

# **Report On**

**General Banking Functions: Mutual Trust Bank Ltd.-A Study on Banani Branch**

By

Shaila Sharmin

ID: 21164090

An internship report submitted to the Brac Business School in partial fulfillment of the requirements for the degree of Master of Business Administration

BRAC Business School  
Brac University  
October 2023

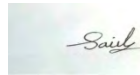
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# Declaration

It is hereby declared that

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

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



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**Shaila Sharmin**  
**ID: 21164090**

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

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**Dr. Sayla Sowat Siddiqui**  
**Assistant Professor, BRAC Business School**  
**BRAC University**

# Letter of Transmittal

Dr. Sayla Sowat Siddiqui  
Assistant Professor,  
BRAC Business School  
BRAC University  
66 Mohakhali, Dhaka-1212

**Subject:**Regarding Submission of Internship Report

Dear Sir,

This is my pleasure to display my internship report on the topic ‘**General Banking Functions at Mutual Trust Bank Ltd.- A Study on Banani Branch.**’ which I was appointed by your direction that was included of BUS 699. I am thankful for your guidance and instruction.

Your insightful suggestions, counsel, and assistance have made it easier for me to produce the report. I've completed the research completely and I have tried my best to cover the topic effectively, and wish that this report meets your expected standard. I will be available at any time convenient to you for clarification of any point of this report. I trust that the report will meet the desires.

I appreciate your thoughtful considerations. Working with you has always been a joy for me. I have faith that the report will fulfill expectations.

Sincerely yours,

---

Shaila Sharmin  
21164090  
BRAC Business School  
BRAC University  
Date: 27<sup>th</sup>September 2023

# **Non-Disclosure Agreement**

BRAC and the signatory student at BRAC University have agreed into this agreement. As I reflect back on my internship experience, I am aware that I was granted access to sensitive data, documents, and other information pertaining to the organization's numerous business processes. I want to make it clear that I will not include any information in my internship report that might compromise the company's ideals or reputation if it were to become public knowledge.

# Acknowledgement

First and foremost, I would want to thank God for enabling me to finish my report successfully and for finish my report by the deadline. Also, I want to thank Dr. Sayla Sowat Siddiqui, a lecturer at the BRAC Management School, who oversaw my case study because without her continuous support and guidance, I would not have been able to complete my report. In addition, she supported me and taught me many strategies, ideas, practices, and values during my case study report. My supervisor and co-supervisor provided me with a plethora of knowledge, which helped me to comprehend general investing methods. I also appreciate BRAC University for starting the case study since it gives me a great chance to obtain practical job experience that is related to my academic interests.

I also grateful to Muhammad Ruhul Amin, Senior assistant Vice President and Branch Manager of MTB Banani Branch in Dhaka, for offering me the opportunity to undertake my internship within their organization. Additionally, there are several individuals whose names I cannot overlook, including my office supervisor Tamanna Azim Choudhury (Assistant Vice President & Relationship Manager), Mr. YeaminUl Rahman (Assistant Officer, General Banking), Rubina Akhter (Assistant Officer, Cash), S.M Rezwan Bashir (junior Officer), Md. Imran Hasan (Credit Officer), and all other staff members at MTB Banani Branch.

This report has been prepared as an integral part of the course BUS699. I tried the best of my ability to complete all the requirements of this report that the BRAC University guidelines have asked for and incorporated what I had learned relating to case study and the chosen topic in a correct manner. I hope this report meets the standard of your expectation.

# Executive Summary

This internship report offers an overview of the general banking operations within Mutual Trust Bank Ltd situated in Bangladesh. Its primary objective is to assess the performance and operations of the bank's general banking division throughout the internship program.

The report covers an extensive examination of general banking activities, encompassing account initiation, deposit and withdrawal services, remittance services and the management of customer relationships. Additionally, the bank's expansive branch network and diverse array of products play a pivotal role in its competitive advantage within the market.

The report is structured into three main sections: the first section provides a historical background of Mutual trust Bank Ltd., the second section outlines my experiences as an intern at the bank, and the third section delves into the financial report analysis of MTBL.

Overall, this internship report delivers valuable insights into the general banking practices employed by Mutual Trust Bank Ltd and puts recommendations for the bank's future expansion and development within the highly competitive banking environment of Bangladesh.

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# **Chapter 1: Overview of Internship**

## **1.1 Introduction**

The word "bank" often designates a company that handles financial transactions. There are several types of banks, such as cooperative, central, commercial, savings, investment, and merchant banks. What most people mean when they refer to a "bank" is often a "commercial bank." These banks deal with receiving deposits from the general public, making interest payments on those deposits, and utilizing the money to support investments and loans to satisfy the financial requirements of various societal sectors as well as enterprises. The banking sector is always changing and growing into new financial markets. Additionally, banking procedures are becoming simpler, quicker, and easier to access. All banks are searching for new service options to provide their clients better services in order to remain competitive. It is thus more crucial than ever that people comprehend banks and the banking system. The financial institution Mutual Trust Bank Ltd.'s main goal is to move funds from surplus units to deficit units. By taking deposits and making loans, the bank makes money. These characteristics distinguish it from other financial institutions. The bank's lending and investment activities have an impact on the amount of money available. The bank's main goal as an economic entity is to generate revenue via the exchange of money and credit instruments.

### **1.1.1 Information of Student**

On April 1st, 2023, I started my internship at the Banani branch of Mutual Trust Bank Limited. I was able to establish close relationships with my coworkers in the marketing section thanks to everyone's encouragement and kind welcome. I also had the chance to assist with the operations of the General Banking Department while I was there. I tried my best to utilize both my theoretical and practical knowledge, even

though it took me more than three months to master everything there was to know about the Finance section of Mutual Trust Bank Ltd. All things considered, my time spent in this field has been priceless and will surely help me advance in my profession.

**Name:** Shaila Sharmin

**Student ID:** 21164090

**Program Name:** Master of Business Administration (MBA)

**Major Subject:** Finance

## **1.2 Internship Information**

### **1.2.1 Title of the Report**

General Banking Functions at Mutual Trust Bank Ltd- A Study on Banani Branch.

### **1.2.2 Company Details**

Thanks to the information and location supplied, I was able to complete a requirement for BRAC Business School by working as an intern at Mutual Trust Bank Ltd. for three months. I chose to work as an intern in the general banking department of their Banani branch office.

**Duration of the Internship:** 1<sup>st</sup> April 2023 to 30th June 2023.

**Name of the bank:** Mutual Trust Bank Ltd.

**Department:** General Banking Department

**Office Location:** Lintoo Centre, (1st floor and 2nd floor) House- 82, Road-11, Block-D, Ward-19. Banani, Dhaka-1213.

### **1.2.3 Internship Company Supervisor's Information: Name and Position**

My internship at MTB Banani Branch was made possible by the generosity of Tamanna Azim Choudhury, Assistant Vice President & Relationship Manager; Mr. YeaminUl Rahman, Assistant Officer, General Banking; Rubina Akhter, Assistant Officer, Cash; S.M. Rezwana Bashir, Junior Officer; Md. Imran Hasan, Credit Officer; and all other staff members. He often gave me insightful advice about business conduct in the actual world, formal client contacts in the corporate sector, and professional procedures. I am really appreciative of his help and the wealth of knowledge he provided with me.

### **1.2.4 Job Scope and Responsibilities in General Banking Section of MTBL**

During my internship at MTB's Banani branch, I worked in the general banking department. This department serves as the primary hub for all banking activities and offers a variety of services such as account opening, issuing pay orders, providing bank statements, and delivering debit and credit cards. Customers can also inquire about any banking-related queries, check their account balance, and collect account statements from this department.

Although I primarily worked in the general banking department, I also provided assistance to other departments whenever they needed it. While I was not officially transferred to these departments, I gained exposure to their functions concurrently. Furthermore, I was responsible for explaining various account types and addressing customer inquiries, which allowed me to directly assist customers. Additionally, I provided support to customers who faced challenges with tasks such as filling out deposit slips and cheques.

## **1.3 Internship Outcomes**

### **1.3.1 Student's contribution to the company**

The following are the specific contributions of the General Banking Department:

As part of the customer service, some of the tasks that we perform include opening accounts, helping customers fill out incomplete forms, filling out necessary KYC and TP documents, sending thank you letters, maintaining the inward and outward register, writing cheques and pay orders, and adding any missing papers in previously opened account forms. We also call customers for debit and credit cards and deliver them along with the PIN when they come to collect it. Additionally, we put a seal on the cheque-book, record inward register, input information about debit and credit cards in register books, and receive calls and transfer them to other departments.

### **1.3.2 Benefits to the student**

During my internship, my main objective was to gain practical knowledge and understand the natural corporate environment. Luckily, I was able to take part in actual banking activities and gain insights into how the banking system operates in Bangladesh. The two most valuable skills I acquired were:

- **Proficiency in Microsoft Excel and Outlook:** Throughout my internship, I learned a wide range of skills in Microsoft Excel and Outlook. Although I had a basic understanding of Excel before starting my internship, my experience with it was primarily hands-on and entirely new.
- **Mastery of FLORA software:** One of the primary software applications used during my internship at MTB Bank was the FLORA software. This software was used for various

tasks, including monitoring client account statuses, inputting data, verifying transactions, and updating Transaction Profiles (TPs), which encompassed most branch operations. Mastering the use of this software proved to be both challenging and fascinating.

- Learning how to deal with different types of customers was the most critical and difficult aspect of my internship experience. Every day, customers with different backgrounds and attitudes visited the bank, and not all of them were well-educated or familiar with the account-opening process. As a result, I had to develop the ability to soothe, persuade, and establish positive relationships with these customers. Additionally, many of them needed to provide all the necessary documents for opening an account, requiring me to judge who might submit the missing documents later and who might delay. This experience taught me valuable lessons on how to adapt to the specific demands and requirements of different customers while maintaining a high level of professionalism.

