

## **Report On**

### **Foreign Trade Activities of Bank Asia Limited**

#### **Submitted By**

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16304058

An internship report submitting to the BRAC Business School follows all the requirements for the degree of Bachelor Business of Administration

BRAC Business School

BRAC University

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## **Declaration**

This is, Anindita Hassan, Id: 16304058 a student of BBS Department, BRAC University hereby confirm that the research report on “Foreign Trade Activities of Bank Asia Limited”, I can ensure that it is an actual and beneficial work done by me. This is a part of BBA degree in BRAC University. Therefore, I have made this report informative as much as possible. I am happy to announce that my supervisor Feihan Ahsan, Lecturer of BRAC Business School also all employees of Bank Asia Limited at Progoti Sarani Branch for their intensive supervision, guidance and kindness. Moreover, they helping me for completing the resaserch report should be informative. Accumulation of information, data analysis and the preparation of this report is the result of author’s own effort. I have acknowledged that , I have not intentionally violated any copyright.

Student’s Full Name & Signature:

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Anindita Hassan

16304058

Supervisor’s Full Name & Signature:

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Feihan Ahsan

Lecturer, BBS Department

BRAC University

## Letter of Transmittal

Feihan Ahsan

Lecturer

BBS Department

BRAC University

66, Mohakhali, Dhaka-1212.

**Subject: To submit of Internship Report on “Foreign Trade Activities of Bank Asia Limited”.**

Sir

I am glad and happy that I grab a big opportunity in working under your supervision and submit my internship report on ‘Foreign Trade Activities of Bank Asia Limited’. Also it is a great pleasure to me to inform you that I have experienced gained in-depth knowledge of all Bank activities. I have tried by giving best effort to gather relevant and informative report.

I therefore, entreat that would be kind enough to accept my internship report and give your opinion on my report.

Sincerely Yours

-----

Anindita Hassan

ID:16304058

BRAC Business School

BRAC University

Date: 10.05.2022

## **Non-Disclosure Agreement**

I get to understand that, I have learnt so many things during my internship period, gather experience and gather experience of verbal processing, written computer-generated , recorded information relating to clients and other employees or the Mentor organization.

Also, I am able to maintain confidentiality of both direct or indirect information at all times. I will not disclose or reveal any information with others.

I uphold the confidentiality policy as mentioned above

## **Acknowledgement**

I would like to praise to Almighty Allah who provided me the direction, strength as well as potentiality to complete the whole internship report properly. I am satisfied and happy that I have completed this study within the stipulated time. Even I am so grateful to my internship supervisor, Feihan Ahsan sir, for the help, guidance and support in completion of my project . I would like to thank the BRAC Business School Department, BRAC University for giving the opportunity of having an internship program.

It is my radiant sentiment to put on record my best regards, deepest sense of gratitude to A.F. M Tanvir Ahsan (Manager in Operation), Progoti Sarani Branch for his kind and practical guidance which was invaluable in my learning conditionally. I am also grateful to Ms. Jannatul Ferdous (Officer) Umme Shaheen (In charge of General Banking)and all the employees for their coordination and necessary support.

Finally, I would like to express my sincere gratefulness to my beloved parents for their unconditional support and care. I am grateful to all of my friend and family who are continuously support directly or indirectly to finish my internship report.

## Executive Summary

The development of a country relies mainly on the banking system especially in our country, Bangladesh. Therefore it has a huge impact on economy badly. The country is really dependent on the banks. Thus, banks are really valuable in our country. .

Now a days Bank Asia is popular and profitable business in Bangladesh. Foreign exchange activities is more crucial part in banking sector. The internship report focuses on the foreign trade activities. In foreign trades term covers both import and export sections and foreign remittance department consists of inward and outward remittance departments. All the relevant clauses and steps are tried to be mentioned as well.

The report covers with a lot of information about Letter of credit i.e. classification of L/C, L/C opening procedure, L/C payments methods. Here we explained the export and import on bank asia along with foreign trade activities. Lastly the conclusion and recommendation explanation are provided.

**Keywords:** Foreign Activities, L/C, Remittance department, Inward remittance, Outward remittance, SWOT Analysis.

## **List of Acronyms**

- EXP: Export permit Form
- DMD: Deputy Managing Director
- AVP: Assistant Vice President
- EVP: Executive Vice President
- SVP: Senior Vice President
- VP: Vice President
- FVP: First Vice President
- FAVP: First Assistant Vice President
- PSB: Pragati Sarani Branch
- DB: Double Benefit Plus
- DPS : Deposit Pension Scheme
- L/C: Letter of Credit

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# Chapter 1: Introduction

## 1.1 Introduction

Private commercial sector are getting importance from Government. The economic growth depends on the banks. . Bank Asia has taken this role earnestly and has served the duty solemnly ever since its inception. Bank Asia consists of retail banking, commercial banking, agent banking as well as islami banking This is the largest and profitable bank in our country. In addition, it is playing significant role in our country's economy by providing foreign trade services as our country's export-import process heavily depends on issuance of L/C (Letter of credit). There are two important terms which are general banking and foreign trade department. Furthermore, General banking operation consists on collecting deposit whereas foreign trade and credit department focuses on helping businessmen and business corporations to execute their business.

## 1.2 Origin of the Report

The internship Program is the most crucial part of BBA students because it helps him or her to acquaint with their life situation. The bank is one of the most important financial intermediaries. The period of internship is 12 weeks which holding a best learning way and to know about the organizational proceedings to cope up with those environment. The process of learning is the best process in term of maintain the professionalism of students. When I was intern of Bank Asia Limited, I get the opportunity to work in customer service desk and foreign trade department so I have learned and serve real business customer with foreign activities. I was appointed progoti sarani branch which is one of the challenging Banks in the new banking area. This report has specific purpose to focus on the operations of 'The Foreign Trade Commodities of Bank Asia Ltd. This report is prepared with a view to provide a brief but complete idea about the general banking service provided of BAL. In this report it is tried to include the problems and prospects of operating Banks. This report is surrounded in how the customers adopt the existing facilities and services and how the potential customers will take this offer and their expectation from this service.

### 1.3 The problems of statement

The remittance is a part of foreign trade activities. It covers all the terms including export and import. Remittance is the second term of Bangladesh after RMG (Ready Made Garment). Thus, it has the advantage to the economic development of our country. The process of remittance is complex and commercial banks cannot do all the necessary works to make it easier alone.

### 1.4 The Scope

During the internship period , it was splendid experience to know and got chance to work in the department foreign exchange. This report includes the background, organizational structure, functions and performance of the bank also. This report is done based on the knowledge and experience gained from working and supervising the activities carried out by the managers.

### 1.5 Objective of the study

The objective of this report is to do BUS 400 course named Internship at the end of fourth year of graduation. I got the opportunity to do my Internship course in Bank Asia Ltd (Progoti Sarani Branch) Middle Badda, Dhaka. I was appointed there from 16 June 2022. The three months period will end on 16 September. This period of time I have learned and experienced various tasks related to banking which carrying out a best learning way. Moreover, the organizational proceedings as well as cope up with those environment as manner of professional employees.

### 1.6 Methodology

The main reason to prepare the report is, gather experience, knowledge in depth. . In addition, some other data sources were also used to prepare the report. The sources are as following:

Primary sources:

- Informal conversation
- Conversation with officers of bank
- Learning

Secondary sources:

- Research papers
- Bank Asia Ltd. Annual report
- Websites on Internet
- Online journals

## 1.7 Limitation of the study

The lack of knowledge of IT basing term and the system of management is poor. Also the time is too constraint. The data arrangement is not followed according to the policies. The data should be confidential. The data should be accurate and management team should care of it.

# Chapter 2: Organizational overview

## 2.1 History of Bank Asia

Commercial Bank as travel schedule of Bank Asia Limited for Excellence in Banking began in 27 the November 1999 as a public Limited company incorporated in Bangladesh under the companies Act 1994. When a rapid economic development in the country concurrent with urbanization and life style change created demands for new banking products and services.

