

Report On
Processes of Affordable Home Loan File Appraising in IPDC
Finance Limited

By
Rajib Bala
19304117

An internship report submitted to the Department of BRAC Business School, BRAC
University in partial fulfillment of the requirements for the degree of
BBA Program.

BRAC Business School
BRAC University
10th January, 2021


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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:



Rajib Bala

Rajib Bala
19304117

Supervisor's Full Name & Signature:

Syed Mahfujul Alam
Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Syed Mahfujul Alam

Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212.

Subject: Submission of Internship Report on Processes of Affordable Home Loan File Appraising in IPDC Finance Limited.

Dear Sir,

With all due respect, I would like to draw your kind attention that I am submitting my internship report on processes of Affordable Home Loan File Appraising in IPDC Finance Limited. It was a remarkable opportunity for me to fulfill my internship from one of the country's best financial institution, IPDC Finance Limited. I am gratified and bloated for being able to submit this report on your supervision.

I will be very grateful if you accept my internship report. I have tried my level best to prepare this report with my acquired knowledge. I tried to explore it in this field. If you have any further query, I am always prepared to clarify that.

Sincerely yours,

Rajib Bala

Rajib Bala

ID- 19304117

BRAC Business School

BRAC University

10th January, 2021

Non-Disclosure Agreement

i) Parties

This agreement is made and entered into by and between “IPDC Finance Limited” and the undersigned student “Rajib Bala” at BRAC University. This agreement acknowledges that certain information about clients, trades, profits, internal affairs regarding the company is confidential. The provisions set forth in this agreement delimit on which terms the employee can share this information and when he cannot. Furthermore, it also demarcates the limit of the extensiveness of the information shared and also the parties to whom he can share.

ii) Scope of Disclosure

The party can share information on the account of information has been disclosed previously by the other party publicly. The parties can also disclose information if it has been on the public records.

iii) Duration of Protection

The party is required to withhold information for 5 years from the date of joining. Any information leaked during these five years will be considered as a breach of agreement and will be punished legally for violating the law.

iv) Duty to Protect

It is an utmost duty to protect the information with a reasonable degree of care. The responsibility to protect information is relied upon the party itself and is expected to protect it to the extent as he would protect his own personal information.

v) Materials to protect

The party needs to protect the software information and the access to the server which the party had admittance to.

Acknowledgement

Firstly, I want to thank the Almighty that I have been able to finish my report within the given timeframe. I would like to spread my gratitude towards my respected advisor-Syed Mahfujul Alam, BRAC University and all the related people for their constant support without whom I would be unable to showcase my report. Since the beginning of this program my advisor, Syed Mahfujul Alam, was utmost helpful in every possible way. His moral guidance, perpetual supervision and constant counseling has helped me to construct this report.

Moreover, I would like to express my warm appreciation wholeheartedly to my workplace supervisor Ashik Md. Jakaria Didar (Manager, Credit Risk Management) for all the guidance he gave me during my internship program. He is really an example in the workplace as well as a mentor.

I would also like to thank Mr. Sakil Bepary (Executive, Credit Risk Management), Pijush Sen (Executive, Credit Risk Management) and Nusrat Jahan Heaba (MIS, Credit Risk Management) for being there and giving me the opportunity to work with them. They have been very kind and composed while they guided me throughout this internship period.

Finally, I would like to thank my friend for her constant support throughout this journey.

Executive Summary

IPDC Finance Limited (Previously known as “Industrial Promotion and Development Company of Bangladesh”) is the first private sector financial institution of our country which had been established in 1981. From its birth IPDC has played a pioneer role in terms of developing our country’s financial scheme. IPDC has been partnered with other significant institutions to commence many milestone projects of the country such as First Theme Park- Fantasy Kingdom, First Private 5 Star Hotel- Westin, First International Standard Private Hospital- Apollo Hospital and so on. The main shareholders of IPDC are Government, BRAC, Ayesha Abed Foundation, RSA Capital Limited etc. Right now, the principal retail products of IPDC are IPDC Home Loan, IPDC Auto Loan, IPDC Personal Loan, IPDC Priti, IPDC Deposit Schemes, SME, MME, IPDC Saving Schemes. IPDC has a strong management board who are continuously trying hard to maintain the vision and mission of the institution as well as improve their core values. In this report, I tried to share my experience of internship period and give the idea about the methods AHL department follows to appraise a file before making any final decision whether the load should be given to the client or not.

Keywords: IPDC Finance Limited; Financial Institution; Milestone Projects; AHL; Shareholders; Retail Products.

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List of Acronyms

IPDC	Industrial Promotion and Development Company
AHL	Affordable Home Loan
CRM	Credit Risk Management
LGF	Lead Generation Form
LAF	Lead Application Form
DBR	Debt Burden Ratio
LTV	Loan to Valuation
CIB	Credit Information Bureau
NID	National Identification
CPV	Contact Point Verification
HQ	Head Quarter
HoCRM	Head of CRM
MIS	Management Information System

Glossary

Mortgage	A legal agreement between the lender and the borrower to lend money with the condition of taking over the borrower's property or asset if the borrower cannot pay back the money in the giving period of time.
Credit Appraisal	A credit appraisal is a loan proposal which describe the whole scenario of a loan.
CIB	CIB department of Bangladesh Bank kept all loan information regarding the client of Banks and FIs.

