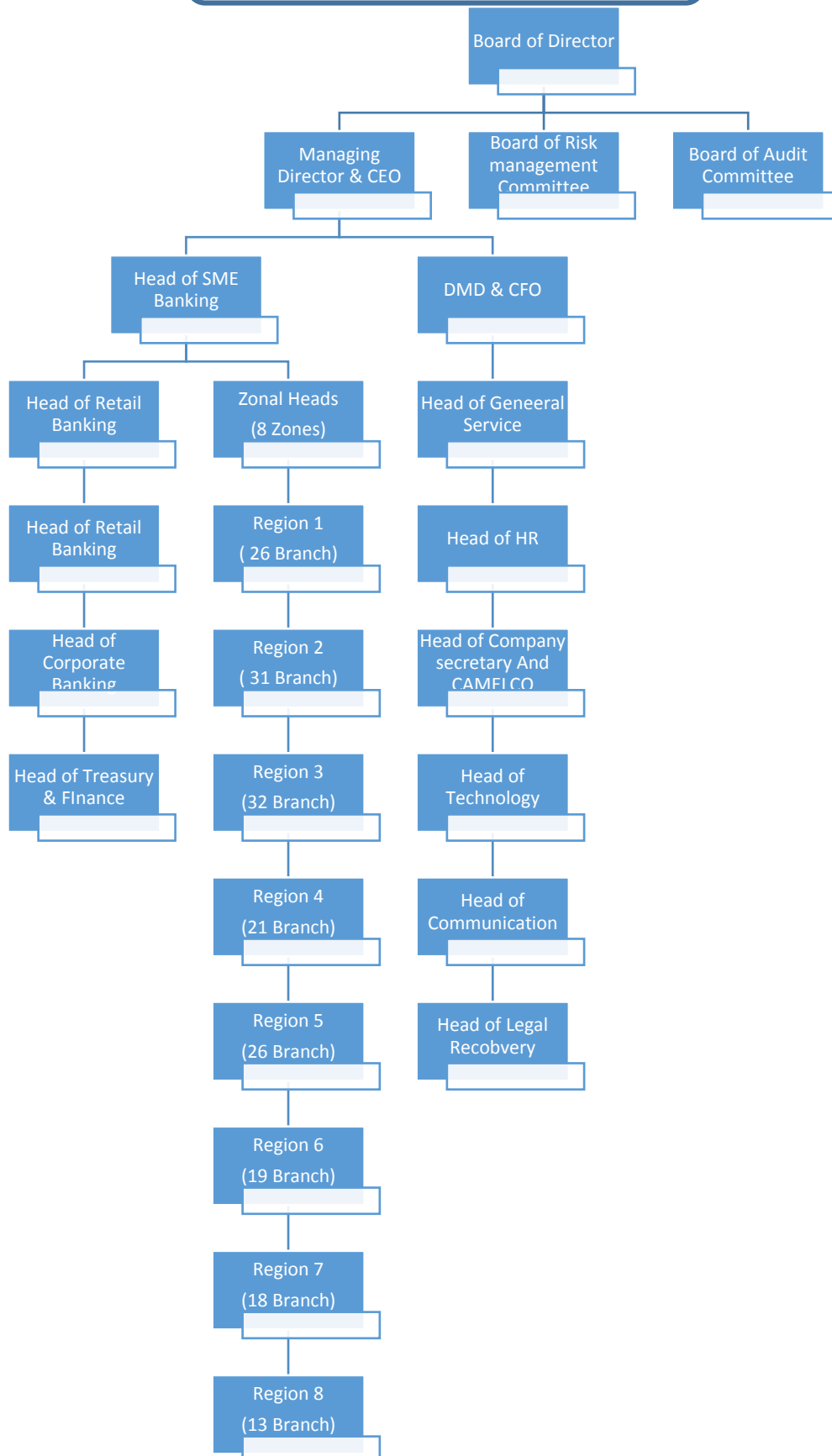


1.5. Subsidiaries:

The list of subsidiaries of BRAC Bank Limited is listed below along with logos.