### **1.3.3 Difficulties faced during Internship**

Due to legal obligations and business secrecy, the bank was hesitant to provide some sensitive data. Therefore, this study is limited to only the available published data, a certain degree of formal and informal interviews, and a limited survey. Although the research is extensive in nature, we made a significant effort to make it worthwhile and meaningful, but there are still some limitations. The internship period in the bank was not free from constraints, and we faced some problems during the study, which are mentioned below:

- **Lack of time:** The internship lasted for only three months, which made it challenging to become familiar with all the bank's activities.

- **Lack of supervision by the bank officers:** As the officers were busy with their daily working activities, they were unable to provide much time for the intern apart from their daily working activities.
- **Restricted information:** Certain types of information could not be disclosed by the bank officers due to security and other corporate obligations.
- **Other limitations:** As the intern was a newcomer without previous experience in the banking sector, and many practical matters in the bank were in written form, personal observations may vary from person to person.

### **1.3.4 Inspiring and practical learning during an MTBL internship**

During my internship at MTB's Banani branch, I gained valuable practical experience and motivation. Before this, my knowledge was primarily theoretical, but working in the real world taught me that external factors can impact reality and human behavior is inherently unpredictable. This made the decision-making process more complex and challenging. My MBA courses in Corporate Finance, International Financial Management, and Financial Institutions Management helped me analyze financial reports and understand how to fulfill customer needs.

Working in the general banking section allowed me to apply these lessons practically and gain deeper insights into customer needs. I was fortunate to work with a talented team at MTB, who provided me with assistance and support throughout my internship. I was supervised by Miss Tamanna Azim Choudhury, AVP & RM in the general banking department. Tamanna consistently guided me and provided valuable insights on how to navigate the section effectively. She encouraged me to strive for continuous improvement and helped me enhance my skills by engaging in constructive discussion whenever I made an error or struggled to understand.

Overall, with the support of my colleagues, I completed my internship with MTB.

### **1.3.5 Critical Observations from MTB Internship**

Throughout my internship program, I made several observations that contributed to my personal development in the banking environment. These observations will prove to be valuable for me in my future career. Some of the key observations that I made are:

- Punctuality is essential while working in a bank. One must arrive at the office before 10 a.m. and complete customer service by 3:30 p.m. daily.
- Listening to and following the guidance of senior officers helped me understand how the banking system works.
- I have become more social and developed good relationships with other employees and clients.
- Prioritizing tasks is crucial to give my best at work.
- Embracing mistakes has allowed me to gain valuable insights, and I have become increasingly careful to avoid repeating them.
- Exercising patience is essential while dealing with any client because it is my responsibility to answer every client's query.
- Multi-tasking is necessary to be more proactive at work.
- I learned to be a good listener, which helped me gain clients' trust.
- I learned to maintain professionalism and show respect towards senior team members.
- Remaining rational and calm during difficult circumstances is crucial.

I believe that these observations have helped me grow both personally and professionally, and I will continue to follow them in my future endeavors.



### **1.3.6 Recommendations**

During my 14-week stay at Mutual Trust Bank Ltd, I have come across a few observations that I believe are worth sharing with the company. I hope that my insights will help them improve their perspective. Here are a few suggestions that I would like to put forth:

- The internship program at the company needs better management as it currently lacks proper organization.
- Time management is a significant issue that needs to be addressed. The company should aim to get the most out of its interns while paying them adequately. As beginners, we require sufficient time to handle clients, attend meetings, learn new strategies, and develop our negotiating abilities. If we are not given enough time and attention from our seniors, we won't be able to learn adequately.
- The company should consider extending the internship period, as they are required to pay for their intern's food and transportation. Three months may not be enough for interns to learn and grow in their roles.

**Chapter 2: Organization Part (Mutual Trust  
Bank Ltd.)**

## 2.1 Introduction

**Banking Sector of Bangladesh:** The banking sector in Bangladesh is a crucial part of the country's economy. It provides various financial services to individuals, businesses and government entities. Here are some key aspects of the banking sector in Bangladesh:

- ❖ **Central Bank:** The central bank of Bangladesh is the Bangladesh Bank, which acts as the regulatory authority overseeing the entire banking sector.
- ❖ **Types of Banks:**
  - Scheduled Banks
  - State-Owned Banks
  - Private Commercial Banks
  - Foreign Commercial banks
  - Specialized Banks
- ❖ **Services Offered:** Banks in Bangladesh offer a wide range of financial services such as deposits accounts, current accounts loans, trade finance, remittance services, credit cards, internet banking etc.
- ❖ **Challenges:** The banking sector in Bangladesh faces various challenges, including non-performing loans, inadequate risk management practices, governance issues, lack of financial inclusion in rural areas, cybersecurity threats etc.

### 2.1.1 History of MTBL

Mutual Trust Bank is a third-generation bank that has played a significant role in the history of Bangladesh's banking sector. The company was established as a public limited company on September 29, 1999, under the Companies Act 1994.

On the same day, it received a Certificate for Commencement of Business and was granted a license on October 05, 1999, by Bangladesh Bank under the Banking Companies Act 1991. The company started its banking operations on October 24, 1999, with the registration number C38707 (665)/99. The bank offers various banking services, including Wholesale, Retail, International Trade Financing, SME Banking, NRB Banking, Off-Shore Banking, and Privilege Banking. The Corporate Head Office of the bank is located at MTB Centre, Gulshan 1, Dhaka, 1205. The bank carries out its international business through a global network of over four hundred foreign correspondent banks.

MTBL operates with a network of 114 branches, 262 ATM booths, 74 agent Banking, 3250 MTB POS, MTB Securities, MTB Exchange UK Limited, and MTB Capital Limited.

The board members of MTBL are Mr. Hedayet Ahmed (Chairman of MTBL), Mrs. Nargis H (Vice Chairman of MTBL), Mr. Manzur Erfan (Director and founding Chairman of MTBL), and Mr. Amber A. Khan (Managing Director and CEO of MTBL)(mutualtrustbank, 2023).

## **2.2 Organizational Overview of MTBL**

The Bank is headquartered in Dhaka and has 114 branches across the country. It conducts international business through a global network of foreign correspondent banks. Mutual Trust Bank Ltd is a member of various chambers, associations, and institutions in Bangladesh, including:

- the Metropolitan Chamber of Commerce and Industry in Dhaka,
- the Institute of Banker's Bangladesh,
- the Bangladesh Foreign Exchange Dealers Association,
- the Bangladesh Institute of Bank Management,

- the International Chamber of Commerce Bangladesh Limited,
- the Association of Bankers Bangladesh Limited,
- the Bangladesh Association of Publicly Listed Companies,
- the Chamber of Commerce in Bangladesh (AmCham), and
- the Primary Dealers Bangladesh Limited

## 2.3 Our Mission

We aim to be the most admired financial institution in the country, recognized for our dynamic, innovative and client-focused approach, offering a diverse range of products and services to create exceptional economic value (mutualtrustbank, n.d.).

## 2.4 Our Vision

- Mutual Trust Bank has a clear vision based on the philosophy of MTB3V. Their aim is to be one of the top-performing banks in Bangladesh,
- the preferred choice for customers
- a truly world-class institution.

### **SLOGAN:**

**“You can rely on us as your trusted banking partner. We are committed to providing excellent service and support to all our customers.”**

## 2.5 Core Values of MTBL

**Our Commitment:** Shareholders: We aim to create sustainable economic value for our shareholders through honest and efficient business practices.

**Community:** We are committed to serving society by creating employment opportunities, supporting community projects and events, and being a responsible corporate citizen.

**Customers:** We strive to provide state-of-the-art services to our customers, offering a wide range of products and aiming to fulfill their banking needs to the best of our abilities.

**Employees:** We rely on the inherent merits of our employees and value our relationships as part of this renowned financial institution. We work together to celebrate and reward the unique backgrounds, viewpoints, skills, and talents of everyone in the workplace, no matter the job.

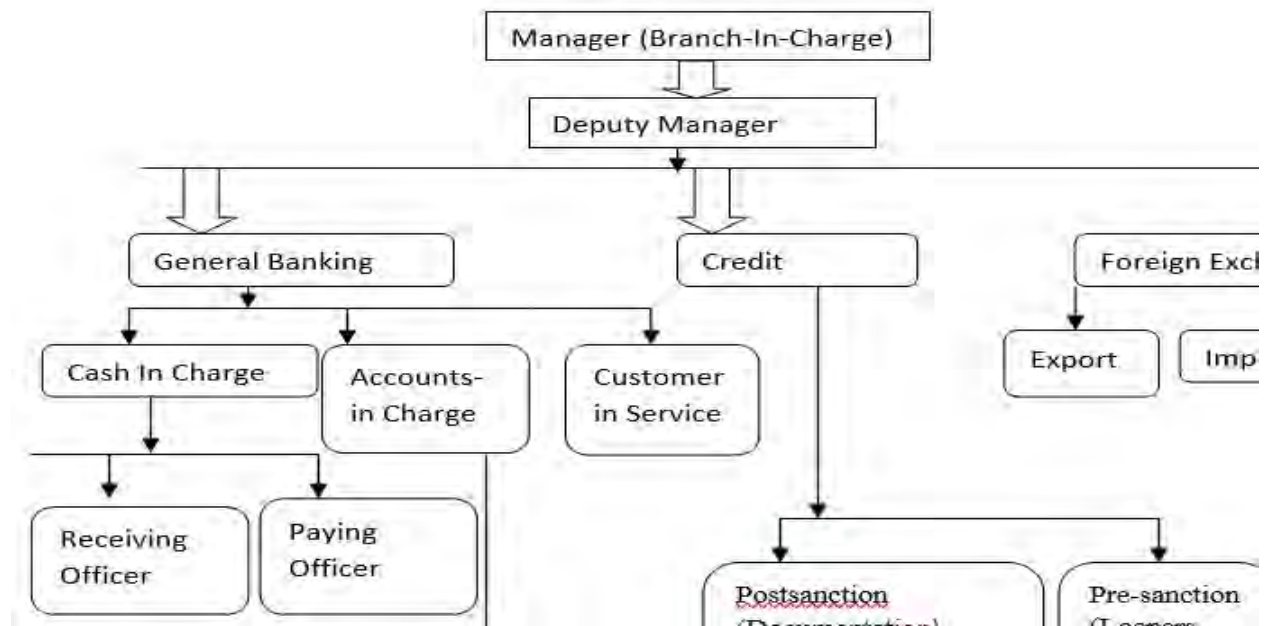
**Please find below the stock statistics for your reference:**

