



Internship report

On

*Security system of credit cards
provided by*

NCC Bank Ltd.



Inspiring Excellence

Internship Report

On

Security system of credit cards provided by

NCC Bank Ltd

Submitted to

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Subject: Submission of internship report on Security system of credit cards provided by NCC Bank Ltd.

Dear Madam,

With due respect, it is my great pleasure to submit the internship report on **“Security system of credit cards provided by NCC bank LTD** “as the requirement of BUS 400 course for your consideration. I have completed my internship from NCC Bank Ltd, a well-known organization in the Banking sector in Bangladesh.

My main incentive was to prepare this term paper according to your instructions while considering the guidelines of the BBA Program. I made sincere efforts to study related materials, documents and tried my best to enrich this report by providing what I have learned throughout the internship program and compiled this report as per the requirements .I hope that I have been able to relate the fundamental things with realistic applications considering my level of experience and competency. This report includes the security system of credit card adopted by NCC bank.

Hence, I am submitting my internship report, hoping that you will appreciate my instructive and comprehensive approach. Kindly accept my report and oblige thereby.

Sincerely yours,

Afroz Zaman

ID- 12304038

BRAC Business School

BRAC University.

Acknowledgement

This exposition would not have been possible without the guidance and the help of quite a few individuals who in one way or another contributed and extended their valuable Support in the preparation and accomplishment of this study. I would like to express my gratitude to BRAC Business School for including internship program as a four credit course which has provided an opportunity to gain practical working experience in the organization.

My sincere gratitude to the HR of NCC bank for giving me a chance to complete my internship in this organization. I am thankful to and all the other employees for devoting time from their busy schedule and explaining how work is being done and assigning me with various tasks during these 12 weeks of internship period.

I would also like to extend special thanks to the entire staff for their full co-operation, guidance and support during my internship. Lastly, I would like to thank Asheka Mahboob (Advisor), Internship Coordinator of BRAC Business School for their valuable Instructions and Guidance during the Internship program.

Executive summary

The report Security system of credit cards of NCC bank is a result of my continuous practice and experience for the last three months. In this report the history and the principle of NCC bank is described elaborately. The main objective of this bank is to mobilize resources from within and invest them in such way so as to develop country's Industrial and Trade Sector.

This report discussed about the security system of credit cards of NCC bank. The security of credit cards is a must for the welfare of customers as well as the banks reputation. In this report I have talked about the steps followed by NCC bank for protecting their credit cards from fraudulent.

The security process of credits cards are described from to bottom from building a strong network to maintain a security policy. It is very important to follow each step very carefully. Upon this the customer satisfaction and companies reputation relies.

Lastly, I have discussed the strengths, weakness, threads and opportunities of NCC bank by observing the existing market and on the basis of my practical experience.

This is made only based on my short time experience of working in the organization. This report may include some backdated data but it will definitely help me for my further research of the human resource strategies of any organization.

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CHAPTER 01: THE ORGANIZATION

1.1 Introduction

A credit card is a payment card issued to users (cardholders) to enable the cardholder to pay a merchant for goods and services, based on the cardholder's promise to the card issuer to pay them for the amounts so paid plus other agreed charges. The card issuer (usually a bank) creates a revolving account and grants a line of credit to the cardholder, from which the cardholder can borrow money for payment to a merchant or as a cash advance.

1.2 Background of the report

This report is the outcome of my three months practical experience. Because of the set curriculum of BRAC University we have got the opportunity to gather practical knowledge before entering the world of corporate.

This report is a must to prepare at the end of the internship period. But the main Objective of the internship is to get the hands-on experience of the real world Organization. It also helps to develop the skills required to handle the day to day operation in an organization. This will allow us to be prepared for the upcoming corporate challenges by experiencing real time working environment.

1.3 Objective

The objectives of making this report are voluminous but the fundamental objective of this report is to fulfill the requirement of BBA program of BRAC University. Another objective is to get a practical knowledge about how the security system of credit card really works, to relate what have I studied during the time period of my studying in the theories and the academic syllabus.

There are other objectives, such as;

- Perception of Credit Card users about the security system.
- Identify the satisfaction level of Credit card users about the service.
- Drawbacks that they have faced by using Credit cards.
- Recommendation of Credit card users about service, service recovery and security

1.4 Methodology

The process used to collect information and data for the purpose of making business decisions. The methodology may include publication research, interviews, surveys and other research techniques, and could include both present and historical information.