Chapter 1 – Overview of Internship

1.1 Student Information

I am Rajib Bala from BRAC Business School. My ID number is 19304117. My major is Finance and my minor is accounting. Recently I am in the last phase of my undergraduate. Right now, I am doing my internship, which is necessary to complete undergraduate, in IPDC Finance Ltd.

1.2 Internship Information

1.2.1 Company Name, Period, Department/Division, Address

I am doing my internship in one of the country's renowned financial institution named IPDC Finance Limited. It is a three months internship program. I started on 3rd November, 2020 and my internship period will end at 1st February of 2021. I am doing my internship program on the Affordable Home Loan (AHL) sector under the department of Credit Risk Management (CRM). It is a prestigious department. As a Finance major, I always wanted to work on the CRM team. I am fortunate enough to manage this opportunity. IPDC has office in the different part of the city and the country likes of Motijheel, Dhanmondi, Bogra, Jashore, Sylhet, Gazipur etc. I am luckily enough to grab the internship at the head office which is situated at Hosna Center, 106 Gulshan Avenue, Gulshan-1, Dhaka-1212.

1.2.2 Internship Company Supervisor's Information

My internship company supervisor's name is Ashik Md. Jakaria Didar. He is the manager of Credit Risk Management. He is a very good human being with a vast amount of experience in this field. He is such a humble and friendly person. He makes me feel like one of the members of CRM team from the very first day of my joining. I just cannot thank him enough.

1.2.3 Job Scope

Firstly, my work place supervisor and the other team members of CRM told me to notice their work properly. After that I engaged with different team members and learnt about his/her work. Thus, I have learnt about the full work flow of the CRM team of AHL department. I have learnt about Credit Information Bureau (CIB) downloading with NID verification. It is done to check the client's existing loan as well as the loan behavior of the client. Then, I have also learnt making offer letters to the clients. It is prepared after confirming the loan to let the clients about the detail terms and conditions of the loan. I came to know about the full work process of loan appraising in the CRM sector. My CRM team members also give me ideas about AHL file analysis through analyzing Debt Burden Ratio (DBR), Lead to Valuation (LTV), category etc. to me. I also learnt to scan documents, searching and uploading file in the DocuDex.

1.3 Internship Outcomes

1.3.1 Student's Contribution to the Company

With my bookish knowledge and basic learnings in institutional education, I tried to serve my company in every possible way. I also tried to rise the flag of BRAC University's educational quality higher with my servings to the company. My work supervisor and other team members will be able to evaluate my servings properly. But from my sense I can assure you that they are pretty happy with my skills and work efficiency. In addition, I want to share that they also handed me a offer to continue in the company after the expiration of my internship period.

1.3.2 Benefits to the Student

At first, I want to thank the Almighty and IPDC Finance Ltd to give the opportunity to work

in such a dynamic financial institution. It was one of my dream institutions to be honest of our country. I have learnt so much about how the financial institutions deal with its financial operations. I came to know about the operational strategies and dealing strategies of top-class financial institutions. Moreover, I have got the opportunity to work in CRM department, which was my most favorite. So, I think bookish knowledge and real-world knowledge are totally different. Both are equally important to build a successful corporate financial career. Luckily, I have experienced it thoroughly.

1.3.3 Problems/Difficulties

To be honest, I did not face that kind of problem from my office at all. However, I want to mention a point. Generally, our working hours was from 10am-6pm but we had to stay in the office till 7pm-8pm. Sometimes almost 9pm as well. Though, at the time of recruiting my instructor made it clear but it is tough to make the report after such a long working day. Another one is I am in the middle phase of my internship when I have to submit the internship report. So, I will not be able to include the learnings I will learn afterwards.

1.3.4 Recommendations

If IPDC Finance Ltd recruit the interns according to the universities semester basis then we can finish the internship within our university's given time frame and make the report based on the full period of internship. My BRAC University also can play a huge role if they can come to an agreement with IPDC Finance Ltd as well as other financial institutions regarding it.

Chapter 2- Organization Part: Overview, Operations and a Strategic Audit

2.1 Introduction

IPDC Finance Ltd is country's first private financial institution. It was established in 1981. It is a public limited company and listed in Dhaka Stock Exchange as well as Chittagong Stock Exchange. The company has various serving sectors like corporate finance and advisory services in corporate sector, retail finances in retail sector, middle market supply chain finance in SME sector etc. It has also been serving in the housing sector, the most booming sector in present investment world, through its mortgage loan. The Headquarter of the company is in Gulshan-Dhaka. It has operations in other cities like Bogra, Jessore, Mymensingh, Dhanmondi, Motijheel, Narayanganj, Gazipur, Sylhet and Chittagong. IPDC's main shareholders are Government, BRAC, Ayesha Abed Foundation, RSA Capital Limited etc. IPDC has a strong management board who are continuously trying hard to maintain the vision and mission of the institution as well as improve their core values.