Subsidiaries	Logos
BRAC EPL Investment Limited	
BRAC EPL Stock Brokerage Limited	
BRAC Saajan Exchange Limited	
bKash	
BRAC IT Service Limited	

Chapter 2: Organizational Chart



Chapter 3: Branch Governance Team

At BRAC Bank Limited, I was appointed as an intern in the Branch Governance Team under the Distribution Network Division. Branch Governance Team is a specialized department of BRAC Bank Limited that coordinates all the branches with the Head Office. Branch Governance Team is responsible for controlling the branches centrally and troubleshooting when needed. Branch Governance Team proposed the ‘CTR Related AOF Fields Updating Project’ and hired five interns, including myself, for assisting on this project.

3.1. Departmental Hierarchy:

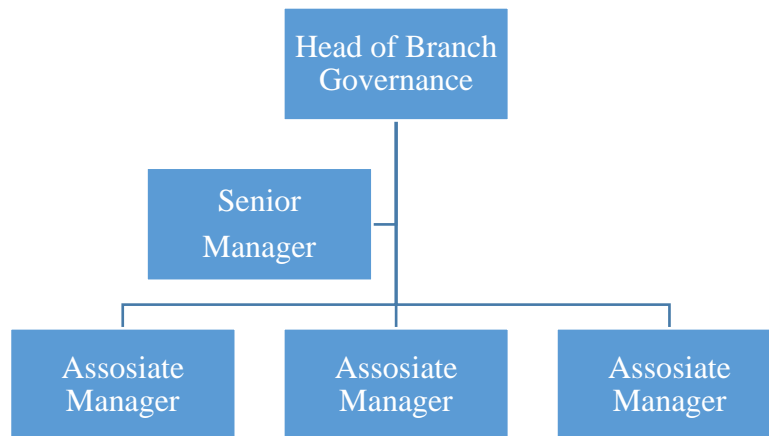


Figure 2: Hierarchy of respective Branch

3.2. Responsibilities of the Department:

Logistics Support:

- Monitor & execution of branch renovation, branch relocation, new branch opening and branch conversion.
- Expedite and solve security system related issues.
- Expedite and solve premise maintenance related issues.
- Bangladesh Bank GEO location portal management.

Coordination- Event & Others:

- School banking conference.
- Development fair.
- Cattle market.
- Labor law compliance.
- Election related issues.

Memo & communication:

- Preparation of different memos.
- Circulate & follow-up Bangladesh Bank circular related to branch operations.
- Content drafting and end to end processing.
- Prepare various communication as per requirement.

Report related:

- Follow-up & address transfer issue in inspection report of Bangladesh Bank.
- Query handling of BB and other regulators.
- Branch wise business tracking.

Staff related issues:

- Execution of staff's transfer & posting as per approval of zonal heads.
- Ensure staff support address staff scarcity.
- Transaction analysis of tellers.
- Circulate staff confirmation
- Mail group creation & maintenance.

Miscellaneous:

- Account opening form returns status report.
- Help business heads by collecting various information from branches.
- Branch information management.
- Database maintenance of audit report.

Chapter 4: CTR Related AOF Fields Updating Project

4.1. Background:

For preventing financial crimes, Anti-Money Laundering Department of Bangladesh Bank mandated Anti-Money Laundering (AML) and Combating Financing of Terrorism (CFT) policies on Financial Institutions. As per such regulatory policies, every financial institution is required to submit CTR (Cash Transaction Report) and Suspicious Transaction Report (STR) to Bangladesh Bank.

CTR report captures KYC (Know Your Customer) information of customers, directors and beneficial owners. While extracting report from system, it has been revealed that many mandatory fields are missing in the system and consequently incomplete reports are being submitted to regulators. To avoid such scenarios by updating existing missing fields, “CTR Related AOF Fields Updating Project” was launched in October, 2019 by BRAC Bank Limited.

4.2. Procedure:

- IT will share branch-wise monthly missing report with Regulatory Affairs Team copying Account Services team.
- Account Services team will Call AOF from Archive.
- Account Services team (appointed interns) will review AOF to extract missing information and input the same in the Core Banking System (CBS) “Finacle”.
- Account Services team shall verify the information in “Finacle” based on MIS shared by interns without further review of AOF.
- Account Services team shall prepare a MIS for the Retail (except priority customers) and SME (only proprietorship) AOFs where required data is found to be missing and share the same with Branch Governance Team copying Regulatory Affairs team. The MIS will also contain Account and CIF level required information including Cost Center, CIF Name, Mobile Number, Email Address, Date of Birth and Home District.