• Market Capitalization (BDT): 19666352203
• Shareholders' Equity (BDT): 11761962068
• Book Value Per Share (BDT): 23.08
• Last Audited Per Share (BDT): 1.67
• Forward P/E: 13.1 - EPS(BDT): 3.89
• Audited P/E (x): 9.02
• Trading Currency: Bangladeshi Taka
• Market Category: A - Market Lot: 1
• CFI Code: ESVUFR
• Credit Rating: LT: AA, ST: ST-2
• Last Dividend Declaration: 43208 - AGM Date: 43251
• Total Share: 573363038
• Paid Up Capital (BDT): 5733630380

**Figure 1: MTB-Annual-Report-2022**

The above stock statistics provide key financial information for the company. Market capitalization, shareholders' equity and book value per share are all important factors to evaluate the company's financial health. The forward and audited P/E ratios give an idea of the company's price to earnings ratio and its earnings per share (EPS). The trading currency is Bangladeshi Taka and the market category is 'A'. The CFI code and credit rating (LT: AA, ST: ST-2) are also provided. The last dividend declaration and the AGM date are important dates to note for investors. Finally, the total number of shares and paid-up capital give an idea of the company's size.

## 2.6 Hierarchy of Mutual Trust Bank (Banani Branch)



**Figure 2: Hierarchy of Mutual Trust Bank**

## 2.7 Financial Performance and Accounting Practices of MTBL

I obtained the bank's financial data for the years 2018, 2019, 2020, and 2021 after finishing a three-month internship there to assess the bank's present financial situation. In order to determine if the bank's earnings have increased over the course of these four years, I also performed a comparison analysis.

### Financial Indicators of MTBL For the year of 31 December 2021 & 2020

SL.	Indicators	2021	2020
1	MTBL Paid up Capital	8,124	7,386
2	MTBL Total Capital	30,343	25,225
3	MTBL Capital Surplus/ Shortage	9,279	5,697
4	MTBL Total Asset	306,500	269,269
5	MTBL Total Deposit	211,782	190,120
6	MTBL Total Loans and Advances	226,011	203,887
7	MTBL Total Contingent Liabilities	132,011	93,595
8	MTBL Lending Deposit Ratio	82%	84%
9	Loans classified by MTBL as a proportion of total loan advances (%)	6%	5%
10	MTBL Profit after Provision and Tax	2,973	970
11	Total Loans and Advances of MTBL	13,107	9,387
12	Total Provision Maintained against Loans of MTBL	5,956	4,181
13	MTBL Surplus / (Deficit) in provision against Classified Loans	0.00	-



14	MTBL Cost of Fund	6%	8%
15	MTBL Earning Assets	262,313	235,591
16	MTBL Non-interest Earning Assets	44,187	33,677
17	MTBL Return on Investment (ROI)	9%	10%
18	MTBL Return on Assets (ROA)	1%	0.4%
19	MTBL Income from Investment	3,669	3,461
20	EPS of MTBL	3.6	1.3
21	MTBL EPS Operating Profit Per Share	6.9	4.8
22	MTBL Price-Earnings Ratio (Times)	5.4	18.3

### **Return on Equity (ROE)**

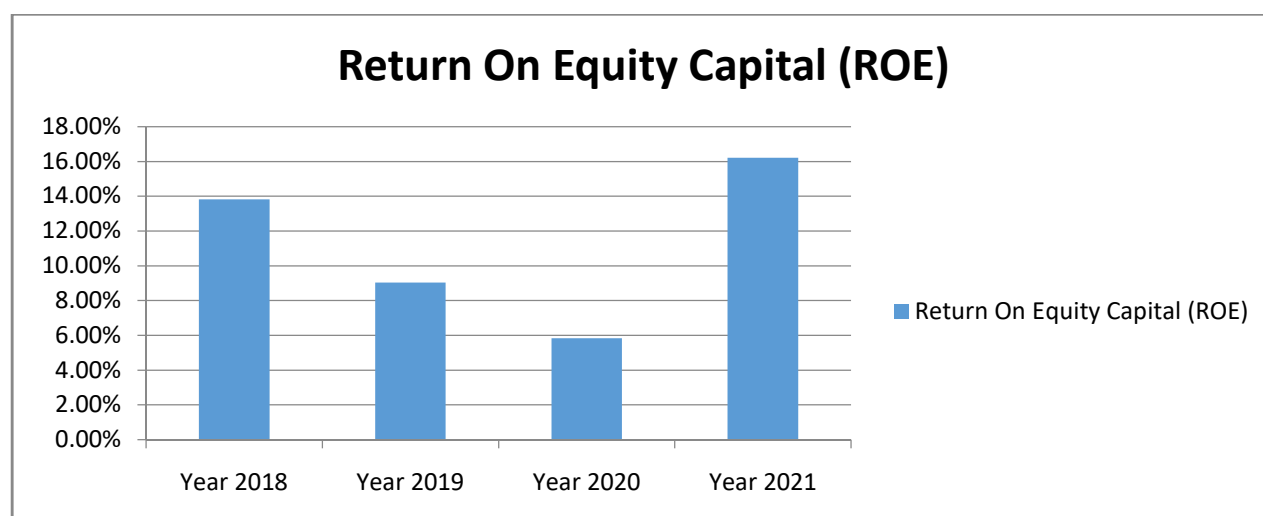
**Return on Equity Capital:** Net Income/ Total Equity Capital

**For the Year 2018:** 13.8%

**For the Year 2019:** 9.0%

**For the Year 2020:** 5.8%

**For the Year 2021:** 16.2%



**Figure 3:Return on Equity Capital (ROE)**

### **Interpretation:**

Every 100Tk. invested in the bank returned 13.83% to ordinary shareholders in 2018. This return, however, plummeted to 9.03% in 2019 and further to 5.83% in 2020, suggesting a reduction from the year before. In contrast, there was a noticeable increase in 2021, with a return that was 10.39% greater than in 2020. It's important to note that over this time, the proportion of net profit increased more than the proportion of total common stock.

**Time Series Analysis:** Time series analysis shows that MTB's performance has improved during the course of 2021.

### **Return on Assets (ROA)**

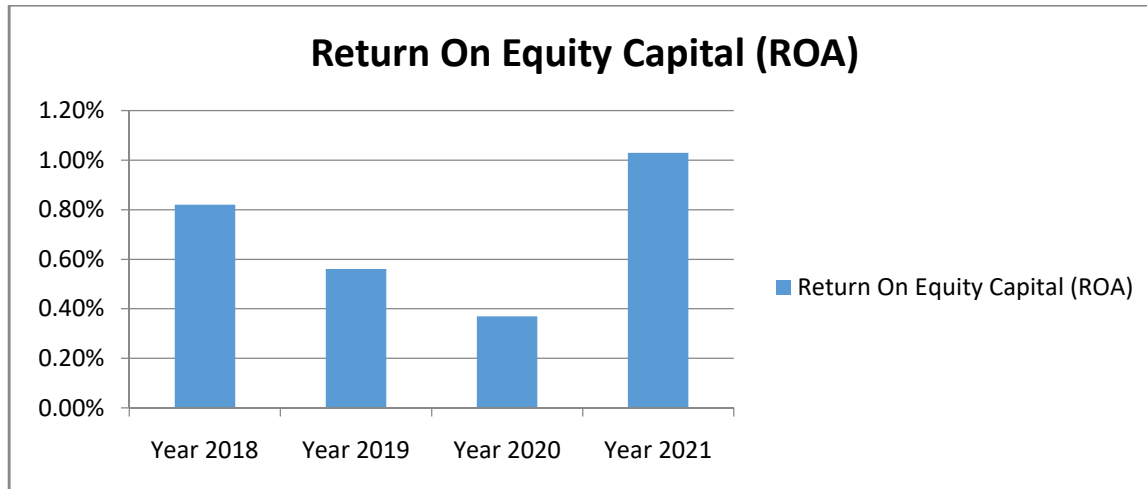
**Return on Asset:**  $\text{Net Income} / \text{Total Assets}$

**For the Year 2018:** 0.8%

**For the Year 2019:** 0.6%

**For the Year 2020:** 0.4%

**For the Year 2021:** 1.0%



**Figure 4:Return on Equity Capital (ROA)**

**Interpretation:**

Between 2018 and 2021, the net profit generated per 100 TK of total assets changed significantly. In 2018, the net profit was 0.82 TK per 100 TK of total assets, but in 2019 and 2020, it decreased to 0.56 and 0.37 TK per 100 TK of total assets, respectively. However, in 2021, there was a significant improvement with 0.66% more profit being made than in 2020. It's important to note that during this period, the proportional change in net profit increased at a faster rate than the proportionate change in total assets. This analysis is based on a time series.