Vision:

IPDC's vision is "To become the most passionate financial brand in the country with special focus on youth, women and underserved areas". IPDC wants to serve in the financial sector with efficiency. In terms of financial involving youth and women are must. IPDC exactly wants to work with these booming areas. Also, the want to reach the unserved areas first of all. They want to explore it and then they will exploit on it.

Mission:

- ❖ Creating extraordinary customer experiences.
- ❖ Enabling customers and communities to rise unbound.
- ❖ Exploring full potential with transparent and timely initiatives.
- ❖ Providing innovative financial solutions with cost-effective manner

- ❖ Achieve sustainable economic growth and provide the stakeholders with full value.
- ❖ Complete social commitments.
- ❖ To make a significant contribution to the national economy.

2.2 Objectives of the report

Everybody wants to have a dream home for their living. Some people save a portion of their earnings to build a home at a point of life. To build such a home they sometimes take loan and other financial helps and advices from renowned financial institutions around them. In today's world, home loan industry is a booming sector. As a Finance major, I often presume how financial institutions would deal with the risk factors and what are the main factors they consider in terms of giving any loan. I was fortunate enough to manage myself an internship on one of the country's finest financial institution named IPDC Finance Limited. I was assigned in the Affordable Home Loan's Credit Risk Management (CRM) sector. There under the supervision of my work place supervisor, I came to know about the whole processes of file appraising in the CRM sector. I was involved directly with the work flow of the company's CRM sector. After that I discussed with my academic supervisor and he permitted me to work on file appraising processes of AHL department. The main objective of my internship report is to focus on the exact processes of loan file appraising before approving any loan. As an intern, I also realized that the abstract knowledge from books and the real-life work proceeding is not same at all although strong basic knowledges help us to mix in quickly in our work sectors.

2.2.1 Background of the report

To complete the BBA program from BRAC University we need to attached with organizations to do our internship in our major areas. I got my internship under the IPDC Finance's Credit Risk Management sector and decided to do my report on that with the supervision of my academic and work place supervisor withing the given time frame.

2.2.2 Aims of the Report

The file processing is the main and core part of giving any loan. The aim of my research is to understand the considered factors like analyzing given data by clients, assessing mortgageable property, evaluating client's loan behavior, required file submissions etc. before approving any loan.

2.2.3 Scope of the Report

From applying to disbursement, a loan almost takes minimum of three to four months. Even sometimes it takes up to five to six months. Clients and other parties may think that what are the critical evaluations that take this much time to get a loan. Many times, interested clients lose the interest of taking a loan if the time consumption gets higher. This study will evaluate the whole appraising processes of any loan file. In that way it will enable as well as analyze the whole process thoroughly. Therefore, there might be countless unexplored issues arise when appraise a file but for now my study is only working with the most common and general issues of an appraising file.

2.2.4 Methodology of the Report

Basically, this study is a combination of primary and secondary data sources. My supervisor along with the CRM team members are the chief sources of my data collection. I poked them with any of my queries to find out the appropriate information by asking them different kinds of questions and they had explained me everything cordially.

Primary Data

- ❖ Analysis of loan appraising file.
- ❖ Discussion with supervisor and CRM team members.

Secondary Data

- ❖ Company website.
- ❖ Internet assistance.

2.2.5 Limitations of the Report

- ❖ This report was prepared within a brief period of time.
- ❖ While preparing and about to present my report, I am in the middle phase of my internship.
- ❖ Some highly confidential information is not to mention in the report.
- ❖ Some documents are not for using in the reports while I know about it.

2.3 Corporate Values:

- ❖ In terms of conducting business, they maintain full sort of integrity.
- ❖ Be competitive in the market to be the best by beating the competitors.
- ❖ Promoting diversity in the work place and community.
- ❖ Team work is the key of becoming successful.
- ❖ Using the full components of technological developments to provide better customer services.
- ❖ Leading by making examples in the industry.

2.4 Core Strengths:

- ❖ Strong and diverse board of directors.
- ❖ Experienced management.
- ❖ Strong governance and regulatory compliance.
- ❖ Quality asset base.
- ❖ Strong capital base.

- ❖ Extraordinary customer service and experience.
- ❖ Unique corporate culture.

2.5 Goals:

- ❖ To be the market leader in the amount of loans issued in Bangladesh to build housing properties, to buy car, small and medium-sized companies.
- ❖ To become a world class service providing organization which will expand its customers as well as grow their business.

2.6 Corporate Culture:

IPDC has one the unique and friendliest corporate culture in the country. The departments are worked as a team to achieve the company's goal. Even within the departments there are some small teams formed which are known as "TagTeam" to work more efficiently. The company's people see themselves as a team that believes in striving for growth together. The company maintain 'Bhaiya' and 'Apu' culture rather than 'sir' and 'madam'. It makes each other's relation even closer and comfortable also gives everyone a true feeling of family.

Some strategies are given bellow:

- ❖ Managing the company in the most effective way to manage fund cost.
- ❖ Aiming for the best possible client's facilitation.
- ❖ Evaluating every detail thoroughly before making any final decision.
- ❖ Reviewing and updating processes, procedures and activities to improve the ability to deliver better customer satisfaction.