“For A Better Tomorrow” Is the mission of Bank Asia Limited through a contemplation of assuring a professional term of Bankers is running the day-to-day operation of the Bank. The bank has successfully entered its seventh year of operations. The professional and dedicated team of management having long experience and knowledge. The bank has gained success with its employees within a short time. In 1999, it set milestone by acquiring the business operations of the Bank of Nova Scotia of Canada, first in the banking history of Bangladesh. It again repeated the performance by acquiring the Bangladesh operations of Muslim Commercial Bank Ltd. (MCB), a Pakistani bank. This has added to the strength and courage of the bank. The management of the bank family believes that the bank would be able to encounter problems that may arise both at micro and macro levels.

Bank Asia has established itself as one of the fast growing local private banks within a short period of time. It has a network of seventeen branches serving many of the leading corporate houses. Also it is gradually moving towards retail banking. It has twenty one ATMs as a member of ETN (E - cash) along with eleven other banks. In 2003 the Bank again entered with the limelight with oversubscription of the Initial Public Offering of the shares of the Bank, and it was a record (55 times) in our capital market's history. Bank Asia has been actively participating in the money market along with foreign currency market without exposing the Bank to vulnerable positions. The Bank's investment in Treasury Bills and other securities went up noticeably opportunities for enhancing income in the context of a regime of interest rate decline gradually. The local banks in introducing innovative products like SMS banking, and under the ATM Network the Stellar Online Banking software enables direct linking of a client's account.

## 2.2 Vision

The Bank is willing to serve the customers and the community with dedication.

### **Vision Statement**

- A poverty free Bangladesh in course of generation in the new millennium,
- A society where human dignity and human rights receive the highest Consideration with reduction of poverty.

## 2.3 Mission

Bank Asia providing high quality service to the customers and to participate in the growth and extension of the economy. Also they maintaining high standards of integrity and bring total satisfaction to the clients and employees. The most sought after bank in the country, rendering technology drives innovative services

## 2.4 Trade mark

The Trade Mark of the Bank Asia is carried the full identification of this bank. The Symbol in the Trade Mark Shows BA. B Stands for the Bank And A Stands for the Asia.

## 2.5 Objective

The object of Bank Asia that is satisfy the customers with the better quality of servic

## 2.6 Slogan

The Slogan of the Bank Asia Limited is “For A Better Tomorrow”. The vision is to make more profit. Also mission is to serve the best to satisfy the customers. This slogan make them confident and creating new paths in future . The future of Bank Asia could be gain more profit.

## 2.7 The Products or Services

This is an interest bearing account and only individuals can open this type of account. In addition, any company or firm may open this type of account in its own name. This is called non-interest bearing account. Monthly Benefit Plus is from 3 and 5 year scheme which earns monthly benefit of BDT 1000 . The double Benefit Plus belongs 6 year scheme. The deposit will be double in 6 year. The initial deposit should be 1 Lac to 20 lac. Fixed Deposit Rate is 3 months, 6 months and 1 year any amount will get 9%. Monthly installment should be from three to seven terms in a year.

## 2.8 Board of directors

This bank created a group of massive employees who are working hard and satisfy their customers’ . M S yeduzzaman. Though the former Advisor to the government in-charge of the Ministry of Finance and First Chairman and now the Exe Chairman.

## 2.9 Management Team

The Management Team consists of a group talented people and each of them comes with

a successful working background. As a result, they committed in leveraging their experiences to take to greater peaks of success. The development of revenues with dynamic capabilities. Now Mr. Arfanuddin is the department head of the management team.

There are a good number of SEOs are also in the Management Team. The people are persistent to provide unparalleled service to its customers, come up with innovative products and services and to emerge the capabilities of its people. The ideas on the latest technology is remarkable. The management team ensures the maximize of profit by developing systems, processes. Also people and through blending in of these to let customers revel in with fulfillment accordingly.

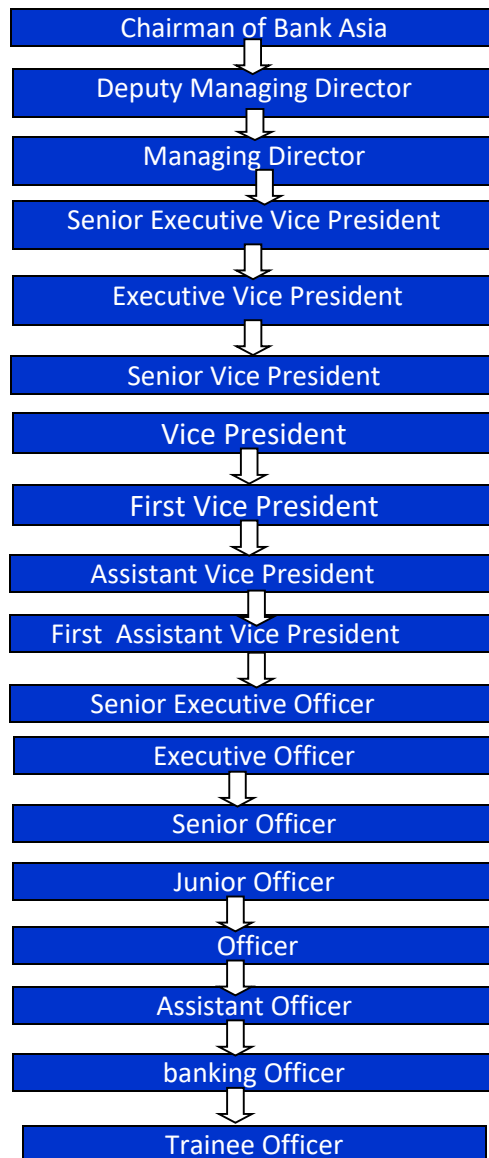
## 2.10 Corporate Information

- To accept the Letter of Intent received: 24/02/1999
- The Promoters promoting held: 15/04/1999
- The Certificate of Incorporation received: 28/09/1999
- The Banking license received: 06/10/1999
- First Branch license received: 31/10/1999
- Bank Inaugration: 27/11/1999
- IPO Subscription: 23/09/2003, 24/09/2003
- First Share Trading in Bourse: 08/01/2004
- Agreement with CDBL: 20/12/2005
- First Scrip less Trading: 30/01/2006
- Promoters: 22
- Directors: 13
- The branches Branches: 86
- The SME centers 09
- Islamic Shariah 05
- Brokerage branches 01