**Net Interest Margin**

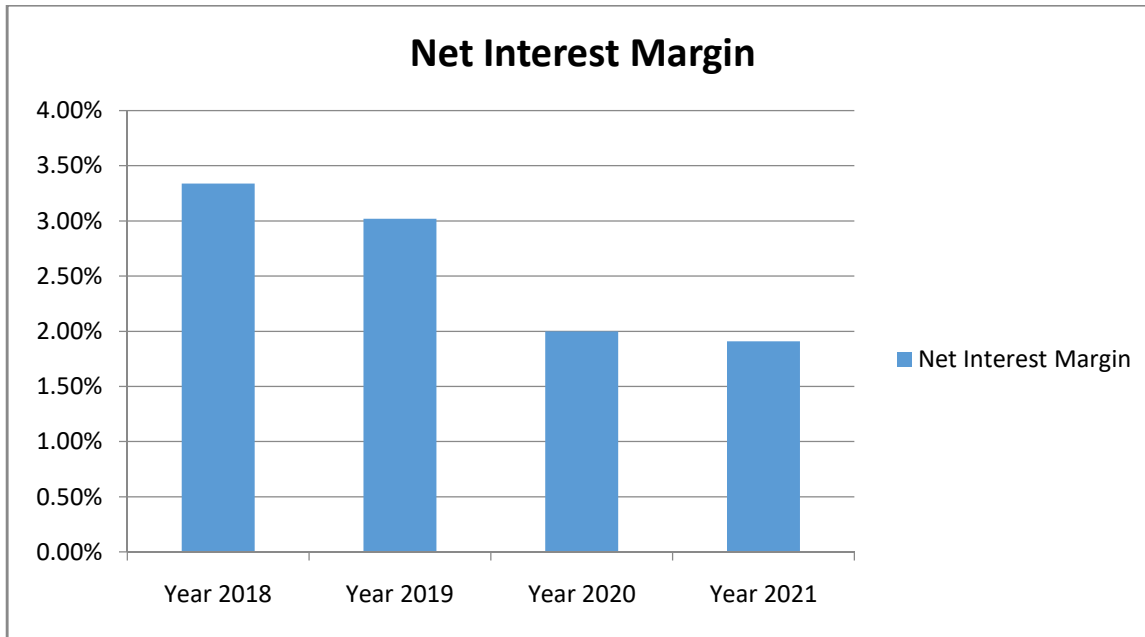
**Net Interest Margin:**  $(\text{Interest Income} - \text{Interest Expense}) / \text{Total Earning Assets}$

**For the Year 2018:** 3.3%

**For the Year 2019:** 3.02%

**For the Year 2020:** 2.0%

**For the Year 2021:** 1.9%



**Figure 5: Net Interest Margin**

**Interpretation:**

MTB lost more money on interest charges in 2018 than it did on investments. But compared to 2018, the bank was able to lower its interest costs in 2019. In addition, compared to 2020, interest costs decreased by 0.09% in 2021.

**Time Series Analysis:** Analysis of time series in 2021, MTB's performance has been progressively deteriorating.

**Earnings Per Share (EPS)**

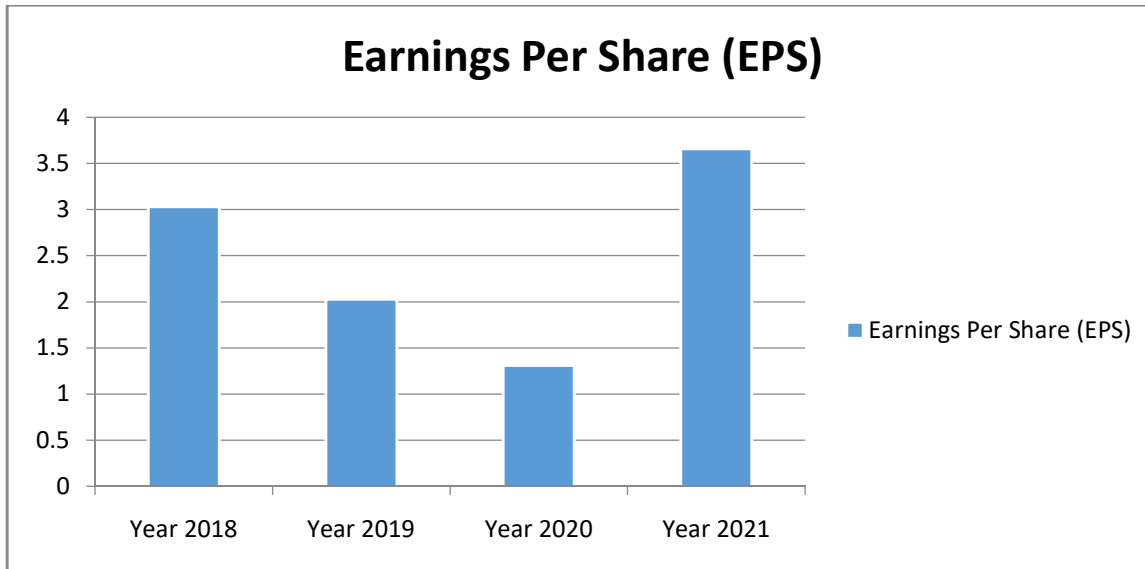
**Earnings Per Share:** Opening Income/ Total Assets

**For the Year 2018:** 3.03%

**For the Year 2019:** 2.03%

**For the Year 2020:** 1.31%

**For the Year 2021:** 3.7%



**Figure 6: Earnings Per Share (EPS)**

**Interpretation:**

Earnings for common shareholders in 2018 were 3.03 BDT per share. The net income increased in tandem with the EPS growth. However, common shareholders only received 2.03 and 1.31 BDT per share in 2019 and 2020, respectively, which was less than what was made in 2018. In contrast, MTB saw a gain of 2.36 BDT per share in 2021 compared to 2020.

**Time series analysis:** Time series analysis shows that MTB's performance has been better and better in 2021.

**Net Profit Margin**

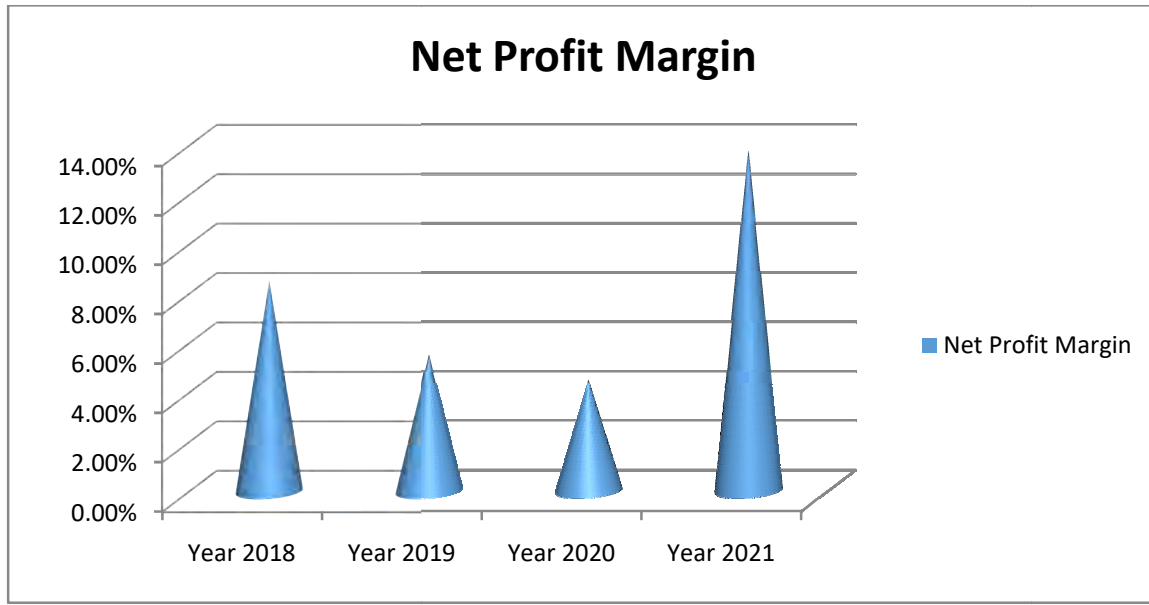
**Net Profit Margin:** Net Profit/Revenue

**For the Year 2018:** 8.6%

**For the Year 2020:** 5.5%

**For the Year:** 4.5%

**For the Year:** 13.8%



**Interpretation:**

The Net Profit Margin was 8.56% in 2018. However, it decreased to 5.53% in 2019 and further dropped to 4.49% in 2020. This was lower than the margin in 2018. However, there was a significant improvement in 2021, with the Net Profit Margin increasing to 13.75%. This was a positive change from the 4.49% recorded in the previous year.

**Time series analysis:** MTB's performance in 2021 has been improving steadily, according to time series analysis.

**2.8 SWOT Analysis**

This SWOT analysis aims to provide our investors and readers with a comprehensive understanding of the factors that influence business decisions. We will assess the impact of these factors and explore ways to strengthen and improve our existing strengths, convert weaknesses into strengths, seize opportunities, and mitigate threats.

**In SWOT analysis Two Factors act as:**

**Internal factors** (Strengths and Weaknesses) and

**External factors** (Opportunities and Threats) are considered.

**Strength:**

- Excellent profit margin was attained in recent years.
- The bank's workers provide customers with a lot of friendliness and assistance.
- Strong capital backup increases the amount of liquidity.
- An effective and knowledgeable management staff.
- The bank's directors frequently don't intervene in management team choices.
- The bank provides a number of deposit plans and financial products, giving customers a wide range of possibilities to select the one that best matches their needs and allows them to invest their money.
- The bank is rapidly growing its clientele across the nation.

**Weakness:**

- The marketing division is not performing at a suitable level.
- The senior management does not plan workshops and training for bank personnel.
- Online banking capabilities are not up to pace with those of other banks.
- The few ATM booths available.