- Branch Governance Team shall share the MIS with IT and IT shall arrange to send Email and SMS to registered Email Address and Mobile phone number of these customers. This will serve as early alert to customers so that further activities of the project neither disrupt them nor create any inconvenience. Email and SMS will contain the contact numbers customers will only be communicated from.
- Branch Governance Team will inform branches and Call Center officials about the purview and procedure of this project so that they can provide affirmative response if any customer communicates with them regarding this.
- Interns under supervision of Branch Governance Team will communicate with customers by calling their registered phone numbers. They will refer to the Email and SMS already sent and will ask for the required information from customers after assuring authenticity. Along with the required information they will also capture the date and time of the call made in the MIS. IP Phones procured from registered vendor of BRAC Bank will be used and call recording will also be preserved in the software from where the calls will be made. If any customer denies providing information or request to be communicated later then that also will be noted down accordingly for further procedure. While capturing information if it is found that customer doesn't have updated e-mail addresses in system, then customers will be requested to call BBL Call Center for updating the Email addresses. Schedule will be taken from them for the next call.
- Branch Governance Team will provide the consolidated MIS of updated data to Account Services in regular frequency.
- Account Services will give the relevant account list to IT in a prescribed format so that a communication can be sent through registered SMS and Email to the customers confirming their account information has been updated based on telephonic conversation. A clause will be mentioned that, if any discrepancy found, customers are requested to communicate with nearby Branch or Call Center within next 15 days, or else the information updated will be deemed as correct.

- IT shall share Email bounce back report and successful delivery report with Branch Governance Team and Account Services Team. For bounced back Emails, Branch Governance Team shall call back customers to request them to update their Email addresses through Call Center. Schedule will be taken from them to make the next call. While customer confirms the update of Email Address, Branch Governance Team will share the same with Account Services team and Email will be sent to those customers again in the updated address.
- An Email address will be created in the name of ctr.project@bracbank.com which will be used as BCC (Blind Courtesy Copy) for each Email sent to customers from IT. Branch Governance Team will have the access of this Email address. Branch Governance Team will print Email one by one from inbox of this Email Address. After printing the Emails, printout will be handed over to Account Services team for necessary checking and archival.
- For customers who do not have any Email address, Branch Governance Team will share list with concerned branch to update the missing information by inviting the customer to branch.
- Incase customer cannot be reached through phone, one MIS to be shared with branches notifying that accounts shall be subsequently marked frozen in the event of non-receiving of required information from client within 15 days. Same MIS will also be shared with Account Services Team for further record.
- After 15 days' period, Account Services Team will mark the accounts yet to be updated as 'frozen' with remarks 'Account is frozen due to non-receipt of CTR reporting information'.
- Incase customer is not willing to share the information through phone, Branch Governance Team shall advise to reach branches within 15 days of time. Branch Governance Team shall also inform that this is a regulatory requirement and incase of failure to comply with regulation, account shall be marked as 'frozen' after 15 days of time. One MIS to be shared with Account Services team to check and confirm if information is updated in system and if not, Account Services Team shall mark the account as 'frozen' with remarks 'Account is frozen due to non-receipt of CTR reporting information'.

Chapter 5: My contribution to the Organization

5.1. CTR Related AOF Fields Updating:

My core responsibility as an intern in the Branch Governance Team of BRAC Bank Limited (BBL) was to contribute on the 'CTR Related AOF Fields Updating Project'. My contribution to the abovementioned project is described briefly below.

- I have prepared the SMS and Email communication that will be sent to the customers with missing information on their AOF (Account Opening Form). The SMS and Email communication was later on sent by the IT Department using official phone number and Email address to the registered phone numbers of the concerned customers. These consisted the IP Phone numbers that we will use for communicating with those customers for ensuring cooperation when they receive call from us.
- We received a MIS (Management Information System) of 7644 Retail and SME (Small and Medium Enterprises) customers, directors and beneficial owners with missing information on their AOF Fields from the Account Services Team. I was put in charge for filtering out the irrelevant accounts from the MIS. For example, some customers had wrong numbers registered on their accounts. Then again, some of the missing information can be collected from other documents provided by the customers. For instance, father's name, mother's name and spouse's name of the customers can be extracted from their National Identity Cards (NID). Thus, such irrelevant accounts were filtered out and kept in a separate MIS and then sent to the Branches and Account Services Team for taking necessary actions.
- 6048 Retail and SME accounts needed to be updated through telephonic conversation. Five interns at BBL Branch Governance Team, including myself, were responsible for collecting the missing information from the customers.
- I maintained the master MIS of those 6048 accounts by myself under the supervision of the Senior Manager and the Associate Managers. Among these accounts, 1248 customers did not have their Email addresses registered into the system. Hence, before collecting the information from those customers, we had to register their Email addresses by calling and requesting them to visit their nearest branches within 15 days of time.

