

**Report On**  
**Trade Finance Activities of Export Import Bank of Bangladesh**  
**LTD. (EXIM Bank)**

**Submitted By**  
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**An internship report submitted to the BRAC Business School in partial**  
**fulfillment of the requirements for the degree of Bachelor in Business**  
**Administration Degree**

**Brac Business School**  
**Brac University**  
**September 2022**

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## Declaration

It is hereby declared that

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

**Student's Full Name & Signature:**

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**Jenifer Sultana Enamony**  
18204082

**Supervisor's Full Name & Signature:**

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**Raisa Tasneem Zaman**

Lecturer, BBA  
BRAC University

## Letter of Transmittal

Raisa Tasneem Zaman  
Lecturer,  
BBA  
BRAC University  
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on Trade Finance Activities of Export Import Bank of Bangladesh Ltd. EXIM Bank (Ltd).

Dear Madam,

I am pleased to submit my internship report on “Trade Finance Activities of Export Import Bank of Bangladesh Ltd. EXIM Bank” as per your instruction to fulfill the requirement of BUS400 course. In order to make the report interesting and thorough, I did my best to include all pertinent details, justifications, lessons I gained from the organization, and my contribution to the organization. Without the help of the supervisor, I could not have finished my report, and I sincerely appreciate it. I had a fantastic three-month experience working at EXIM Bank and had a ton of new things to learn. Additionally, I had a terrific experience writing this report, and if any further clarity is needed, I will be happy to provide it.

I have attempted my best to finish the report with the essential data and recommended proposition in as significant a compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

Jenifer Sultana Enamony

Student Full Name: Jenifer Sultana Enamony  
Student ID: 18204082  
BRAC Business School  
BRAC University  
Date: September 9, 2022

## Acknowledgement

Firstly, I would like to convey my gratitude to honorable supervisor Raisa Tasneem Zaman Mam, Lecturer, Department of Business Administration, BRAC Business School, BRAC University for her proper guidance, inspiration and logical help. Without her help it would have not been possible for me to furnish this Internship report completely.

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Finally, I would like to thank to head of the Department and Dean Sir, Faculty of Business School for their suggestive support to complete this internship report.

## Executive Summary

Trade finance which represents financial instrument facilitate international trade and commerce. Importers and Exporters can conduct more easily and efficiently with the help of trade finance. Trade finance is a broad phrase that refers to a variety of financial instruments used by banks and other financial institutions to facilitate trade. Foreign exchange is a part of foreign trade. The term “Foreign Exchange” refers to the process of exchanging one country's currency for another at current exchange rates. In foreign exchange markets, currencies are purchased and sold. This report is divided into five chapters. In the 1st chapter I discussed, Introduction Rationale of the study, Objective of the Report.

The 2nd Chapter I discussed: Overview of EXIM Bank Limited. History of EXIM Bank Limited. Mission & Vision Statement of Exim Bank, Corporate EXIM Bank Ltd., Goals of EXIM Bank Ltd., Slogan of EXIM Bank Ltd., Corporate Social Responsibilities of EXIM Bank, Operational Areas of EXIM Bank, Core Banking Solution of EXIM Bank, Five Years Financial Performance at a Glance, Corporate Information. Organizational structure of EXIM Bank Limited, Organizational structure of the Mirpur Branch. Basic General Banking, Investment Banking and Foreign Exchange & Trade Finance. Also topic analysis which includes Foreign Exchange, Foreign Exchange Regulations, Export/Import policy and the objectives of Export Import policy, Activities of Foreign Exchange Division, Foreign Trade Department, UCPDC, the objects of UCPDC, INCOTERMS, URC, URR, ACU, SAARC, the requirements of a new importer for getting Import Registration Certificate (IRC), The stepwise procedures/formalities for Import, Letter of Credit. Classifications of L/C, Back to Back L/C (BTB L/C), Different modes of International Trade payments, Bill of Entry, Bill of

Lading, Export L/C, Export Finance, Foreign Remittance department. Procedure and precautions to be taken before issue/sale of Foreign currency, FC account.

The last chapter of the report Analysis and Findings, discussed Suggestion, Recommendations and Conclusion.

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# **Chapter 1**

## **Overview of Internship**

# Chapter 1

## Overview of Internship

### 1.1 Student Information

#### 1.1.1 Name, ID, Department, Major

Name: Jenifer Sultana Enamony

ID: 18204082

Department: BBA

Major: Marketing

### 1.2 Internship Information

#### 1.2.1 Period, Company name, Department, Address

Period: 90 days (July to September) Company

Name: EXIM Bank Bangladesh Limited (under EXIM Bank)

Department: General Banking & Foreign Exchange

Address: EXIM Bank Bangladesh Limited, Mirpur 10 branch, Dhaka.

#### 1.2.2 Internship Company Supervisor's Information: Name and Position

Name: Md. Idris Ali

Position: Vise President & Manager

#### 1.2.3 Job Responsible

The four-year BBA program's major academic component, the internship program, comprises acquiring practical experience through working for a company. The program enables an intern to take a detailed look at how what they have conceptually learnt throughout their education is applied in real-world situations. The curriculum was completed in three months.

I was selected to work in the Export-Import Bank of Bangladesh Limited's Mirpur Branch in the General Banking, Investment Banking, and Foreign Exchange Division to finish the internship program. In accordance with academic regulations, my supervisor asked me to produce a report on my internship experience and additional study on the trade finance operations of EXIM Bank Limited.

## 1.3 Internship Outcomes

### 1.3.1 Students contribution to the company

As an Intern I have worked there for almost 3 months and learnt a lot from the organization. The work that I did there in general banking session are mostly to open a new account, filling out the form and helped some customers. In finance section I mostly look after those paper which are with the letter of credit and needs to be checked by the bank officers through the uses of their systems. Lastly, the investment section, those works are mostly done by the head of that department as big amounts are conducted by the officers of that department.