Therefore the methodology includes secondary data only. As secondary source I have used the following sources;

- Internet
- Website of NCC Bank
- Internal report

1.5 Limitations of the Report

This is the first time I have written something based on my personal experience. I have gained a vast knowledge about the how to work in an official environment. I have so many things but still there were some limitations. The limitation I faced during wring the report or working in NCC bank is described below:

- As I was an intern I could not get enough information.
- I have written some part based on my assumption as could not get the proper information.
- I worked there only for three months but it needed a lot more time to know properly about the security system.
- Employees were unwilling to give me the exact information.

1.6 Background of the organization:

National Credit and Commerce Bank Ltd. stands an exceptional history of its own. The organization started its voyage in the fiscal part of the nation as an asset company back in 1985. Mobilizing resources from within and invest them in such way so as to develop country's

Industrial and Trade Sector and playing a reagent role in the development of capital market as well was its main motive. Its association with the glimpse helped the business to a great extent in these regard. The company performed up to 1992 with 16 branches and thereafter with the permission of the Central Bank converted into a full-fledged private commercial Bank in 1993 with paid up capital of Tk. 39.00 crore to serve the nation from a broader platform.

Since its inception NCC Bank Ltd. has learned praiseworthy standing by providing sincere modified service to its consumers in knowledge based environment.

The Bank has set up a new usual in supporting in the Industrial, Trade and Foreign exchange business. Its various deposit & credit products have also attracted the clients-both corporate and individuals who feel comfort in doing business with the Bank.(NCC bank , 2015)

Historical Background:

National Credit and Commerce bank Ltd (NCCBL) started its process in 25th November 1985 as a non-banking monetary organization as National Credit Ltd (NCL). It was sponsored by 26 businessmen as a public limited company under the corporations Act 1913 with an official investment of taka 300 million. The bank was incorporated as a banking company under the companies Act 1994.By the end of 2010 it had established 20 more branches. It's started its entire banking doings through these branches among which 17 branches are permitted merchant of external give-and-take. It is a private company listing in Dhaka and Chittagong stock exchange. The sanctioned investment of the bank is now taka 2500 million. The bank upraised its paid up capital from taka 607.81 million during the year 2004 to taka 975.04 million during the year 2005 through IPO of which guarantor directors/stockholders shares stood at taka 1859 million. With the upsurge of paid up investment to taka 975.04 million.

Mission

The mission of NCC bank includes;

- “Delivering excellent financial service to our communities based on strong customer relationship.” (NCC Bank,Mission,2016)

- “Providing long lasting solutions that combining our cutting edge technology, experience and financial strength to our clients and stakeholders.” (NCC Bank, Mission,2016)
- “Creating a cohesive and friendly environment where customer and our people can excel.” (NCC bank Mission)

Vision

The vision of NCC bank is to “become one of the most adorable commercial Bank in serving the nation as a progressive and socially responsible financial institution by bringing credit and commerce together for increased shareholders value and sustainable growth.” (NCC Bank, Vision, 2016).

Management Structure of NCCBL

Executive of NCCBL is specialized and knowledgeable. Top supervision and policy preparation of the bank is entrusted on the board of Directors. The board of directors is containing of 26 members headed by chairman. Most of the directors are proprietors of the huge commercial group partaking high net value. The officials and officers of the bank perform the strategies and packages articulated by the panel. The managing director is the chief management of the bank and he is aided and supported by other skilled executives like Senior Executive vice-President (SEVP), Executive vice president (EVP), Vice President (VP), senior assistant Vice president and other officers and staffs. There are nine divisions in this Bank and one training institute. (NCC Bank, 2016)

Values of NCCBL:

The value of NCCBL is to be a progressive private bank in Bangladesh. This Bank is dealing with the values that are given bellow:

- a) Forming new openings for its consumers.
- b) To donate to development of countrywide wealth, development, investments in trade, trade and manufacturing sector.
- c) Gives modified service.
- d) It continues melodious banker-clients bond. (NCC Bank ,2016)

Objectives of NCCBL

The main objective of this bank is to maximize profit through customer satisfaction with the intension of investing those profits in some developing sector which will increase the share value that will maximize the share holders' wealth. National Credit and Commerce Bank has been ensuring profit by providing improving customer service along with other corporate objectives mentioned bellow: To provide excellent customer service to its clients, so they choose NCCBL first

- carrying on the business deals in foreign conversation.
- ensuring great return on venture with diverse amenities.
- playing a major role in developing the economic condition of this country.
- making lucrative investments, controlled growth strategy. (NCC Bank, 2016)

CHAPTER 02:

Description of the study

2.1 Strategic Business Units of NCC Bank Ltd

Credit Division

A standout amongst the most key and esteemed division of each productive bank is the Credit Division. It compacts with issues regarding the matter of corporate back, general credit, and exceptional plans, for example, House Building Loan (HBL) and Consumer Credit Scheme (COS) and so on.

