

Report on:

**Foreign Exchange Operations and Its Contribution to the
Growth of Jamuna Bank Limited**

By:

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**An internship report was submitted to BRAC Business School in partial
fulfillment of the requirements for the degree of Bachelor of Business
Administration.**

BRAC Business School

BRAC University

January 2022

Declaration

It is therefore declared that

1. The internship report delivered is my work completed while pursuing a degree at BRAC University.
2. Unless otherwise noted, the information does not contain previously published or written content by a third person, except where such material has been appropriately cited by including complete and correct referencing.
3. Nothing in the report contains information that has been approved or submitted for a degree or certification from another university or other institution in any other country.
4. I've given credit to all of the critical sources of assistance.

Student's Full Name & Signature:

Student Full Name:

Md. Rafsan Jany Emon

18204087

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Mr. Riyashad Ahmed

Assistant Professor, BRAC Business School
BRAC University

Letter of Transmittal

Mr. Riyashad Ahmed
Assistant Professor,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of internship report on Foreign Exchange Operations and Its Contribution to the Growth of Jamuna Bank Limited.

Dear Sir,

By the grace of Almighty, I am Md. Rafsan Jany Emon submitting to you my internship report, which is a necessary component of the BBA program. Writing this paper under your expert guidance has been an incredible educational experience.

This report on Foreign Exchange Operations and Its Contribution to the Growth of Jamuna Bank Limited has been made by me. I interned at JAMUNA Bank for three months. The internships offered me hands-on knowledge of the banking operations of a bank. Through this time, I learned how banks conduct their regular banking activity and special banking operations like foreign exchange. I've attempted to conclude the report concisely and thoroughly by including the most critical information and suggestions. I'm hoping the report can meet up to your expectations.

Therefore, I will pray and hope that you will be so kind as to accept my internship report and share your valuable assessments.

Sincerely yours,

Md. Rafsan Jany Emon
18204087
BRAC Business School
BRAC University
February 7, Monday, 2022

Executive Summary

The banking industry is critical to the country's economic development. Currently, Bangladesh has 61 approved banks. Jamuna Bank Limited is a well-known private commercial bank that has been in operation since 2001. Through exceptional leadership abilities, it has already earned the public's respect and confidence for its satisfying and committed foreign exchange department. Most notably, Jamuna bank is renowned for its effective foreign exchange services, which include export, import, and remittance. This research examined the performance of JBL's foreign exchange operations department. This study evaluates JBL's foreign exchange decisions and makes recommendations on yearly earnings, export and import, as well as overseas remittance. This report discusses three distinct subjects. I begin by writing and discussing an outline of my internship program in the first chapter. In which I specified my tasks and responsibilities. Additionally, my contribution to the bank and the advantages I receive from it, as well as my advice for incoming interns. In the chapter two, I explain the organizational side of things, such as the five practices that JBL adheres to. I describe my organization's management techniques, marketing aspects, accounting and financial analyses, operational procedures, and information system. I discussed them in depth and from the standpoint of my organization. I discussed the Foreign Exchange Operations of Jamuna Bank Limited and its contribution to the growth of the bank in the final section, that is the project section. Additionally, I write all the information and results myself, as well as the analytical data for import, export, and remittance. Additionally, I collect and interpret data from a variety of sources. Finally, I concluded and made a recommendation.

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Chapter 1: Overview of Internship

1.1 Student Information

Name: Md. Rafsan Jany Emon

ID: 18204087

Program: Bachelor of Business Administration (BBA)

Majors: Double major in Finance & Computer Information Management (CIM)

1.2 Internship Information

1.2.1 Period, Bank name, Department, Address:

Period: 90 days.

Bank Name: JAMUNA BANK LIMITED.

Department: Foreign Exchange Department.

Address: Giant Business Tower, 3 & 3/A, 1st Floor, Service Road, Uttara, Dhaka 1230.

1.2.2 Internship Bank Supervisors: Name & Position:

Name of my Supervisor: Md. Mahamudul Islam.

Position/designation: Senior Executive Officer (SEO), JAMUNA Bank Limited, Uttara branch.

1.2.3 Job Duties

The followings are the responsibilities and duties I have incorporated with at my job:

- Letter of credit file documentation, which includes downloading L.C.s, printing them, and organizing them by serial number.
- Proceed with the data input of the realization certificate on the Bangladesh Bank's database.
- Follow these instructions to download the voucher.
- Updating the performance report.
- In general, regularly supporting my boss and other officials is a beneficial experience.
- Collect and keep updating export reports from the central bank website, Bangladesh Bank.
- Input data into the foreign transaction portal and create a copy of the Foreign Currency Demand Draft.
- Make two copies of the LDBC file: one for the office and one for the Importer. SWIFT and FLORA financial software are being used.

1.3 Internship Outcome

1.3.1 Contribution to JAMUNA Bank Limited:

I was confident enough in my ability to contribute to Jamuna bank positively during the internship period. Because I was the sole intern of my branch at the time, I did everything I could to ensure that almost all of the tasks I was given were appropriately completed, not just for my supervisor as well as for the other officials of the Bank.

First and foremost, I completed all of the L.C. file documentation tasks. To begin, I used to download the L.C. from SWIFT's website. Following that, I printed a copy of the document and integrate it with the file. Furthermore, making and issuing PRC was a regular task for me. It has been granted to exporter PRC by JBL to obtain and draw financial incentives through Bangladesh Bank. Generally, an exporter from Bangladesh receives a 1 percent financial incentive for their

contributions. Depending on the country they are shipping their products to, it can range from 1 to 6 percent.

Firstly, I went to the Bangladesh Bank website, exporting, and then, under the PRC search bar, I filled in the parameters for PRC INFO. Here, I filled out the branch reference number, 3054, the PRC date, the exporting area (mainly non-EPZ), the export entity, the financial incentive section, which is similar to RMG, the fiscal year, and the entry customer. I typed the information into the Bangladesh bank's database, making sure to meet all requirements. They will receive a certificate from JAMUNA Bank Limited in exchange for PRC, and they will be able to withdraw their financial incentives by presenting their credentials. Following the upload of report to the central Bank database, it displays a data table including all of the submitted information. Third, the following export information and news were retrieved from the Bangladesh Bank website: Browser - login - transaction - export detail information - search by serial. It was necessary to record relevant information, including the fob amount, the due date, the L.C. number and the day it was issued, the currency, the quantity, the destination, the exporter bin number, and other pertinent information. Moreover, I completed the FDD by writing the information that was requested.

Additionally, I had to update the information of the respective registers. After finishing billing, I updated its date-wise record to ensure that the internal database was kept up to date. Moreover, I learned about LDBC, the abbreviation for Local Documentary Bills for Collection. Initially, I retrieved the necessary documents, printed them, and organized those by a sequence in a file cabinet. There are two copies available. One for our Bank, and another for the L.C. opening bank (the Bank of the Importer). For the office copy, I filed them and labeled them with codes such as the LDBC serial, the organization name, the sum of funds in U.S. dollars, the L.C. number, and the person's identity who would be receiving the copy. For the bank copies supplied to the Importer, I organized them by serial and noted them on top of the page, such as Dhaka Bank and the location of that branch's offices.

Last but not least, I had to download the coupon from the FLORA software: Flora is an intra-banking software solution. I could download vouchers for various RMG s by providing an id and a date.

1.3.2 Benefits I have got from my internship:

JAMUNA Bank Limited was a remarkable internship opportunity for my career. To be honest, I've learned a lot of new financial jargon. The beneficiary plays a vital part in currency exchange, and thus I've learned how to start an L.C. and all about it. I now understand L.C. in great depth. In the same way, I learned about the People's Republic of China and how the Bangladeshi government benefits exporters by providing financial incentives. In addition, I had used the SWIFT system, an international software for connecting all banks, to handle export data and reports from the Bangladesh bank database. My supervisor also gave me a thorough explanation of FDD checks, which I wrote. Similarly, I discovered FLORA banking software and used it to deal with vouchers from various companies. In addition, I learned about local billing and worked extensively with Excel to maintain and update our everyday operations.

I was able to have a firsthand look at the lives of bank executives. During our conversation, I learned about their work ethic, timeliness, and what they do in the event of an emergency at the branch, as well as the possibility that they'd be compelled to stay late at the office. As well as sharing insight into the office's culture, they discussed their strategies for dealing with stress, pressure, and other aspects of the job. The fact that I was an intern, but my supervisor had allowed me to work with a variety of people and projects simultaneously. There were so many new lessons that it seemed like I was acquiring them every day. Finally, I intend to join and begin my career as a bank employee. As a future banker, I believe this experience will be invaluable.

1.3.3 Problems faced throughout the internship

Despite the fantastic and trouble-free journey, I did encounter a few obstacles along the way. When the Coronavirus outbreak was decreasing during my internship, even then, I couldn't go to work because it was so risky for me to be in the office at the time. I was having difficulty relating to others due to the circumstances. When customers went to the Bank, they weren't always wearing masks. At the time, I was uneasy.

To make matters worse, due to the pandemic, many workers were compelled to work inside the Bank in shifts, which meant that they would spend one day at one desk and another day at another.

Due to the lack of time, I could not fully witness the workings of all the workstations. Finally, a level of secrecy exists within any institution, which is kept secret from the general public. In the middle of my internship period the contractual internet provider of the bank had an issue in their cache server, this led to a slow server issue. But only the Bangladesh Bank website got slow the rest of the important websites were working fine. Lastly, for the organization's confidentiality, I have not obtained more detailed information.

1.3.4 Recommendations for future internship

I can suggest a couple of ideas for internships that my Bank might consider. First and foremost, the Bank must supply computers for interns. Security concerns, such as those raised by passwords and SWIFT login, prevent many banks from giving interns access to computers. As a result, interns should be given their computers to work on. If you're a trainee at a financial institution, you should be given formal identification. For the interns to be recognized by the customers.

Chapter 2: Organization Part

2.1 Introduction

2.1.1 Objective:

In this organizational research, the primary goal is to get insights and information about JBL and the many sorts of activities they do. Furthermore, the purpose is describing and evaluating JBL's foreign exchange operations and strategies, that will be in the project part of the report's project section. Moreover, it represents the activities of the JBL in a variety of areas, including marketing techniques, management techniques, business management, accounting systems, products, and services, etc. Another goal is to apply Porter's five forces analysis in conjunction with a SWOT analysis. The study also includes the macro and microenvironment of Jamuna Bank Limited to decide the Bank's competitive advantage. And last, to provide a clear image to the readers.

2.1.2 Methodology

Given that this report is focused on a factual study, it was prepared using a questionnaire, conversations, discussions, practical experience, writing notes while observing and participating in events, and researching relevant information sources. I first communicated with the appropriate people at my Bank to begin the analysis. The Bank's primary operations were explained to me by the officials. I was impressed. I was able to benefit from this knowledge during my investigation considerably. The Bank's annual reports, in addition, were a massive help in conducting a thorough organizational study.

2.1.3 Scope

In understanding the essential activities of JAMUNA Bank Limited, this study will be highly beneficial to researchers. As a consequence of this, the researcher would be capable of investigating the LBL's banking activities. Final thoughts: Depending on the Bank's organizational culture and leadership findings, further study may be carried out soon.

2.1.4 Limitations

One of the most significant constraints was a lack of time. Because I believe that only 3 months was insufficient. Moreover, I think that the impacts of constant lockdown were detrimental. Second, banks are reluctant to provide private information owing to privacy concerns. Because of this, the study's development is hampered by these issues.

2.1.5 Significance

Those who read this paper will have a thorough understanding of how JBL employees see the latest group of foreign exchange operations at the Bank and the need to examine how the Bank effectively conducts its tasks. Aside from that, the study's relevance is bolstered by several of JBL's shortcomings.

2.2 Overview of Jamuna Bank Limited

2.2.1 History

Bangladesh's one of the largest commercial private banks, JAMUNA Bank Limited, is headquartered in Dhaka. It was incorporated and licensed under Bangladesh's Companies Act, 1994, in 2001 on June 3. Its present headquarters is the JAMUNA Bank Tower in Gulshan-1, Dhaka. The number of branches is 149 till date.



Local business people who have a strong reputation in the country started JBL. Taka Sixteen billion was invested, with each share worth 100 takas. The total number of shares issued was Five million. The sponsor stockholders paid 390 million takas in allowed capital at the start of the project's implementation. Business, industry, and commerce all fall under the purview of JBL, founded by many local industrialists with a strong reputation. The Bank's initial capitalization was Taka 16 billion, divided into 5 million shares at Taka100 per share. The sponsor stockholders invested three hundred ninety million takas in total when they first began their business venture.

There are many services that JBL offers to the country's trade and commerce as well as the general public. When it comes to banking, JAMUNA Bank offers both traditional services and those that adhere to Shariah law. As a result, the Bank is run by a team of financial and banking experts with extensive training and experience. To conduct international trade, it has a minimum of 21 branches of authorized dealer points. Dhaka and CTG each have a TFPC run by the Bank to serve its clients better.

We handle everything from deposit-taking to loan providing to international trade to structured finance at our Bank here in New York. Since its inception, the Bank has already been engaged in international business and foreign transactions. To make banking more convenient for its consumers, it launched an internet banking service in 2005. 314 ATMs have been installed by the

Bank, along with benefits like debit cards, Telebanking, online banking, and SMS banking. In addition to the Marriage Deposit, JAMUNA Bank offers a wide range of deposit options, including The Double Growth Deposit, Monthly Benefit, and Education Savings. Social responsibility was a term coined by the first Bank to enter this sector, JAMUNA Bank. JAMUNA Bank gives scholarships to worthy students. Free blood donation is also part of JBL's social responsibility.

2.2.2 Corporate profile of Jamuna Bank Limited

Corporate Profile	
Name of the Bank	Jamuna Bank Limited
Logo	
Chairman	Gazi Golam Ashria
Managing Director	Mirza Elias Uddin Ahmed
Type of Bank	Public Limited Company
Date of Incorporation	2006
Date of the opening first branch	June 3, 2001
Corporate Head Office	Hadi Mansion, 2 Dilkusha Commercial Area, Dhaka 1000, Bangladesh
Paid Up Capital	BDT BDT 1000.00 million
Contact No	+8809610005678, +880 2 9570912, 9555141
Fax	+880 2 7123287
E-mail	info@jamunabank.com.bd

Table 1: Corporate profile

2.2.3 Mission

JBL is created to satisfy the diverse expectations of its consumers by providing a broad array of products at a reasonable rate, utilizing the latest tools, and providing timely service, to achieve long-term growth, a solid return, and participation in the economy through a hardworking and professional employee (*Jamuna Bank Ltd*, n.d.-a)

2.2.4 Vision

To establish ourselves as a premier banking organization that makes a significant contribution to the progress of the country (*Jamuna Bank Ltd*, n.d.-b).