- ❖ Provide training and development to all employees.
- ❖ To promote a working environment that encourages positive motivation for performance improvement.

2.7 Functional Departments of the IPDC Finance Limited:

- ❖ **Credit Risk Management (CRM) Team** – consists of credit analysts and works with a loan’s technical issues like how much loan a client should get or how sufficient s/he is to get a loan.
- ❖ **Legal Team** – looks after the juridical section of a mortgage land for loan.
- ❖ **Quality Team** – checks the necessary developments of a loan file progression
- ❖ **Operation Team** – observes overall procedures before disbursing a loan.
- ❖ **Supply Chain Finance Team** – works with supply chain organizations like Pran-RFL.

2.8 Company Slogan:

IPDC Finance Limited’s tagline or slogan is “জাগো উচ্ছ্বাসে”.

2.9 Logo of IPDC Finance Limited:



2.10 Target Customers for Issuing Loans:

- ❖ Government Service holders
- ❖ Private Service Holders.
- ❖ Land Owners.
- ❖ Business persons.
- ❖ SMEs & MMEs.
- ❖ Non-Residential Bangladeshi (NRB).
- ❖ In a word, who needs loans and has a source of income.

2.11 Products or Services Offer by IPDC Finance Limited:

- ❖ **Retail Segments** – IPDC Priti, IPDC Home Loan, IPDC Auto Loan, IPDC Personal Loan, IPDC Personal Schemes, IPDC Saving Schemes.
- ❖ **SME Segments** – Small market and Middle Market Supply Chain Finance, Short-Term Financing, Joyee, Factoring.
- ❖ **Corporate Segments** – Corporate Finance and Advisory Services in Corporate, Investments in Preference and Common Shares, Project and Syndication Financing.
- ❖ **Deposit Products** – Deposit Premium Scheme, Millionaire Deposit Scheme, Ultiflex Deposit Scheme.
- ❖ **Deposit Schemes** – Annual Profit Scheme, Cumulative Profit Scheme, Fixed Deposit General, Monthly Profit Scheme, Double Money Deposit Scheme, Quarterly Profit Scheme.

Chapter 3- Processes of Affordable Home Loan File Appraising in IPDC Finance Limited

3.1 Credit Appraising of Mortgage Loan

A credit appraising is a loan proposal which describe the whole scenario of a loan file. It is the basis of a loan which mainly describe the details of the applicants, purpose of the loan, various terms and condition of the loan, valuation of asset, valuation of income and so on. From decision making to disbursement of a loan, credit appraising of that loan is the way. It is the picture of the loan which is broadly use in MC-EC-Board meeting. Management, directors vastly use this appraisal to know about the loan and to provide decision about the loan.

3.2 Apprising about the Loan

First of all, customers come to know that IPDC gives loans to make affordable houses. They can come to know about it through tv advertises, social media networks, from people who get benefitted from our loan service or our credit coordinators also let them know about the terms and policies of the loan. After that, considering all the facts clients decide whether they should go for the loan or not. If they agree to want a loan then the process flow begins.