Audit Inspection Recovery Distribution

Review investigation recuperation dispersion unit is responsible for credit checking, documentation, disseminations (Loans, Discounts and Overdrafts), get ready MSOCF (Monthly articulation of exceptional acknowledge offices) and managing for TR (Trust Receipt) and so forth. The execution of NCC Bank depends intensely on this Division.

Central Account Division

Focal Account unit regulates numerous significant reasons for managing an account methodology executed in differing twigs the nation over. It manages the records, monetary arranging, planning and observing, arrangement of profits and explanation, compromise, upkeep of PF (provident Fund), tip and superannuating store, neighborhood treasury and so on.

Establishment Division

Calculated and General Services Division is measured as the middle for giving fundamental supporting administrations to other unit and in addition the individual from staff. The capacity of this division incorporates giving utility administrations, upkeep of premises, and buys of printing and general stationery, dispatch and transport pool. A Senior Vice President screens this division.

International Division

The obligation of the International Division is amazingly significant for giving different saving money administration to the customers. This division additionally keeps up the common association with numerous different counts on a considerable amount of issues, for example, office and credit line game plan, Reconciliation, approved mark control, TKC (Test key control), issuance of force of lawyer, reserve administration and treasury operations (outside) and so forth

Information Technology Division

The IT Division directs the computerization of the saving money operations and systems administration, framework bolster, deals with information handling and information passage, acquires and look after equipment, keep up and create programming required by the bank to encourage and bolster the everyday operations.

Card Division

The core purposes of the Division include issues regarding debit card, ATM card, and customer and vendors management. A Vice President keeps an eye on this division.

Marketing and Branch Division

The assignments of this division are to deal with the issues concerning showcasing of benefit and risk items, and so on. It is additionally in charge of presenting new money related items. It manages remodel of new branches and area of new branches too.

Training Division

As a rule this division offers training to their employee time to time . The main goal of this division is to train up the employees for doing their job efficiently and effectively.

Treasury Division

Utilizing the Bank's fund to various profitable businesses is the key responsibility of this division. Through the effective Fund Management, the bank could earn TK 28.260.00 million during the year through dealing room operation. (Source Bank's Annual Report 2007)

Public Relation Division

The foremost idea of the public relation division is to construct a bridge within the organization and outsiders. This division directly deals with general people.

Board Division

This division handles the issues with board of directors of the organization. Usually when the board meeting held where it will held and other activities are done by this department.

2.2 Product & Service Information

A. Loan Products

- **Personal loan:** A loan facility for the service holders to meet the emergency expenses of the following occasions; To bear the cost of Medical treatment / Surgical Operation / Maternity / Marriage. The eligibility of the applicant is he has to be a permanent employee with at least 3 years of confirmed service. Minimum age should be 21 and maximum 50. The limit of the loan is 25,000 to 1, 00,000.
- **Educational loan:** Any Bangladeshi bonafide student, after successful completion of at least H.S.C. complied all preconditions for getting admission and Visa formalities. Have no bad reputation e.g. Criminal Record, Political connection etc. is eligible to take the loan.
- **Car loan scheme:** An office to facilitate the weight of high cost and in addition to satisfy the fantasy of obtaining your auto. The qualification to take the advance is; salaried workers having no less than three years of affirmed administration, Self-Employed Professionals having no less than 3 years of autonomous practice involvement, Businessperson having no less than 3 years business experience, Homeowners or property salary holder.
- **House Repairing and Renovation:** Lodging is one of the five prime needs of humankind. Everyone has a fantasy to have his very own residence place. NCC Bank's Housing Loan with aggressive rates, helpful components and basic methodology will empower you to transform your fantasy into reality. Obligations and Taxes are payable according to Govt. Rules. Thought of pay of life partner, father and child/little girl, mother and child/girl is conceivable. Endorsements of advance applications are liable to satisfaction of lawful, specialized and money related necessities according to rules of NCC Bank Housing Loan Scheme and at the sole carefulness of NCC Bank Ltd.
- **Home improvement loan:** A term loan facility to finance Home Renovation/ Extension/Purchase of household durables for better dwelling standard. Under Home

Improvement facility we finance the followings: Purchase of Electronic Household Durables, Purchase of Furniture and Fixtures, Modification of the decoration of the building/flat, Extension of the existing Building.