2.2.5 Organizational Objectives

- Ensure CAMEL's Strong rating.
- Promote relational banking and improve the quality of service through Strategic Marketing Plans.
- To remain a successful and investment focused bank in Bangladesh
- Highly autonomous solutions will be implemented using information technology.
- To ensure a satisfactory return on capital.
- To keep risk manageable.
- Preserving corporate growth while protecting the image.
- Maintaining proper controls and procedures.
- Develop and retain a high-quality team through effective H.R. management.
- To maximize the use of all available resources.
- Ensure ethical tolerance, transparency, and accountability.

2.3 Management practices

2.3.1 Corporate governance

This refers to the practice of controlling and guiding the from higher management of a bank, as well as ensuring that appropriate organizational guidelines are applied.

Additional responsibilities include overseeing the execution of ideas, creating organizational objectives, reporting to stockholders on their success, and regulating the Bank's governance.

NAME	DESIGNATION
Gazi Golam Ashria	Chairman
Engr. A.K.M Mosharraf Hussain	Director
Engr. Md. Atiqur Rahman	Director
Fazlur Rahman	Director
Al-Haj Nur Mohammed	Director, Jamuna Bank Ltd. & Chairman of Jamuna Bank Foundation
Robin Razon Sakhawat	Director
Redwan-ul Karim Ansari	Director
Md. Belal Hossain	Director
Md. Mahmudul Hoque	Director
Shaheen Mahmud	Director
Md. Sirajul Islam Varosha	Director
Kanutosh Majumder	Director
Md. Ismail Hossain Siraji	Director
Gazi Golam Murtoza	Director
Md. Hasan	Director

Md. Saidul Islam	Representative Director, Nominated by Fabian Industries Ltd., Shareholder of the Bank
Md. Abdur Rahman Sarker	Independent Director
Obaidul Kabir Khan	Independent Director
Md. Rafiqul Islam	Independent Director
Mirza Elias Uddin Ahmed	Managing Director & CEO

Table 2: Corporate governance

2.3.2 Organogram

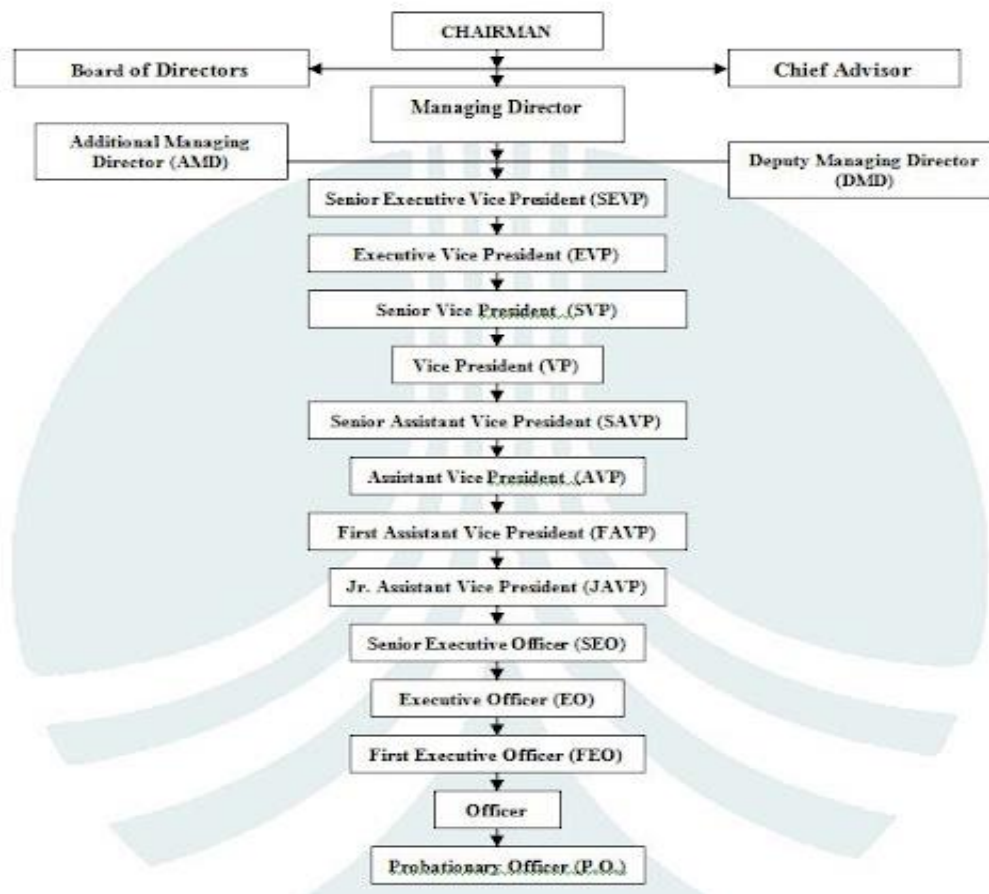


Table 3: Bank's Organogram

2.3.3 Recruitment Process

Recruitment is the method of finding and selecting qualified job candidates.

Java Bank Limited's Application JAMUNA BANK LIMITED encourages all applicants to fill out the form online. They can quickly process applications, and the candidates will be notified that respective applications have been submitted. It allows candidates to apply for open positions through websites and job portals. JBL has two recruiting processes. One is inside, and the other is external. Most Executive level instances offer internal recruitment.

JBL favors the external recruitment procedure for junior and entry-level officers. In that instance, many candidates seek limited positions. After that, they are shortlisted and take a written exam. That is why only those who pass the written exam are invited to the viva.

2.3.4 Compensation system

As part of the JBL pay scheme, they provide its employees with various benefits. These can be financial and non-monetary rewards, such as basic salary payment Insurance, Bonuses, Vacations, Housing loan facilities, Transportation facilities, etc. The reward policy includes increments and promotions based on the employee's experience.

Lastly, any employee of the Bank receives some benefits, which is a similarity to the government sector jobs. For example, they receive the provident fund: gratuity and profit bonus.

The Security Fund: The Objective is to provide a predetermined financial reward to relevant employees' families, nominees, and beneficiaries in the case of their disability or death. The Security Fund was established to accomplish this purpose. Furthermore, this benefit is offered to any Regular Confirmed employee who meets the eligibility requirements. The overall reward payout would be 36 times of employee's current basic wage, which is a significant amount of money. The contribution from the Bank serves as the source of funds for this reward. The Bank maintains a liability account to maintain control over the fund.

Employees' Provident Fund: All regular employees of JAMUNA Bank are required to provide 10 percent of the basic salary to the fund, which the Employees' Provident Fund administers. When a fund beneficiary retires or resigns from their position, they are entitled to a lump sum payment by the fund's established rules. The regulation, monitoring, and management of the fund are responsibilities of a director, which oversees the entire process.

Bonus for the Festival: Permanent employees are eligible for two rewards every year. Employees of various religions profit greatly during their respective religious festivals; for example, in Eid al-Fitr and Eid al-Adha, staff of multiple religions benefit significantly from one another.

Gratuity: When an employee retires or quits their position, they are entitled to a gratuity account as additional compensation. The benefit is available to regular employees who have been with the Bank for at least 5 and have accomplished their duty.

House Building Loan: Employees who have served the Bank for a minimum of five years can to apply for a loan to help with home development. The loan has an interest rate of three percent. A group of individuals will be in charge of identifying the home loan and keeping track of the house location and any other unwanted issues. The loan repayment schedule must be finished before the employee can leave the Bank.

2.3.5 Development and Training

In 2001, JBL established a training institute for its employees. It is located in the Bank's headquarters. For long-term programs, they use a range of training facilities. As a result, the institute has undertaken a wide variety of instructional workshops on a wide range of banking topics to improve bank employees' understanding, abilities, and mindsets since its inception.

Whenever delivering training, the trainers must be aware of each strategy's advantages and limitations and the impact on trainees, considering their previous experience and knowledge, before providing training.

2.3.6 Appraisal Procedure

- Providing comments to the human resources department. Human resource performance is judged by how effectively it works across the entire bank, which is how successful the function is.
- Equal work opportunities for everybody. It is not discriminatory to make internal placement decisions, providing reliable performance appraisals that accurately represent job-related performance on the job.
- Mistakes in the design of the job. The failure to perform well could result from poorly constructed work roles. Appropriate evaluations aid in the identification of these issues.
- Improvement in overall performance. Employees, supervisors, and people specialists can all benefit from the practice using performance feedback to respond with suitable methods to improve.
- Choosing a site is the first step. It is common for managers to make decisions on transfers, promotions, and demotions by assessing their prior or expected performance. Most of the time, promotions are provided as a bonus for earlier achievements.

2.6.7 Employee Compensation and Benefits

To stand out in the industry and to create core competencies of the bank for harvesting competitive advantage and to be one of the top leaders, we have smoothened a trajectory of not only making profit but also a center for service excellence to make the bank a coral reef for the customers:

- **Broad Band Approach in Compensation Management:** A competitive pay package has already been initiated to retain and attract the talent for the bank. As we believe in retention of the talent who are the stars and cash cow of the organization. The competitors find it difficult to woo our talent due to our competitive compensation.
- **Pay for Performance:** JBL strongly emphasizes on healthy and energized workplace to create competitive mind set up among the individuals to enhance quality, efficiency and skills resulting into better performance to reach the goal. The better talent is acquired and retained with competitive pay.

- **Key Employee Benefits:** JBL management intensively thinks of the employee benefits to groom and grow its employee for a longer period.

2.4 Marketing practices

The Marketing & Development Division (MDD) plays a key role in the retail business by promoting retail products, developing customer base and enhancing the existing market and taking a control of the niche market towards achieving the sustainable growth of the Bank. The MDD brought a new paradigm shift of retail business which contributes to satisfaction of the customers and the stakeholders as well as the interest of the Jamuna Bank Ltd. The Marketing & Development Division started its journey in 2012 and started with the business of retail business marketing which involved in acquiring a various CASA, FDR & Scheme Deposits & Payroll accounts. The division is playing a significant role in promoting retail loan products i.e., Credit Cards, Retail Loans (Salary Loan, Personal Loan, Any Purpose Loan, Home Loan and Doctors Loan etc. and keep up Bank's retail business with the diversified products & services.

JAMUNA Bank Limited's marketing strategies include providing a broad range of products to meet its clients' diverse wants and needs. The products and services offered by this Bank are geared toward the customer's needs. Several hundred connection officers are involved in promoting products to consumers. In addition, the Bank participates in many promotional activities. This action has a significant impact on the image of the organization. In addition, the Bank's television and newspaper commercials are seen as critical marketing methods.

2.4.1 Marketing strategies

JAMUNA Bank's marketing strategy is doing well, as expected. In this following section, I'll go over the 4Ps of marketing for JAMUNA Bank.

Products and services:

Product and services available at Jamuna Bank Limited are:

Products	
Conventional Banking	<ul style="list-style-type: none"> ● Current Account ● Double Growth Deposit Scheme (DGDS) ● Fixed Deposit Receipt (FDR) ● Millionaire Deposit Scheme (MDS) ● Monthly Savings Scheme (MSS) ● Pension Savings Scheme (PSS) ● Savings (S.B.) Account ● Special Notice Deposit (SND) ● Triple Growth Deposit Scheme (TGDS)
Islamic Banking	<ul style="list-style-type: none"> ● Al-Wadeeah Principal ● Mudaraba
Loans & Advances	<ul style="list-style-type: none"> ● Working Capital Finance ● Overdraft ● Project Finance ● Syndicated Loan ● Packing Credit ● Loan Against Export Bill ● Loan Against Trust Receipt

Services	
Treasury	<ul style="list-style-type: none"> ● Government Securities ● Investment Window
Foreign Remittance	<ul style="list-style-type: none"> ● Remittance Services ● Issuance of Bonds ● Overseas Partners
Foreign Trade	<ul style="list-style-type: none"> ● Import-Export Services ● Offshore Banking ● FATCA Compliance
Others	<ul style="list-style-type: none"> ● ATM Service ● Bill Payment Service ● E-Statement Service ● Internet Banking ● Jamuna Bank Instant Banking ● Just Pay Mobile App ● Locker Service ● SME Banking ● SMS Alert Service ● Society for Worldwide Inter Bank Financial Telecommunication (SWIFT) Service

Table 4: Products and services

In addition to international banking, the Bank offers a deposit plan, import/export facilities, and other financial services to its customers. Customers can also take advantage of a variety of services.

Pricing

According to some branch managers, there is little practical value in using price as a consideration in the bank business model. There has been no difference in the cost of secondary banking services between the banks.

However, despite Bangladesh Bank's strict regulations, JAMUNA BANK Limited maintains competitive pricing as part of its marketing strategy. Local and worldwide client mindsets are well understood by JAMUNA BANK, which is why its value-based services are correctly tailored. When making any policy adjustments, it takes the existing and future state of the economy into consideration.

Place

According to the Bank's website, there are 149 JAMUNA BANK limited branches across the nation of Bangladesh. In addition, they have 314 ATM booths in total, allowing them to serve their customers around the clock and without any problem. For the convenience of their loyal customers, they offer online banking.

Promotion:

JAMUNA Bank Limited has consistently promoted its brand through CSR and digital content. Sponsorships, adverts in publications such as magazines, and billboards are all examples of ways to promote a product or service. JAMUNA Bank implements a range of CSR activities to improve the well-being of society and the environment, including its customers, workers, stockholders, and the surrounding environment.

Corporate banking services of JBL:

JBL provides a wide selection of finance and operational services to its corporate clients. They offer a variety of business services to:

- International financial services.
- Project-based financing
- Non-banking financial institution
- Loan syndicate
- Export-oriented textile and sweater industries
- Paper-related products

- Quasi financial institution
- Trade finance, including export and import financing;
- Telecommunications; hospitality and restaurant operations;
- Real estate development; and construction projects,

Online banking services by JBL:

JAMUNA Bank Limited had introduced real-time online banking dated December 31, 2010. Through this service, customers can easily withdraw and deposit funds from all of the Bank's 149 locations across the country. Q-cash services are available at ATMs for customers' convenience.