**Opportunity:**

- Client loyalty to MTBL is increasing daily.
- MTBL's reliability is growing due to diversification, modern facilities, computerization and swaying branches.

- A dynamic corporate culture.
- After launching internet services, bank growth has been accelerating.

### **Threats:**

- A market with fierce competitiveness.
- The banking industry is significantly impacted by the ongoing political unrest.
- The policies of the Central Bank are occasionally not in the best interests of the private commercial banks.
- Competitors own larger deposits.
- Competitors provide a wider range of goods and services.

## **2.9 Recommendation**

I strongly believe that the following recommendations will prove to be beneficial for Mutual Trust Bank Ltd:

1. The higher authorities of the bank should allow branches to sanction a specific limit of loan amounts to clients.
2. MTBL needs to increase its advertising and social activities to build a strong brand image for the bank.
3. The management of MTBL should always motivate employees to work harder and improve their performance.
4. The communication skills of the bank officials need to be improved so that employees can effectively communicate with clients and satisfy their needs.



5. MTBL has a firm capital backup, so the bank's management should be more careful regarding the proper utilization of the bank's money.

6. MTBL should minimize its unnecessary office expenses to earn more profit.

# **Chapter 3: General Banking Functions at Mutual Trust Bank Ltd.**

## **3.1 Introduction**

### **3.1.1 Origin of the Report**

This internship report on Mutual Trust Bank is prepared as a partial fulfillment of the MBA course. The report is primarily concerned on the General Banking issues of Mutual Trust Bank Limited, which will give an opportunity to relate theoretical concepts with real life business situation. Internship program “professed work attachment program” is essential for every Business post graduating student because it helps him or her to acquaint with the real-life

situation. Bank is one of the most important financial intermediaries so I have selected Mutual Trust Bank Limited (MTBL) for doing my internship which is one of the most leading banks in the banking sector. MTBL arrange internship program to give an opportunity to the students to learn and have practical experience about the banking activities which will help the students in their future life.

### **3.1.2 Objective of the Report**

- To understand how banks in Bangladesh operated its business
- To learn about private banking rules & regulations
- To learn more about customers services practically
- To work under pressure
- To learn about general banking of MTBL
- To work in real corporate environment
- To learn to work under senior officers and to understand corporate ethics

### **3.1.3 Scope of the Report**

As an intern in Mutual Trust Bank Ltd (Banani Branch), employees of the bank have helped me to do my work in the bank throughout the internship period.

- Assistance of local management at any time.
- Bank website is very much informative.
- Supply of financial data.

## **3.2 Methodology of the study**

### **Sources of Data:**

The report is descriptive in nature. To prepare a report gathering data is very important. The information was collected from both primary and secondary sources of data. Regarding the information required was collected within the organization from the Corporate Division of Mutual Trust Bank Limited.

### **Primary data:**

- Practical desk work.
- Face to face conversation with the respective officers and clients. Some officers who help me to give information about bank namely Mr. Yeamin UL Rahman (Assistant Officer), S.M Rezwan Bashir (Cash), Imran Hasan (Credit Officer), Rubina Akhter (Junior officer) and our clients who help me to give information about services namely MS Runa Akhter, Mst. Selina Parvin, MD. Mithu Hossain.
- Questionnaire survey of Bank clients and employees. Some questions that I had asked them such as how many banking services are available right now? What is the performance of bank last five years? Is here any online service which is very popular among customers? What is the interest rate of loan products and how many loan products are available?
- Relevant file study as provided by the bank officers concerned.

### **Secondary data:**

- Study on Annual Reports of Mutual Trust Bank Limited.
- Online data from MTBL website
- Published unpublished or personally collected data from bank officers.
- Different journal regarding Mutual Trust banking.

### 3.3 Types of Banking Business

The Company started its banking operations as per the Memorandum of Association and the Banking Companies Act 1991 provisions, licensed by Bangladesh Bank. It is authorized to provide the following types of banking services:

- MTB Wholesale Banking,
- MTB Retail Banking,
- MTB Privilege Banking,
- MTB SME Banking,
- MTB NRB Banking,
- MTB Card Services,
- MTB Treasury Operations, and
- MTB International Trade Financing.

#### 3.3.1 MTB Wholesale Banking Products

We offer various financing options to our customers, including:

- **Term Finance:** This loan has a floating interest rate and a repayment schedule that extends over more than one year but less than ten years.
- **Working Capital Finance:** We provide financing options like cash credit, secured overdraft (SOD), and short-term loans to help our customers meet their day-to-day capital requirements.
- **Trade Finance:** We offer our customers export and import finance facilities that are tailored to their specific needs.

- **Syndication & Structured Finance:** Our team of experts uses their vast network to help our corporate clients access large loans through cost-efficient structures. We also offer customized solutions that fit your business requirements.
- **Off-Shore Banking:** This option is designed for businesses with 100% foreign ownership, joint ventures, and locally owned companies in Export Processing Zones (EPZ).

### **3.3.2 MTB Retail Banking Products**

Retail banking is a service where banks directly engage with their clients for transactions, as opposed to dealings with corporations or other banks. Mutual Trust Bank Ltd (MTBL) offers a diverse range of retail banking products that cater to the varying needs of its clients. Here's a list of the retail banking products provided by MTBL:

#### **MTB Loan Products**

##### **1) MTB personal loan:**

MTB Personal Loan is an all-in-one solution for fulfilling the financial needs of clients. It is designed to offer a simple, convenient, and quick borrowing experience.

##### **Features:**

- With MTB Personal Loan, clients can borrow amounts ranging from Tk. 50,000 to Tk. 10,00,000,
- With flexible repayment options spanning from 12 to 60 months.
- The loan comes with no hidden charges and a competitive interest rate.
- The documentation process is easy and processing is quick, and
- There is even an option for early settlement.

##### **Eligibility:**

- Clients must be between the ages of 21 and 60 at the time of loan maturity.

**Experience:**

- Salaried individuals must have at least one year of work experience, with six months of permanent employment status.
- Self-employed individuals must have at least one year of practice in their profession, while businesspersons must have at least two years of involvement in their exact nature of business.
- Minimum monthly income requirements are as follows: salaried executives must earn at least Tk. 15,000 per month, while self-employed individuals, landlords, and landladies must earn at least Tk. 30,000 or Tk. 40,000 per month, respectively.

**2) MTB Home loan:**

Owning a home is a significant milestone in life, and MTB understands that very well. Whether you are planning to buy a new home or apartment, MTB has a wide range of home loan options that can be tailored to meet your specific needs. Their team of experts is experienced and dedicated to helping you with a complete loan package that will fulfil all your housing finance needs. With MTB Home Loan, you can turn your dream of owning a home into a reality.

**Features:**

Here are the features of the residential property loan we offer:

- Loan amounts are available from Tk.5,00,000 to Tk.1,00,00,000.
- You can choose a loan tenor from 3 to 25 years.
- Loan amounts can go up to 70% of the property value.
- We aggregate the income of co-applicants to help you get a better loan offer.

- We offer competitive interest rates.
- Our processing and approval time is quick and simple.
- We also offer loans for apartments under construction.
- Partial or early settlement options are available if you want to pay off your loan sooner.

### **3) MTB Home Equity Loan:**

MTB Home Equity Loan offers consumers bundled financial support so they may build the home of their dreams. It's time to use MTB Home Equity Loan to assist consumers in getting the house of their dreams.

#### **Features:**

Here are the features of our loan service:

- Our loans can be used for building, expanding, renovating, and finishing work.
- The loan amount ranges from Tk. 5,00,000 to Tk. 1,00,00,000.
- Loan duration is flexible, from 3 to 25 years.
- We offer loan value up to 70% of the property value.
- We provide financial support at different stages of construction work.
- You have the option to receive partial disbursement facility of the approved loan.
- Co-applicants income can be combined.
- Our interest rates are competitively priced.
- Our processing and approval time is rapid and simple.
- We also offer partial or early settlement options for your convenience.

#### **Eligibility:**

- The borrower must be financially capable.



- The borrower's age should be between 21 to 65 years at loan maturity.
- For a 100% cash covered loan, the borrower's age should be between 18 to 70 years at loan maturity.
- The minimum income range for a salaried individual is Tk. 25,000. For a self-employed individual, it is Tk. 30,000. And for a business owner, landlord or landlady, it is Tk. 40,000.

#### **4) MTB Auto loan:**

To enable customers to buy the automobile of their dreams with little assistance from the bank, MTBL offers MTB Auto loans at competitive interest rates. MTB Auto Loans are created for maximum efficiency and skill. MTB Auto Loan may be used to finance both new and pre-owned vehicles.

##### **Features:**

- Loan amounts from Tk. 300,000 to Tk. 2,000,000,
- Repayment term from 12 to 60 months,
- No hidden fees,
- Competitive interest rate,
- Simple documentation and quick processing.

##### **Eligibility:**

- At the end of the loan term, the borrower must be between 21 and 60 years old.
- Salaried executives must have a minimum of 2 years of experience, while business owners or self-employed individuals must also have 2 years of experience.
- The monthly income must be at least Tk. 30,000.

### **3.3.3. MTB Deposit Products**

Deposit items are under the retail banking category. Mutual Trust Bank Ltd. (MTBL) customers can choose from various deposit products. Below is information about deposit products:

#### **1) MTB Regular Savings:**

Clients open Regular Savings Accounts for various purposes such as saving for a baby, purchasing a new car, taking a much-needed vacation, or building an emergency fund. To meet all these saving needs, MTBL Savings Account provides a flexible solution that allows for monthly contributions. This user-friendly savings account lets you issue cheques, request Demand Drafts, and withdraw cash. Moreover, you can easily monitor your account balance from the comfort of your home or office through Internet and SMS banking services.