### 1.3.2 Benefits of the students

I believe and university taught me professionalism, time management and so many skills. So when I go to it will be very beneficiary and it will help me in future what I learnt from my organization and my university. If I work in the bank in future, then it will be easy for me to adopt their work environment because I am already familiar with this work because of my internship. Both of my organization work in any organization I can easily win their heart by my skill which I have learned from my university and organization. And it will bring discipline and improvement not only in my institutional life but also in my personal life. I learned MS Office work from my varsity which is basic requirement for every organization now a day. To work in an

organization as intern is the best opportunity to practice corporate culture and exploit academic learning. I experienced every desk is assigned with specific jobs and particular persons take responsibility as well as to carry out the jobs.

### 1.3.3 Scope of the study

This report is part of a course requirement. The internship program seems to last three months. The study's work is limited to the EXIM Bank's Mirpur Branch because I was selected there. The report includes the overall function, structure, and performance of the department. The report also discusses the topic of Trade Finance Activities of Export-Import Bank of Bangladesh Ltd (EXIM Bank)." This paper is a descriptive study that aims to concentrate on the theories and practices of foreign exchange operations in the context of Bangladesh's financial institutions. I learned a lot throughout my internship program, including Foreign Exchange Activities such as Export, Import, and Foreign Remittance, which is why this report focuses on these activities of this branch.

### 1.3.4 Problems faced during internship

- During Internship the main problem I faced is to know the exact work that done by the foreign exchange department which are not permitted to be done by the interns. The reason I was only able to know their work by watching them only but not have the actual experience to do those work.
- Network problem and slow server during peak hours, that effect customers time and also employees work. When employees cannot work due to slow network the customers then get very upset with the employee and gets angry with them. Then it became very difficult to deal with the customers.

Employees are also get frustrated about slow network because its delay their work.

- Lack of marketing campaign.
- They have very few ATM Booths. Like there are only 20 ATM Booths Export Import Bank of Bangladesh Limited situated at Dhaka district in Bangladesh. With so few ATM Booth customers feel frustrated. Like Mirpur have only one booth so people from Mirpur 1 or Mirpur 2 they have to come Mirpur-10, its really time consuming so they dissatisfy about Exim Bank ATM Booth service.
- The number of branches is not cover the country; customer need more branches. There are total 118 branches of Export Import Bank of Bangladesh Limited situated in 41 districts in Bangladesh.
- The interviewing process is lengthy; it is time consuming. Its take so much time and employees has not that much time on their hand because of their work load. And customer also don't have that much time to cooperate with us every one busy with their work, so it's difficult to take information from employees and customers.
- Sometimes printer machine does not work properly. One of their printer which is in general banking sector Sometimes that printer problems occur due to which Workers are disrupted.
- Insufficient photocopy machine. There is only one photocopy machine. So when they need photocopy there are they have go there where photocopy machine is located so its time consuming for both employees and customers.

- Sometimes clients do not associate easily. When we need any information from customer they do not associate easily because they actually don't have time.
- It was very hard to gather information that I need for my report because officers are too busy on their work.
- Another problem is bank policy of not disclosing some data and information for confidential reasons. Every company or organization have some that kind of policy, as we are not their permanent employees they did not disclosing that data with us.
- Unavailability of sufficient written documents. If they have written documents, then we can collect the information without disturbing them or their work. In written documents there are only specific point, there is no description about that point. But in real there is huge description or explanation about that points, there are so many things that we need to know.

### 1.3.5 Recommendations

Organization can make a session for new interns to get the actual knowledge from them properly at least once in a week.

To get the proper knowledge about the system organization should have conducts a computer only for interns to get the proper working system.

The organization should have introduced the scanning and photocopy machine work to some interns who doesn't know about it, but as a student of BRAC University I

have learnt it from Residential Semester. Also they must increase their scanner and photocopy machines.

Sometimes I saw that they are suffering to find some papers or documents as they are still working manually so they should have systemized their work paper in a digital way.

They can also do a thing which is to make a software to open different accounts without using paper forms.



# **Chapter 2**

## **Organization Part**

## 2.1 Introduction

One of the largest Muslim nations in the world is Bangladesh. The people of this nation are honestly devoted to living an Islamic life based on the moral principles of the Qur'an and the Sunnah. Islami Banking is a brand-new branch of banking that is founded on Quranic principles that forbid usury and transactions with interest, like the granting of loans or credits with interest. When we hear the word "Bank," we can easily understand that it refers to a place where money is handled. Banks come in a variety of forms, including central banks, commercial banks, savings banks, investment banks, industrial banks, cooperative banks, etc. However, commercial banks are referred to when the word "Bank" is used without any qualifiers or prefixes. The most significant economic contributors to a nation are commercial banks. Commercial banks are thus for-profit organizations that hold customer and client deposits in checking and savings accounts before using these monies to provide loans. These banks play a crucial role as financial mediators for both individuals and governments. Banks provide loans and advances at higher rates while accepting deposits at the lowest possible rates; the difference between the two is referred to as the bank's profit.

Foreign trade is one of the commercial bank's most important activities. Foreign commerce may simply be described as a business activity that takes place beyond national borders. These could be between parties or with the government. No country is capable of producing all types of goods. This is the origin of international trade in this sense. Foreign trade is defined as the exchange of goods or services between two countries. Trade across countries occurs as a result of a close relationship between the parties involved in the transaction. The issue necessitates knowledge of foreign activities. The bank, which serves that operation, is referred to as an international

banking operation. The majority of transactions with other countries concern imports; export and foreign remittance fall under the category of foreign exchange transactions. International trade necessitates the transfer of goods and services from the seller to buyer as well as the transfer of funds from buyer to seller. In this situation, the bank serves as an essential channel between the buyer and the seller.

## 2.2 Overview of EXIM Bank

### History of EXIM Bank

The late Mr. Shahjahan Kabir is the founder of chairman, the first one who launching a commercial bank that would aid in the socioeconomic growth of our nation, the Export-Import Bank of Bangladesh Limited was founded in the year 1999. He was a skilled banker with years of expertise. To make the original chairman's goal a reality, a group of highly accomplished and prosperous businesspeople worked together. With their effort, intelligence, hard work, and entrepreneurial genius, they all successfully established themselves as the most successful stars in their various businesses. After the passing of the honorable original chairman, Mr. Nazrul Islam Mazumder, a well-known business magnate in Bangladesh's garment industry, was named the honorable chairman. Additionally, he oversees the Bangladesh Association of Banks (BAB). Under his direction, BAB has been a productive forum for discussing issues affecting Bangladesh's banking industry and developing shared policy principles for resolving these issues.