- After the commencement of the project, I had to make a list of 300-350 customers each day and divide that among 5 interns each working day. By the end of each working day, each intern submitted his/her MIS through Email. I compiled all those separate MIS and inputted the same in the Master MIS. Moreover, I had to keep statistics of the project for each working day. At the end of the office hour, I had to share the Master MIS to the Senior Manager, Mr. Omar Faruk, through Email, keeping the Branch Governance Team in CC (Courtesy Copy). I had to report the statistics and findings on regular frequency with the Branch Governance Team.
- Five interns of my department, including myself, successfully managed to contact so far 60% of the customers with missing Email addresses and referred them to Branches.
- After that, we initiated communicating with the customers with Email addresses for collecting their missing information on AOF fields. Some example of those missing AOF Fields are: National Identity Card (NID) Number, Occupation, and Business Type. After contacting each customer, every appointed intern had to mark a remark in the MIS. I had to maintain six different MIS based on the remarks, along with the Master MIS.
- By the end of each day, I sent the MIS that contained the collected information from the customers to the Account Services Team for updating the same in Finacle. The other five MIS contained the list of customers that were referred to the branch for further actions.
- We received the BCC (Blind Courtesy Copy) of the confirmation Emails sent to the customers by IT Department. I printed out the confirmation Emails and cross-checked each accounts against the Master MIS. Furthermore, these printouts were sent to the Account Services Department for archival.

5.2. Employee Database of the Distribution Network Division Officials:

As English is the official language of BRAC Bank Limited, it keeps its employee database in English as well. However, many regulatory authorities, including Bangladesh Election Commission (BEC), requires this database in Bengali. Hence, I was assigned with the task to translate the database of 1857 officials of the Distribution Network Division.

5.3. Analyzing SME Credit Card Applications:

For one week, I have analyzed SME Credit Card applications under the supervision of the Associate Manager of SME Department. At first, I checked if all the necessary fields in the applications were filled properly. Moreover, I checked if all the necessary documents were provided with the applications. The necessary documents for filing a SME Credit Card application are photocopies of National Identity Card, TIN certificates, Trade License and two copies of passport sized photos. Based on the findings, the signatories of those SME accounts were contacted to provide the missing information and documents at their earliest convenience. After receiving the missing information and documents, I had to forward the documents to the IT Department for verification. I also filled the undertaking forms for CIB (Credit Information Bureau) report on behalf of the customers, based on the information provided in the applications and documents. After receiving the document verification and CIB reports from the IT, I had to forward these to the Credit Manager for adding credit comments on the eligibility of receiving Credit Cards. At last, I submitted the SME Credit Card applications to the Associate Manager of SME Department for further review and approval.

5.4. Comparative study of Schedule of Charges:

Each Financial Institution is required to publish its schedule of charges for different accounts and services. I was assigned with the task to prepare a comparative study of Schedule of Charges among 8 banks including BRAC Bank Limited by the Head of Branch Governance Team, Mr. MD. Ali. Since each bank publishes its Schedule of Charges on different formats, I had to study the Schedule of Charges properly and find accounts and services similar to those of BBL. After preparing the comparative study of Schedule of Charges among those 8 banks, I reported my findings to the Head of Branch Governance Team in a prescribed format.

5.5. Other contributions:

- I have sorted out the Half-yearly Performance Appraisal Letters of the 1857 Distribution Network Division according to branches. I had to address the letters to the Branch Operation Managers (BOMs) of the 186 branches of BBL and put them on envelopes for delivery.