Personal bank services provided by JBL:

JAMUNA Bank Limited provides numerous services. This Bank's transaction accounts, savings plans, and loan options all offer an extra level of convenience and unmatched quality to the service they already give. Customers can access Q-cash ATMs round-the-clock, 365 days a year, using debit cards. JBL is a personal bank that offers a wide range of deposit options: Monthly benefit Scheme, Scheme for monthly savings, Community foreign currency, Pension Plan, FDR, Senior citizen savings scheme, Student account, Short notice account for deposit, Scheme for millionaire deposit, Deposit accounts, Educational Scheme, Savings account, Double growth, Current deposit facilities, Kotipati deposit scheme, Lakhpatri, Triple growth, , Mudaraba Hajj savings account, JBL school account, Grihini savings account etc.

2.4.2 Targeting & Positioning

If you think of the JAMUNA Bank as a bank for the general public, you'd be correct. The Bank is looking for idle money out from the general public that may be turned into valuable capital. With its wide range of products and services, this Bank aims to serve a broad range of clients.

JBL has established itself as a more prestigious financial institution known for providing its customers with high-quality products and services. As a result, segmentation is given precedence in the Bank's positioning strategy: Bank with a focus on customer service and location

JBL aims to appeal to many people, from individuals to large corporations. Their positioning is similar to that of a bank that provides excellent services with a personal touch.

2.4.3 Branding strategy

A bank's branding strategy aims to establish a distinctive and recognizable brand for the organization. To rise to the top of the competition, every brand has a unique approach. When selecting a brand strategy, positioning, sponsorship, brand name selection, and brand development should all be considered.

With these strategic agreements, JAMUNA bank has been able to market its Banking effectively. This is how JAMUNA Bank implements its branding strategy:

- For branding purposes, they use video social media content, which is why they're so active on it.
- In terms of email marketing, they're the best at it. The customers always get new offers and news of the bank through the email regularly.
- They have a well-decorated website. JBL's website has all the information you need to know about the Bank's branding approach.

2.4.4 Promotional and Advertising strategies

Publicity for products or services is defined as a planned, non-personal presentation of information about the products or services of third-party sponsors. If we look at the last few years, advertising work in the banking industry has increased quickly. People used to believe that banks didn't do any marketing or promotion. Finance is presently one of the most booming industries to advertise in, thanks to the passage of time. To promote, they use predetermined methods: Decide on an

advertising strategy. A well-established foundation Amounts spent Create a media strategy that includes evaluating the advertising's effectiveness.

When a vendor begins promoting their services or products, their efforts are visible. Public relations, sales promotion, and advertising fall under the umbrella term "promotional mix," which refers to the primary strategies employed to meet each organization's communication goals.

Additional tools can be recognized as marketing and advertising. Each of these elements is included in a campaign's promotional strategy. But JAMUNA bank exclusively uses direct marketing and sales promotion to promote its services.

Direct marketing methods include television commercials, print ads, direct mail, and customer feedback surveys. In the same approach, they perform personal selling and express the value of their brand to customers by providing information.

2.5 Financial Performance and Accounting Practices

2.5.1 Financial Performance analysis

JAMUNA Bank Limited can help individuals get money in conventional and Islamic financial ways.

There are both Islamic and Conventional financial branches at the Bank. The Islamic branches would facilitate loaning services followed by Islamic Shariah.

To figure out how positive or negative the relationship between the balance sheet and profit and loss is, you can use financial analysis to figure it out.

Ratio Analysis

Return on Asset (ROA)

Year	2020	2019	2018	2017	2016
Return on Asset (ROA)	1.10%	1.11%	1.10%	1.11%	1.21%

Table 5: Return on Asset of last 5 years

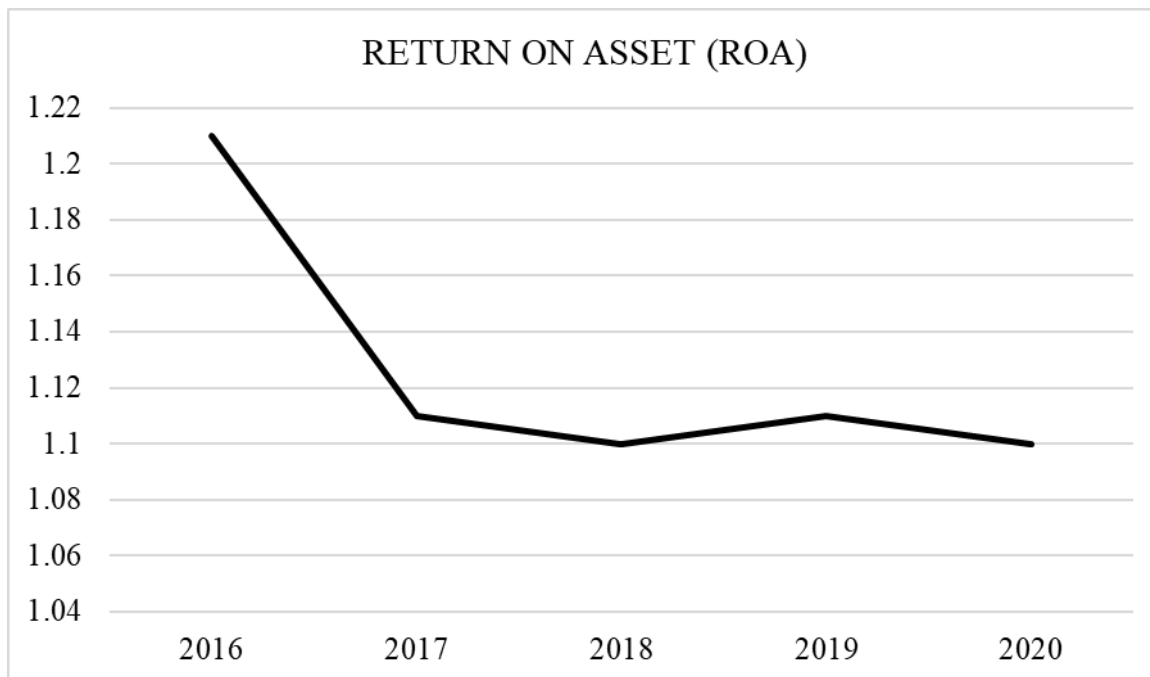


Figure 1: Return on Asset of last 5 years

Interpretation: As we know, ROA indicates how profitable a bank is compared to its assets. As observed from the line graph above, the ROA has declined drastically from 2016 to 2018. It slightly increased in 2019 but gradually decreased in 2020. This is not a good sign for the Bank

Return on Equity (ROE)

Year	2020	2019	2018	2017	2016
Return on Equity (ROE)	12.93%	14.80%	13.83%	12.92%	11.89%

Table 6: Return on Equity of last 5 years

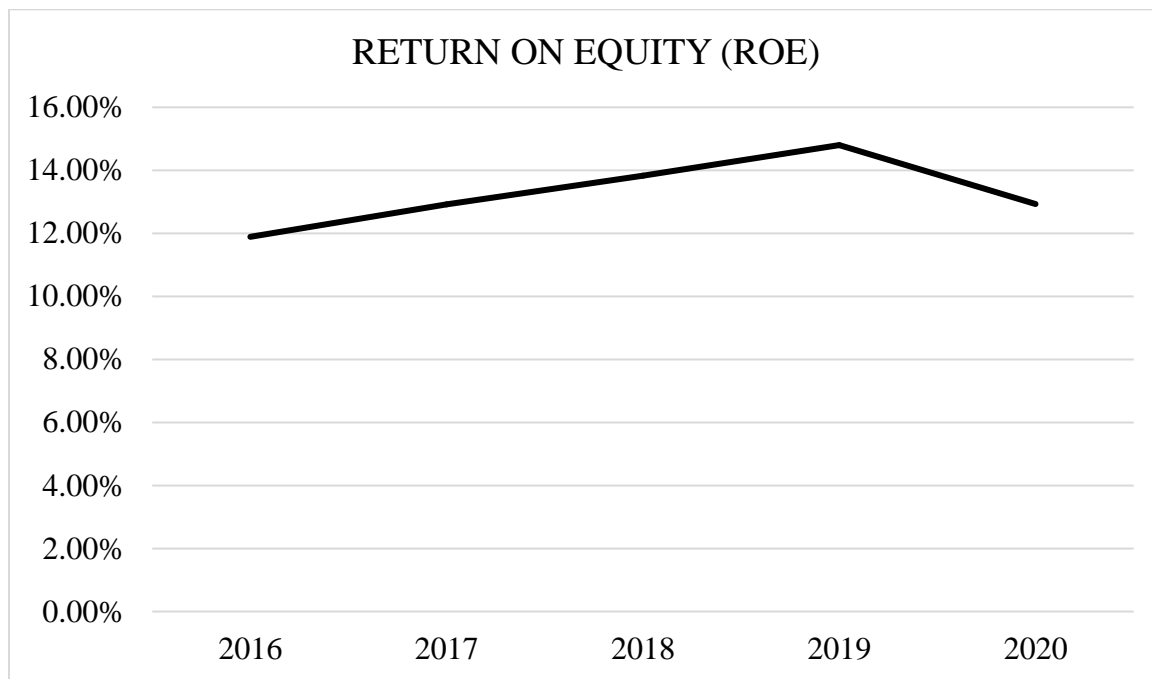


Figure 2: Return on Asset of last 5 years

Interpretation: ROE also demonstrates the profitability of the Bank. It can be observed that the return on equity has increased from 2016 to 2019. Afterward, it had a drastic fall in 2020. This indicates declining profitability for Jamuna Bank.

Net Profit Margin (NPM)

Year	2020	2019	2018	2017	2016
Net Profit Margin (NPM)	70.39	39.26	42.78	53.98	69.81

Table 7: Net Profit Margin of last 5 years

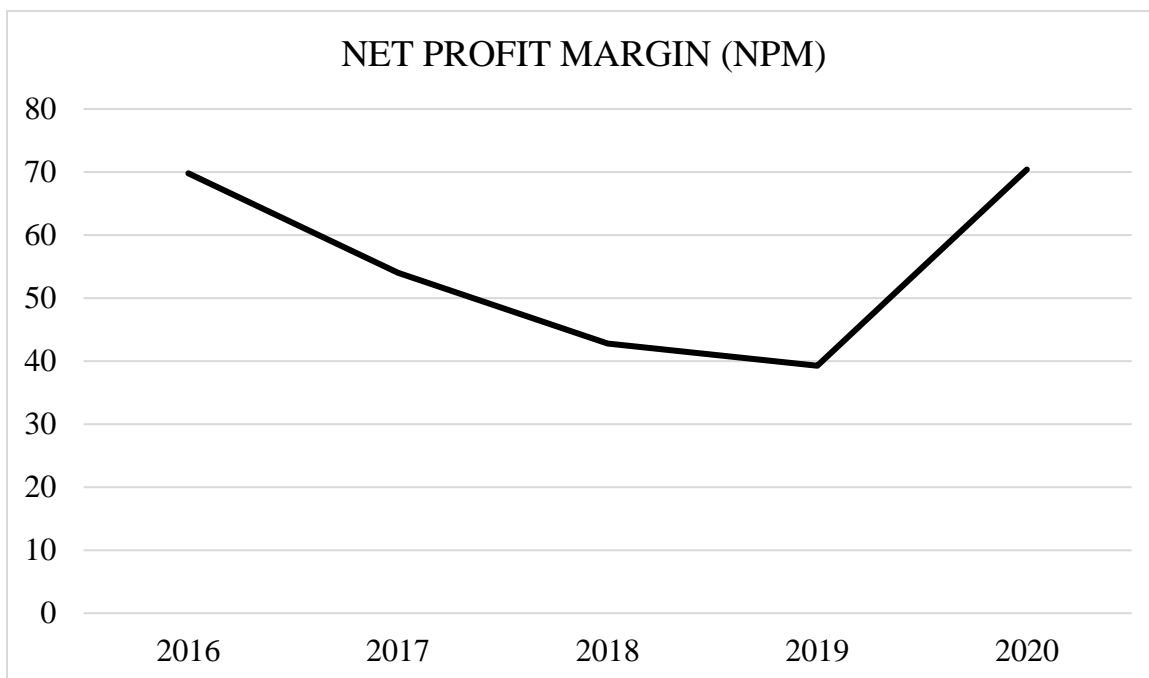


Figure 3: Net Profit Margin of last 5 years

Interpretation: Net profit margin measures the profitability of a bank. The net profit margin has steeply declined till 2019. However, Jamuna Bank could catch up again and raise again in 2020.

Earnings Per Share (EPS)

Year	2020	2019	2018	2017	2016
Earnings Per Share (EPS)	3.54	3.38	3.07	2.77	2.92

Table 8: Earnings Per Share of last 5 years

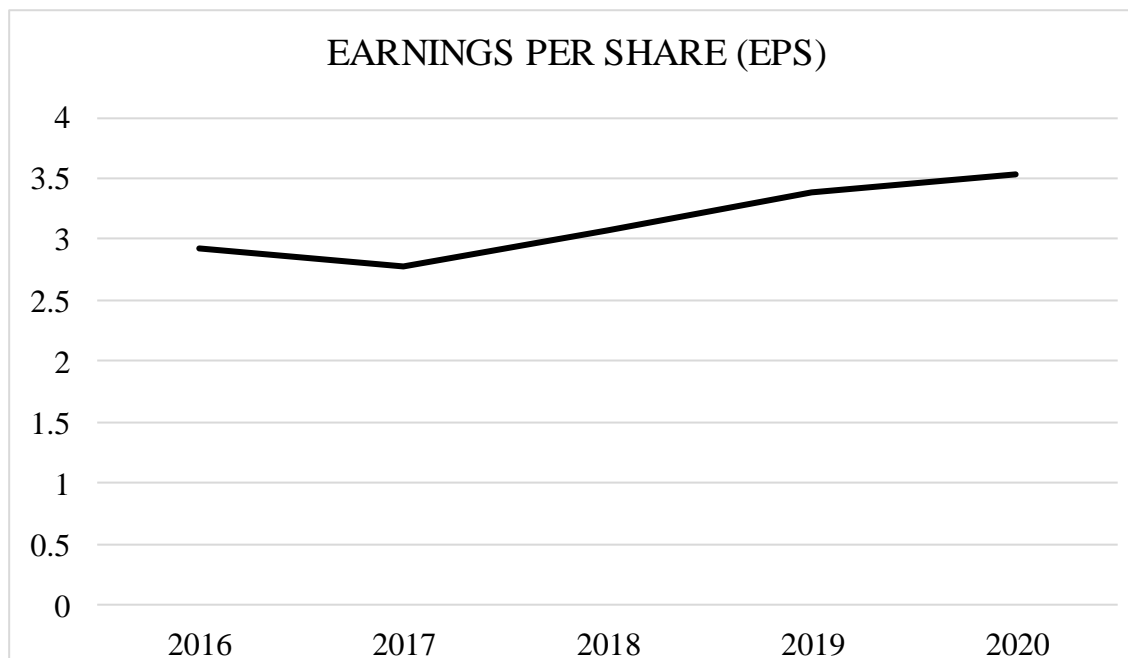


Figure 4: Earnings Per Share of last 5 years

Interpretation: Earnings per share refers to the monetary worth of a bank's earnings per outstanding share of ordinary stock. The EPS for Jamuna Bank has slightly increased over the years, which is a good sign as the issued shares are sold at a higher price than before.