#### **Features and Benefits:**

Here are the features and benefits of our banking services:

- We have a wide network of branches for your convenience.
- You will have access to the largest ATM fleet in the country.
- Bank anytime, anywhere with our facilities such as Internet Banking and SMS Banking.
- You can request a cheque-book facility.
- You can apply for a safe deposit locker facility to keep your valuable belongings safe.
- Collect foreign remittance in Taka draft.
- Transfer funds between branches using Demand Draft or Telegraphic Transfer.
- Enjoy the convenience of our Internet banking services.

#### **2) MTB Inspire:**

In today's world, most savings accounts offer similar services. However, MTB Inspire stands out by providing enhanced services that offer unique benefits. With MTB Inspire, you can enjoy a

monthly return on your deposit instead of the traditional half-yearly return. Additionally, you'll get extra access and banking convenience, so you can access your savings account with total comfort and ease anytime you need.

**Eligibility:**

- One must be a citizen of Bangladesh and
- At least 18 years of age.

**Features:**

- Interest is calculated daily and paid monthly.
- Includes a complimentary debit card,
- Free internet banking,
- Online banking across all MTB branches, and
- Access to the largest ATM network.

**3) MTB Ruby:**

MTB Ruby is a banking service that offers independent women a convenient and effortless way to manage their finances. In addition to the core MTBL banking services, MTBL Ruby provides an exclusive savings account for women, which comes with unique benefits. With this account, women can enjoy their present while also planning for their future.

**Features and Benefits:**

Here are the features and benefits of this account:

- Interest will accrue daily and be credited every month.
- Enjoy a higher interest rate compared to other accounts.

- The account requires an initial deposit of Tk. 10,000, and you need to maintain a minimum daily balance of Tk. 10,000 to earn interest.
- You won't be charged for the debit card in the first year of opening the account.
- You can also enjoy free internet banking services with this account.

#### **4) MTB Current Account:**

An MTB Regular Current Account allows access to account anytime, anywhere, and enables payments through payable-at-par or depositing cheques at any MTB bank branch, making it perfect for daily business transactions.

##### **Features and Benefits:**

- Our bank has a wide branch network that provides you with easy access to our services.
- We have the largest ATM fleet in the country, making it even more convenient for you to conduct transactions.
- We offer online banking and SMS banking services, as well as cheque-book facility.
- We offer safe deposit locker facilities upon request, as well as the ability to collect foreign remittances in Taka draft.
- You can also transfer funds from one branch to another using Demand Draft or Telegraphic Transfer.
- Our Internet banking services are also available for your convenience.

#### **5) MTB Senior:**

MTB Senior is designed to cater to the banking needs of senior citizens in a way that complements their status. We understand that their banking requirements are unique and deserve special

consideration. At MTBL, we support our senior citizens so that they can carry out their everyday banking transactions independently, maintaining their dignity and confidence.

**Eligibility:**

In order to be eligible, you must meet the following criteria:

- Clients need to be a citizen of Bangladesh.
- Clients must be 60 years of age or older.

**Features:**

- The account comes with a lifetime free Debit Card and internet banking.
- Also offers considerable savings on locker charges, free cheque books, and unlimited transactions.
- Interest calculated daily and paid monthly.
- There are no limits to the number of transactions that can be made, and internet banking is available across all MTBL branches with access to the largest ATM network.

**6) MTB Junior:**

MTBL understands how crucial it is to plan for your child's financial future. MTB Junior is a minor-only savings account that enables them to save money down for both the now and the future.

**Eligibility:**

- MTB Junior is a savings account for school and college students who are under the age of 18.
- Attractive interest return rate.

**Features:**

- Free debit card
- Free internet banking
- No fees for maintaining the account
- The required account opening balance is Tk.100

### **3.3.4 MTB DPS Products**

#### **1) MTB Millionaire Plan:**

MTB Millionaire Plan is a savings plan that helps account holders become millionaires in a few years.

##### **Features and Benefits:**

- Individuals and institutions such as NGOs, educational institutions, and others can invest their savings in this scheme for 6, 8, 10, 12, 15, or 20 years. There are different installment facilities available for this deposit. Upon maturity, you will receive Tk. 10,00,000.
- Additionally, account holders can avail of loans up to 80% of the deposited amount after one year.

#### **2) MTB Brick by Brick:**

Saving money regularly is an important habit that can provide financial comfort in the future. Brick by Brick is a savings plan that allows you to make monthly contributions for a period of 3, 5, 8 or 10 years. You can choose to pay Tk. 250/=, 500/=, 1,000/=, 2,000/=, 5,000/= or any multiple of Tk. 500. To participate, you'll need to open an account with the bank and set up a standing instruction to transfer the monthly amount to the scheme. You should ensure that your account has enough balance within the first ten (10) days of each month. The plan is flexible and

can generate a significant sum depending on the amount of your instalment and the tenure. At maturity, you'll receive a lump sum that can help you achieve your financial goals.

#### **Features and Benefits:**

- No initial deposit is required to open an account for this Savings Plan.
- The monthly payment options are: BDT 250/-, 500/-, 1,000/-, 2,000/-, and 5,000/-, with the flexibility to pay in multiples of BDT 500/
- The savings period options are 3, 5, 8, and 10 years.
- Depositing money in the queue is a simple and convenient alternative to setting up standing instructions for instalment payments.

### **3) MTB Education Plan:**

Mutual Trust Bank Ltd (MTBL) offers an Education Savings Plan for parents who want to save money for their children's education.

#### **Features and Benefits:**

- To start saving, there is no need to make an initial deposit.
- You can make monthly payments of Tk. 1000 or any amount in multiples of Tk. 1000, up to a maximum of Tk. 20,000.
- The savings periods available are 4, 7, 9, and 12 years.
- This savings account offers an easy and hassle-free payment option.
- Instead of depositing money through long queues, you can set up a standing instruction to deposit your installments.
- Additionally, you can also enjoy an overdraft facility against the deposited amount.

#### **4) MTB Graduate:**

Starting college or university can be both exciting and challenging. MTBL recognizes this and offers MTB Graduate, a modern savings account that caters to all the essential banking requirements of students. The account provides a monthly income while also helping students save for future financial contingencies.

#### **Eligibility:**

MTB Graduate is a savings account for college and university students aged 18 and above.

#### **Features:**

- Interest is accrued daily and paid out monthly
- Complimentary debit card and internet banking
- No account maintenance fees.
- Initial deposit of Tk. 500 required.

#### **5)MTB Kotipoti:**

The Bengali phrase "Kotipoti" is a term that represents a cherished aspiration for many people in our nation. MTBL is dedicated to making this aspiration a reality for its customers. To achieve this goal, MTBL provides a product named "MTB Kotipoti" that enables clients to become "Kotipoti" within a specific timeframe based on their monthly deposit capacity.

#### **Features & Benefits:**

The following are the features and benefits of the account:

- The account offers an attractive return on deposit.



- Any Bangladeshi citizen can operate the account alone or with someone else.
- Customers can avail a loan of up to 90% of the deposited amount.
- The same depositor can open multiple accounts.
- Customers have the option of depositing instalments through standing instruction or at any MTBL branch by the 20th day of every month.

### **3.3.5 MTB FDR Products**

#### **1) MTB regular fixed deposit:**

If an individual believes in long-term investments and wishes to earn higher interest on their savings, they can establish a Fixed Deposit account. Fixed deposit accounts offer various categories, features, and benefits to account holders. Below are some of the advantages of having a fixed deposit account:

#### **Characteristics and advantages:**

- **Automatic renew option:** When your deposit reaches maturity, it will be renewed automatically for the same tenor at the current interest rate unless instructed otherwise by you.
- **Overdraft facility:** To apply for an overdraft facility at a competitive rate, utilize your fixed deposit as collateral.

#### **2) MTB double saver:**

In the MTB Double Saver fixed deposit program, the initial deposit doubles after 7 years and 6 months.

#### **Eligibility:**

- To be eligible, you must be a citizen of Bangladesh and

- at least 18 years of age.

#### **Features and Benefits:**

- The minimum deposit amount is Tk. 50,000 or any multiple of that, and there is no maximum limit.
- Clients deposit will double in 7 years and 6 months.
- Clients can access credit up to 90% of the deposit amount.
- Clients are allowed to open multiple accounts with us.
- Clients can withdraw your funds before the maturity date.

### **3) MTB monthly benefit plan:**

This plan is designed to help diligent savers from all walks of life by offering the opportunity to generate monthly income from a deposit. The minimum deposit requirement is Tk. 1,00,000 or a multiple of it, and there is no maximum limit. The plan has a fixed term of one year which cannot be altered. To participate, individuals must open a savings or current account, and the monthly income will be credited directly to their account.

#### **Features and Benefits:**

- This plan can be initiated by one or more individuals. The depositor is allowed to open multiple accounts at the same branch.
- The plan has options for a duration of three or five years, and upon maturity, the account will be automatically renewed.
- The minimum amount required for deposit is BDT 100,000.00, and any amount deposited should be in multiples of BDT 100,000.00.

- To start a Monthly Benefits Plan, a Savings or Current account must be opened. The monthly benefit will be credited to the account.

### **3.3.6 MTB Privilege Banking**

In 2010, MTB introduced Privilege Banking to meet the needs and lifestyle of its affluent customers. Privilege Banking offers a range of exclusive benefits, including queue-free banking in a comfortable environment where dedicated relationship managers provide personalized service. Additionally, customers are entitled to a complimentary airport limousine service, airport protocol assistance, and top-notch health-checkup support at leading hospitals. Moreover, customers can enjoy discounts at unique partner outlets for dining, shopping, and traveling, allowing them to live their desired lifestyle to the fullest.