- I was attached to the Account Services Department for one week. During my attachment period in there, I assisted the other interns in finding the missing information in AOF Fields and inputted the information in 'Finacle', if found from the Archives.
- I assisted our Associate Manager, Mr. Forhad Ahmed in preparing the Business Requirement Specification (BRS) of an Assistance Portal and Discussion Forum that will facilitate internal communication.
- I assisted the Senior Manager and the Associate Managers of Branch Governance team on numerous other miscellaneous tasks.

Chapter 6: Learnings from Internship

During my period of involvement as an Intern in the Branch Governance Team of BRAC Bank Limited, I have been extensively engaged in numerous tasks. My learnings from the Internship is listed briefly below.

- From my internship, I have learnt how financial institutions like BRAC Bank Limited operate branches centrally through its Head Office.
- As I have been attached in multiple departments, I have managed to amalgamate knowledge on how different departments perform their functions. In a nutshell, I came to know about the overall corporate culture of the organization.
- I learnt how the Government and Bangladesh Bank prevents banks from being used as a channel for Money-Laundering and Criminal Financing by implementing policies and regulatory requirements.
- I came to know how a department of an organization specifies its requirements in preparing a technological need to the IT department. I also learnt how BRS facilitates this technological need communication to the IT department.
- By visiting multiple branches of BBL, I came to know about how banks operate in branch levels.
- I learnt how CDD (Customer Due Diligence), SCDD (Simplified Customer Due Diligence) and EDD (Enhanced Due Diligence) enables the banks to safeguard the security of the bank accounts and the punishment imposed on a bank if it fails to do so
- By analyzing the SME credit card applications, I gathered useful knowledge on the total procedure for verifying and approving those applications.
- From the training I received from BBL Call Center, I learnt how to communicate with people effectively. I believe that this training has improved my interpersonal skills
- I learnt the process of balance and transaction inquiry from 'Finacle'. I also learnt the process of PIN activation and reactivation etc. Moreover, I also learnt to trace the status of the previous pending requests by the customers.
- By preparing the schedule of charges, I learnt about all the charges including account opening fee, minimum account for receiving interests, account maintenance fee, intercity transaction fee, SMS banking fee, account closing fee, ATM/CDM and card/ cheque

related fees, certificates related fees and other account-related miscellaneous and auxiliary fees for each of those 8 banks.

- I explored and learnt about all the functions of the IP telephony software and the BBL touch.
- I learnt how an organization like BRAC Bank Limited (BBL) communicates internally among different departments using Emails, Memos and so on.
- I learnt a few new Excel techniques while maintaining the master file MIS and preparing the statistics.
- After communicating with so many different customers, I learnt how to effectively communicate with the customers which I deem to be very important for any business graduate.
- I learnt more on how to extract the Branch name, Type of Account etc. from the Account number of the customers.

Chapter 7: Overall Experience

As a business graduate with major in Accounting and Finance, Bank has always been my first choice of career. My overall experience at BRAC Bank Limited was really enlightening and enjoyable at the same time. BRAC Bank has a really friendly working environment filled with friendly people. During my internship period, I have been attached to the Branch Governance Team, Account Services Department, SME (Small and Medium Enterprises) Department and to the Call Center. My attachment in multiple departments has enabled me to learn more about the specialized functions carried out by different departments. What I loved the most about BRAC Bank is that the managers let the employees work autonomously as long as the requirements are met properly. They also value the inputs of the subordinates, as well as of the interns.

Chapter 8: Recommendations & Conclusion

During my involvement as an Intern in BRAC Bank Limited, I have observed some shortcomings of the bank. I would like to recommend some solutions to overcome these shortcomings.

- While visiting BRAC Bank Limited branches, I have noticed that BRAC Bank Limited does not have any Branch Ambassador in any of its branches. Due to the lack of a Branch Ambassador, customers often get confused where to get their desired services from. To avoid this inconvenience, BRAC Bank should appoint some interns in the branches as Branch Ambassadors who will guide the customers thoroughly.
- BRAC Bank has an aggressive sales policy. For meeting the sales target, the Sales Managers often approve account with missing information and documents. This problem should be solved by enabling multi-person verification of information and documents before approving a bank account.

BRAC Bank is currently one of the best banks in Bangladesh. However, it still has some shortcomings that it needs to turn its focus to. I believe that, my abovementioned recommendations might solve the shortcomings that I have observed.

References:

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