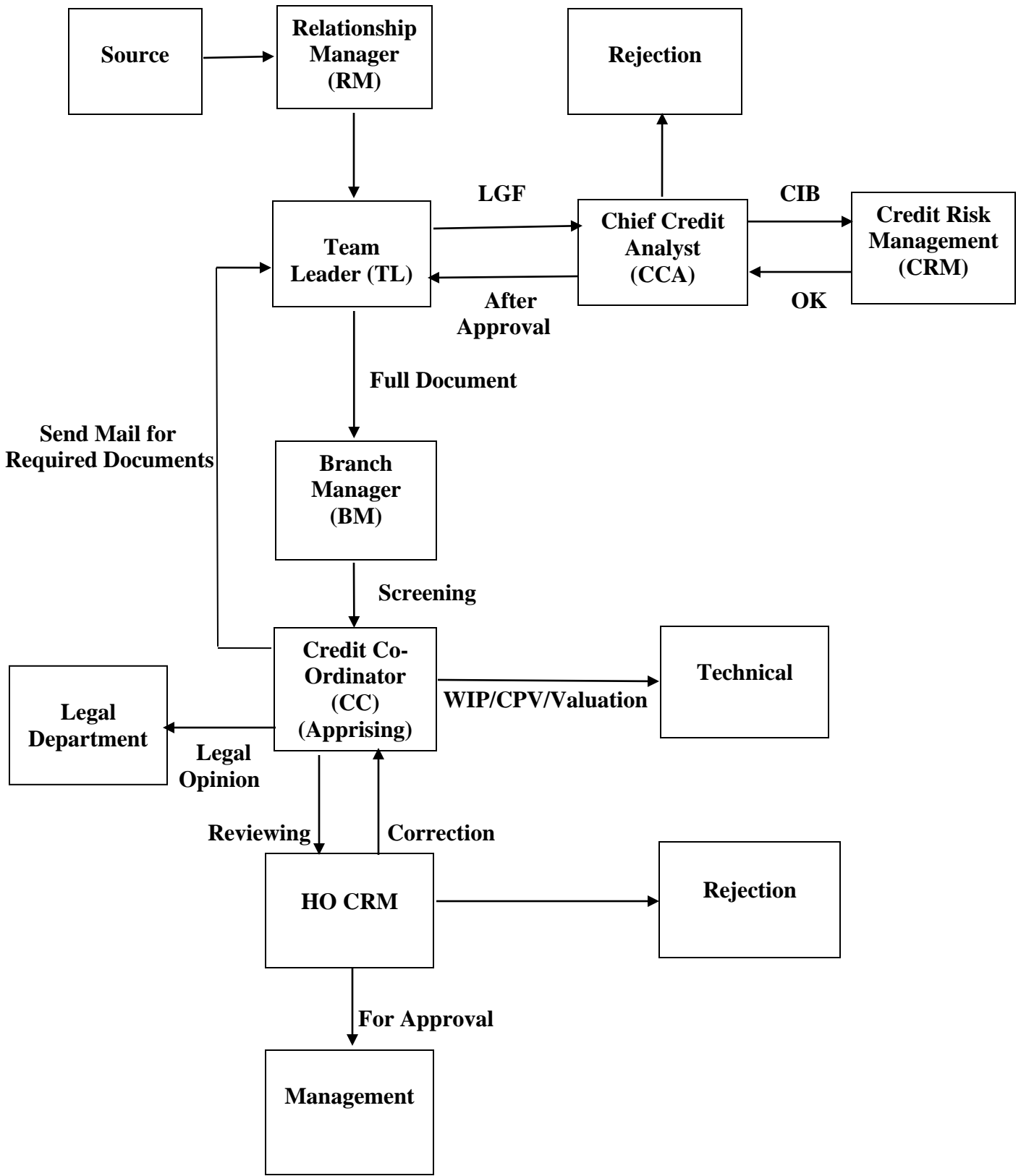
3.3 Lead Generation Form (LGF) Submission

When a customer agrees to get a loan from IPDC, our relationship managers fill out a form including the very basics information about the client, co-applicant/s and loan guarantor/s. This form is known as Lead Generation Form or LGF. This form has the information about the client's full name, father's name, mother's name, spouse name, present address, permanent

address, loan amount, loan period, loan tenure, client's professional details, client's monthly income, client's date of birth, client's NID card number and some other information. Same as the client, co-applicants and loan guarantors such information are also collected through separate LGF forms. After filling these forms Relationship Manager (RM) sent it to Team Leader (TL) along with the photocopies of the client, co-applicant/s and guarantor/s. TL then takes a gentle look and if ok then send it to Chief Credit Analyst (CCA). CCA then gives a primary checkup and if ok then send it to the CRM department just for Central Information Bureau (CIB) check. After downloading the CIB, where all loan information of the client and others is available by Bangladesh Bank, of the client, it is again sent back to the CCA for better analysis.

3.4 LGF Analysis

At this moment, CCA goes for deep analysis regarding that client and other co-applicants or guarantors. CCA mainly counts on income calculation of applicant, co-applicant and guarantors. S/he checks thoroughly if the loan holders will be able to perform the loan or not. Then, the CCA checks about the current liabilities of the applicants which may affect the loan sooner or later. After that, CCA also evaluate the proposed or mortgage asset of the client whether the asset is worth of the requested loan amount or not. If not, then CCA may ask for other assets to make backed up for. CCA also thoroughly goes through the CIB report of the clients for knowing about the loan behavior of the client. S/he also verifies the E-TIN and NID of the clients to match up between the given information and the registered information of the clients. After evaluating all these aspects CCA makes a decision whether the file should proceed further or the file should be declined.



HoCRM/MCC

Figure 1: Process Flow of File Appraising

3.5 LGF Decision

If all those areas satisfy CCA then s/he makes a move to go ahead with the file. S/he approves the file till then. So that the file goes for further prosecution. At this point file preparation rapidly starts.

3.6 File Preparation

AHL team works as a TagTeam consists of Quality Team, Legal Team, Operation Team, CRM team. After getting the certified of CCA, file first comes to the Quality Team. Basically, Quality Team assures the quality of the file and they check it before coming to the CRM team also they check it after sending back from the CRM team. So, Quality team again check for some basic necessity of the file. They cross check the pictures of the applicant and other co-applicants. They also cross check the documents checked by CCA. If they feel they need some more documents then they ask for it as well. They also verified the E-TIN again. They further query about the rental income for those who will rent their houses after make it or have constructed some floors yet. If the applicants do not have any constructed floors then they decide it by analyzing that areas rental income. If the applicants want to make for their own living then they consider their salaried income. After ensuring these qualities they send the file over CRM team. Thus far is the work of Quality team's first phase.