2.5.2 Accounting practices in JBL

JBL's accounts department takes care of these essential things

- Instructing each branch on how to do their accounting the right way, making a summary sheet for every branch, and helping the branches close at the end of the month.
- Assisting in accounting with great accuracy.
- The Bank makes sure that every dollar it spends is effective, efficient, and cheap.
- The delivery system is done quickly and conveniently.
- To properly account for and reconcile each transaction, it must be done correctly. Making an income forecast report each month, as well.
- Yearly and quarterly financial statements are made.

2.6 Operation Management & Information System

2.6.1 Operation Management

Operation management, in general, aims to improve the efficiency of a bank. This procedure is overseen by the bank's board of directors. To run the Bank's operations to make all of its job segments more efficient, this system relies on a few key policies which will detect the Bank's deficiencies and take steps to correct them. An audit committee monitors the Bank's operations. Upper management also meets with auditors regularly to discuss the effectiveness of the operational management of that Bank. Every year, the Bank's senior management and board review and brief the board members on the Bank's operating activities.

For JAMUNA Bank, increasing operational effectiveness is critical to achieving its goals and turning a healthy profit. The Bank acquired almost all of its declared objectives for 2020. There has been a steady rise in the Bank's performance due to a significant improvement in operational productivity and profitability and regulatory compliance. As a consequence, the Bank's economic stability was secured.

2.6.2 Information System Practices

Third-generation bank JBL is equipped with the most up-to-date information technology.

First and foremost, JAMUNA bank is an improved SWIFT system member. The Bank is a partner of SWIFT, a standard and efficient procedure in the banking business worldwide. Additionally, a Router System has been implemented in the Head Office to access real-time information.

Secondly, JAMUNA bank may not have an extensive network. Security monitoring, early alarm systems, etc., have been clustered in the Bank's networking infrastructure to ensure a fast and secure connection.

Third, essential software like SWIFT has made use of two-factor authentication. Regardless of their rank, employees cannot get their hands on them.

Finally, JAMUNA bank maintains the data application for the three sites. As a function of the ICT division's thorough monitoring, it decreases the chances of data loss, making it an irreplaceable tool.

2.7 Industry and Competitive Analysis

Analyzing JAMUNA bank's sector and competitors begins with looking at the Bank's financial health. Most of JBL's investment cell's value is derived from stock, corporate bonds, and debentures, as well as a variety of other types of investments.

As far as commercial credit goes, JAMUNA bank offers bank guarantees, overdrafts, and term loans, with the latter three being the most common. Most other respected universities' I.R. is lower than these funded and nonfunded credits. The interest rates charged by JAMUNA Bank are not the same as those set by its rivals.

2.7.1 Porter's Five Forces Analysis of JBL

Porter's Five Force analysis is among the most often used tools to determine a bank's market position.

The threat of new entrants: Thanks to technological advancements it's easier than ever to get into the banking industry these days. With the advent of online banking, distributors are no longer restricted to just connectivity. It's also true that new financial institutions will effectively compete in the market by decreasing costs and increasing distribution channels via technological means. Customers worldwide can use this data to find the best rates on loans or the best medical treatment for their needs. Financial transactions from one Bank to the other with a minimum transaction value is a factor that lowers the barrier to entry. As a result, JBL is unconcerned about the threats posed by newcomers because it is a government-controlled institution.

The threat of substitutes: Even if globalization has led to significant acquisitions and mergers, the banking sector faces a growing number of replacements. There has been a hurdle for international banks with no network of branches in local markets because of the distance that can be reduced by current telecommunications technology. However, there aren't many options. The govt seems unable to provide us with unique savings systems that will attract the majority public, lessening the threat of alternatives to the banking sector. As a result, these services provided by JAMUNA bank are comparable to those of other financial institutions.

Bargaining power of buyers: Customers' negotiating power is relatively low because the government is mainly in charge. The Bangladesh Bank's regulations apply to every Bank. Furthermore, customers who choose to quit JAMUNA bank can do so with little out-of-pocket price and with little difficulty using another financial institution's services. BRAC Bank and DBBL are two commercial banks that do not function on the concept of customer bargains. HSBC is another.

Bargaining power of suppliers or depositors: Because of technological developments, depositors' negotiating power has risen significantly. The growth of Telebanking and internet banking has compelled depositors to take action. People looking to save money can profit from knowing which Bank offers the most excellent interest rates and moving their funds there. In contrast, people looking to borrow money can benefit from knowing which Bank offers loans with

the lowest interest rates. As a result, depositors now have more options for diversifying their portfolios and are more sensitive to changes in market prices.

Rivalry among existing competitors: Locally and internationally, banks are directly competing to win the same customer group.

JAMUNA Bank Limited's nearest competitors, commercial banks, customers and market share is at stake. Regional banks are fast to copy, and the banking system has become so open that imitation is easy, strengthening rivalry amongst rivals. On the other hand, local banks have a long-term trustworthy relationship with their customers, which offers them a benefit.

2.7.2 SWOT analysis of JBL

Using a SWOT (strengths, weaknesses, opportunities, and threats) analysis, an organization can assess its competitive position and formulate a strategy. Internal and external elements and existing and future potential are all included in the SWOT analysis.

The purpose of a SWOT analysis is to provide a realistic, fact-based, data-driven assessment of an organization's strengths and weaknesses

Strengths:

- Since its establishment, JAMUNA bank has built a nationwide network that serves a wide range of customers with excellent products and services.
- The atmosphere in the workplace is amiable, open, and inviting. People at all levels of a bank engage with each other without any barriers or limits. There is an excellent spirit of teamwork at JAMUNA Bank Ltd.
- Employees at JBL are highly motivated by the Bank's culture.
- A group of the nation's most well-known business leaders founded JBL.
- The Bank's top executives have a lot of experience.
- JBL is a third-generation bank, which means they have a strong I.T. foundation. They have a solid financial foundation

Weakness:

- Because the Bank needs a clear statement of purpose and coherent strategy, the most critical element is the lack of clarity. No long-term plans exist for the banks to decide if the bank want to concentrate on consumer banking or extend towards corporate banking. A comprehensive and strategic process should be put in place as soon as possible.
- When it comes to motivating employees, management lacks expertise. Compared to their rivals, they have a smaller market share.
- Some JAMUNA Bank ltd positions offer a minimal opportunity for advancement or development. Employees working in these roles are discouraged as a result.
- Furthermore, the Bank has a bunch of dissatisfied employees.
- They charge a lot of money for sure of their services.

Opportunities:

- Bank has the best primary dealer network.
- Growing the number of local enterprises.
- With the support of an extensive branch network, the Bank has expanded its reach into the rural sector. Through the Bank's current network, it has a global reach.
- The Bank will become more technologically aware as centralization is initiated in every area.
- Products and services that are cutting-edge.
- Investing in our country's diverse private sectors Small and medium-sized businesses.
- As our country's population continues to rise, there is an excellent opportunity in retail banking because of this. We have a largely middle-class population. As a result, they have many possibilities in the retail banking market.
- In the banking industry, fresh employees are being sought. Their skills and expertise can be put to good use in a wide range of fields if they are given the correct instruction.
- Faster service motivates customers, and JBL offers SWIFT & FLORAL banking software that will unquestionably move them in the right direction

Threats:

- There is a lot of competition. The entry of new banks and non-bank financial institutions (NBFIs) will boost competition.
- Depositors may choose to take advantage of a single-digit interest rate, which will reduce the banking sector's profitability.
- Because of the greater interest provided by government savings instruments, and would search for opportunities to invest in countries outside the U.S.
- A significant fluctuation in the foreign currency rate may result in a substantial foreign exchange loss stemming from overseas transactions.
- The economic crisis caused by Covid-19 has had an impact on international trade. As a result of the delivery of the goods, the Bank of Bangladesh has suffered significant losses and a negative effect on future investments. Interrupted operation of capital equipment imported from another country
- The Central Bank carefully regulates all financial activity in banking institutions like JBL. Restrictions may hinder the Bank's routine operations and policies.

2.7.3 Macroevironment

A bank can utilize a variety of strategic analysis methods, although some are more frequent. The PESTLE analysis is the most often utilized thorough environmental assessment. The macro-environment analysis reveals to business executives and technology developers where their market is today and where it will be in the future.

- **Political Factor:** Government law has an effect on the banking sector's standing. At any point, the government can influence in banking, exposing the industry to political clout. This might include corruption within political parties or specific legislative rules such as labour laws, trade restrictions, tariffs, and political stability.
- **Economic Factor:** Banking is strongly connected to the economy. Customers' buying habits, as well as the reasons for their purchases, influence when they borrow or spend

money at banks. The amount of money banks can access is determined by how revenue flows and whether the economy is booming or barely surviving during recessions.

- **Social Factor:** Cultural variables such as shopping patterns and needs impact how people perceive and use banking options. Consumers seek guidance for issues like savings accounts, FDR and credit cards. Individuals seek advice and support from banks when it comes to bank, home, and school loans.
- **Technological Factor:** Previously, it was customary to visit a local bank to amend one's financial accounts. That, however, is no longer the case. Numerous banks provide a mobile app that enables customers to monitor their accounts, transfer payments, and pay bills using their cell phones. Checks can be scanned using smartphones, and the Bank can process them on-site. This modification minimizes paper use and removes the need to visit a branch to handle these issues. Debit cards are also undergoing changes. Consumers must now insert their cards into debit terminals rather than swipe them. Other nations, such as Canada, have introduced a "tap" option, which entails just pressing the debit card to the device and completing the transaction without the use of a pin. These technologies help the customers to transact even without assistance of a bank.
- **Legal Factor:** To guarantee that frameworks within the banking industry are adhered to, severe standards governing privacy, consumer protection, and trade structures must be observed. Customers in the assigned country, as well as customers worldwide, require such frameworks.
- **Economic Factor:** The economic factors related to any country's banking sector are crucial and also monitored by the international authority. This factor depends on the world economy and needs to be changed in crucial moments.

2.7.4 Microenvironment

The microenvironment of a bank can be analysed as follows:

- **Corporate Structure:** A robust corporate structure is essential for a bank's success. The Jamuna Bank (Uttara branch) is tranquil and well-organized. During this pandemic, Jamuna Bank compensates for all remaining employee benefits.
- **Suppliers:** Regularly, suppliers send debit cards, check books, deposit and scheme forms, fixed assets, and routine office supplies.
- **Customers:** Clients are referred to as customers in banks. People of all ages, professions, financial statuses, and other organizations, such as partnerships and single proprietorship businesses, use the Bank's services.
- **Employee:** Employees are bank employees who carry out banking operations, and by working together, the Bank may profit. All of the workers of Jamuna Bank are dedicated to their jobs and work hard.

2.8 Recommendations

- If JBL wants to be more successful and long-lasting in the future, I believe they need to make a few tweaks to their business model. They're talking about the following:
- JBL's I.T. system needs to be upgraded but in the wrong way. Even though the bank is using the latest technology, I've found the server extremely slow on occasion. The Bank should offer Lower-level consumers more deposit options.
- Employees of JBL should receive need-based training and have their performance evaluated regularly.
- Bank personnel should be able to handle a wide range of consumer issues.
- I would advise JBL to take a more active role in their marketing campaigns.
- To gain a larger part of the market and appeal to a broader spectrum of consumers, I urge that JBL allocate some of its resources to consumer banking in addition to corporate banking.

- In addition, JBL should refrain from giving large loans without adequate documents to back them up.
- JBL must provide its clients with better and smoother service than its rivals to remain competitive in the market.

2.9 Summary & Conclusions

It is critical for economic growth that banks play a role in managing financial capital. JAMUNA bank has been running its business smoothly for the previous two decades. JBL also helps to enhance the economic position of the country. To keep up with the current industry trends and client needs, JBL is employing various techniques, including new product and service offerings. In addition, the caliber of their work is excellent. In addition, they have a well-defined communication framework in place from top to bottom. JBL holds a commanding position in a crowded industry. It is among the fastest-growing financial institutions.

Furthermore, the Bank's top-level management places a high priority on providing outstanding service to its customers. The highest levels of management require their employees to provide excellent customer service. The Bank puts a significant emphasis on optimizing its operations. There is a lot of consistency in the Bank's financial results. Consistency in performance increases the Bank's overall stability.

Chapter 3: Project Part

3.1 Introduction

3.1.1 Background

Facilitating Global Trade is one of the core activities of the Bank. Over the last few years, the global trade financing of Jamuna Bank Limited (JBL) has gained a stable expansion. The resilience and dedication of the JBL team have been ensuring the continued growth of the Bank in line with the country's rising economy. JBL serves its Global Trade and Foreign Exchange clients through countrywide 149 branches - 21 dedicated Authorized Dealer (A.D.) branches and 128 other branches supported by Centralized Trade Finance Processing Centre (TFPC). International Division (Financial Institutions) at Head Office looks after the Policy Guideline and overall operation of Global Trade & Foreign Exchange Business of the Bank. The foreign exchange section of JAMUNA bank is in charge of foreign currency operations such as a letter of credit export, letter of credit import, and international remittances. JBL is a prominent player in foreign exchange operations, including inbound and outward, under the following format of the regulations of foreign currency act dated 1994, in article number (8), currency reserve of international. The word "foreign exchange" can refer to various things depending on the context. JBL also has a large group corporate client, including ROWA fashion, GIANT textile, Southeast Textile, Northern Fashion, Brothers Limited, and similar companies. Every one of them is intimately linked to global banking, both within and outside of Bangladesh. In addition, Bangladesh Bank is responsible for overseeing all of the banks' activity in foreign exchange transactions. The whole local banking system must adhere to the derivatives set forth by Bangladesh Bank. JBL is committed to all of the laws and regulations established by the Bangladesh Bank.