On August 3, 1999, the bank officially opens for business under the name Bengal Export Import Bank Limited which was renamed Export-Import Bank of Bangladesh Limited on November 16th, 1999, with Mr. Alamgir Kabir serving as the Founder Advisor and Mr. Mohammad Lakiotullah serving as the Founder Managing Director. They both have extensive backgrounds in our nation's financial industry. In terms of performance, expansion, and great management, this bank has established a strong and unique place in the financial sector thanks to their pragmatist management decisions and operational instructions. In July 2004, the Bank converted all of its traditional banking operations to Shariah-based Islamic banking under the direction of Mr. Lakiotullah.

When Mr. Lakiotullah departed the bank after serving as MD for a successful 7 years, Mr. Kazi Masihur Rahman took over as managing director in the year 2006. The following five years saw Mr. Kazi working for the bank. The bank has been put on a cutting-edge, centralized IT platform under his direction, with two cutting-edge data centers housing the TEMENOS T24 core banking system, a well-known industry standard, as well as various alternative delivery methods like ATMs and SMS banking. Mr. Md. Fariduddin Ahmed joined the bank as managing director on August 25, 2011. Due to his extensive banking experience, EXIM Bank has grown to be a fully compliant institution with sufficient capital and high-quality assets. Since July 27, 2012, he has continued to work for EXIM Bank as an advisor after his retirement as managing director. On July 25, 2012, Mr. Fariduddin Ahmed was succeeded by Dr. Mohammed Haider Ali Miah, and added a new chapter to the history of EXIM by becoming the Bank's first-ever in-house managing director and CEO. Under his astute direction, EXIM Bank has not only achieved the highest level of performance in nearly every area of its operations, but has also gained the self-assurance to establish itself as one of the dynamic banks by providing open, standardized banking services to the clients in a lawful manner.

### **Mission & Vision**

Our Goal Our vision is "Together Towards Tomorrow" in its broadest sense. The Export-Import Bank of Bangladesh Limited (Exim Bank) is a financial institution that values working with its clients to grow and advance. There shall be a continuous pursuit of perfection in accordance with Islamic Shariah in order to accomplish the desired aim. We think that a technologically advanced modern banking system that follows Islamic principles is the greatest way to bring the benefits of the Islamic economy to the people, and Exim Bank envisions becoming the ideal example of this kind. In a market that is undergoing fast change, the strategy of Bank is initiatives and will increase its advantage over rivals networking. The key to attaining our operational success will be its commitment to providing high-quality, individualized services to the consumers with a culture of continuous development.

### **Vision**

"Together Towards Tomorrow" is the overarching theme of their vision. Exim of Bangladesh Limited (Exim Bank) is a company that values working with its clients to grow and advance while providing excellent customer care. There shall be a continuous pursuit of perfection in accordance with Islamic Shariah in order to accomplish the desired result. They think that a technologically advanced modern banking system that follows Islamic principles is the greatest way to bring the benefits of the Islamic economy to the people, and Exim Bank envisions becoming the model of this kind. In a highly competitive climate that is rapidly evolving, strategic plans and networking will increase its competitive edge over rivals. The cornerstone to achieving its goals will be its individualized quality services to the clients with a trend of ongoing development.

### Corporate Culture

Due to its ability to bring organizational members together, organizational culture is regarded as a crucial element of corporate corporations. Our bank's culture and values have proven to be a source that has competitive advantage for us and play a crucial role in developing the link between the bank and our workers, who in turn establish the relationship between our employees and clients.

Moreover, EXIM Bank has been successful in enhancing the organizational performance through the enhancement of individual contributor performance. Additionally, the bank identifies and utilizes existing talent to fill higher-level positions within the organization or to place them in the appropriate position where the best possible use of their skills can be ensured. Our culture encourages working together toward a common objective, which guarantees positive interactions at work.

## Goals of EXIM Bank Limited

The EXIM Bank Ltd. Bangladesh is a company that values working with its clients to advance and thrive. There shall be a continuous pursuit of perfection in accordance with Islamic Shariah in order to accomplish the desired result. Slogan of EXIM Bank Limited



## Investments Banking

Investment refers to the transfer of funds collected from the depositor to a third party agamas us profit.

**Mode of Investment:** There are three mode of investment which are:

1. Bai
2. Share
3. Ijara

### **Bai Mechanism (Trading Mode):**

Bai-Murabaha means sale on agreed upor profit.

Bai-Mujjal means sale on deferred payment/ credit/ credit sales.

Bai-Salam means payment in advance and at time but supply deferred.

Bai-Al-Istisna means sale on beautification of products.

### **Share Mechanism (Financing Mode):**

Mudaraba means profit sharing & loss bearing.

Musharaka means equity participation with profit & loss sharing.

### **Ijara Mechanism (Leasing Mode):**

- HPSM means Hire Purchase under Shirkatul Meelk. It is a special type of contract which has been developed through the combination of three contracts-Shirkat, Izara, and Sale.
- Sale contract is developed by buying and selling goods/ property.
- Shila msans Partnership.
- Izara means consideration, return was a few of service of an asset.

### **Foreign Exchange & Trade finance**

One of the private banks in Bangladesh with a great place in the foreign exchange market is EXIM Bank of Bangladesh Limited. The 24 Authorized Dealer (AD) branches across the nation are supported by its contemporary, cutting-edge dealing room at its head office in order to handle the foreign currency business of its customers. The Bank continues to dominate the market for buying and selling foreign currency as well as managing the enormous amount of export and import transactions.

### **Aiser**

Aiser is an Arabic word which means 'Easy in Dealing'. If any customer wants to take online service, then I give him the aiser form and ask him to fill the information that we need to open his or her aiser account. The information that they have to fill up are customer name, E-mail Address, Mobile number, Account number and their sign. Aiser is basically use for online banking. Online banking is important for now a day because of internet based technology. I also told them what are the main feature of the aiser. Such as, clients can check

real time balance enquiry, MTDR and deposit scheme information, fund transfer, credit card bill payment, mobile recharge etc.