#### **Privileged Benefits:**

- Fee waivers on a variety of goods and services
- Increased ATM withdrawal limits
- Free Internet Banking at MTBL
- A free debit cards
- A discount on locker services
- A special debit card and checkbooks
- Composite statements
- Foreign credit cards are just a few of the privileges available.

#### **Privileged Service:**

- A dedicated personal relationship manager
- Preferential and fast-track service application for a loan.
- an exclusive hotline at the forthcoming contact center

### **3.3.7 MTB SME Banking**

Supporting small and medium-sized enterprises (SMEs) is crucial to the development of Bangladesh's economy. MTB began its SME banking operations in 2007 and has since become one of the leading SME banks in the country. In just seven years, MTB has won two prestigious awards: Women Entrepreneur Friendly Bank of the Year 2014 and SME Bank of the Year 2014 at the SME Financing Fair 2014, jointly organized by Bangladesh Bank and SME Foundation. MTB received this award for its outstanding contribution to the growth of SMEs in Bangladesh. The bank provides a wide range of products to support SMEs.

#### **1) MTB Bhagyobati:**

The MTB Bhagyobati loan is specifically created for female business owners in the Small to Medium Sized Enterprise (SME) industry. The features and advantages of MTB Bhagyobati are listed below:

##### **Features and Benefits:**

- Loan amounts range from Tk. 1,000,000 to Tk. 50,000,000.
- The maximum credit term is three years.
- 10% interest (applicable to Brick-by-Brick refinancing only).
- Collateral-free borrowing up to Tk. 5,000,000.
- Flexible repayment terms
- No fees
- Simple handling and at least one year of company experience are requirements.

#### **2) MTB Krishi:**

MTB Krishi is a loan service specifically designed for the agriculture sector. The lending program is only available to qualified farmers and Small and Medium Enterprises (SME) owners. Mutual Trust Bank Ltd (MTBL) places a strong emphasis on providing support for crop cultivation, fisheries, livestock, and poultry sectors.

**Features and Benefits:**

- The maximum loan amount is BDT 3.00 crore.
- Up to BDT 5.00 lac is collateral-free, with a loan term of up to five years.
- A rate of interest of 10% (only when refinanced through Brick by Brick)
- A convenient repayment schedules
- No service costs
- Prompt distribution.

**3) MTB Mousumi:**

MTB Mousumi provides loans to small and medium enterprises that require additional capital for seasonal business.

**Features and Benefits:**

- Loan amounts up to Tk. 10,00,000
- Loan term of one to twelve months
- Interest rate is competitive
- Collateral-free is up to Tk. 5,00,000
- Easy repayment plan
- There is a 1% service fee and no other hidden fees.
- Two years at a minimum for business experience
- Simple to handle

#### **4) MTB Revolving Loan:**

Every Small or Medium Enterprise (SME), whether it is in manufacturing, service trading, or farming, needs working capital to ensure smooth business operations. This loan product is designed to help SMEs address their working capital requirements, enabling them to support their ongoing operations as well as future expansion plans.

##### **Features and Benefits:**

- The loan amount may not exceed BDT 50,000,000.
- Loan terms include: a one-year term that is annually renewable;
- A competitive interest rate
- A minimum of two years of business experience
- A minimum of two years of bank account transactions
- A requirement that the account turnover be three times the loan amount
- Easy administration
- No service fees or other hidden fees and
- A requirement that collateral be provided.

#### **3.3.8 MTB NRB Banking**

MTB offers deposit options in local currency for non-resident Bangladeshis to save earnings for future use and family maintenance.

##### **1) NRB FDR:**

NRB Fixed Deposit Account will offer a regular fixed deposit account in local currency for Non-Resident Bangladeshis residing overseas. This will help them preserve their earned income and facilitate their family maintenance in the future.

**Features and Benefits:**

If you believe in the benefits of long-term investments and want to secure higher returns on your savings, consider investing your money in NRB Fixed Deposit (NRB FDR).

- The NRB Fixed Deposit has a flexible tenor of one month, three months, six months, or one year.
- When your deposit reaches maturity, it will be automatically renewed for the same tenor at the prevailing interest rate unless you instruct otherwise.
- You can utilize your NRB Fixed Deposit as collateral to apply for an overdraft facility at a competitive rate.
- You have the option to withdraw your deposit before maturity with the premature encashment option.

**Apply Eligibility:**

- Any NRB between the ages of 18 and 65 may open an account.
- The NRB has to have a working or residency visa that is current.

**Required Documents:**

- Properly completed account opening form provided by the bank.
- Passport-sized photos twice.
- A single photo of the nominee that has been attested by the account holder (attestation on the back).
- Identification: Photocopy of a valid passport with all required attestation, 6 pages long.

- A photocopy of the "no visa required for travel to Bangladesh" page from a foreign passport is required.
- Entry VISA with the proper attestation. If it is in a language other than English, there is no need for a translation.
- Address Verification: Employment ID or a resident permit

## **2) NRB DPS A/C:**

NRB DPS is a savings deposit program designed for people on a monthly payment basis in Bangladeshi Taka. It was created especially for NRBs and the recipients they designated.

### **Features and Benefits:**

- Since there isn't a distinct pension plan for NRBs, the NRB Deposit Pension Scheme is a novel deposit product for NRBs as well as a novel idea. Block of installation: 500/-, 1000/-, 2000/-, and 5000/-, or any multiples thereof.
- Automatic deposits from the NRB savings account will be used to make the monthly installment.
- The highest interest rate among deposit products.
- Possibilities for loans of up to 80% of the deposit sum.
- Early encashment facility and minimum loan amount are both limited to BDT 25,000.
- Maturity: period choice between five and ten years

### **Apply Eligibility:**

- This account may only be opened by NRBs (Non-Resident Bangladeshis), either in their own names or the names of the beneficiaries.
- A connected NRB Savings account must be created.



- An individual depositor may open multiple accounts at the same branch.

#### **Required Documents:**

- Completed bank-required account opening form
- A copy of the applicant's passport, work permit, and wage certificate, all of which must be attested by the NRB
- A copy of the applicant's legitimate photo ID
- Images of the nominees (one passport-size image for each nominee)

### **3) NRB savings A/C:**

NRB Savings Account provides a standard savings account in local currency for NRBs living abroad who wish to preserve their hard-earned money for future use and to make it easier for them to support their families.

#### **Features and Benefits:**

- Interest is paid twice a year on this and is expressed in Bangladeshi Taka.
- No initial investment is required to create this account, and it earns 0.25% more interest than a regular savings account.
- The person does not have to physically visit the bank to open an account.
- MTBL will automatically provide the account holder access to checkbooks and ATM cards for this account without their having to ask for them.

#### **Apply Eligibility:**

- Any NRB between the ages of 18 and 65 may open this account.
- Those who get NRB benefits may also create NRB Savings Accounts.

- The NRB must be in possession of a current resident visa or work permit.

**Required Documents:**

- The specified account opening form from the bank, filled as necessary
- Two passport-size pictures
- A passport-sized photo of the candidate that bears the account holder's signature on the back.
- **Identification:** A photocopy of a valid passport with the necessary certification and six pages. A certified photocopy of the page that states "no visa required for travel to Bangladesh" is required if the passport is from another country.
- A valid entrance visa is one that has received the necessary certification. There is no need for translation if it is written in a language other than English.
- **Verification of Address:** (If Applicable) - An employee ID or resident permit

**3.4 MTBL Interest Rate**

The rate of interest of all kinds of MTB products are given below:

**Deposit Scheme Products:**

**A) MTB BRICK BY BRICK:**

Installment (Monthly)	Duration	Interest Rate	Duration	Interest Rate	Duration	Interest Rate	Duration	Interest Rate
	For 3 Years	8.00%	For 5 years	8.00%	For 8 years	8.10%	10 years	8.25%
250.00	10,181.00		18,429.37		33,644.69		46,339.76	
500.00	20,363.23		36,858.75		67,289.38		92,679.53	

1000.00	40,726.47	73,717.50	134,578.76	185,359.06
2000.00	81,452.94	147,435.00	269,157.53	370,718.12
5000.00	203,632.35	368,587.49	672,893.82	926,795.29

**B) MTB EDUCATION PLAN:**

Installment (Monthly)	Duration	Interest Rate	Duration	Interest Rate	Duration	Interest Rate	Duration	Interest Rate
	For 4 years	8.00%	For 7 years	8.10%	For 9 years	8.10%	For 12 years	8.25%
1000.00	56,575.35		112,730.45		158,232.63		244,028.76	
2000.00	113,150.70		225,460.90		316,465.25		488,057.53	
3000.00	169,726.05		338,191.35		474,697.88		732,086.29	
4000.00	226,301.40		450,921.80		632,930.51		976,115.06	

**C) MTB MILLIONAIRE PLAN:**

Installment (Monthly)	Duration	Interest Rate	Value After Maturity
10,900.00	6 Years	8.00%	1,000,000.00
7,431.00	8 Years	8.10%	1,000,000.00
5,395.00	10 Years	8.25%	1,000,000.00
4,098.00	12 Years	8.25%	1,000,000.00
2,842.00	15 Years	8.25%	1,000,000.00
1,663.00	20 Years	8.25%	1,000,000.00

**D) MTB DOUBLE SAVER:**

Changes Area	Review regularly
Interest Rate	8.46%
Period of Maturity	08 years

**E) MTB KOTIPOTI:**

Interest Rate	Installment (Monthly)	Duration	Value After Maturity
8.00%	176,756.00	4 years	10,000,000.00
8.00%	135,654.00	5 years	10,000,000.00
8.00%	108,392.00	6 years	10,000,000.00
8.10%	74,306.00	8 years	10,000,000.00
8.25%	53,950.00	10 years	10,000,000.00
8.25%	40,979.00	12 years	10,000,000.00
8.25%	28,418.00	15 years	10,000,000.00