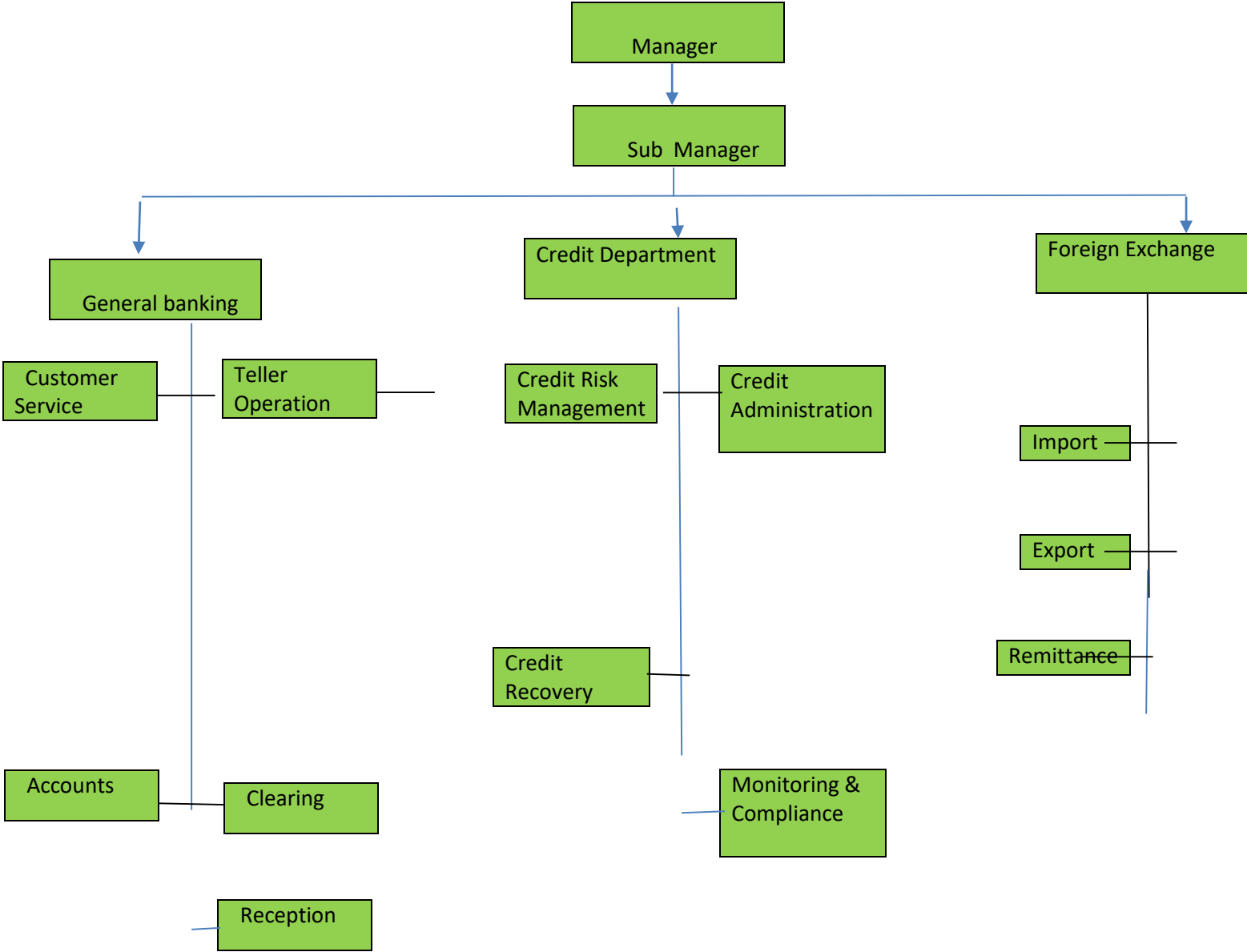
- Registered Office: Tea Board Building (1st floor)  
111-113, Motijheel C/A,  
Dhaka – 1000, Bangladesh  
Phone: ( 880 2) 7177031, 7177032

Fax: ( 880 2) 7175524  
SWIFT: BALBDDDH  
WEB: www.bankasia-bd.com  
E-mail: bankasia@bankasia.com.bd  
Internet Banking: [www.bankasia.net](http://www.bankasia.net)

## 2.11 Hierarchy of Bank asia



2.12 The Structure





## 2.13 Financial Position

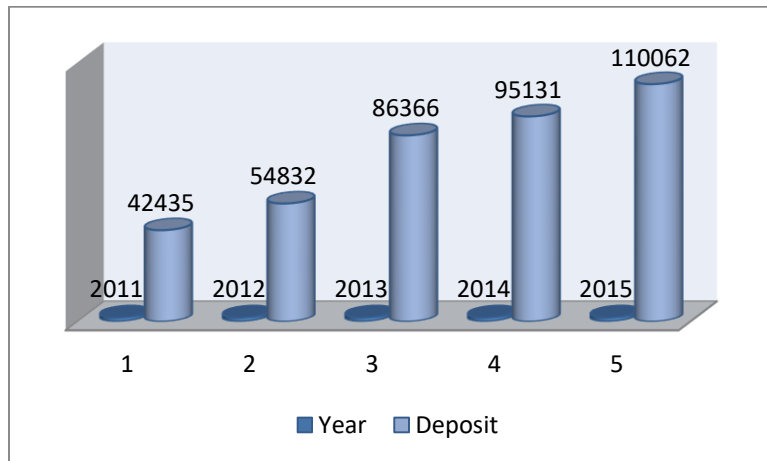


Figure 1.1: Deposit

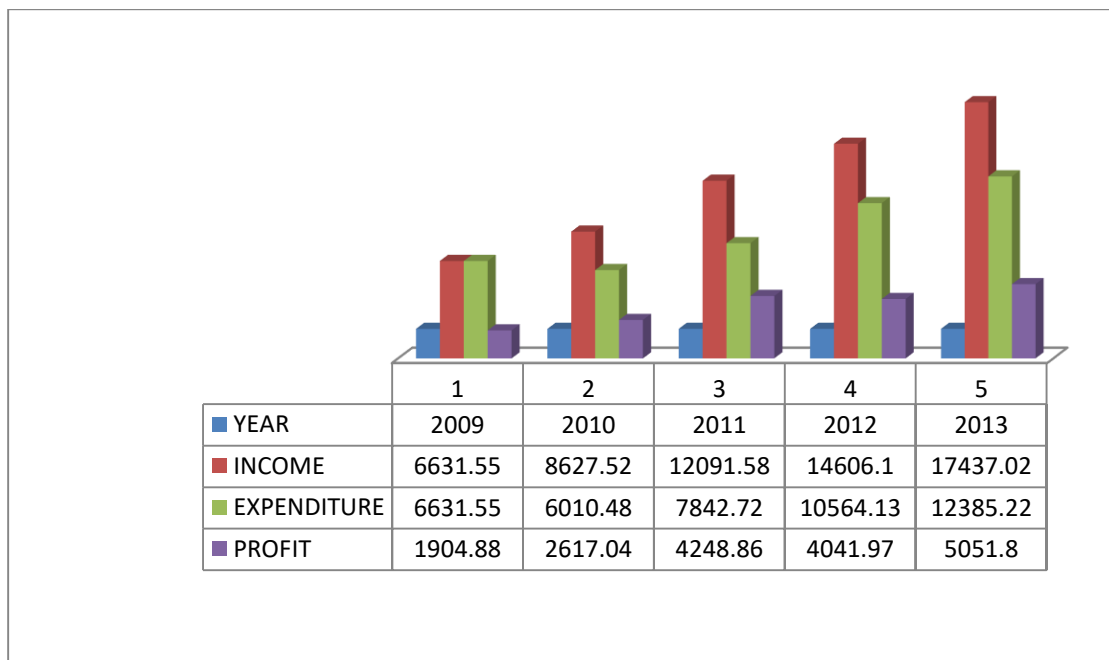


Figure 1.2: Income, Expenditure & Profit

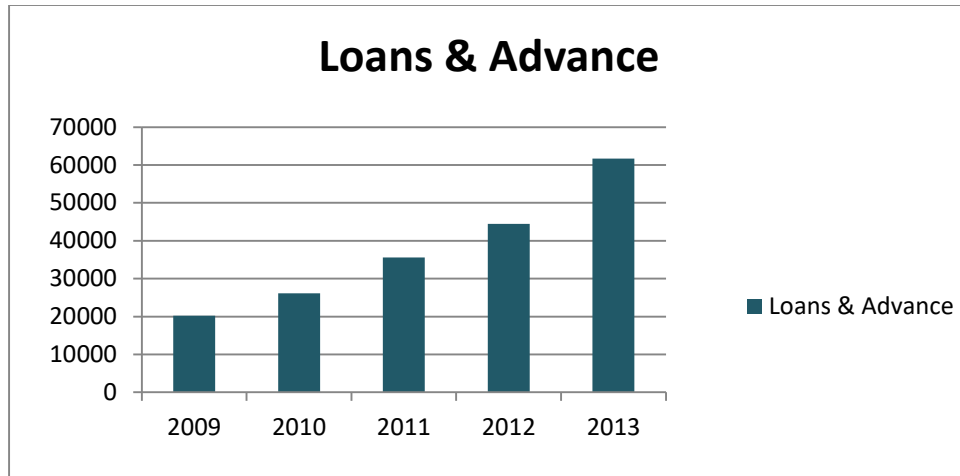


Figure 1.3: Loans and Advance

## 2.14 Findings

After analyzing the graphs above, we can conclude in such a way where ,The bank has fluctuation investment though out the year. The bank has average profit margin . Regarding Loans and Advances are increasing gradually.

## 2.15 Recommendation

Bank Asia have some disadvantages of system of banking. The bank should minimize the cost issues. Also, they should innovate some new products and ensure the quality of service because they have lack employees.

## Chapter 3 : Foreign Trade Activities

### 3.1 introduction of foreign trade activiti

In Bangladesh Bank Asia is one of the most popular commercial bank. In this short period of time it has been created its own image in banking sector. Bank Asia focuses to provide a good quality of service to the customer and at the same time the authority is providing facility to the employees.