## 2.4 Financial Performance

### Prime Operational Area of the Bank

One of the full-fledged Shariah-based modern islamic banks, Export-Import Bank of Bangladesh Limited has 118 branches across the nation and serves the large investment, CMSME, and agricultural sectors. The bank has already had outstanding success in the agricultural and CMSME industries. To speed up major projects and industrial advances, we have made a number of industrial investments. A significant portion of our capital has been effectively invested in the RMG sector, which is a vital area of our economy. We have made significant efforts in these phenomena in order to produce a comprehensive, realistic, and fruitful result.

### Definition of CMSME

Definition of Cottage, Micro, Small & Medium Industry/Enterprise as per CMSMESPD circular# 2&3 dated 29/06/2017				
Cottage Industry	Fixed assets (Excluding Land & Building)	Total no. of Employees	Maximum Limit	Maximum Yearly Turnover
An Industry/Enterprise Were max are family members	Less than Tk. 10.00 Lac	15 Persons or less	Tk. 10.00 Lac	
Micro Industry	Fixed assets (Excluding Land & Building)	Total no. Of Employees		
Service Concern	Less than Tk. 10.00 Lac	15 Persons or less	Tk. 25.00 Lac	
Trading Concern	Less than Tk. 10.00 Lac	15 Persons or less	Tk. 25.00 Lac	
Manufacturing Concern	Tk. 10.00 Lac – Tk. 75.00 Lac	16-30 persons or less	Tk. 1.00 Crore	



Small Industry	Fixed assets (Excluding Land & Building)	Total no. of Employees		Maximum Yearly Turnover
Service Concern	Tk. 10.00 Lac – Tk. 2.00 Crore	16-50 persons	Tk. 5.00 crore	
Trading Concern	Tk. 10.00 Lac – Tk. 2.00 Crore	16 – 50 persons	Tk. 5.00 crore	>Tk. 1.00 to 12.00 Crore
Manufacturing concern	Tk. 75.00 Lac – Tk. 15.00 Crore	31 – 120 persons		
Medium Industry	Fixed assets (Excluding Land & Building)	Total No. of Employees		
Service Concern	Tk. 2.00 Crore – Tk. 30.00 Crore	51 – 120 persons	Tk. 50.00 Crore	
Trading Concern	-	-	-	
Manufacturing Concern	>Tk. 15.00 Crore – Tk. 50.00 Crore	121 – 300 persons	Tk. 75.00 Crore	Maximum 1000 persons

## Women Entrepreneur

If any woman be a proprietress of any proprietorship concern or possesses at least 51% ownership of any partnership or registered joint stock company, she will be considered as 'Woman Entrepreneur'				
Investment	Target 2017	Enhancement Target	Target 2021	
CMSME Sector	CMSME Sector	CMSME Sector	CMSME Sector	CMSME Sector
Investment	Target in present	Enhancement Target	Target 2021	
Women Entrepreneur	Women Entrepreneur	Women Entrepreneur	Women Entrepreneur	Women Entrepreneur
Investment	Industry		Target 2021	
	Service Concern		Minimum 25%	
CMSME Sector	Trading concern		Maximum 35%	
	Manufacturing Concern		Minimum 40%	
Investment in Cottage, Micro & Small Entrepreneur to be minimum 50% out of total CMSME investment				

## 2.5 Industry & Competitive Analysis

### SWOT Analysis

#### **Strengths:**

- I. In Bangladesh Exim Bank Ltd has wide range of customer base and manage efficiently.
- II. Strong network throughout the country.
- III. Have excellent distribution strength.
- IV. Proven track record of sustaining operation in difficult times.
- V. Provide better working environment, which can enhance employee's creativity, performance capabilities and team spirit.
- VI. Skilled management group and employees are well mannered they treat customers very well.
- VII. Long positive public image.
- VIII. Islamic shahria based bank.

#### **Weaknesses:**

- I. As their system are updated rules and regulation was also updated but customers are not informed about that.
- II. Their technical system is poor.
- III. Product demand depends on market occupying.
- IV. Customers are dissatisfied about account closing system. Because the process is lengthy.
- V. Some lengthy papers work and documentation for investment.
- VI. Customers are not satisfied with Exim Bank ATM facility.

#### **Opportunities:**

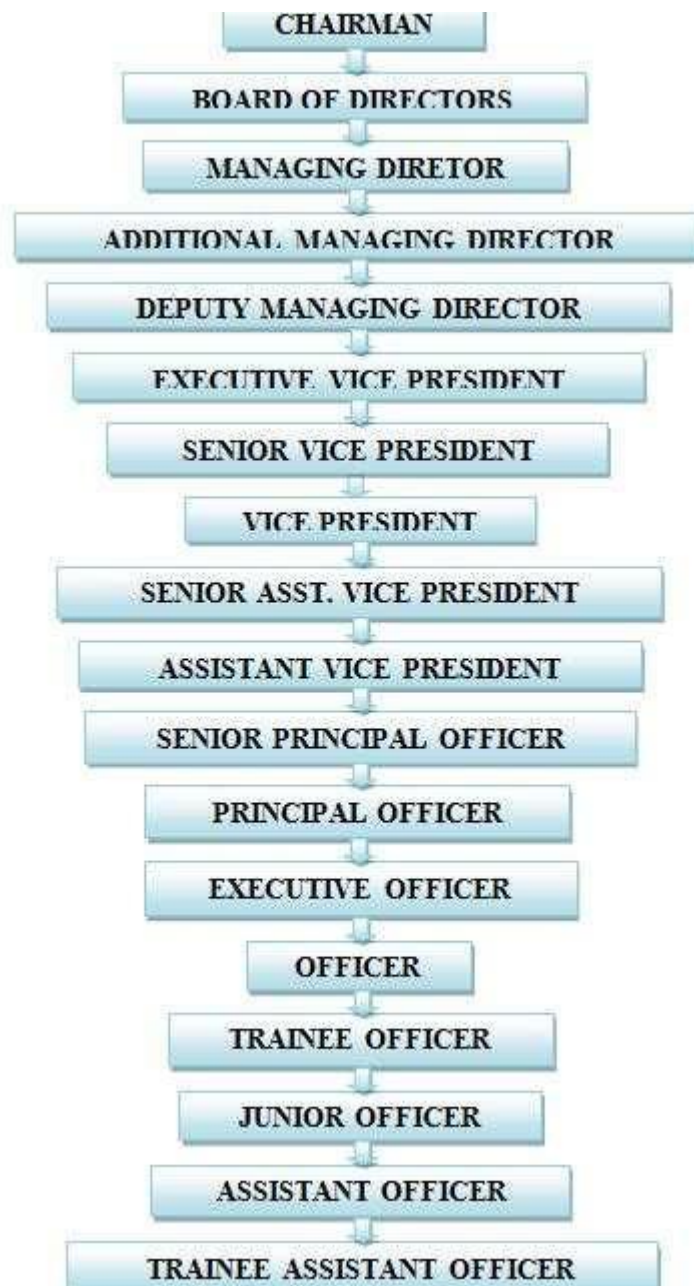
- I. Growth industry. The industry is growing keeping pace with rising income level, population and availability.
- II. Government full support to banking sector will facilitate the long-term vision of Exim Bank Ltd.