- **Consumer finance scheme:** The facility will offer an opportunity to fixed income groups to enjoy the benefit of sophisticated living and enhance their work efficiency which will contribute to socio-economic development of Bangladesh.

B. Deposit products

- Current account
- Savings Bank Deposit A/c
- Special Notice deposit A/C
- Special saving scheme
- Premium term deposit
- Instant earning term deposit
- Money double program
- Money triple program
- Youngster account
- Youngster maximum account
- Youngster money plant

C. Foreign Exchange

- Non Resident Foreign Currency Deposit Account (NFCD)
- Non Resident BDT Deposit Account (NRTA)
- Resident Foreign Currency Deposit Account (RFCD)

- Foreign Currency Deposit Account
- UAE Exchange
- Placid Express
- Arab National Bank (ANB)
- Dhaka Janata
- Habib Qatar
- Al Fardan

2.3 SME Banking

The SME banking department includes;

- Small business loan
- Lease finance
- Working capital loan
- Festival business loan
- Festival personal loan

2.4 Cards

NCC Bank has basically two types of cards;

- **Credit Card:** NCC Bank has started its Visa Credit Card Facility on August 22, 2005 and they are proposing three types of cards which are Visa Classic, Visa Gold (Local) and Visa Dual Currency Card (Globally and locally). Since then they have delivered important quantity of general and corporate cards.(NCC bank, 2016)
- **Debit Card:** ATM cash drawing limit BDT 50,000 per day, single transaction limit BDT 20,000Cash withdrawal from 4500+ ATMs 24/7 all over the country. Have contact to any POS (Point of Sales) of NPSB Networks. No irritation for resonant cash Inexpensive fees and charges. PIN Change skill at NCCB ATMs. Mini Statement24/7 phone banking Facility Our ATM Network has connected with NPSB Network. So, card holders can

contact to any ATMs of all banks in Bangladesh except Dutch Bangla bank fast track ATM booths. Anyone living in Bangladesh upholding Savings & Current Accounts with NCC Bank can apply for Debit Card. (NCC bank, 2016)

2.5 Internship Experience at NCC Bank Ltd.

I have got the opportunity to work at NCC bank as an intern for three months; I was working at the Nawabpur Road branch. I was assigned at the general banking department. I took all the information regarding the security system of credit card from my senior colleagues and from IT executive.

2.5.1 Description of the job

During the period of my internship I was assigned with varieties of work. I was introduced with the task of both general banking and credit department, though I had worked at the general banking department more as two of the employees of the GB was on leave. My working experience is described below;

- First of all I was introduced with the account opening form. I was taught that how many kinds of the account exist.
- The documents which are needed to be taken before opening an account.
- I learned how to inactive a dormant account.
- I got to learn how to close an account.
- How to give away FDR interest if any customer comes.
- The new cheque books were collected by me from the head office and I have sorted according to the account number.
- I have also received ATM cards and called every customer to come and collect the ATM and cheque books.
- I maintained the inward and dispatch register.

- I used to check account balance and give balance statement to customers if I was asked for.
- I was introduced to different money exchange houses. I gave away inward remittance from abroad.
- I used to give remittance via Trans fasts, Small world, Western union money transfer etc.
- I have called the customer whose installment of loans were pending.
- I have also done the data entry of the different category of loans.

2.5.2 Findings and Observation

While working at NCC bank I have found out some of the observations which I like to describe. Working experience as an intern was very good. The atmosphere was very much polite and friendly. The observation which I found out is mentioned below:

- The relationship between all the fellow colleagues are very much strong and friendly
- There is some employee shortage in different departments. For example; in the clearing cheque department there are no other employees. The members of general banking do the clearing cheque
- The software that they use, sometime misbehaves. Sometimes the software gets hanged and it creates delay to the customer and also to the employees.
- They follow a very strict rule for the debit and credit cards.
- No employee other than the authorized person is allowed to take the responsibility of cards.
- They do not disclose the customer information to any other person without verifying

CHAPTER 03:

Project Part

3.1 Credit Card Facilities Of NCC Bank Ltd.

A credit card is a card issued by a financial organization giving the holder an choice to have a loan of funds, usually at point of sale. Credit cards charge interest and are primarily used for short-term financing. Interest usually begins one month after a purchase is made, and borrowing limits are pre-set according to the individual's credit rating.