The Bank contains three department at a time,

- General Banking
- Credit Department
- Foreign Exchange

### 3.2 Foreign Trade Activities

This activities ensure the changing of currency from one country to another. . It is familiar term in world business. It includes the activities which are , Foreign Trade Departmen and Foreign Remittance Department.

### 3.3 Foreign Trade Department

Basically foreign trade department focuses mainly on exchange of foreign currency. In addition fulfilling the purpose of trade between two countries. However Foreign exchange confirms foreign financial transactions which are related to business. Foreign trade department has two sections which are a) Import Section and b) Export Section

### 3.4 Concept

There are some important concepts about foreign trade according to UCPDC 600 are discussed. Applicant is the person who issuing the credit. Also Issuing credit from applicant to the opposite party. Furthermore, Exporter means a credit is issued means the party in whose. The bank advises the credit when the issuing bank is requesting. Therefore, The issuing bank's authorization bank

ensuring to a credit. It means negotiating the bill of exporter drawn under the credit. When a foreign bank can not rely on the other issuing bank because of some lack of reorganizations. This is the reason that foreign bank wants to support the other renowned banks. Therefore, when other renowned bank ensures that they get back their payment through the issuing bank, then it is known as reimbursing bank.

### 3.5 Payment Method

Today's global world depends on this market place where foreign trade plays a vital role here. Exporter's offers their customers' to sell their attractive goods supported by the appropriate payment methods.

The process which is sent to the exporter if the goods have been sold by the foreign distribution to the end customer. Also, it means exporter makes shipment to his designated agent in importing country. Furthermore, agent will sell the goods to make profit to the exporter. In developed countries, the method is very popular. Documentary collection known as sale transaction. This process makes an agreement by the seller and buyer regarding documents such as, landing bill, packaging. Before the shipment date, the importer pays advance payment is the appropriate option for the importers. Thus it creates unfavorable cash flow.

### 3.6 Letter of Credit

Letter of credit is a simple method to pay which plays as a bridge between buyer and seller. L/C is most reliable source to get back the money. It is very common who are doing business in their country and getting facility by the bank. The importer is called as the applicant.

### 3.7 L/C Process

There are some terms and conditions which are made by them through agreement. Also, the applicants apply the bank to issue the L/C by application form. The bank who is issuing that considers some conditions from the applicant which are mentioning below,

- 1) The invoice where mentioning, the exporter basically conveys the importer about the policies and qualities of goods that will be sent, their time and value follows shipment and much more.

## 2) Order by buyer's

All the procedures which are following, they ensure the L/C. Also forward it to the advising bank. By checking all the documents which is confidential and advises the L/C to the beneficiary. Furthermore, the beneficiary checks if the L/C complies with the formal contract and if all policies specified in the L/C can be satisfied and ships the goods to the importer. Also, by checking the documents with the L/C. The Advising bank investigate all the documents against terms and conditions of the L/C and forward them to the Issuing Bank. Then the issuing bank checks if the documents assemble with the L/C and makes payment.

## 2) The authentic agreement between the importer and exporter

### 3.8 Classifications

There three types of L/C offered by the Bank Asia Pragati Sarani branch. These are:

1. Back to Back L/C: The exporter mainly opens L/C. If exporter wants to import goods or equipment to manufacture the ordered goods, then he may import those goods while opening a L/C.
2. Deferred L/C: After all the due dates, payment must be cleared. For instance, shipment date or Bill of lading date. In addition to, it opens for 60 days, 90 days and 120 days this is totally depends on the demand
3. . Sight L/C: Within five working days payment has been made.

### 3.9 Modes of Payment

The payment modes have two types.

#### 1. Deferred Payment

After negotiating between the importer and exporter. The payment should be clear after a certain period of time like within 60 to 120 days. This tenure will be selected that depends on negotiations.

#### 2. Sight Payment

When all the imported items will be reached perfectly then all the payments will be cleared instantly.

### 3.10 Import

Import Mechanism: Import means all the products should purchase from the another country due to scarcity. Following import and export control act, 1950 the office of chief controller of import and export provides the import registration certificate (IRC) to the importer. Moreover , a person can be called as an importer. This person wants to opening bank to open an L/C.

### 3.11 Issuing L/C

By issuing Letter of Credit is the first term for import and export. This is the most reliable for both the parties where ensuring the payments properly in a right time. The transactions originates when the exporter from China. Furthermore,the importer in Bangladesh enterinto an agreement based on the sale.The contract based on all the important activities like value and quantity of goods. The advance date for shipment, method of payment is applicable for fulfilling activities. The application form contains all the details of the applicant. The letter of credit contains all the term like DAF, CFR, FOB, Negotiation, and Acceptance etc. In addition L/C authorization letter covers all the policies which are following by customers and bankers. This is very beneficial document when the bank passing all the documents. The IMP form contains also all the terms like H.S code (Harmonize system code. It is also using the important purpose. Bangladesh Bank registration unit works with this works and let bank knows about the consequences. Lastly the charge document is also important part while verified the documents.

### 3.12 Amendment

Amendments is the alternative where to add or delete something. All these changes are transmitted through the same bank that reported the credit. Also it can be more than one amendment to the credit. The lending bank intends all of the modifications to be provided from an integral part.

There are some other reasons that are,

- 1) The date of shipment changing
- 2) The limit of the amount will extend
- 3) The values , quality price , quantity to be imported will change

### 3.13 Documents

The further step is document checking while submitting Letter of Credit. The further process will check by bank. These documents are very important this is why they are very conscious while opening L/C . They check the pro-firma invoice. The signature form should be there. Also they have ensure the verification code. Where the signatures are required , they should exactly corrects them. Furthermore, ensure the amount because the time , validity and amount are also important in this documents.

The certificate of VAT is required. There are lots of certificates like tax, imports goods, and so on. The IMP duly should signed. The guaranters signed also be there. Bankers should follow the requirements because while they did not get money back if they are claiming.

### 3.14 Lodgement

It refers that transferring funds or import bills are the payment method. Moreover, L/C issued the bank arranges making payment L/C via SWIFT. SWIFT is a method to transmitted the messages in their mother bank to ensure the payment. Lodgement ensures whenever, there is no discrepancy found in their import document, after the end of five working days then it will treated to be accepted. Moreover, if there is found any discrepancy then the bank informs to the importer whether is

accepted the bill or not. If the importer does not accept the condition then bankers are bound to inform to the designated bank for making payment.

### 3.15 Reports

The last but not the least is retirement and reports. Import bill payment, Branch prepares retirement vouchers to reflect costs and other charges from importer are also appropriate Margin. After that the documents are forwarded to the importer with proper approval after certification and endorsement. Hereafter, some other steps should be followed, such as , The calculation of interest if any. The register ensures the validity. Furthermore, the acknowledgement received on the office copy of the cost memo from the importer in his authorization agent. The register should entry there. The office copy. Should be filled there.

IMP should be original because it carries the authenticity of Import. It should be submitted to the Bangladesh Bank. Furthermore, reports of bills issued on the last business day of the month. Secondly it must be presented with the receipt after clearance of the goods. If the importer fails to submit the bill, then third copy should be sent to Bangladesh Bank.

### 3.16 Export Issues

1. Transferring items or goods from one to another country is called Export. It is just vice versa of import. According to the Act 1950, export is regulated from then. The contribution was huge for growing economy. There are lots of formalities which also impact on the Bangladeshi economy. The formalities are , a) The advising L/C b) The issuing of EXP. C) Collection documents, d) Export proceeds , e) reports and lastly f) PRC.

### 3.17 Advising L/C



The initial term of export is advising L/C. If there is any lack regarding advance payment not cleared , missing documents and so on. When the bank establishing the contract the exporter wants to get letter of credit from importer. There are many requirements that must be followed. There is certificate that has to sent to bank. Hereafter, the bank has to send the advice letter to beneficiary. The issuing bank sent two copies letter of credit , one is original copy, another is retained copy. Original copy sent to the beneficiary and retained copy given from the branch.