- III. Cheap and available manpower due location.
- IV. They can introduce ATM Booths all over Bangladesh.

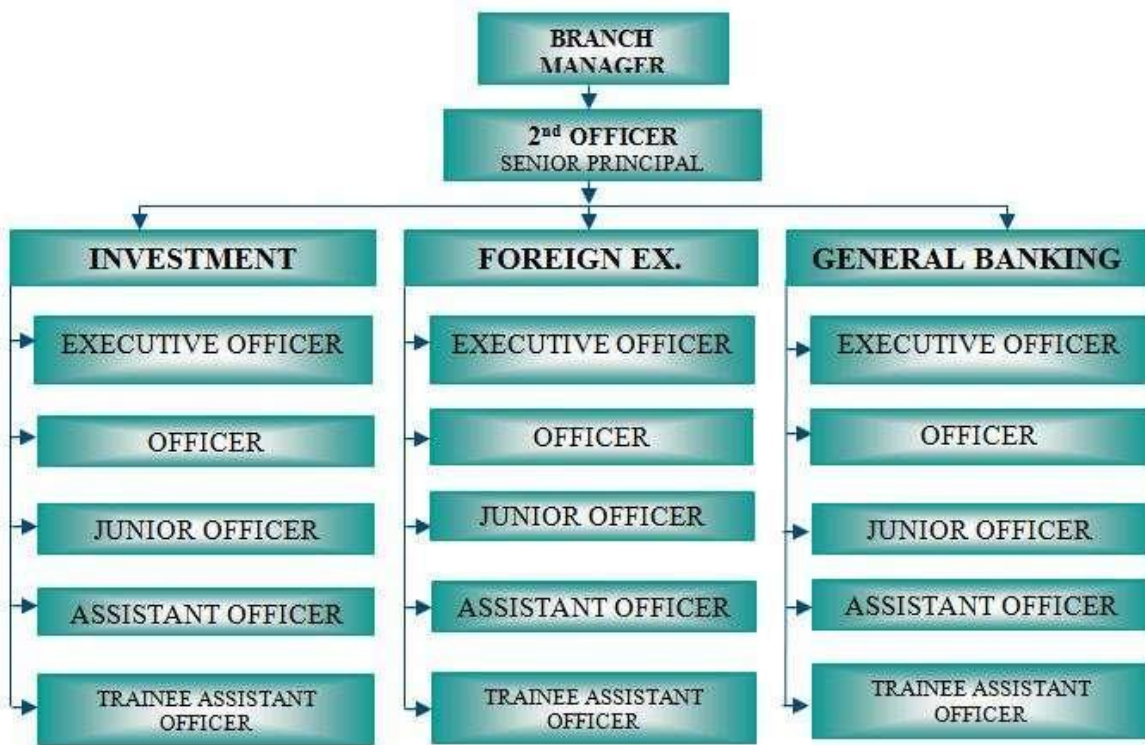
**Threats:**

- I. Increased high level of competition with existing bank and oncoming banking.
- II. Price volatility high as demand is, some extent, event-driven, and input materials price vary around the year.
- III. Frequent changing guidelines provided by Bangladesh Bank.
- IV. The economic situation of now a day of the country can deteriorate.
- V. A group of high image professional banker in the market.

## 2.6 Management Structure



*Figure 1 Management structure*



*Figure 2 Branch management structure*

## 2.7 Summary

Banks come in a variety of forms, including central banks, commercial banks, savings banks, investment banks, industrial banks, cooperative banks, etc. However, commercial banks are referred to when the word "Bank" is used without any qualifiers or prefixes. Foreign trade is one of the commercial bank's most important activities. The bank, which serves that operation, is referred to as an international banking operation. Core banking solutions are banking applications on a platform enabling a phased, strategic approach that is intended to allow banks to improve operations, reduce costs, and be prepared for growth. The platform where communication technology and information technology are merged to suit the core needs of banking is known as core banking solutions. EXIM Bank is using the T24 Islamic Banking Solution of Temenos which is already a recognized world leader in banking software technology with over 700 installations in over 125 countries, and more than 40 installations for Islamic Banking. Enabling to offer a true range of the latest competitive Islamic financial products based on the award-winning success of the T24 banking software platform, T24 for Islamic Banking is a single core banking software system that handles Islamic financial services in tandem with non-Islamic ones.

# Chapter 3

## Project Part

### 3.1 Literature Review

#### Broad Objective

**To learn more about the EXIM Bank Limited foreign exchange operation and the problems.**

A strong banking system is necessary to ensure an effective economy. Banks contribute to a nation's economic structure by pursuing financial policies with the assistance of the government. A bank operates in the economy by abiding by certain guidelines. Three key operational sectors are present in the majority of Bangladeshi banks. General banking, foreign exchange, and investment are those three categories, respectively. The majority of banks engaged in foreign exchange trading (Chowdhury and Ahmed, 2009). The method of exchanging currencies to balance global supply and demand for currencies is known as foreign exchange. EXIM Bank is a financial institution that adheres to Islamic law and Shariah. "International Trade and Finance" is used in place of "Foreign Exchange." This division handles its customers' export, import, and remittance. Banking relationships exist between EXIM Bank and Hong Kong, the United Kingdom, China, India, Singapore, Canada, and other countries. For guaranteeing the seamless operation of the remittance service, the Bank additionally has a strong and highly devoted workforce at its Foreign Remittance Department (FRMD), Head office. In EXIM Bank, remittances and net profit are on the rise (Moyazzem Hosain, 2018). Additionally, it has been noted that remittances and this bank's profitability are highly favorably associated, meaning that remittances have a beneficial impact on the profit (Moyazzem Hosain, 2018)



## 3.2 Specific Objectives

The specific objectives of this report are:

- To enhance customer service in a harmonious manner.
- To Deliver immediate online services across the country.
- To make procurement and processes for all the transactions as simple as possible.