3.1.2 Objectives of the study

Broad Objective:

Jamuna Bank's foreign exchange operations, including Import, Export, and international remittance, are being evaluated for their performance.

Specific Objective:

- This assignment aims to have a more profound knowledge of Jamuna Bank Limited's foreign exchange operations such as remittance, Import, and Export.
- To assess the overall level of service provided by the foreign exchange division.
- Determine the appropriate growth rate after carefully examining the facts.
- To determine the pace of growth in foreign exchange income of Jamuna Bank Limited.
- To provide some recommendations to the Jamuna Bank's Foreign Exchange Division on possible improvements.

3.1.3 Scope

This research will assist me in better understanding the purpose and relevance of foreign exchange operations of the JBL bank, which will be of great assistance to me. Furthermore, the findings of this research will provide light on how foreign exchange transactions of JBL affect the financial profitability of the Bank.

3.1.4 Significance

The findings of this study will offer readers a comprehensive overview of how JBL conducts its foreign currency operations. Furthermore, you may look at the current collection of statistics on foreign exchange activities and analyze them. Finally, a few suggestions for JBL are made in this study, which adds to the relevance of the work.

3.1.5 Methodology

The study is based on observations, relevant content analysis, interviews and conversation, practical experience, and taking notes while observing and participating in various activities to create this report.

In addition, I compiled it using both primary and secondary sources of information.

Sources of primary information

- Hands-on experience in the workplace
- An investigation of Jamuna Bank Limited's foreign exchange operations.
- JBL's official records.
- Observation made by the Supervisor
- Conversations with clients on a one-on-one basis

Secondary data sources

- Detailed examination of JAMUNA Bank Limited's yearly reports.
- My organizational Supervisor has provided me with information on the manual.
- According to their official webpage.
- His Bank has a diverse collection of publications.

3.2 Findings and Analysis

The Foreign Exchange unit of JAMUNA Bank is concerned with three primary issues: currency exchange, interest rates, and currency conversion.

- Operations associated with Export.
- Operations associated with Import.
- The operation involves remittances from other countries.

Now, I'll go into further detail about the findings and analyses of those three studies.

3.2.1 Foreign Exchange Operations of JAMUNA Bank Limited

Jamuna Bank Limited is constantly working to improve and extend its foreign correspondent relationship, also known as RMA, to assist the Bank's worldwide trading activity. Currently, the Bank has RMA relationships with 326 top-rated institutions in 75 countries across 845 branches and offices. This has resulted in the Bank's correspondent network being dispersed throughout significant financial capitals and commercial centers all over the world, which has assisted in the growth of the Bank's international trade activity. The International Division has also been continually establishing RMA with banks worldwide as and when necessary, as part of its ongoing effort to broaden its correspondent network.

Establishing an RMA, L.C. Advising, arranging UPAS facility, Confirmation and Discounting/ Negotiating and Collection of Export Bills, F.C. Term Loan, Refinancing, Sourcing of F.C. funds, Bank Guarantee, Trade Payment Settlement, Foreign Exchange Services (e.g., commercial remittances, private remittances, travel expenses, payment of fees for tuition, exam, and immigration) and any other banking needs are all handled by the International Division.

To facilitate foreign exchange transactions, Jamuna Bank Limited maintains 20 Nostro accounts in the most popular currencies, such as the U.S. Dollar, the Euro, the Pound Sterling, the Japanese Yen, the Swiss Franc, the Saudi Riyal, the Arab Emirates Dirham, and the ACUD, with reputable foreign banks in strategically important commercial locations.

3.2.2 Credit Line

The Bank has significant credit lines with internationally known multinational banks and financial institutions to add confirmation to letters of credit, discount invoices, arranging UPAS facility refinancing, and obtaining F.C. funds as and when necessary.

The Bank's Foreign Exchange business is dependent on the confirmation and discounting of Letters of Credit. In 2020, the International Division confirmed and disregarded 0.66 percent more Letters of Credit from Correspondent Banks than the previous year. Confirmation & Discounting of Letters of Credit obtained this year through our Correspondents and OBU totaled USD 638.52 million, or 75.63 percent of our total Sight & Deferred Payment Letters of Credit. We have benefited from the Asian Development Bank's (ADB) credit guarantee and revolving financed credit facilities, which have enabled us to route verified letters of credit to most banks.

3.2.3 Import – Export Business

JBL has maintained a constant presence in both the import and export markets. However, imports fell to USD 1,315.69 million in 2020, a decrease of 11.31 percent from USD 1,483.48 million in 2019. The Covid-19 outbreak, Middle East turmoil, and trade conflict contributed significantly to the decline in import value. Imports of capital machinery and mechanical appliances, electrical equipment and components thereof, wheat, edible oil, sugar, raw cotton, fabrics, synthetic/mixed yarn, and chemical goods, among others, were the most important items/commodities imported via our Bank. Exports of aggregates fell to USD 1,093.31 million in 2020 from USD 1231.07 million in 2019, a decline of 11.19 percent. The COVID-19 epidemic, Middle East unrest, and trade war contributed significantly to the decrease in export value. Readymade clothing retained a commanding lead in the Bank's export basket. The principal items/commodities exported were jute yarn, fabric (woven), clothing, accessories, pet bottles, leather (crust & completed), bicycles, and Argo-processed goods.

Export vs. Import		
Year	Export (BDT Million)	Import (BDT Million)
2020	92,321.21	111,097.00
2019	103,951.30	125,264.80
2018	106,070.70	130,242.30
2017	80,459.30	105,609.10
2016	74,317.50	87,479.60

Table 9: Export vs. Import of last 5 years

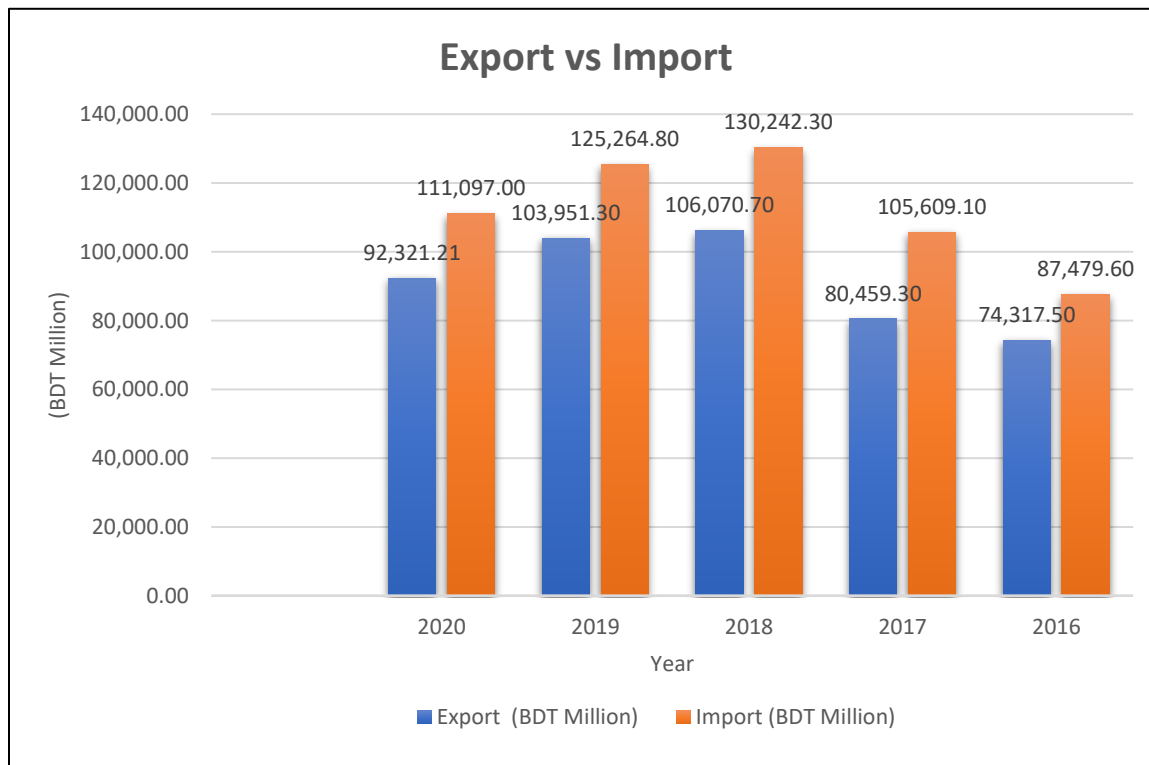


Figure 5: Export vs. Import of last 5 years

3.2.4 Important Documents for Export and Import

Importers must be licensed and acquire approval from appropriate government authorities. However, they do not have the authorization to import from some nations, including Israel.

The first step in establishing any import business is registering with and obtaining local government licensing. The applicant must submit all required documentation to the CCI&E's appropriate area offices to accept this. Typically, the documents required are necessary to get IRC:

- Copy of your bank license; proof of nationality;
- TIN (Tax Registration Number) and BIN (Vat Registration Number);
- Proof of bank solvency;
- Letter addressed to CCI&E; and
- Certification from the retailer's organization or from any recognized lobbying firm.

Following the documentation, CCI&E departments will analyze and verify the following documents. Additionally, before issuing a notification to importers, the additional papers/records must be submitted through a Bank:

- Authentic Treasury Challan with IRC fees submitted.
- Two passport-size photographs of the Importer.
- Registration of the partnership document is required if there is a partnership.
- Assets Certificate

3.2.5 Export Method

To make a success Export to a foreign country the exporter has to follow some procedures with the necessary documents.

- The process starts with an application to CCI&E authority of Bangladesh government. From there the exporter gets an Export Realization Certificate.
- After that the Exporter gets an EXP form from the L.C opening bank.
- Before opening the L.C., the Bank checks the credit report of the importer to minimize the risk of default.

- At this stage the L.C. is open and live. The Exporter Bank will give the facility of back-to-back L.C if necessary.
- The Exporter will process the products and allot a shipment date.
- Then the Exported will ship the product according to the L.C. conditions and dates. Moreover, the Exporter will hand over all the shipment documents and he will get a copy of the documents as well. This part is called duplicated stage.
- After getting the documents from the exporter the relative bank will send all documents to the Bank of the import from abroad.
- From the Importer's Bank the importer will collect the necessary documents to set free the goods from the port and customs after paying the due amount. This stage is called triplicate.
- Now, the importer's Bank will clear the L.C. by paying the amount to the Exporters Bank.
- For deferred L.C. the exporter Bank will transfer the amount to the Exporter's account. In this case the Bank will cut the charge and fees also the back-to-back L.C amount if there is any.
- Finally, the Exporters bank will issue a procced realization certificate to the Exporter and report it to the Bangladesh Bank.

The export Details for the last five years clearly shows that from 2018 the Bank was doing good in export business but during pandemic the export dropped a bit.

Export	
Year	BDT (Million)
2020	92,321.21
2019	103,951.30
2018	106,070.70
2017	80,459.30
2016	74,317.50

Table 10: Export last 5 years



Figure 6: Export of last 5 years

3.2.6 Import Method

Like the Export procedures the importers from Bangladesh also needs to follow some step to make a successful import. The process is given below:

- To start with, the Importers also need IRC or Import Realization Certificate from the authority.
- The Importer has to make a purchase from a foreign country and ask for the brochure with the pro forma invoice of the product.
- After getting the invoice and details of the product the Importer will apply for Imp form from the Bank.
- Before opening the L.C., the bank will check the price of the product. The bank will look if there is any over invoicing is made to prevent money laundering.
- If all documents are okay the Bank will open the L.C., and the Bank will require at least 80% of the total amount of the L.C. from the Importer.
- After the shipment of the product the Exporter's Bank will send the duplicates to the Importer's Bank.
- These documents are necessary to set free to product from the port. So, the importer will collect the documents by paying rest of the amount to his Bank.
- Then the Importer's Bank will send the amount to the Exporter's Bank from where the Exporter will get his money of the product he has sold.
- Finally, the Importer's Bank will close the L.C. by making a bill of entry to the Bangladesh Bank website.



PRIME SIAM INTERNATIONAL CO.,LTD.

บริษัท ไพรม์ สยาม อินเตอร์เนชั่นแนล จำกัด

370/7 Sukhumvit Soi-50, Prakhong, Klongtoey Bangkok-10260 Thailand
 370/7 ซอยสุขุมวิท 50 แขวงพระโขนง เขตคลองเตย กรุงเทพฯ 10260
 Tel : +66-2-3315765 Fax : +66-2-3315766 เลขประจำตัวผู้เสียภาษี (Tax ID) 010-555-20558-25
 Email : sales@primesiam.com ; primesiam2@gmail.com

PROFORMA INVOICE

SOLD TO:
 GREATWALL CERAMIC INDUSTRIES LTD.
 VILL:GILAR CHALA, P.O.:GILA BRAID
 P.S:SREEPUR, DIST:GAZIPUR BANGLADESH

PROFORMA INVOICE NUMBER . PSI-136/2021
DATE: 05 DECEMBER 2021

CONDITIONS: DELIVERY TERM: CFR CHATTOGRAM PORT, OUTER ANCHORAGE COUNTRY OF ORIGIN: KINGDOM OF THAILAND PORT OF LOADING: THASALA SEA PORT, THAILAND DISCHARGE RATE: MINIMUM 2000 METRIC TON PER WWD PARTIAL SHIPMENT: ALLOWED TRANSSHIPMENT: ALLOWED	PAYMENT : 100 % LC AT SIGHT PORT OF DESTINATION: CHATTOGRAM SEA PORT DELIVERY : WITHIN 60 DAYS AFTER RECEIPT OF LC ISSUING DATE CURRENCY: UNITED STATES DOLLAR PACKING: LOOSE IN BULK (NO MARK REQUIRED) INSURANCE: TO BE EFFECT BY THE BUYER
--	---

Quantity	Description	Price Description	Price/MT	Total In USD \$
3,800 Metric Tons (Three Thousand Eight Hundred Metric Tons)	RAW MATERIALS FOR CERAMIC TILES INDUSTRY "FELDSPAR CHIPS (0-5MM)" GRADE PBG-003 H. S. CODE : 2529.10. 00	FOB COST OF GOODS	26.00	98,800.00
		SEA FREIGHT	41.00	155,000.00
REMARK:- TOLERANCE: +/- 10% ON QUANTITY & VALUE CHARTER PARTY BILL OF LADING IS ACCEPTABLE				
IN WORDS: US DOLLAR TWO HUNDRED FIFTY FOUR THOUSAND SIX HUNDRED ONLY			TOTAL CFR CHATTOGRAM	67.00
				254,800.00

BANK DETAILS:
 KASIKORN BANK PUBLIC CO.,LTD
 SUKHUMVIT-33 BRANCH,
 50/1 SAMATCHAWANIT BUILDING-2, SUKHUMVIT-33
 KHUANG KHLONGTON NUEA,
 KHET WATTHANA, BANGKOK - 10110.
 ACCOUNT NO. : 003-1-19942-5
 SWIFT CODE: KASITHBK
 TEL : 66 2 2610134-37

Accepted By:

Great Wall Ceramic Industries Ltd.
Managing Director

Issued By:

PRIME SIAM INTERNATIONAL CO.,LTD.