### 3.18 EXP

The Issuing of export is the second procedure and all exports should be considered on the EXP from which the branch to their clients conducted in export trade supplies. By issuing EXP by exporter and exporter must submit the form to the customs. The documents contains all the information, such as name and address, of the authorized dealer. The community to be exported with code. The port destinati has to mention. The sales term are required. In foreign currency there is letter of credit value. The country destination, Name of caring vessel and the lading bill. Also there are the no. & date ,the Land custom post. The Shipment port and dates are mentioned in the documents.

### 3.19 Documents collecting term

Based on their agreement, the exporters ensures that the shipment of goods and prepare their documents as well. They have to submit all the documents that have been made along with the EXP form to the branch during 14 days of shipment.

There are lots of documents which are mentioned there. The certificate of origin states where the product is actually produced or marketed cording to L/C, these certificates ensure the product accuracy. Besides, The list would contain the information of all items contained in individual packages. Also it helps in identifying the contents of specified packages and thus may facilitate assessment by the custom. Documents to be received or certified by customs

The exporters must submit their documents to the initial bank for negotiation. Furthermore, the individual officers must check all the documents properly and ensures they followed all the terms and conditions accordingly.

### 3.20 Export policies

The issued bank only dispatch the money when all the informations of documents are prepared. Exports procedures should be within 120 days after the issuing starts. The period of time fixed by the Bangladesh Bank during which the exporter is accepted to receive the full foreign exchange proceeds of the exporter. A branch can pay to the exporter by handing over an accounting certificate.

### 3.21 Reports

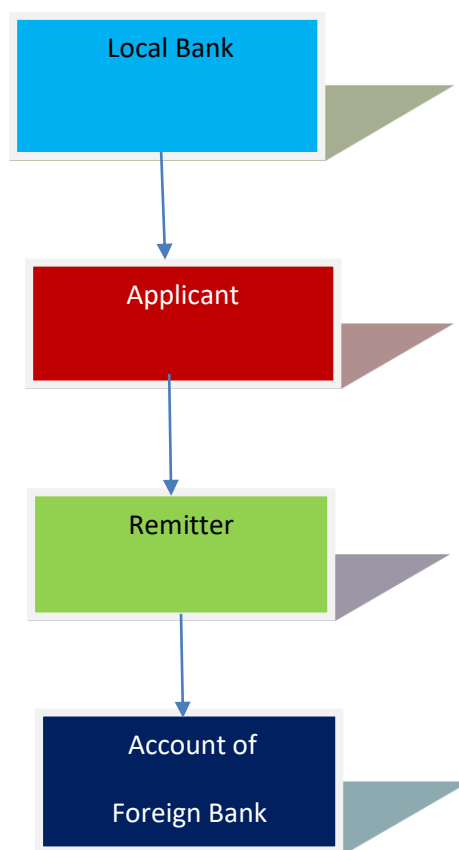
When they ensures the payment is received by the branch and they approves on the back of triplate copy of the form which belongs with them and returned it to the Bangladesh Bank. Therefore, four copies are kept it for records. The designated bank must require of duplicate EXP form to Bangladesh Bank within two weeks to dispatch.

### 3.22 Foreign remittance

Transfer money to another country from mother country is called foreign remittance. We should aware of the office channel while discussing because informal market place is playing a crucial role in this sector. The corporate branch of Bank Asia is the authorized dealer.

### 3.23 Process

The process is funding transfer from one country to another country goes through.



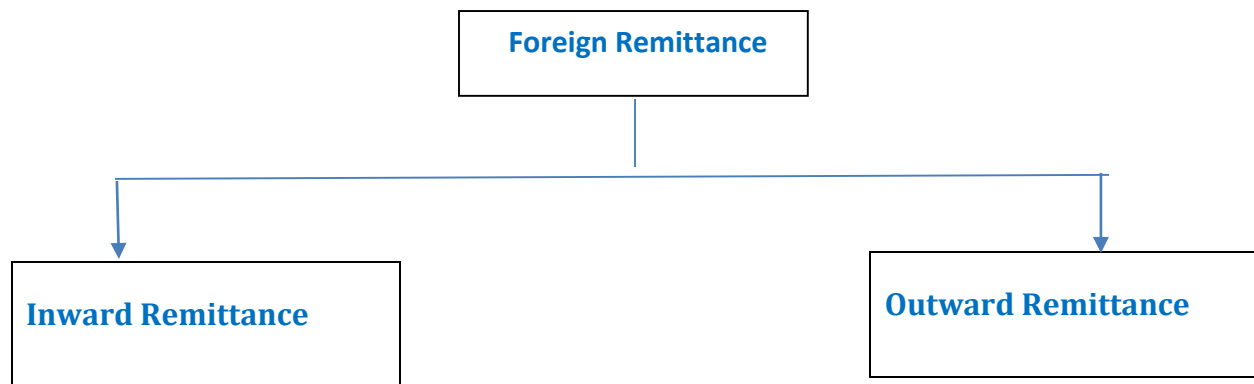
**Figure 1.4 : Flowchart of Remitting Process**

The relationship with a foreign bank maintaining the designated bank through some system. When the Bangladeshi expatriates through other banks of different countries remit the fund to the local bank head office international division will receive message. Also the remittance section records the advice and generate the advice letter to the respective branch of the bank.

### 3.24 Types of Remittance

There are two types of remittance

1. Inward Remittance
2. Outward Remittance



**Figure 1.5 Types of Remittance**

3.25 Diagram of Remittance

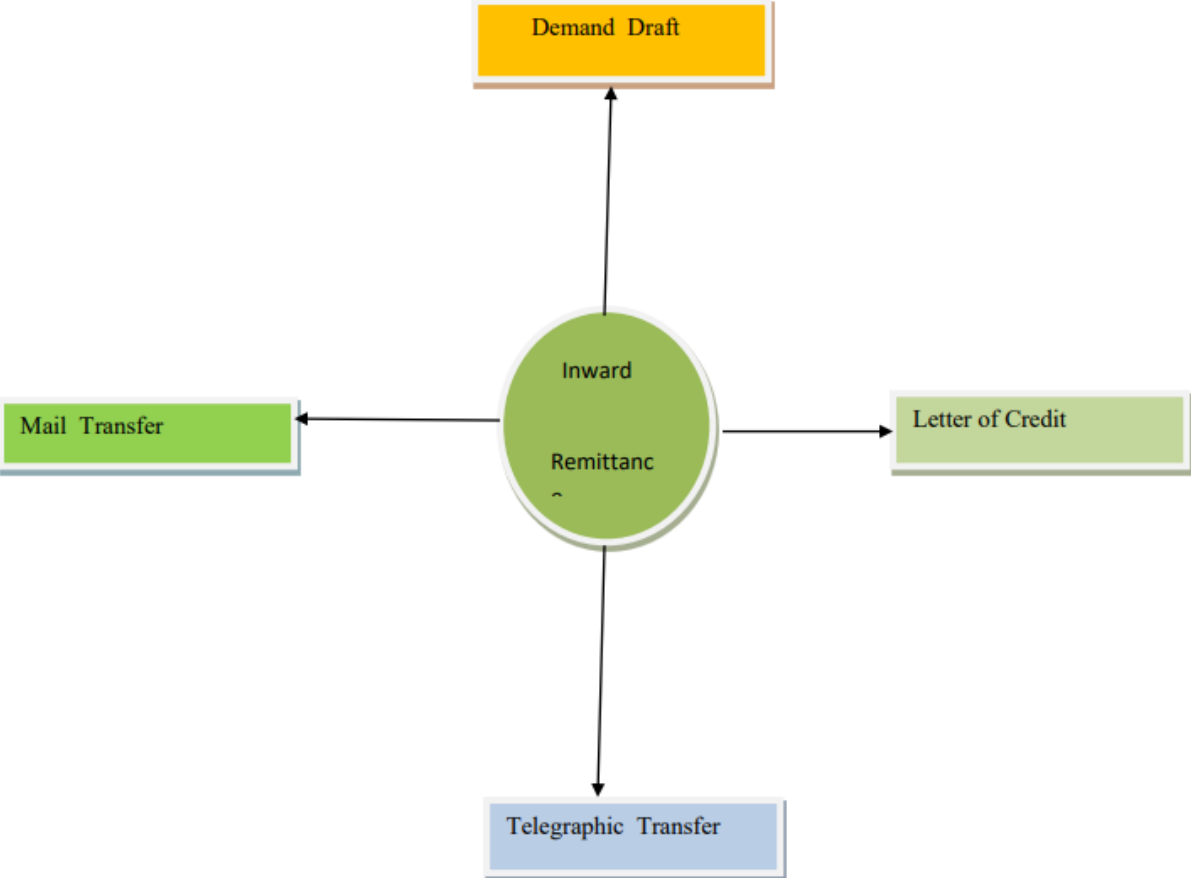


Figure 1.6: Model of Inward Remittance

### 3.26 Mode of Remittance

The remittance has various modes that mentioned below,

1. TT: Telegraphic Transfer
2. FD: Foreign drafts
3. PO : Payment Order
- 4.TC: Travelers Check
5. EFT: Electronic Fund Transfer

### 3.27 Inward Remittance

People are getting remittance via TT, FDD and MC. Remittance refers when relatives giving some beneficial amount from outside of the country to make them happy. Also this remittance coming from other country to mother country.