### ❖ **How to enhance customer service in a harmonious manner?**

Answer: The maintenance of the customer's money is the primary concern of the banking sector. The conviviality factor associated with a bank's characteristics and the qualities of its employees was a factor that significantly influenced client satisfaction in the banking industry. As a result, the banking business faces various service-related challenges that have an impact on consumer satisfaction. From the survey of few customers and some employee I just came up with the result is:

I have seen some of the customer who has huge business in Bangladesh and also trade with other countries such as garments industry, market shop and some own their business also few numbers of schools are the old customers from EXIM Bank.

After the survey 70% customer wants to modified the service of EXIM Bank.

Throughout the survey I have recognized that loan facilities are much better than other facilities but EXIM Bank have to provide more ATM booth facilities for the satisfaction of the customer.

85% of the customers think that EXIM Bank should conduct some recreation facilities. Such as online facilities, ATM booth facilities.

EXIM Bank does have the core banking facilities but the work is not provided from the branch of the Bank but head office provides the core banking facilities.

65% of customers are satisfied with the competitive interest rates rather than those customers who doesn't have returned the TIN papers.

Most of the customer review was for the EXIM Bank for their service was average.

Only those people are actually recommending this bank to others.

Students were faced some problem more to open an account and only those are comments more for the online services.

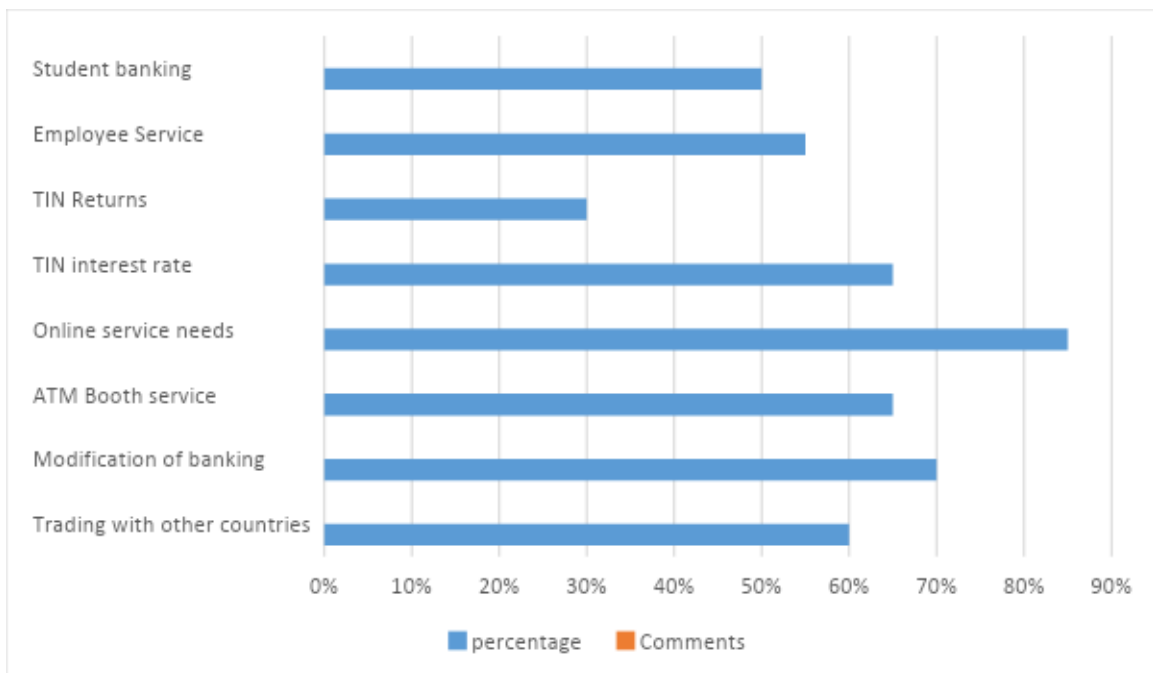


Figure 1 Survey from Questionnaire overview

❖ **How can EXIM Bank deliver the online services across the country?**

Answer: Aiser is an Arabic word and the meaning of aiser is 'Easy in Dealing' and it is the name that EXIM Bank provide for online banking. If any customer wants to take online service, then I give him the aiser form and ask him to fill the information that we need to open his or her aiser account. The information that they have to fill up are customer name, E-mail Address, Mobile number, Account number and their sign. Aiser is basically use for online banking. Online banking is important for now a day because of internet based technology.

✓ Foreign exchange needs more privacy as it contains huge amount of capital for trading.

✓ Moreover, EXIM Bank Mirpur branch mostly need to provide the generator system.

During these 3 months I just found that electricity goes frequently which actually hampered so many works also customer faced so many hassles as well.

✓ Because of the frequent load shedding, some transaction needs to work more than twice which actually a bit profitable for the Bank so it's actually beneficial for the bank but loss for the customers. Here is some graphical report:

Deposit is one of the most important investments for commercial banks, and deposit investment is the initial source of revenue in the banking industry. EXIM Bank is committed to following a well-defined strategy and plan for mobilizing deposits.