The Buyer: GREATWALL CERAMIC INDUSTRIES LTD.

The Seller: Prime Siam International Co., Ltd

General terms and conditions of sale apply as per prevailing business laws of the Kingdom of Thailand.

Figure 7: Proforma Invoice



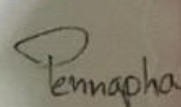


1. CONSIGNOR PRIME SIAM INTERNATIONAL CO.,LTD. 370/7 SUKHUMVIT SOI-50, PRAKHANONG, KLONGTOEY BANGKOK-10260, THAILAND		3. NOTIFY GREATWALL CERAMIC INDUSTRIES LTD. ADDRESS-VILL- GILAR CHALA. P.O.-GILA BIRAI, P.S.-SHREEPUR, GAZIPUR, BANGLADESH AND JAMUNA BANK LIMITED, UTTARA BRANCH, BIN NO: 001901948-0202, 3 AND 3A, MYMENSINGH ROAD, GIANT BUSINESS TOWER, LEVEL-1, SECTOR-3, UTTARA, DHAKA-1230, BANGLADESH.		CERTIFICATE NO. COPY THTCCCO210199018	
2. CONSIGNEE TO THE ORDER OF JAMUNA BANK LIMITED, UTTARA BRANCH, BIN NO: 001901948-0202, 3 AND 3A, MYMENSINGH ROAD, GIANT BUSINESS TOWER, LEVEL-1, SECTOR-3, UTTARA, DHAKA-1230, BANGLADESH				 CERTIFICATE OF ORIGIN ISSUED BY THE THAI CHAMBER OF COMMERCE BANGKOK, THAILAND	
4. VESSEL/FLIGHT NO. MV.ALLIANCE V.10/21		5. DESTINATION CHATTOGRAM, BANGLADESH		8. INVOICE NO. & DATE PS-INV/033/12/2021 DECEMBER 07, 2021	
6. LOADING ON OR ABOUT DECEMBER 14, 2021		7. COUNTRY OF ORIGIN THAILAND			
9. MARKS	10. DESCRIPTIONS	11. QUANTITY	12. GROSS WEIGHT		
LOOSE IN BULK	Page 1 of 1 RAW MATERIALS (FELDSPAR CHIPS (0-5MM) FOR CERAMIC TILES INDUSTRY FELDSPAR CHIPS (0-5MM) GRADE PBG-003 PACKING: LOOSE IN BULK. DESCRIPTION OF GOODS ARE AS PER PROFORMA INVOICE NO. PSI- 136/2021, DT 05.12.2021 DELIVERY TERM: CFR CHATTOGRAM, BANGLADESH INCOTERMS 2020. MERCHANDISE TO BE OF THAILAND ORIGIN DC NO.305421010166 DATE OF ISSUE 211206 ISSUED BY: JAMUNA BANK LIMITED, DHAKA-1230, BANGLADESH. LCAF NO. JBL 125934, IRC NO 260326120146620, T.I.N.428097586075, VAT REG NO.000318419-0103, AND H.S.CODE NO.2529.10.00	3,800 METRIC TONS	N.W.3,800.000 METRIC TONS G.W.3,800.000 METRIC TONS		
13. DECLARATION The undersigned, duly authorized by the company, declares that the above-mentioned goods originate in the country shown in box 7. Signed on... DECEMBER 15, 2021		14. CERTIFICATION Hash value : ca1b10f75c81e827810511d0c9663f2 The undersigned hereby certifies on the basis of information supplied and other supporting documents that the above-mentioned goods originate in the country shown in box 7 to the best of its knowledge and belief. This is issued at Bangkok on... DECEMBER 15, 2021			
 (Authorized Signature)		 (MS. PENNAPHA SRIPUT) (Authorized Signature)			
					
THE THAI CHAMBER OF COMMERCE 150 ถนนราชบพิธ แขวงเทเวศร์ 10200 : 150 RAJBOPIT ROAD, BANGKOK 10200 Tel. +66(0) 2018-6888 FAX : +66(0) 2226-4524 Website : www.thaichamber.com					
				FM-CO-08 Rev.1 K 003317	

Figure 8: Certificate of Origin

CODE NAME "CONGENBILL" EDITION 1994

Shipped
PRIME SIAM INTERNATIONAL CO., LTD
 370/7 SUKHUMVIT SOI-50,
 PRAKHANONG, KLONGTOEY BANGKOK-10260,
 THAILAND

Page 2
 B/L No. AL/C58-03

Reference No.

BILL OF LADING
 TO BE USED WITH CHARTER PARTIES

Consignee
 TO THE ORDER OF
JAMUNA BANK LIMITED,
 UTTARA BRANCH, BIN NO : 001901948-0202,
 3 AND 3A, MYMENSINGH ROAD, GIANT BUSINESS TOWER,
 LEVEL-1, SECTOR-3, UTTARA, DHAKA-1230, BANGLADESH.

Notify address
GREATWALL CERAMIC INDUSTRIES LTD.
 ADDRESS : VILL- GILAR CHALA. P.O.-GILA BIRAI,
 P.S.-SHREEPUR, GAZIPUR, BANGLADESH

AND
JAMUNA BANK LIMITED,
 UTTARA BRANCH, BIN NO : 001901948-0202,
 3 AND 3A, MYMENSINGH ROAD, GIANT BUSINESS TOWER,
 LEVEL-1, SECTOR-3, UTTARA, DHAKA-1230, BANGLADESH.

Port of loading
THASALA SEAPORT, THAILAND

Vessel
MV. ALLIANCE V.10/21

Port of discharge
CHATTOGRAM, BANGLADESH

Shipper's description of goods
LOOSE IN BULK **3,800.00 METRIC TONS**

Quantity
3,800.00 METRIC TONS

Description of Goods
**RAW MATERIALS (FELDSPAR CHIPS (0-5MM)
 FOR CERAMIC TILES INDUSTRY
 FELDSPAR CHIPS (0-5MM) GRADE PBG-003
 PACKING : LOOSE IN BULK.
 DESCRIPTION OF GOODS ARE AS PER
 PROFORMA INVOICE NO.PSI-136/2021, DT 05.12.2021
 DELIVERY TERM : CFR CHATTOGRAM, BANGLADESH INCOTERMS 2020.
 MERCHANDISE TO BE OF THAILAND ORIGIN
 DC NO.305421010166 DATE OF ISSUE 211206
 ISSUED BY : JAMUNA BANK LIMITED, DHAKA-1230, BANGLADESH.
 INVOICE NO.PS-INV/033/12/2021 DATE : 07.DEC.2021
 PACKINGLIST NO.PS-PL/033/12/2021 DATE : 07.DEC.2021
 LCAF NO.JBL 125934, IRC NO 260326120146620,
 T.I.N.428097586075, VAT REG NO.000318419-0103,
 AND H.S.CODE NO.2529.10.00
 INSURANCE COVER NOTE NO. UICL/AGR/MC-1302/12/2021, DT : 06.12.2021**

NET WEIGHT **3,800.00 METRIC TONS**
 GROSS WEIGHT **3,800.00 METRIC TONS**

"FREIGHT PREPAID"

SHIPPED CLEAN ON-BOARD DATE : 14/12/2021

(of which all cargo on deck at shipper's risk, the carrier not being responsible for loss or damage howsoever arising)

Freight payable as per CHARTER-PARTY dated **NOVEMBER 16, 2021**

FREIGHT ADVANCE Received on account of freight

Time used for loading _____ days _____ hours

SHIPPED at the Port of Loading in apparent good order and condition on board the Vessel for carriage to the port of Discharge or so near thereto as she may safely get the goods specified above.
 Weight, measure, quality, quantity, condition, contents and value unknown.
 IN WITNESS whereof the Master or Agent of the said Vessel has signed the number of Bills of Lading indicated below all of this tenor and date any one of which being accomplished the others shall be void.
 FOR CONDITIONS OF CARRIAGE SEE OVERLEAF

Freight payable at **FREIGHT PREPAID**

Place and date of issue **THASALA SEAPORT, THAILAND 14/12/2021**

Number of original B/L **THREE (3 ORIGINALS)**

SEA HORSE MARITIME CO., LTD.

Figure 9: Shipping Document

From the graph and the data mentioned we can see that like the export the import has decreased in 2019 and 2020 due to the pandemic situation than it was in 2018.

Import	
Year	BDT (Million)
2020	111,097.00
2019	125,264.80
2018	130,242.30
2017	105,609.10
2016	87,479.60

Table 11: Import of last 5 years

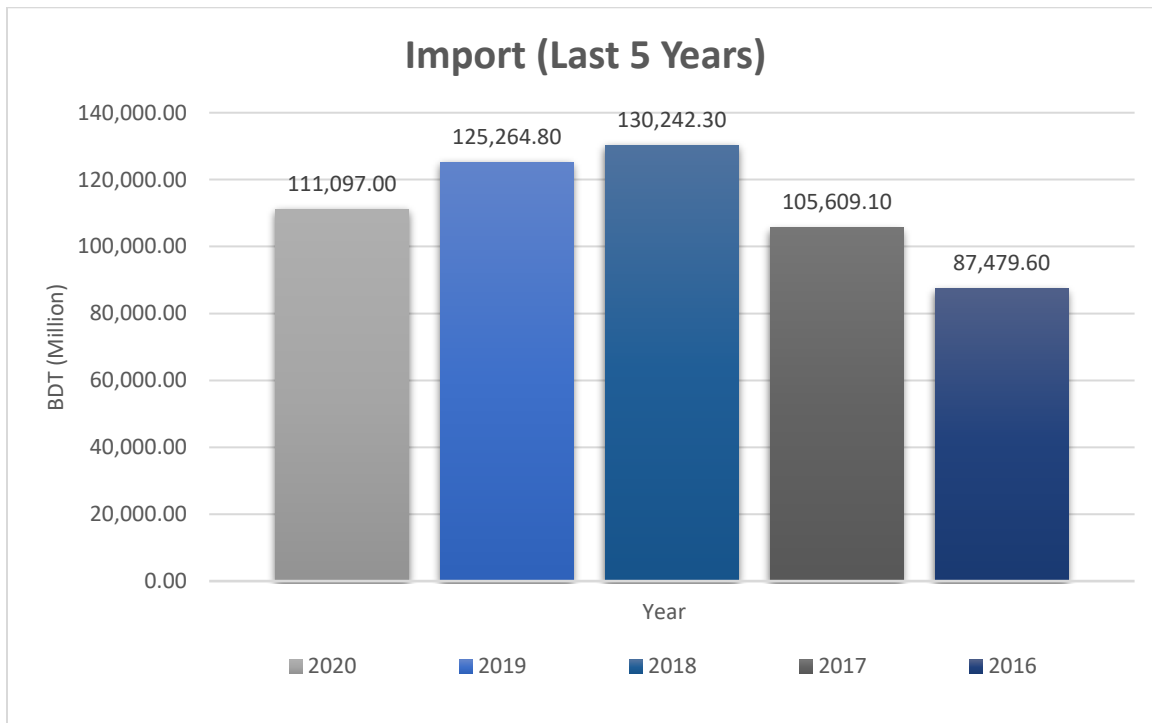


Figure 10: Import of last 5 years

3.2.7 Remittance

A remittance is money sent back to the home nation by a migrant. Remittances from residents working abroad are an essential source of funding for many poor countries. Reducing inequality, job creation and GDP growth, as well as the lowering of the country's dependency on foreign aid and the adoption and execution of new development plans, are only some of the outcomes of this. To increase the remittance flow to Bangladesh Jamuna Bank also arranges few NRB gathering in different remittance bound locations like Kuala Lumpur in Malaysia, Ajman, Sharjah and Dubai in UAE, Ansan city in South Korea in 2018 and Sarjah in UAE and Damman, Riyadh, Tabuk, Modina, Jeddah in KSA in 2019 encouraging them to send their hard earning money through Banking channel and open account with Jamuna Bank through our different Exchanges Houses.

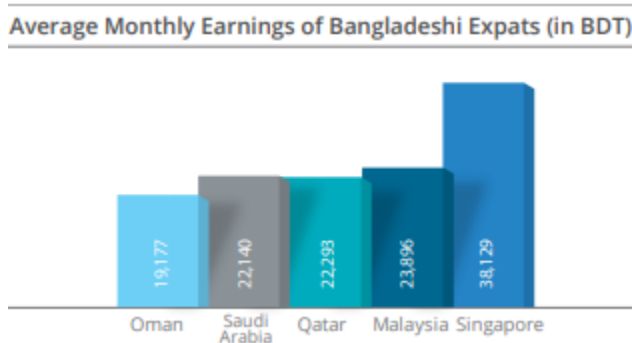


Figure 11: Remittance by Countries

Since, Bangladeshi migrant workers have increased progressively over the years, the quantity of yearly remittance to the nation increased dramatically. A financial report states, Bangladesh received remittances totaling \$21,752.27 million in 2020, up from \$ 18,354.94 million in 2019. This represents an increase of 18.50 percent over 2019 (*Annual Report 2020, Jamuna Bank Limited, 2020*). Data of total remittance received through Jamuna bank Limited for the last five years are given below:

Remittance	
Taka	BDT taka (Million)
2020	18,120.00
2019	18,175.60
2018	15,000.00
2017	16,837.76
2016	12,030.00

Table 12: Remittance of last 5 years

Even if the pandemic has affected the world economy immensely the remittance warriors of Bangladesh has done a great job. The remittance sector has done well and has been consistence in sending money to our country over the year.