3.7 CRM Team's File Evaluation

This is the main and most important part of the loan evaluation. First of all, CRM's Management Information System receive the file from Quality team by giving the basic entry of the file like

name, APN number and other important information. After that the file will be separated into different forms and groups. The files will be sent to the different members of CRM team for checking and working with different issues and valuations. Generally, this allocation is done by the senior members of CRM team like Manager, Assistant Manager or Senior Executive. According to the allocation and specialization, the file will be checked. In this stage the file is checked from all the possible risk aspects such as amount of loan money, time given for repay the loan, Debt Burden Ratio, Lead to Valuation, successful guarantors, land and land position is good or not etc. Credit Analysts segment the customers or clients into different variations and according to that they categorize them into different classes.

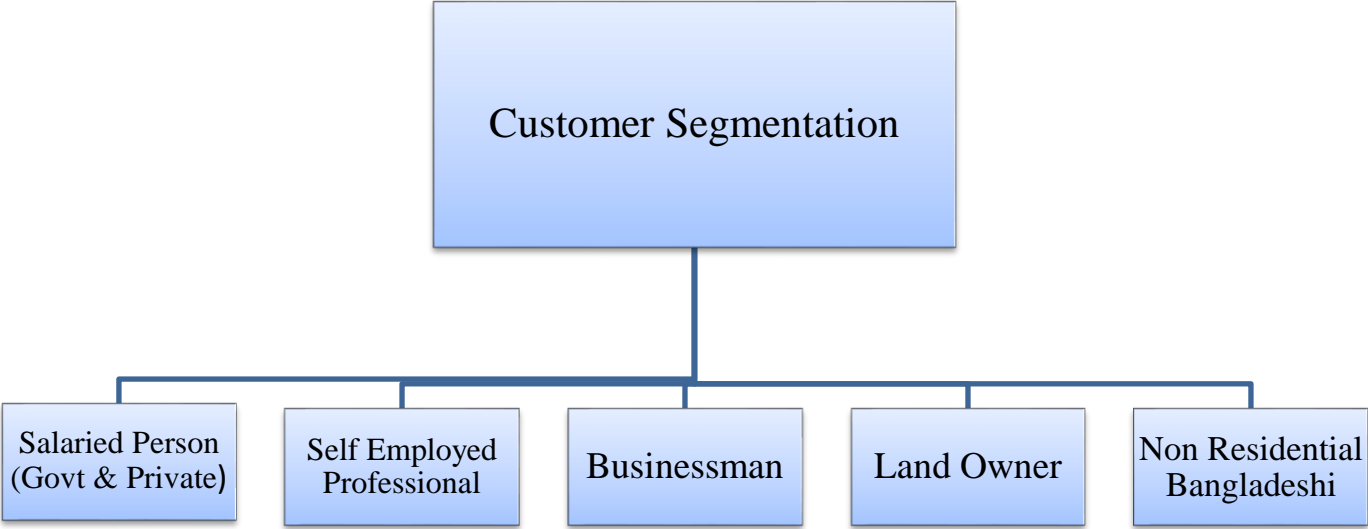


Figure 2: Customer Segmentation for Giving Loan

After segmenting the customers, they categorize them into three different categories. Such as:

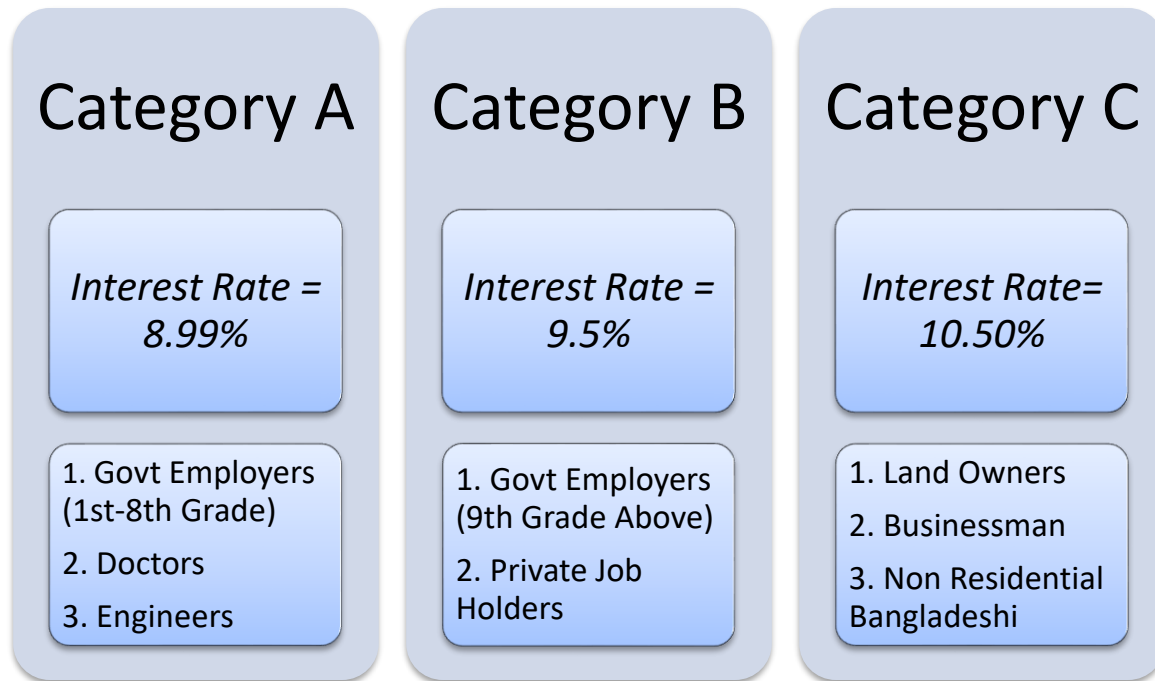


Figure 3: Customer Categorization following the Professions

According to each of the clients' profession and categorization the files are being made and interest rates and terms and conditions are being set. After checking all such information if the Credit Analysts of CRM department feel for some extra documents then they do the query mail to sales end for getting those documents as early as possible. Normally, at this stage, Credit Analysts search for the technical visit report of the clients and others. Moreover, they also ask for Contact Point Valuation (CPV) report. With these two report Credit Analysts totally confirmed the perfection of the file.

3.8 Technical Visit & Contact Point Verification (CPV)

Technical visit and CPV verification is done through the technical team. They send a representation RM or sometimes a team to the contact point of the client. Then they do these

contact point verification. In this case, they take pictures of the land or constructed building, measure the exact length of the land, take the picture of the surroundings and talk with the neighbors about the clients and other co applicants. This visit and verification give the perfect and exact documents to proceed the file efficiently.

3.9 Final Appraising, Reviewing & Approval

After the technical visit and CPV, generating those information, Credit Analysts start to appraise the final file. They prepare the final file and then they review the file through senior members of CRM. Generally, manager, assistant manager or senior executives review those files. They try to find out any mismatch. If they find any fault then they make it fixed by the Credit Analysts. If the file is alright then they give the green signal from their side. At that time, files go to the management sector for getting approval. Management reviews the file further more. If the file is ok then they approved it for getting loan. If the management finds any minor issues like reducing loan amount or reducing loan time, then they send it back to the CRM department for making the required changes. After making those changes, management approves the file. If the management finds any major issues like client's loan behavior is not satisfactory or client's profession is not stable one to get this loan, in that case, management totally rejects the file for getting loan. Those are considered as very risky move for investment hence those are not counted. Mainly three basic sources are considered while giving a loan from management. Those are:

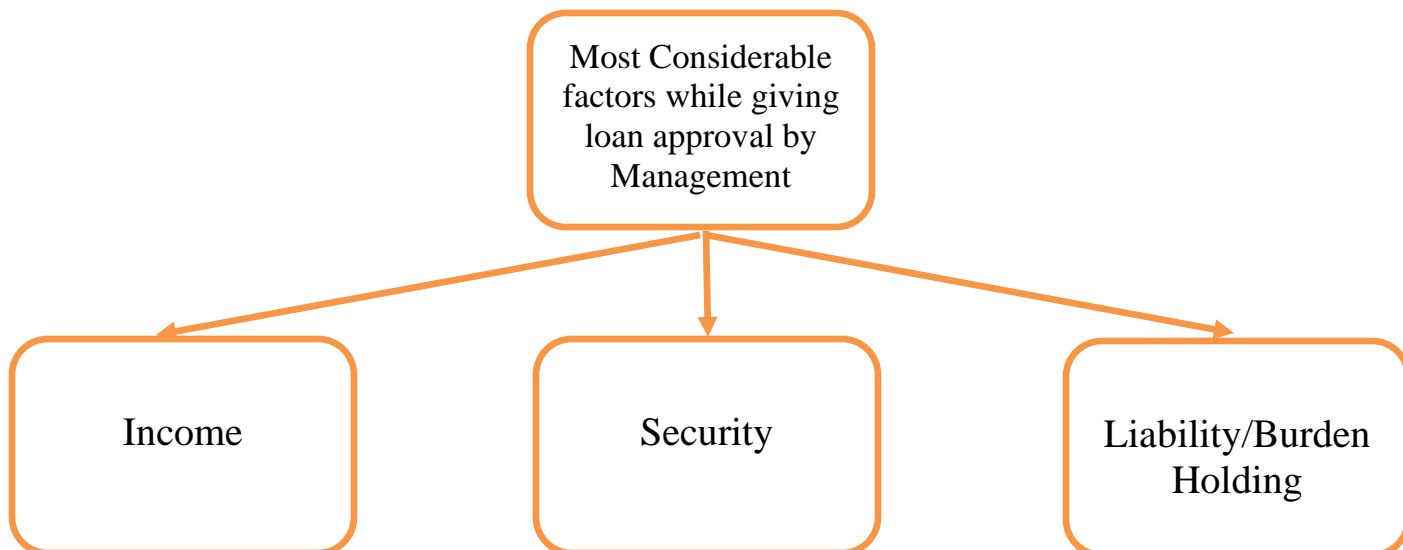


Figure 4: Considerable factors while giving loan approval by Management

If management are satisfied with these three terms of the clients then they do not reject the approval of the file.