Content	2016	2017	2018	2019	2020
Deposits	248,540.44	284,026.11	300,786.62	355,816.52	395,308.33

Table 1 Deposits

(Tk. in million)

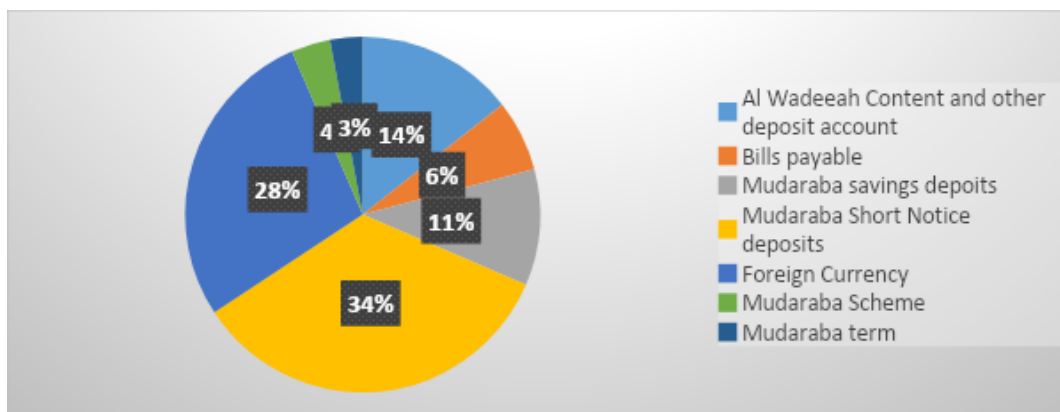


Figure 2 Deposits

The bank's total deposit was Tk. 394,308,33 million as of December 31, 2020, up from Tk. 355,814,52 million the previous year, a rise of Tk. 39,491.81 million and a 11.10 percent Increase.

### Investment (General)

Five years Investment (General) growth of the Bank in the graph below:

Content	2016	2017	2018	2019	2020
Investment	222,155.35	253,803.43	305,036.08	343,287.39	392,919.66

Table 2 Investment

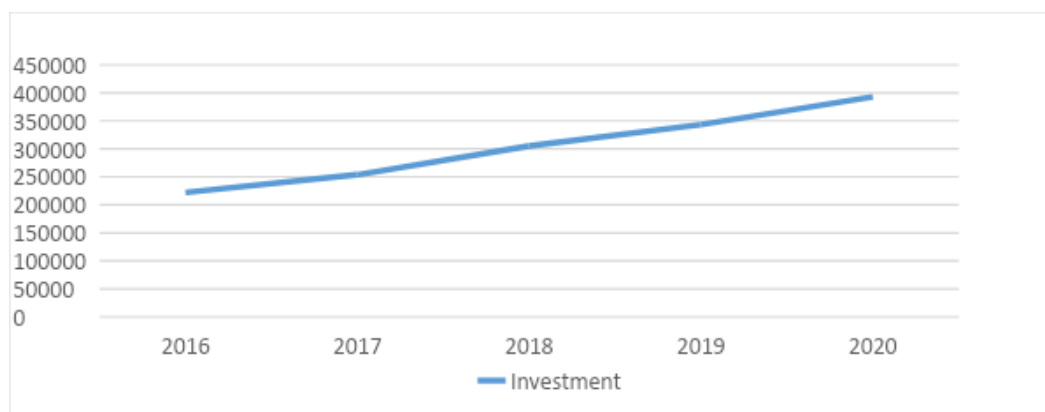


Figure 3 Investment (General)

**(Amount in Million Tk.)**

The Bank's total general investment was Tk. 392,920.66 million as of December31,2020, up from Tk. 343,290.39 million as of December31,2019, a 14.46 percent increase. The Classified amount of Total Investment Ratio was 3.84 percent as of December31,2020, which is within the appropriate range given the industry scenario.

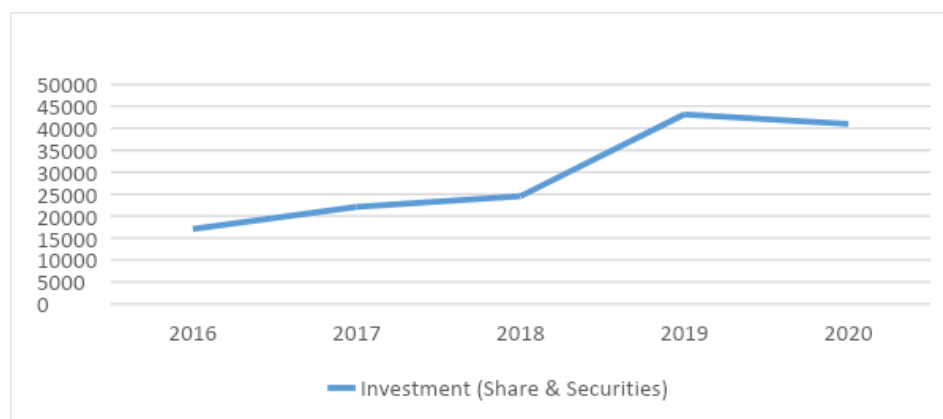
**Investments (Share and Securities)**

The Bank is mainly yield to making more deliberate investments in stocks and securities.

<b>Content</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Investment (Share and Securities)	17,062.26	22,123.19	24,530.32	43,172.53	40,951.38

*Table 3 Investment (Share & Securities)*

**(Amount in Million Tk)**



*Figure 4 Investment (Share & Securities)*

The bank's investment portfolio was valued at Tk. 40,951.38 million as of December 31,2020, up from Tk. 43,172.53 million the previous year, a loss of Tk. 2,221,15 million and

a growth rate of -5,14 percent. The portfolio consists mostly of Bangladesh Government Islamic Investment Bonds and Shares, as well as investments in subsidiaries.

### Import Performance

Serial No.	Year	Number of Import Letter of Credits	Import Performance (Crore BDT)
1	2016	43,419	15,394.05
2	2017	44,443	17,905.03
3	2018	45,941	18,954.00
4	2019	46,957	20,081.00
5	2020	43,840	17,782.00
	<b>Total</b>	<b>224,596</b>	<b>90,113.08</b>