**F) MTB MONTHLY BENEFIT PLAN:**

Amount of Principal (for example)	Interest Rate	Duration	Return (Monthly) Before Tax Deduction	Return (Monthly) After Tax @ 10%	Return Benefit (Monthly) After Tax @ 15%
10,00,000.00	8.40%	1 year	7000.00	6300.00	5950.00
10,00,000.00	8.40%	2 years	7000.00	6300.00	5950.00
10,00,000.00	8.40%	3 years	7000.00	6300.00	5950.00
10,00,000.00	8.40%	4 years	7000.00	6300.00	5950.00
10,00,000.00	8.40%	5 years	7000.00	6300.00	5950.00

### G) CHILDREN EDUCATION DEPOSIT SCHEME:

Changes Area	Review Regularly
Interest Rate	8.25%

## 3.5 Card Services of MTBL

MTB offers Visa cards to meet your financial needs and broaden your purchasing power. It provides:

### 3.5.1 Debit Card of MTBL

The bank is now offering MTB debit cards to all savings, current, and STD account holders. These cards can be used to withdraw cash at any Visa or Mastercard ATM across the country, including MTB's own ATMs. Additionally, they can be used at any Visa or Mastercard enabled POS machine across the country. All of these cards are EMV secured, featuring Chip & PIN technology. The details of the debit cards, along with the segments they are available for, are mentioned below:

Name of the Product	Target Market	Basic Standard
Classic Visa Debit Card	All holders of Regular Accounts	All holders of Savings, Current, SND etc account holders having minimum average balance of Taka 1,000
Mastercard Gold Debit	Every Regular Account Holder	Every Savings, Current, SND, and other account holder with a minimum average balance of 10,000 Taka
Mastercard Titanium	Every Regular Account Holders	Everyone with a regular account Everyone with a savings, current, SND, or other account with a minimum average balance of Taka 50,000
Visa Platinum Debit		
Mastercard World	Mastercard World	All account holders with a minimum average balance of

Visa Signature Debit	Privilege Banking customers and HNW Customers	Taka 1,000,000 using a Visa Signature Debit card
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**Figure 7: Details About Debit Card**

**3.5.2 Credit Card of MTBL**

MTBL offers the following credit card types, which are listed below:

The following credit cards are available from MTB:

- MTB Visa Classic Credit Card
- MTB Visa Gold Local Credit Card
- MTB Visa Dual Gold Credit Card
- MTB VISA Platinum Credit Card
- MTB Visa Signature Credit Card
- MTB Classic Master Credit Card
- MTB Gold Master Credit Card

**3.6 Treasury Operations**

In Bangladesh, the MTB Treasury Department offers cutting-edge solutions supported by a sizable sales team and state-of-the-art trading facility. Their offerings include, among other things, the money market, corporate sales, and foreign exchange.

**International Trade Financing:**

Depending on their clients' needs, MTB offers export and import financing options. Their trade financing program combines financed and unfunded resources.

**MTB export finance facilities include:**

- Opening a Back-to-Back Letter of Credit (LOC)
- Discounting Export Bill, including FDBP and IDBP
- Secured Over Draft, including SOD-general or export bill

**MTB non-funded trade finance facilities:**

Facilities offered by MTB for non-funded trade financing include:

- Letter of Credit Opening (visual and delayed);
- L/C Advising.
- Transfer of LC
- Bank's Guarantee
- Secured Overdraft (SOD), which falls under the headings of SOD (general/export bill) and SOD (other forms, such work orders, fixed deposits, land collateral, etc.)
- Bank guarantees offered in the pretense of bid bonds, performance guarantees, and advance payment guarantees. Government security bills and bonds are the key components of inland bill purchase (IBP).

**Banking Services of MTBL:**

With the utmost openness, responsibility, and adaptability, MTBL is eager to provide general, corporate, and institutional clients with services of the highest international standards. In order to guarantee that its clients receive top-notch financial solutions and services that will support their growth, MTBL has access to a wealth of international experience as well as the greatest professional staff in the business. The following are only a few of the services that Mutual Trust Bank Ltd (MTBL) provides to its clients:

**Online Banking Service:** Mutual Trust Bank is playing a pioneering role among its competitors by offering immediate, real-time online banking services to its customers. Mutual Trust Bank online banking offers customers to deposit or withdraw funds at any branch. This service is available to all account holders of the bank.

**Facilities available at present in the Treasury department:**

- Client may use the phone and the internet from anywhere to access your account.
- The ability to check your balance online without going to the bank.
- The ability to verify specific financial transactions online.
- The ability to hear over the phone information about your five most recent transactions.
- Provides English and Bengali language options for choice.

**Contract Service of MTBL:**

The bank's newly developed centralized contract service has completely changed how customers bank by offering unmatched ease. Customers may use their phones to access their bank accounts through the banking system at any time, day or night. Each client receives a unique identification number that makes the facility secure and ensures that they may access their accounts securely over the phone. When a client needs to provide instructions or retrieve account information, the voice response system directs them to dial the appropriate digits.

**SWIFT Services of MTBL:**

SWIFT, which stands for the Society for Worldwide Interbank Financial Telecommunication, is a global network that connects 7,800 financial institutions across 200 countries. According to SWIFT, it provides its members with quantifiable business value, technical excellence, and reliable messaging standards. This is made possible through its secure messaging platform, which is available 99.999% of the time, and its role in advancing Straight-Through Processing



(STP). The guiding principles of SWIFT emphasize the importance of offering the financial services industry a unified platform with advanced technology and shared solutions, enabling each member to enhance its competitive advantage. Mutual Trust Bank (MTB) became a member of the SWIFT community in March 2004, providing its customers with quick and secure financial transactions worldwide. By joining SWIFT, MTB ensures that its customers benefit from the most efficient and secure financial transactions available.

### **Pay Order of MTBL:**

MTBL provides a secure service for clients to transfer money to others for any purpose. They can do so by providing a pay order instead of carrying physical cash. This method ensures safety for the sender and the receiver, as the latter can easily encash the order. Moreover, there is no possibility of dishonor as the client must deposit the required amount before obtaining the pay order.

### **Demand Draft Issue:**

Sometimes customers use demand drafts to transfer money, especially outside Dhaka, and MTBL charges a 15% commission on the face value of the draft as a service charge.

### **Locker Service of MTBL:**

MTBL provides locker rental services to its clients. Clients can rent a locker for a period of one year and are required to pay an annual fee. The lockers can be used to store valuable items, documents and ornaments, and clients are provided with a single key to access their locker. MTBL offers three types of lockers: small, medium, and large, with corresponding rental fees of Taka 1500, 2000, and 2500 respectively.

### **EFTN Service of MTBL:**

MTBL offers locker rental service to their clients, allowing them to rent a locker for a period of one year. Clients are required to pay an annual fee to continue using the service. The lockers are designed to store various items such as documents, ornaments, and valuable belongings, and are secured with a single key provided to the clients. MTBL offers three different locker sizes, namely small, medium, and large, with rental fees of Taka 1500, 2000, and 2500 respectively.

### **3.7 Findings and Analysis**

To improve performance and address the issues mentioned earlier, MTBL can implement the following measures:

1. Increase advertising efforts and social engagement at the Banani Branch. The branch should align itself with the needs of its customers and promote its name to the public. This will help MTBL become a recognized banking brand and increase its visibility.
2. Take initiatives to obtain authorization from higher authorities to sanction a specific loan limit when clients need loans urgently. This will increase clients' trust and reliability, leading to more substantial business in the future.
3. Improve the communication skills of bank officials to ensure excellent communication with clients.
4. Reduce unnecessary expenses in the office.
5. Ensure employee satisfaction for quality services. Dissatisfied employees lack motivation and can negatively impact the branch's business success compared to other banks.
6. Develop the internship program by improving interns' seating arrangements and working facilities. This will enable interns to contribute significantly to MTBL's banking operations.

### **3.8 Recommendations**

During my internship at Mutual Trust Bank Ltd, I was impressed by the level of organization and the bank's commitment to delivering excellent service to its clients. However, there are some minor concerns that require attention from MTBL's management. Addressing these issues promptly will help the bank emerge as one of the nation's premier financial institutions. Failure to do so could lead to significant losses or create obstacles to future growth.

- MTBL currently offers several deposit schemes and financial products for its clients. However, they should focus more on product quality rather than quantity.
- The bank should expand its reach by opening more branches in remote areas, improving its online services, and installing more ATM booths throughout the country.
- I suggest that more workshops and training classes be arranged by the bank's authority so that its employees can improve their skills.
- Given the high level of competition in the banking sector, the MTBL management and marketing department should work harder to sustain the bank's growth.
- the directors of the bank should engage with political leaders to address issues of political instability affecting the banking sector.
- the Bank Association should engage with the Central Bank to resolve policy issues that are unfavorable to commercial banks.
- To ensure quality service delivery, the bank should recruit more experienced employees and fresh graduates to serve its clients.
- MTBL should enhance its proficiency in investment activities to become more efficient and responsive.

- MTBL has the potential to offer various deposit options tailored for college and university students.
- The bank should also engage in effective mobilization and utilization of local resources to uphold its reputation and image in the banking industry and among the public. This could include investing in activities such as supporting NGOs, expanding educational and healthcare services, and initiatives to alleviate poverty.

### **3.9 Conclusion**

I am fortunate to have started my professional journey at MTBL, which is a prominent commercial bank in Bangladesh. The practical insights that I gained during my time at MTBL have undoubtedly propelled me forward in my career. I now understand the significance of internship training in bridging the gap between theoretical knowledge and the work environment. I would like to express my gratitude to BRAC University and MTBL for providing me with such a valuable learning opportunity.

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