#### **Purpose**

- Maintaining Family appearance
- Indenting Commission
- Realization of export proceeds
- Donation
- Export brokers commission
- Gift

### 3.28 Remittance of Outward

Remittance is from our country that is called outward remittance. Outward remittance covers sales of foreign currency by authorized dealer (AD). Here the formal channel through issuing foreign Telegraphic Transfer(TT) , Demand Draft(DD) and Travelers Cheque TC) etc. Moreover, foreign exchange under L/C against import bills expired. The AD have considered to ensure that

foreign currencies remitted or released. They are used only for the purpose by releasing . There are three pupose,

- Education Purpose
- Import Purpose
- Exam Fee

### 3.29 Foreign Remittance of Bank Asia

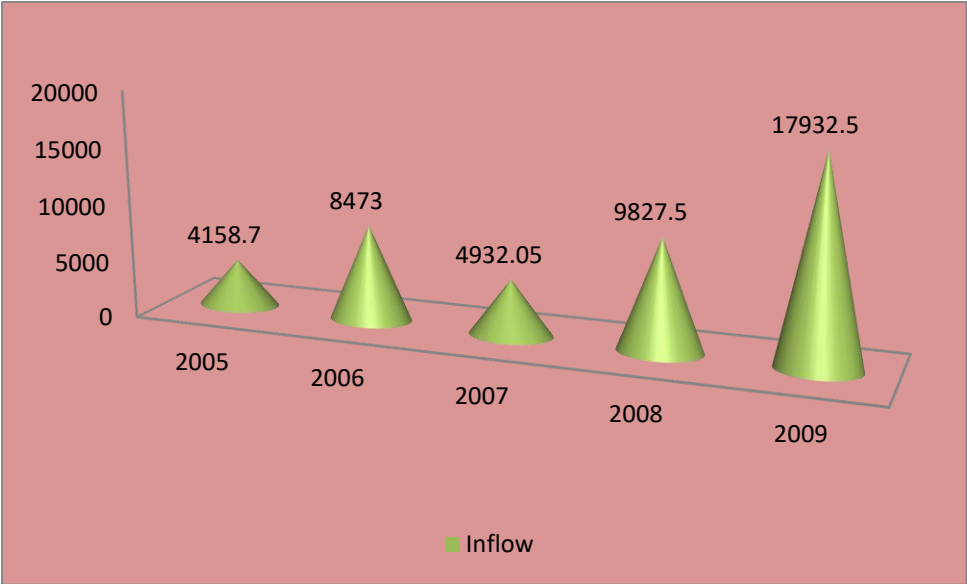
Now a days economy mostly relies on the banking sector. The foreign remittance is popular in our country. The banks are all familiar in this terms. It is aslo beneficial when it comes to remittance. Because, bank get privilege when customers want to get remittance. The bank get 5% commission while doing western union remittance. There are some remittance named

1. Western Union
2. Ria
3. Prabhat
4. BEF Express
5. Smart World

The giving quality of services is the first priority of the banks. The continuous communication process and customer's satisfaction upholding the success of bank. Bank Asia wants to achieve the highest peak of success with short period of time. The service , good communication, satisfaction helps to reach the success in future. Bangladesh has achieved the goals soon when GDP rate will increase. If the communication improves then it will be easier to make profit the organization and government will get benefits from this organizations. In Bangladesh fails to achieve the growth rate because they have lack of experience to manage the systems. They did not follow the terms or policies that helps to get better results gradually. The contribution of countries is not enough to reach the goals.

In 2019 , the banks are not getting benefitted because of COVID 19. But they still can not overcome of it. Bank Asia establishing the the system where they can achieve the goals and satisfy the customer's as well. It also helps the banks to extended their frame at abroad.

Therefore, remittance is a term that helps to customers in our country. Bank asia always ready to serve the customers when they needed. As result, they can make the payment is easily. Customer's can also encash their payment within a short time. This is very easy, if any customer;s want to encash their money without any hassle.

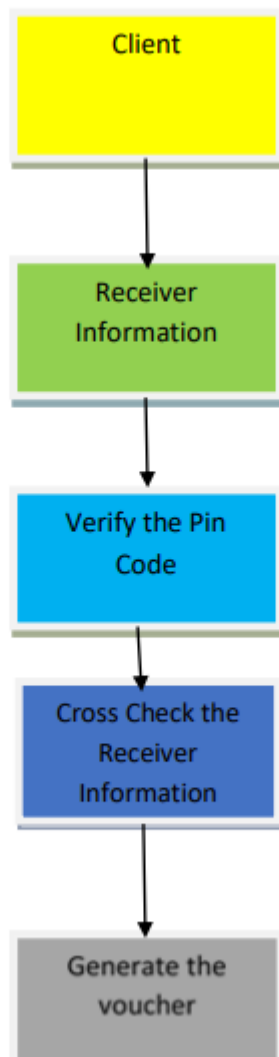


**Figure 1.8: Remittance comes through BAL**



### 3.30 Remittance payment Process

By submitting all the documents, it is easy to collect money by bank. Specific Documents are given below.





### 3.31 Dealing Activities









There are two types of Remittance Dealing Activities of Bank Asia Ltd. Such as –

- 1) Eldorado
- 2) Online

#### **Eldorado Member Banks**

-  Al Arafah Islami Bank Ltd
-  Exim Bank Limited
-  First Security Islami Bank Ltd
-  Social Islami Bank Limited
-  Mercentile Bank Limited
-  Eastern Bank Limited
-  Southeast Bank Limited

The Bank Asia gives service to the customer through the following exchange house . These are coming from abroad to Bangladesh to exchange money.

-  Western Union (WU)
-  Placid
-  Express Money
-  Mercent Trade
-  Choice Money
-  Trans fast
-  Prabhu
-  IME

Besides Bank Asia also has own exchange in London and America . People will send money in account through BA exchange directly.

The Bank Asia contact 44 exchange house for remittance dealing activities . The total exchange house name and address are given below.