Table 4 Import Business

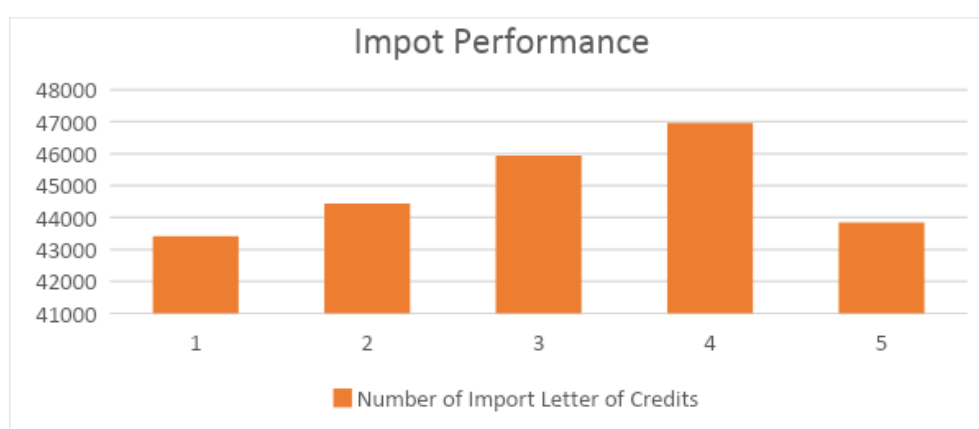


Figure 5 Import Business

AIM Bank handled 43,840 import letters of credits in 2020, bringing its total import business to 7.83 billion (approximately USD 2.106 billion). In 2020, compared to 2019, the import business shrank by 11.44 percent.

❖ **How to make procurement and processes for all the transactions as simple as possible?**

Answer: There are 3 fundamental aspects in the general of foreign exchange:

✓ Banks convert one currency into another through bookkeeping entries made in the two centers in question.

✓ The exchange rate as it relates to credit instruments, such as checks, money orders, transfers by mail, telegraphic means, etc.

✓ Every nation has a unique legal account for its money. The Foreign Exchange

Department includes the Foreign Remittance division of the EXIM Bank Ltd. Main Branch. Furthermore, it is a division of the Foreign Exchange Department that handles incoming and exiting foreign currency. Therefore, international remittance is categorized into sorts based on its purpose. These are:

1. Foreign Remittance of Outward
2. Foreign Remittance of Inward

EXIM Bank is an Islamic bank that follows Shariah law. The majority of individuals in our nation are unaware of Islamic Banking regulations. So, EXIM Bank has few problems:

1. In our society, Shariah banking is a vague concept. As a result, the majority of their people are unaware of the Shariah Bank's operations and investment policies. As a result, **EXIM Bank's vast investment** scope is hampered.
2. Bankers have a difficult time filling out loan-related paperwork such as parties loan applications, stock reports, and net worth valuation reports.
3. Under Islamic law, proper paperwork can cause major complications for investment operations.

4. Government new rules, such as the L/C margin, lower the cost of foreign exchange transactions.
5. A key issue is the Central Bank's strict supervision of foreign currency endorsement.
6. The decision-making process is centralized.
7. Another important issue in the General Banking Department is a lack of space.
8. In certain circumstances, the number of employees working on specific tasks is insufficient.
9. There is no Customer Complaint Desk which might be difficult to resolve issues.
10. Customers are unaware of the costs associated with foreign exchange transactions.
11. The foreign exchange department's database system is not well-organized. In addition, the documentation and filling out of forms for foreign currency transaction is not user friendly, which wastes time.
12. Unlike other banks, the bank does not provide a quick internet service.
13. Introducer, in the perspective of some clients, is one of the difficulties in opening an account. It is difficult for a new client to find an SB or CD Account holder to introduce them when they wish to open an account.
14. It is necessary to contact quickly and regularly with international banks in the Foreign Exchange Division. It takes time to contact the main branch to open an L/C, hence this step is essential.

### 3.3 Methodology

While conducting the research, primary data and information were searched from a variety of sources. However, there was little new information available. Data dependency on secondary data was unavoidable in the lack of current information. Primary data has, however, been utilized whenever feasible. Data was also gathered by questioning the appropriate executives and examining some of the Bank's documents & statements. EXIM Bank Ltd's online website also helped me in collecting data and providing Bank's annual report. To prepare this paper, I mostly relied on secondary sources.



### 3.3 Recommendations

To provide better service to consumers, current banking software should be used.

In the foreign exchange division, manpower should be increased.

Employees will be less likely to transfer jobs if they receive regular performance appraisals and are assured of promotion or incentive as a result.

Another important issue with decorating is a lack of space. The EXIM Bank Limited branch in Mirpur is more crowded than other private banks. This is something that management should think about when it comes to external marketing.

The bank may give exporters with international market research that will allow them to assess the demand for their products in other countries.

The bank should place a strong focus on making the foreign exchange transaction documentation and filing process as simple as possible.

They should increase the number of ATM booth in the country. They should have established minimum 2/3 ATM booth to cover each of the area.

They should also increase their branch in the country to provide the better service to their customer.

They should have informed their customers through SMS if any changes are happening in their policy or system. Like if any customer wants to close their account, they will not get the money in cash they have to open an account, this information should be knowing them by SMS.

They should have developed their software. They should inform the IT officers that what types of problem they faced during use software, Branch employees should inform about slow server to the branch manager and manager should discuss about the problem with IT department head officer.

To deliver immediate online services across the country, EXIM bank every brunch should maintain their system with powerful internet system means they should increase their internet MBPH.

Customer service that is prompt, such as one-stop services, is required.

They should provide advertisement, to increase their public image and awareness between whole country people.

They should provide sufficient written documents to interns. So that they can do their work by themselves. If written document is available, then interns can take help to make their report and gain more knowledge about Bank.

### 3.4 Conclusions

This report was written when I was conducting my internship at EXIM Bank Ltd. Mirpur Branch.

Bangladesh's banking industry is still developing. Bangladesh's banking institutions are an important source of revenue for the government as well as a significant employment. The banking system was viewed as the economy's cash cow, and funds for the government's growth plans for other sectors of the economy could be routed through it. Export and import play an essential part in our country's economy. Each bank is responsible for this achievement. Every bank develops a distinct activity in which they specialize. From the beginning of this report, I tried to defined how EXIM Bank Ltd. conducts its export and import operations.

According to the results of the performance study, if the government maintains the country's political position, both export and import growth will increase. EXIM Bank Ltd. saw significant growth in both export and import in 2018 and 2019 respectively, but growth in both sectors slowed in 2020. We also looked at the percentage of profit contributed by foreign trade and discovered that EXIM Bank Ltd. is doing well. Finally, I can state that EXIM Bank Limited performs admirably on a daily basis.

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