3.10 After Approval Procedures

After getting the management's approval, file again goes to Quality Team for ensuring the quality once more. If they find it ok then they send it to Operation team for further procedures. Operation Team checks everything and if ok then they go for disbursement which means client is very close to get his loan. Operation Team then tells CRM team to make Offer Letter for the client and send it over to client as a token of ensuring the loan and terms and conditions. After that client can issue the money through check from allocated banks.

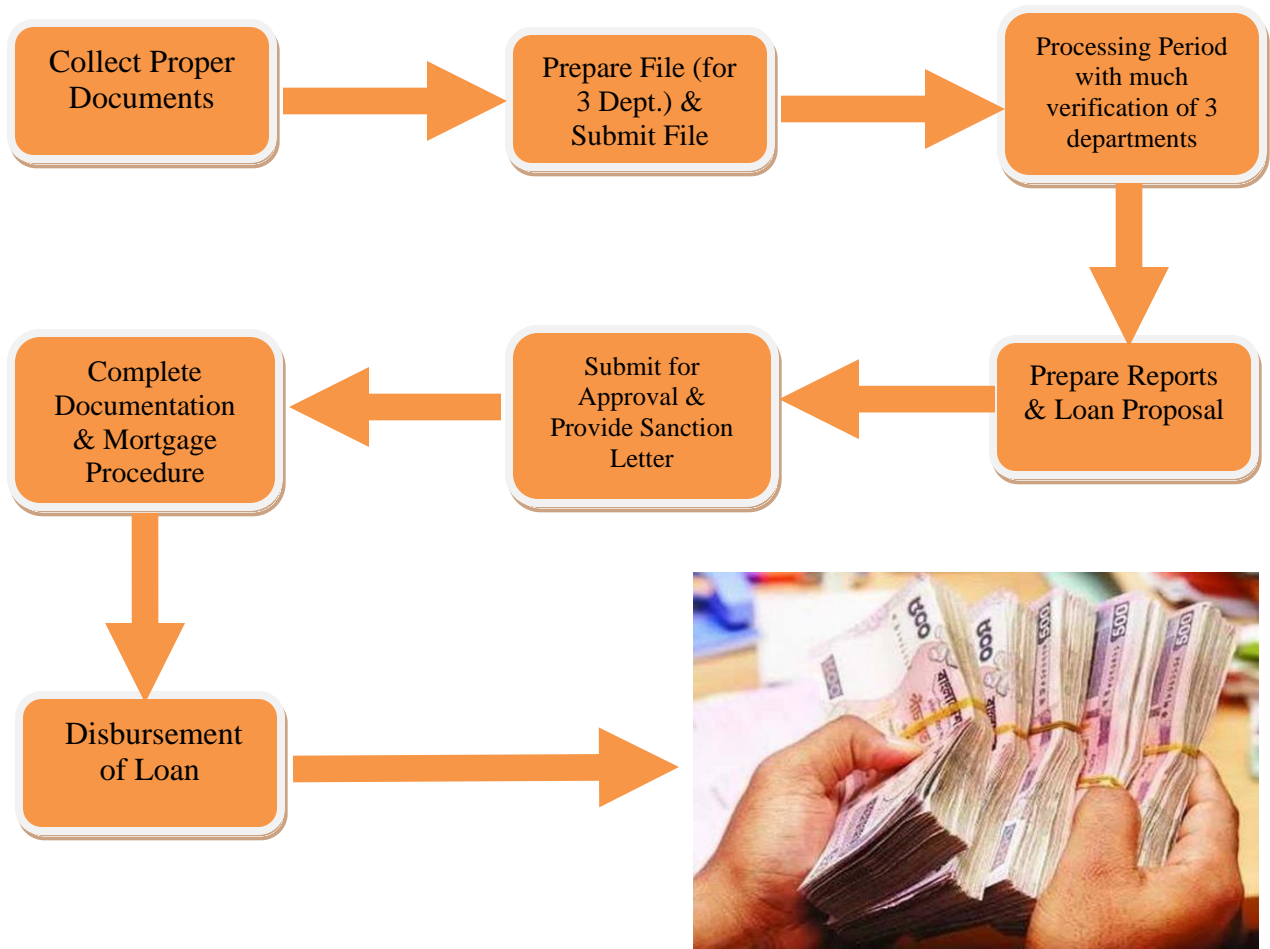


Figure 5: Roadmap to Disburse a Loan

3.11 Summary & Conclusions

To conclude, I have tried my very best to make this report focusing on the file processing steps of AHL. I have worked with CRM team intimately. That knowledge helped me a lot. Besides that, I gathered all my institutional knowledge to build a very good report with detail analysis. Hope this report will be served its core purpose. At the same time, I am grateful to get the opportunity to work closely in such a dynamic department of such a dynamic Financial Institution of our country.

3.12 Recommendations

Generally, to get through this whole process takes four to six months. Sometimes for complicity takes even more times. Clients who are in hurry get frustrated with this time taken. Thus, after disbursement lots of loans are refused to take by the clients. As they claim that my purpose of serving by this loan is in no use now. In such case, IPDC asks for the processing fee from the clients as they work with the file and let them go. So, my recommendation will be to reduce this time as much as possible. Thus, client's satisfaction will be increase as well as the number of taking loans will be increased.

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