SL	Exchange House	Country	Other Source Countries	Prefix	Payment available at
1	Al Jaber Exchange	UAE		AJE	
2	Al Mona Exchange	UAE		ALM	
3	Al Zaman Exchange	Qatar		ALZ	
4	Alertpay	Canada		ALP	
5	Alfa Exchange	UAE		ALF	
6	Asia Exchange Centre	UAE		AEC	
7	BA Exchange Company	UK		BAE	<a href="https://remit.bankasia-bd.com">https://remit.bankasia-bd.com</a>
8	Choice Money Transfer Ltd	USA	Europe	CMT	<a href="https://www.choicemoneytransfer.com/cmtus/SMAPYEENEW">https://www.choicemoneytransfer.com/cmtus/SMAPYEENEW</a>
9	Dubai Exchange Centre	UAE		DUC	
10	Economic Exchange Centre	UAE		EEC	
11	Fedral Exchange	UAE		FEX	
12	GCC Exchange	UAE		GCC	
13	Horizon Exchange Centre	UAE		HOR	

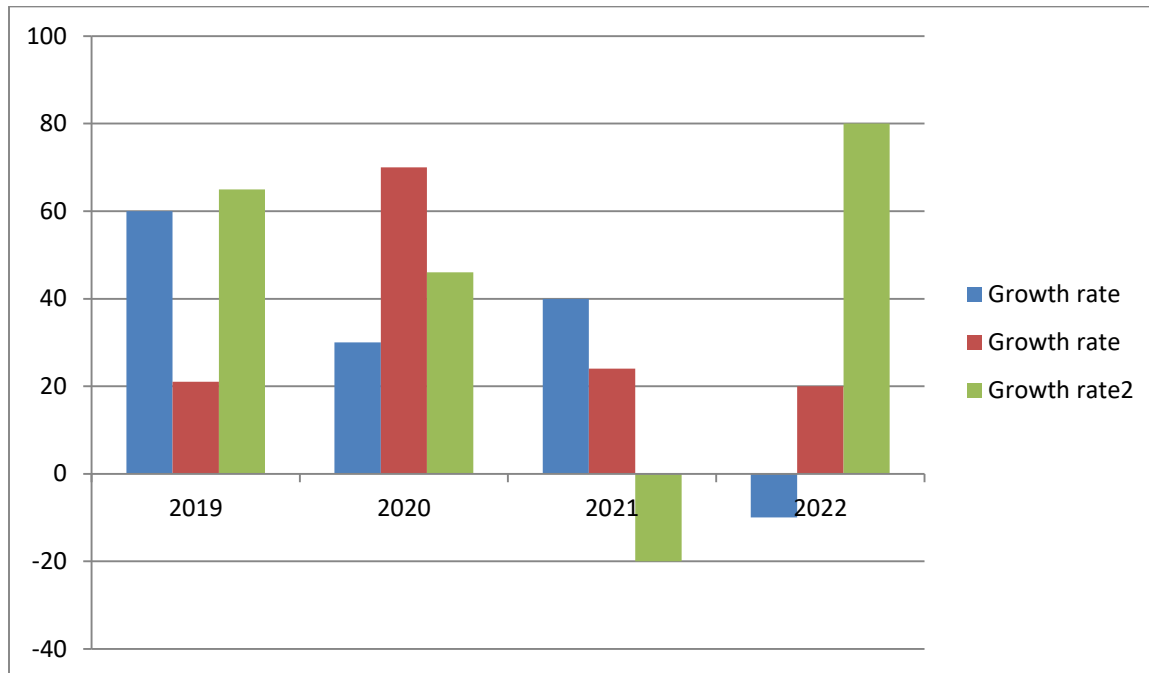
14	IME (M) SDN BHD Malaysia	Malaysia	Kuwait Singapore, Japan	IME	<a href="https://www.ime-txnremit.com/ime/imeremit">https://www.ime-txnremit.com/ime/imeremit</a>
15	Kaymaks Financial Services	UK		MKS	
16	Kuwait Asian Int'l Exch Co WLL	Kuwait		KUA	
17	Lulu Int'l Exch LLC	UAE		LUL	
18	Mercentrade Asia SDN BHD	Malaysia		MTM	<a href="https://www.mvremit.com">https://www.mvremit.com</a>
19	Wall Street Forex London Ltd (Milfa)	UK		WFU	
20	Mustafa Sultan Exchange Co LLC	OMAN		MUS	
21	Orient Exchange Co LLC	UAE		OEC	
22	Payza Com	Canada		PAY	
23	Placid NK Corporation	USA	Malaysia, Spain, Italy	PLA	<a href="https://pen.placid.net/transdelnew">https://pen.placid.net/transdelnew</a>

24	Prabhu Group Inc	USA	Malaysia, Japan , Qatar	PMT	<a href="https://www.prabhuusa.com/payment">https://www.prabhuusa.com/payment</a>
25	Sharaf Exchange LLC	UAE		SEL	
26	Trans fast Remittance LLC	USA		TFR	<a href="https://www.transfastpav.com">https://www.transfastpav.com</a>
27	Transmit International Inc.	USA		TIU	
28	Universal Exchange Centre	UAE		UEC	
29	US Money Express	USA		USM	
30	Wall Street Exch Centre	UAE		WSA	
31	Wall Street Exchange Centre LLC (Cash)	UAE	World Wide	ICTC	<a href="https://www.instanycashworldwide.com">https://www.instanycashworldwide.com</a>
32	Western Union (Cash)		World Wide	WU	<a href="https://wupos.westernunion.com">https://wupos.westernunion.com</a>
33	Western Union (D2B)		World Wide	D2B	
34	Xpress Money Transfers Services	UAE	World Wide	XPIN	<a href="https://www.xpressmoney.biz">https://www.xpressmoney.biz</a>
35	U remit International	Canada		URT	<a href="https://online.uremit.ca">https://online.uremit.ca</a>
36	Turbo Cash (Zenj Ex)	Bahrain		REF	
37	Deshi Foreign Exchange	Canada		DFX	

38	Iqra Finances Ltd	UK		IFS	
39	Khan Enterprise Money Transfers Ltd	UK		KEN	
40	TNS Money Transfer Services Ltd	UK		TNS	
41	Zamzam Exchange International Ltd	UK		ZAM	
42	Dipa Exchange & Travel Ltd	UK		DIP	
43	Kushiara Financial Services Ltd	UK		KFS	
44	Al Nahdi Exchange	UAE		NAH	

## Chapter 4 : Analysis and Findings

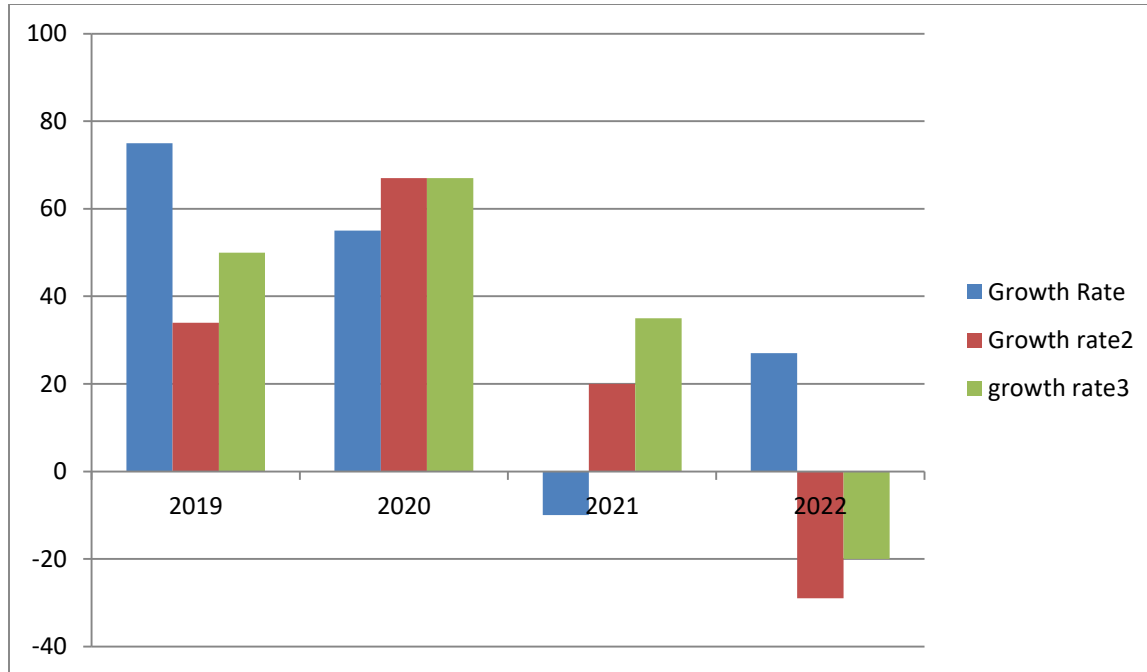
### 4.1 Import Analysis



**Figure 1.10: Import Analysis**

We can see that in 2019, the import growth of bank Asia was 62.5% which is an average rate. From 2020 to 2021 the rate decreased below 10% which was not expected. Due to COVID-19, it has been gradually decreased and as result, they did not match their growth rate with profit margin. But eventually, in 2022, the changes has been shown in this chart and it increases around 80% growth rate. So, it is better than previous year.