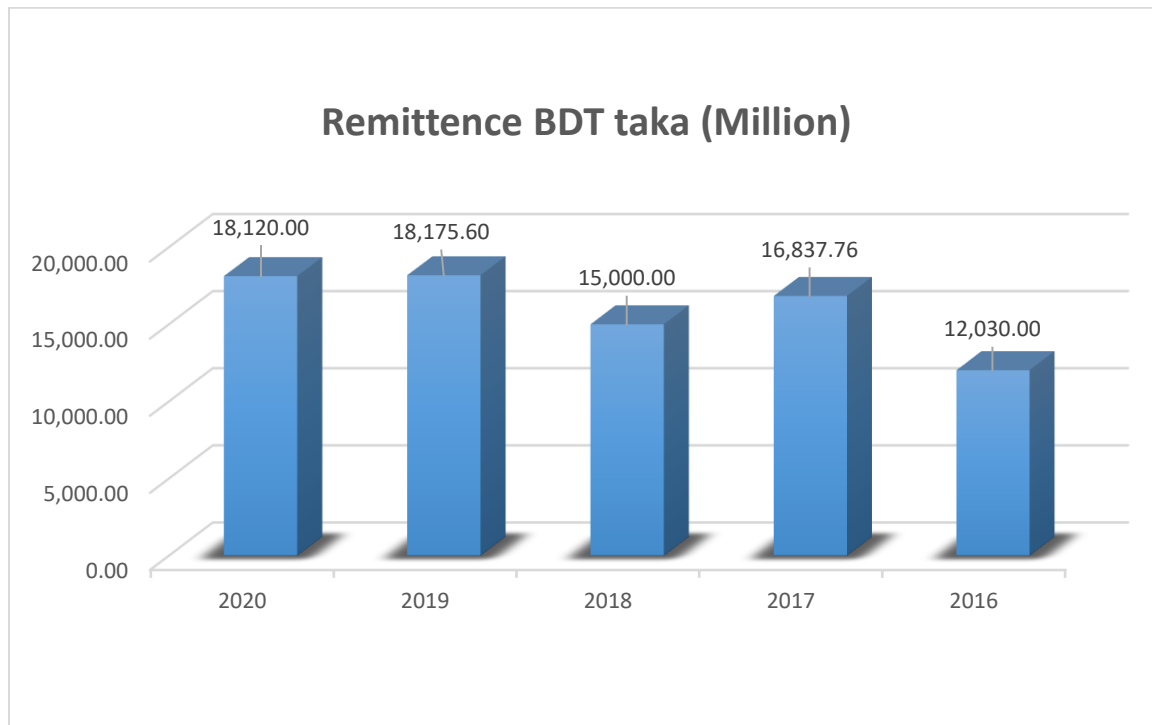


Figure 12: Remittance of last 5 years

3.2.8 Contribution of Foreign Exchange operations to the growth of Jamuna Bank Limited

Foreign exchange operations and transactions are handled by the bank's Foreign Exchange Department. Foreign remittances, as well as the purchasing and selling of foreign currency, are the primary responsibilities of a forex department. For international transactions, a Foreign Currency Account (FCA) may be kept. This section of a bank is responsible for issuing the LC, which is a critical import document. The remittances sent home by migrant workers who are employed in other countries are also received by this department. A bank's Foreign Exchange Department has a significant impact on economic development since international trade relies heavily on this department. Including traveler's checks and letters of credit, this section handles all foreign currency transactions.

Year	Total Foreign Exchange Income	Total operating Income	Percentage in Total operating Income	Net profit	Percentage in Net profit
2020	1,550,215,296.00	10,860,691,586.00	14%	2,670,705,443.00	58%
2019	1,637,070,248.00	11,439,527,495.00	14%	2,607,849,991.00	63%

Table 13: Foreign Exchange Incomes (2020,1029)

Year	Percentage in Total operating Income	Percentage in Net profit
2020	14%	58%
2019	14%	63%

Table 14: Foreign Exchange Percentage in total Income (2020,1029)

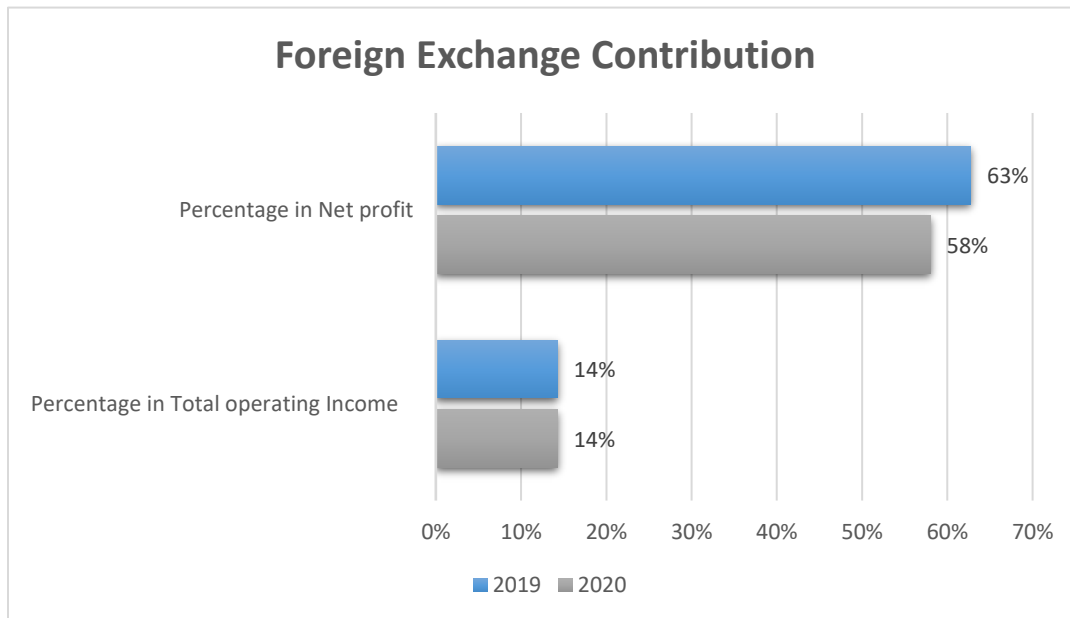


Figure 13: Foreign Exchange Percentage in total Income (2020,1029)

The foreign exchange deferment of Jamuna Bank Limited plays a vital role in the overall income of the bank. Even if the covid affected the banking sector of the country very badly, JBL is still growing in the financial sector of Bangladesh. One of the major reasons behind the growth is the increase business in the foreign exchange department in last couple of years. Form table 13 we can see the total foreign exchange income of Jamuna Bank Limited. This income includes operations import-export, remittance commission, LC commission etc. The foreign exchange income contributes 14% in the total operating income of the company which is 58% in 2020 and 63% in 2019 of net profit of the company. As there has been a net profit growth of 2.4% in 2020 from 2019 in spite of the pandemic situation this has happened largely because of the foreign exchange department of the bank.

Again, centralization of our trade services demonstrates the Bank's dedication to creating meaningful customer value, providing seamless services to its clients, and strengthening our compliance culture. At the moment, Trade Finance Processing Centers (TFPCs) centrally handle and manage the international trade operations of non-AD branches so that the branches and their clients have no sense of isolation. All statements are created centrally to ensure compliance with internal and external regulatory requirements. Our TFPCs are staffed by a competent and experienced team and operate in a cost-effective and environmentally responsible manner by minimizing turn-around time, resources, and labor to accomplish their business goals.

From the annual report we can find that, numerous non-AD branches have seen a significant boost in business volume due to TFPC's active assistance. In 2020, imports and exports of TFPCs totaled USD 245.30 million and USD 136.58 million, respectively, representing increases of 2.54 percent and 15.81 percent over 2019, even in a COVID-19 pandemic scenario (*Annual Report 2020, Jamuna Bank Limited, 2020*).

Jamuna Bank Limited developed the Offshore Banking Unit (OBU) to serve the banking requirements of non-resident clients in EPZs, PEPZs, EZs, high-tech parks, and internationally. It has gradually expanded its lending options to include local clients. The Bank also offers its premium clients through OBU Mid- and Long-Term Foreign Currency (FCY) lending at a cheaper rate of interest. In 2020, OBU's overall transaction volume in the form of Discounting, Term

Loans, and LDBP was USD 153.41 million, a decrease of 5.34 percent from the previous year owing to the harmful impacts of the COVID-19 pandemic on the economy.

Due to the COVID-19 epidemic, the Off-shore Banking Unit earned a profit of USD 1.60 million in 2020, 14.89 percent less than in 2019. OBU seeks to expand its client base and diversify its product offerings.

3.3 Conclusion

A variety of goods and services is offered to the market by Jamuna Bank Limited. The bank is following a typical foreign exchange strategy, which is proving to be successful. This approach is quite appealing to customers, and it has a large effect on the bank's operating profits. However, in today's world, foreign transaction operations strategy, particularly in terms of exporting, should be reinforced in order to remain competitive. Apart from that, foreign exchange is an important source of liquidity for banking sector. Once again, this industry is essential to the overall economic well-being of the country. Bangladesh is equally reliant on the foreign currency for its financial well-being. A range of factors, including rules and regulations, have an influence on this business. The authority should detect faults and put in place preventative measures to make it easier for this lucrative economic route to succeed.

In conclusion, given the current status of the globe, all indicators of growth are good, including export, import, and remittances. Although the volume of foreign trade processed by our branch has declined in recent years, this may be primarily due to corona virus outbreak. Jamuna Bank Limited's foreign exchange division gives a very high level of customer satisfaction.

3.4 Recommendations

As an intern at JAMUNA Bank Limited, I've come up with a few suggestions. These are the ones to look out for:

- To acquire new customers, the bank will need to design a new promotional campaign that will expand the bank's overall overseas operations.
- Importers should have an easier time obtaining Letters of Credit from financial institutions.
- They should have a division that is solely responsible for research and development.
- The employees of the branch should be well-trained in order to give consumers with up-to-date services. Their understanding of their clients and their requirements would be enhanced as a result of their efforts. With the provision of this service, the department may secure the loyalty of a significant customer base, which will enhance the overall profitability of the bank.
- It is anticipated that competitive benefits for importers and exporters will assist in increasing import and exports. As a consequence, will aid in closing the balance of payment deficit at JAMUNA Bank Limited.
- Another advantage is that the foreign exchange activities of other banks are more active and time-consuming. JBL should undertake a number of efforts in strategies to succeed with other financial institutions. For example, JBL should provide a variety of discounts and promotions in order to lure additional micro-LLC partners and consumers to join the company.
- It is necessary for them to focus greater emphasis on technological progress.

References

1. *Jamuna Bank Ltd.* (n.d.). Jamunabankbd.Com. Retrieved February 5, 2022, from <https://jamunabankbd.com/front/information/1/80>
2. *Jamuna Bank Ltd.* (n.d.-b). Jamunabankbd.Com. Retrieved February 5, 2022, from <https://jamunabankbd.com/front/information/1/81>
3. *Annual Report 2020, Jamuna Bank Limited.* (2020). https://jamunabankbd.com/jb_uploads/files/files/Annual_Report_2020.pdf

Appendix

Information for the Stakeholders

Results of Operations	YR- 2020	YR- 2019	YR- 2018	YR- 2017	YR- 2016
Share information:					
No. of Share Outstanding (No. in million)	749.23	749.23	749.23	614.12	614.12
No. of Shareholders' (actual)	21,084	22,416	24,953	26,229	31,981
Earning per Share BDT(EPS)	3.54	3.38	3.07	2.77	2.92
Dividend (percent)	17.50%	15.00%	20.00%	22.00%	20.50%
Cash (%)	17.50%	15.00%	20.00%	0.00%	20.50%
Bonus (%)	0.00%	0.00%	0.00%	22.00%	0.00%
Effective Dividend Ratio	30.52%	21.71%	22.72%	21.92%	19.50%
Market capitalization	14,085.44	13,860.67	13,186.37	13,510.63	9,586.40
Market price per Share (BDT)	18.80	18.50	17.60	22.00	15.61
Net Asset Value (NAV) per share (BDT)	32.06	22.77	24.09	20.59	25.70
Price Earning Ratio (Times)	5.31	5.47	5.74	7.94	5.35
Key Financial Ratios Information:					
Cost-income ratio	53.21	49.00	52.73	50.48	48.41
Credit-deposit ratio	85.78	88.14	88.61	85.63	83.60
Debt Equity Ratio	9.07	13.26	11.49	11.82	9.72
Current Ratio	0.90	0.96	1.10	1.14	1.16
Return on average assets (after tax)	1.09	1.08	1.09	1.13	1.15
Return on average equity (after tax)	12.92	14.43	13.73	13.31	11.38
Net interest margin on average earning assets	2.20	3.75	3.40	2.89	2.54
Earning base in average assets	70.65	73.45	74.63	72.49	64.62
Burden Coverage ratio	59.31	58.25	60.33	70.94	75.55
Loans to assets ratio	67.74	73.37	73.93	72.59	69.92
Weighted average interest rate of loan	8.25	11.23	10.66	9.54	10.36
Weighted average interest rate of deposits	5.07	6.48	5.88	5.60	5.60
Asset Utilization ratio	4.49	4.90	4.68	4.83	5.24
Leverage ratio (times)	8.47	7.49	7.91	8.51	10.08
Net profit margin	70.39	39.26	42.78	53.98	69.81
Dividend cover ratio (times)	2.02	2.25	1.53	1.54	1.42
Return on risk weighted assets (after tax)	1.45	1.40	1.18	1.24	1.23
Return on average investment	10.04	6.54	6.40	9.21	11.49
Asset Quality					
Volume of Non-performing Loans (NPLs)	4,801.64	6,559.46	6,231.12	5,725.10	4,743.50
% of NPLs to total Loan & Advances	2.93	3.68	3.74	3.99	4.01
Provision for Un-classified Loans	4,461.67	2,155.48	2,711.73	2,365.58	1,875.60
Provision for Classified Loans	1,527.38	3,214.54	1,662.39	1,799.71	1,608.11
Liquidity Measures					
Cash Reserve Requirement(percent)	4.11	5.54	6.67	6.54	6.56
Statutory Liquidity Ratio (percent)	25.40	21.44	18.88	20.08	25.80
Net Current Assets	126,277.47	164,256.13	132,624.70	116,126.24	101,971.64
Long Term Liabilities	77,375.29	54,260.70	86,956.73	80,183.16	65,793.74
Other Information:					
Number of branches (Incl. SME/Agri Br. & SME center)	149	141	132	122	112
No. of Sub-branches (including Collection Booth/Speed Center)	43	14	11	2	2
No. of ATM	314	295	258	223	178
No. of Islamic Banking branches	2	2	2	2	2
Number of employees	3107	3049	2824	2592	2452
Operating Profit per employee (BDT in million)	1.64	1.92	1.66	1.65	1.69

* Previous years figure have been re-arranged to conform present year presentation.