## 4.2 Export Analysis



**Figure 1.11: Export Analysis**

The chart shows that in 2019, the growth was increased by 75% but in 2020 and 2021 it shows below average which decreased from 63% to -10%. Also in 2022, it shows gradually decreased at -20% rate.

### 4.3 SWOT Analysis

Every organization has some both internal and external strengths also has some opportunities and threat as well. These four terms are very important while analyzing the whole organizations activities. Now we will precisely discussed regarding strength, weakness and opportunities and threat.

#### Strength

Bank Asia wants to provide the best quality of service. They give their best effort to convince customers when they want to get service. This is their first priority to satisfy customers. They also draws on its strengths to adapt to the conditions and strengths it has. They grab opportunity when it comes to satisfy customers. They also have the financial strength which plays an crucial role in this banking sector. They have the mother concern bas on Rangs Group. Therefore, customer feels comfortable to deal with this company.

The corporate brand image in the market platform, via companies related the term consideration and getting opportunity to the system. It helps to provide the betterment of the quality of service. Usually Bank Asia maintains the consistency level of quality and operation. Bank Asia using SWIFT which is a software and corporate office holding it while working. Also other branches using this software as well.

The success of Bank Asia is, their employees are actually trying their best both in house and outside of the job. They are very passionate about their work and at the same time very productive in this field. Moreover, they are highly trained up and most competent in this banking sector.



It also provides the workforce by the place where work in. The combination of colors is a great choice for designing a good decoration also giving the aesthetic look that are impressively outstanding.

## Weakness

Every organization has weaknesses and Bank Asia is not outside of this part. Bank Asia has lack of human resource if we compared their financial activities. As a result, they can not perform better in the workplace. In Pragati Sarani Branch , they can not deal with the customers especially the week starts (Sunday) when a lot of pressure of customers. It is very common in Bank Asia. They have very limited employee working in house. Sometimes they were doing overtime before Government announced the banking schedule. This might cause unbearable costing will increase, this is why they avoid it. Moreover, there is a lack of system in marketing sector. Also the IT sector is working very poor while I was working in their computer. The terms of the Bank asia is very inconvenient while giving service to the customers.

## Opportunities

Government is giving tremendously support to the banking sector. This is why, all the sector of banking plays a vital role in our country. The financial support are given by government. Bank Asia taking the opportunity from government and to meet the long-run vision on success. Now Bank Asia concerns with e-banking because it will give scope in upcoming future. They already meet this opportunity and reach to the customer not only in Bangladesh but also global area of banking. Though Bank Asia has already introduced the e-banking worldwide sector and provide electronic technical facilities to the clients. The immense uses of technology brings a huge opportunity in hand to compete with others. Bank Asia produce product where they need to use in this field. The modern technology is a blessing for every organization bring it to success.

## Threats

The banks are compete to each other and this is very common in our country, bank asia is not far away. They also compete with other branches as well. But this is not a big issue here. The biggest issue is every organization wants to show their power in this field. They do not even know the consequence what will be they facing in future. As we mentioned earlier, technology is advanced day by day. Modern technology is increasing the possibility of e- banking now a days. The banks are not reaching the target by using poor technogy though Bank Asia tried hard a lot to join the stream for getting information. This may cause the crisis of South Asian currency reversely impact on the business globally it the rate of exchange decreased day by day.

## 3.28 Findings

Bank Asia have three departments that we already discussed and foreign trade department is one of them. This department plays a crucial role in Bank Asia. Foreign trade activities holds the whole country across Bangladesh. This department deals with the various important foreign trade activities. The L/C issuing part of bank asia is good rather than other banks. It is very secured because of all the documents are enough in Bangladesh according to banking system. Also, this process takes very short time. This is the reason, customers are satisfy while they dealing L/C in Bank Asia.

There is a lot of pressure of political party that banks are facing every single moment in life. Also, the system of loans is ensured by top management team. They investigate all the documents properly. Otherwise, they will face problems in future. The managers who are already preparing the documents, sometimes they go through many problems. In addition, they can not give so much time or effort while they are crediting a loan. The loans are a very sensitive case if they can not check all the documents properly. The pressure of work, sometimes it may cause huge mistakes and at the same time clients are giving that much time whenever they want to get services from a bank. Therefore, it keeps in mind that whenever they are working the case of a loan, they have to be calm and conscious in every moment. Otherwise they will face a huge loss. Up to 20 lac is the maximum amount to credit which is ensured by the head office. The head office decides the policies which have to be followed by every branch.

There are also rules which are Shariah. It is a very important rule because, there are some clients who are actually aware of these rules and want to get proper service from the bank. Bank Asia gives them maximum priority to satisfy them. Now a days, they are involved in Islamic Shariah and banks are also getting into it. They have tried to make some rules and regulations that actually satisfy the clients. If we discuss about the export, import growth then it shows the import growth rate was increased in this year. But unfortunately export growth rate is not satisfactory in this year. It is decreased by -20 % growth rate.

## Chapter:5 Recommendation and Conclusion

### 5.1 Recommendation

If we take a look at the report, then we can see that , in banking sector , every term is very complex. Especially the credit policy which is very essential part and the same time, very much complex. Bank can not make it easy and comfortable because the team is not that much flexible. The management team should be thoughtful and make the procedures easy for the employee.

The credit incharge should aware of it in terms of making some fixed rules and regulations. Otherwise day by day it is getting very complex for employees who are working on it. Managers should careful when the transanctions of loan are there. Also , foreign departments should check all the documents properly. The employee should have more knowledge while working in foreign department. Some remittance cases are sometimes getting more hard for employess and they can not deal with the clients properly because lack of knowledge. In addition, they should verified all the signatures that are instructed in documents.

Management team should give enough time when the transaction period. The audit should aware of it. Every terms and conditions should follow by managers. Operational managers should involve into it and should give much efforts.

Also , there are some risks that has to overcome by employees. Every risks have different solutions and keeping mind that do not afraid of it. The success will depend only on the effort and time. Bank asia can reduce the risks if they can deduct the costs also, change the grading system.

## 5.2 Conclusion

Banks serve to all the customers with a lot of efforts which is very impressive. The employee whoa are working in Bank asi, they are giving too much effort and time to satisfy the clients. At the same time, they also give overtime to this bank for reaching the target to success. They also close to the highest paek of the success. Last over 2 years they have faced many problems due to COVID. But now they are overcoming it. Furthermore they want to keep the bond is stronger day by day with the customer's .

The economy depends on the banking system. The financial institutions are mostly opening the opportunity to make more GDP in our country. Government takes all the responsibility to make the banks profitable. Moreover, banks and government are related to each other and helps each other equally. Bangladesh has made it easy for their bankers and their nations.

The rules of Shariah is mandatory for the bank. Because everyone want to involve into Shariah. People who are actually follows the Islam , they want to open account according to Shariah. Thus, banks have to ensure

that, the system of management should change to make it easy for the customers' as well as the employee. The Bangladesh bank has come up with many new guidelines , rules and regulations. Therefore, all the banks should follow the rules accordingly. Though this is very hard to maintain but not so complex to make it easier.

Credit department can not deal with customers. This is why, they have to initiate to manage all the terms freshly. Because all the risks and loss of the banks starts from credit department. So, they have to follow the rules that are made by Bangladesh Bank. The quality of services is most important thing in all the institution. Because, customers wants to get the best services from Bank. Whenever, a bank can not give the proper solution to clients, the clients do not want to deal with banks.

The positioning of banking system is much higher than other institution and also it helps to increase the GDP in Bangladesh. However, banks are getting opportunity from government to make the it profitable as much as they can.

### 5.3 References

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3. Zannat, F. (2022). Financial Performance Analysis of Bank Asia Limited.
4. Alam, H. S. (2016). The exchange of foreign market: an evaluation of Bank Asia Ltd.

## 5.4 Appendix

1. The channels which are informal and formal
2. Cash transfer
3. Hundi System
4. Transfer trafficking
5. BAL system