Results of Operations	YR- 2020	YR- 2019	YR- 2018	YR- 2017	YR- 2016
Share information:					
No. of Share Outstanding (No. in million)	749.23	749.23	749.23	614.12	614.12
No. of Shareholders' (actual)	21,084	22,416	24,953	26,229	31,981
Earning per Share BDT(EPG)	3.56	3.48	3.09	2.70	3.06
Dividend (percent)	17.50%	15.00%	20.00%	22.00%	20.50%
Cash (%)	17.50%	15.00%	20.00%	0.00%	20.50%
Bonus (%)	0.00%	0.00%	0.00%	22.00%	0.00%
Effective Dividend Ratio	32.13%	23.10%	23.14%	22.07%	20.54%
Market capitalization	14,085.44	13,860.67	13,186.37	13,510.63	9,586.40
Market price per Share (Taka)	18.80	18.50	17.60	22.00	15.61
Net Asset Value (NAV) per share (Taka)	32.23	22.90	24.12	25.13	25.81
Price Earning Ratio (Times)	5.27	5.31	5.69	8.16	5.11
Key Financial Ratios Information:					
Cost-income ratio	53.14	48.93	52.85	50.62	48.50
Credit-deposit ratio	82.64	85.23	84.59	85.15	84.03
Debt Equity Ratio	9.00	13.16	11.45	11.77	9.63
Current Ratio	0.89	0.95	0.84	1.13	1.15
Return on average assets (after tax)	1.10	1.11	1.10	1.11	1.21
Return on average equity (after tax)	12.93	14.80	13.83	12.92	11.89
Net interest margin on average earning assets	2.21	3.78	3.42	2.88	2.55
Earning base in average assets	70.11	72.67	73.97	72.10	64.13
Burden Coverage ratio	59.44	58.22	60.23	70.34	75.09
Loans to assets ratio	67.34	72.98	73.51	72.19	69.53
Weighted average interest rate of loan	8.25	11.23	10.66	9.54	10.36
Weighted average interest rate of deposits	5.07	6.48	5.88	5.60	5.60
Asset Utilization ratio	4.48	4.89	4.65	4.80	5.21
Leverage ratio (times)	8.53	7.53	7.94	8.56	10.14
Net profit margin	24.59	22.80	23.60	23.02	23.12
Dividend cover ratio (times)	2.04	2.32	1.55	1.50	1.49
Return on risk weighted assets (after tax)	1.47	1.44	1.19	1.21	1.30
Return on average investment	10.06	6.56	6.36	9.31	11.52
Asset Quality					
Volume of Non-performing Loans (NPLs)	4,801.64	6,559.46	6,231.12	5,725.10	4,743.50
% of NPLs to total Loan & Advances	2.95	3.70	3.77	4.02	4.05
Provision for Un-classified Loans	4,461.67	2,155.48	2,711.73	2,365.58	1,875.60
Provision for Classified Loans	1,527.38	3,214.54	1,662.39	1,799.71	1,608.11
Liquidity Measures					
Cash Reserve Requirement(percent)	4.11	5.54	6.67	6.54	6.56
Statutory Liquidity Ratio (percent)	25.40	21.44	18.88	20.08	25.80
Current Assets	124,038.19	161,729.41	130,437.96	113,977.23	99,904.75
Long Term Liabilities	78,055.39	55,318.82	51,124.25	80,603.64	65,981.97
Other Information:					
Number of branches (Incl. SME/Agri Br. & SME center)	149	141	132	122	112
No. of Sub-branches (including Collection Booth/Speed Center)	43	14	11	2	2
No. of ATM	314	295	258	223	178
No. of Islamic Banking branches	2	2	2	2	2
Number of employees	3,096	3,049	2,807	2,574	2,433
Operating Profit per employee (BDT in million)	1.64	1.92	1.65	1.64	1.68

* Previous years figure have been re-arranged to conform present year presentation.

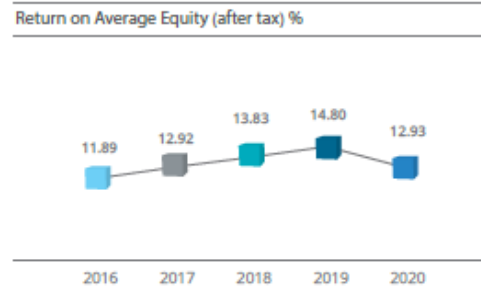
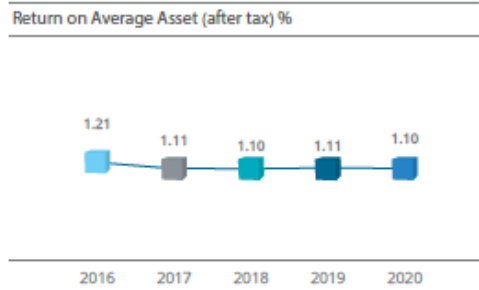
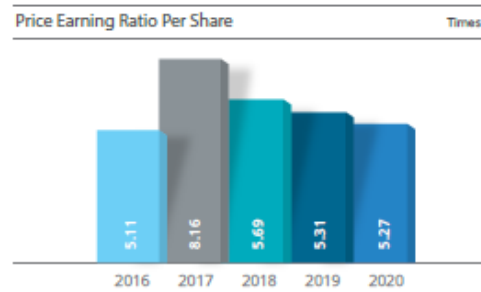
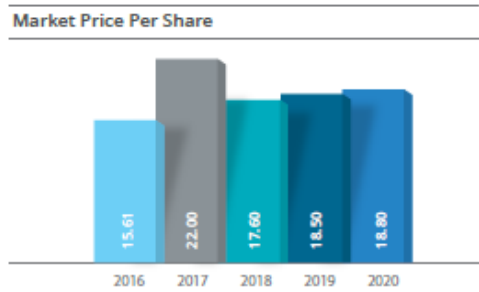
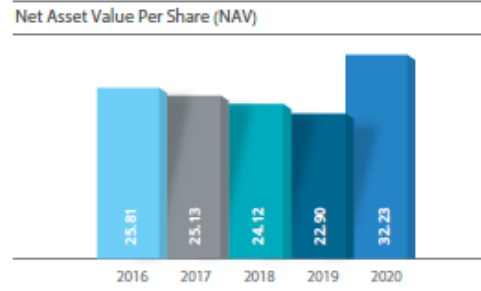
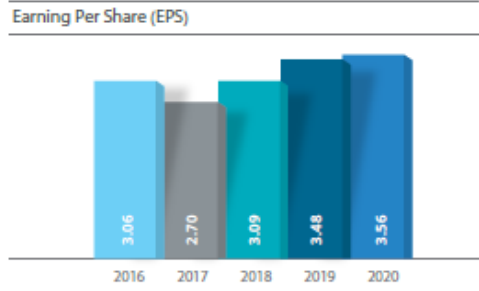
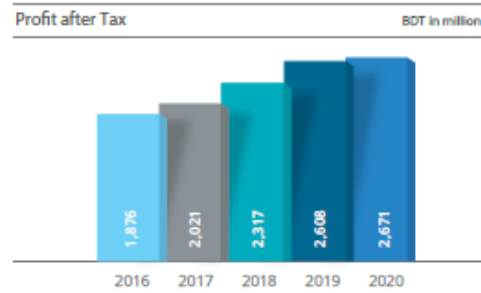
Five Years Financial Summary (Solo)

Figure in BDT million except ratios and per share data

Results of Operations	YR- 2020	YR- 2019	YR- 2018	YR- 2017	YR- 2016
Interest income	14,215.14	17,825.53	14,993.70	11,424.65	9,687.22
Interest expenses	10,465.70	11,391.97	9,656.43	7,625.48	7,142.30
Net interest income	3,749.44	6,433.56	5,337.27	3,799.17	2,544.92
Income from Investment	4,537.06	2,322.40	1,836.38	2,615.20	3,735.87
Non interest income	2,574.20	2,683.56	2,644.13	2,365.58	1,835.02
Operating Income	10,860.69	11,439.53	9,817.78	8,779.95	8,115.81
Operating Expenses	5,771.86	5,597.68	5,188.77	4,549.43	4,025.54
Operating Profit	5,088.83	5,841.84	4,629.01	4,230.52	4,090.27
Provision for loans and assets	738.50	1,061.94	1,023.34	839.06	1,204.91
Profit before tax	4,350.33	4,779.90	3,605.68	3,391.46	2,885.36
Tax including deferred tax	1,679.63	2,172.05	1,288.98	1,370.45	1,009.00
Net Profit after tax	2,670.71	2,607.85	2,316.69	2,021.01	1,876.36
Balance Sheet					
Authorized Capital	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00
Paid up Capital	7,492.26	7,492.26	7,492.26	6,141.19	6,141.19
Reserve & Retained surplus	16,652.45	9,668.33	10,581.25	9,292.18	9,707.45
Shareholders' Equity	24,144.71	17,160.59	18,073.50	15,433.37	15,848.64
Deposits	191,103.99	202,509.52	188,034.30	167,571.33	141,550.96
Loans and advances	162,658.43	177,278.78	165,402.85	142,252.94	117,099.61
Investments	50,970.36	39,200.61	31,648.68	26,061.92	30,113.97
Property, Plant and Equipment	3,260.65	3,217.47	2,614.52	2,509.81	2,231.61
Total Assets	241,533.71	242,928.46	225,018.22	197,058.54	168,418.30
Total liabilities	217,389.00	225,767.88	206,944.71	181,625.17	152,569.66
Earning Assets	164,983.53	174,679.48	165,359.37	146,863.42	116,627.19
Average Earning Assets	169,831.50	170,019.42	156,111.40	131,745.30	99,816.18
Average Total Assets	242,231.09	233,973.34	211,038.38	182,738.42	155,638.74
Average Deposits	196,806.75	195,271.91	177,802.81	154,561.14	130,200.07
Average Investment	45,085.48	35,424.65	28,855.30	28,087.94	32,418.39
Average Advances	169,968.61	171,340.81	153,827.89	129,676.27	102,175.94
Average Equity	20,652.65	17,617.04	16,753.44	15,641.01	15,778.50
Foreign Business					
Import	111,097.00	125,264.80	130,242.30	105,609.10	87,479.60
Export	92,321.21	103,951.30	106,070.70	80,459.30	74,317.50
Remittance	18,120.00	18,175.60	15,000.00	16,837.76	12,030.00
Guarantee	14,594.70	16,784.40	20,354.90	17,202.20	11,920.00
Number of foreign correspondents	845	850	875	901	897
Capital Information					
Total Risk weighted Assets	181,967.93	181,473.19	194,591.35	167,675.45	144,657.44
Core Capital (Tier-I)	17,815.75	15,619.98	14,508.33	12,188.51	11,423.60
Supplementary Capital (Tier-II)	10,381.67	10,235.48	11,921.74	7,705.61	4,385.64
Total Capital	28,197.42	25,855.46	26,430.07	19,894.12	15,809.24
Tier-I Capital Ratio	9.79	8.61	7.46	7.27	7.90
Tier-II Capital Ratio	5.71	5.64	6.13	4.60	3.03
Capital Adequacy Ratio (CAR)	15.50	14.25	13.58	11.86	10.93

Graphical Presentation

Against Key Financial Data of JBL (Solo) for Annual report 2020



	Note	31.12.2020 Taka	31.12.2019 Taka
22(a) Consolidated Investment Income			
Jamuna Bank Limited		4,537,056,514	2,322,399,780
Jamuna Bank Capital Management Limited		6,906,117	5,105,464
Jamuna Bank Securities Limited		15,162,459	14,409,259
		4,559,125,090	2,341,914,503
Less: Inter-company transaction			
Jamuna Bank Capital Management Limited		-	-
Jamuna Bank Securities Limited (Dividend paid)		9,999,995	9,999,995
		4,549,125,095	2,331,914,508
23 Commission, Exchange, Custody & Brokerage Income			
Commission	(Note: 23.1)	985,647,061	1,002,259,575
Exchange Gain from foreign currencies	(Note: 23.2)	980,862,929	1,000,027,046
Offshore banking unit		-	-
		1,966,509,990	2,002,286,621
23(a) Consolidated Commission, Exchange, Custody & Brokerage Income			
Jamuna Bank Limited		1,966,509,990	2,002,286,621
Jamuna Bank Capital Management Limited		6,888,942	13,217,341
Jamuna Bank Securities Limited		155,798	236,060
		1,973,554,731	2,015,740,023
23.1 Commission			
Commission on LC/Bills		569,352,367	637,043,202
Commission on Bank Guarantee		260,944,868	219,463,845
Underwriting Commission		36,528,730	13,990,680
Commission as Rebate		103,860,750	107,222,717
Commission on Other Banking Service		14,960,346	24,539,132
		985,647,061	1,002,259,575
23.2 Exchange Gain from foreign currencies			
On foreign bill purchased and dealing		1,028,026,406	1,112,206,393
Less: Exchange Loss		47,163,476	112,179,347
		980,862,929	1,000,027,046
24 Other Operating Income			
Charges on account closing		1,906,656	1,830,173
Charges on clearing		1,071,050	1,370,610
Reimbursement from VISA		-	3,512,560
Cheque book issuance fee		14,342,957	17,769,173
Supervision charge on lease finance		18,940	49,600
Service charge		115,636,069	138,610,911
Postage charges recovery		18,909,990	22,627,669
SWIFT, Telephone, telex & e-mail recovery		50,761,548	58,210,826
Incidental charges		12,945.5	-
Documentation/ Processing Charge		13,471,814	11,344,312
Rent on locker		3,249,147	2,862,140
Risk fund		422,414	420,085
Recovery of loan previously written off		112,587,783	151,153,344
Profit on Sale of Fixed Assets		9,012,177	522,745
Other receipts		251,267,920	269,740,607
Offshore Banking unit		15,014,197	1,253,500
		607,685,607	681,278,255
24(a) Consolidated Other Operating Income			
Jamuna Bank Limited		607,685,607	681,278,255
Jamuna Bank Capital Management Limited		982,800	1,015,130
Jamuna Bank Securities Limited		2,662,407	5,200,373
		611,330,814	687,493,758