Visa Credit Card Service was launched by NCC Bank on August 22, 2005. Three types of cards are being offered by NCC Bank which are -

- Visa Classic,
- Visa Gold (Local) and,
- Visa Dual Currency Card (Globally and Locally).

Since then they have issued significant number of both general and corporate cards.

For the credit card services ,NCC Bank is committed -

- Dedicated service at the door steps of clients.
- Faster and Sporty service.
- Security of cards.
- Team work.
- Transparency.
- Quick decisions. (NCC Bank,2016)

3.2 NCC Bank provides

- Lowest interest rate in the country (2.5% per month).

- Dual Currency Visa Credit Card.
- One supplementary card free of cost for lifetime (Spouse only).
- Treasure point facilities including foreign part.
- Shortest process for Dual Currency card, only 24 hours.
- Roaming mobile phone bill payment facilities.
- Most advanced technology.
- Acceptability around the world.
- Hospitable customers support.
- Numerous user friendly features.(NCC Bank,2016)

3.2.1 Wide Range of Acceptance

NCC bank Visa Credit cards are acknowledged at all dealer outlets around the globe which are upheld by VISA. Their extensive variety of dealers incorporate Hotels, Restaurants, Airline and Travel Agents, Shopping Malls, Hospitals, Jewelry Shops, Mobile telephones and Internet Service Providers, Petrol Pumps and some more. Presently NCC Bank Visa Credit Cards can likewise be utilized worldwide at all the VISA ATM Booths and POS (Point of Sale). (NCC Bank, 2016)

3.2.2 Instant Cash Advance

NCC Bank Branch POS: Money can be pulled back up to half of as far as possible from any NCC Bank office the nation over by utilizing branch POS (Point of Sale). In this way to conveying money is not required at all in the event that anybody has a charge card of NCC Bank.

NCC Bank ATM network: Cash can also be withdrawn from NCC Bank's ATM network around the country. (NCC Bank, 2016)

3.2.3 Credit Card Facilities

NCC Bank Visa Credit Card offers free Credit facility up to 45 days and minimum of 15 days without any interest (Purchase only). (NCC Bank, 2016)

3.2.4 Supplementary Card

With NCC Master card the selective advantages can be imparted to the dearest and closest one through giving supplementary card. As an essential cardholder spending breaking points can likewise be set for each of the supplementary cards. For the accommodation of customer, all

exchanges on the supplementary card will be demonstrated independently on the month to month financial record. (NCC Bank, 2016)

3.2.5 Reward Programs

With NCC Visa the restrictive advantages can be imparted to the dearest and closest one through giving supplementary card. As an essential cardholder spending points of confinement can likewise be set for each of the supplementary cards. For the accommodation of customer, all exchanges on the supplementary card will be indicated independently on the month to month financial record (NCC Bank, 2016)

3.2.6 Flexible Payment Option

With the NCC Bank Visa Credit Card, customer have the accommodation to pay as meager as 5% of their extraordinary (or Tk. 500, whichever is higher) on the Card account each month, therefore having the power and adaptability to arrange their installments. (NCC Bank, 2016)

3.2.7 Auto-Debit Payment Facility

With the NCC bank Credit Card, customer can pay their monthly bill through NCC Bank Account by instruction Auto-Debit. (NCC Bank, 2016)

3.3 Corporate Visa Credit Card

Corporate is normal for people acting together; "a joint character"; "the aggregate personality"; "the corporate great". The new measurement of NCC Bank Visa Credit Card is Corporate Credit Card which has as of now profited the Corporate Houses. (NCC Bank, 2016)

3.3.1 Objective of Corporate Customers

- Fast and Accurate Services.
- Effective Communication.
- Joint identity of bank and corporate house.
- Attractive Pricing (Annual fee 50% discount on card fee).
- Good ambience in the Bank.

3.3.2 Corporate offers of NCC Bank:

Particular	Small (10-100)	Medium (101-500)	Large (500 above)
Card Fee	50%	50%	(Negotiable)
Rate of Interest	2.5%	2.5%	2.5%
Maximum period of interest free	45 Days	45 Days	45 Days
Replacement Card Fee	Charges	50%	25%

3.4 Facilities

3.4.1 Balance Transfer Facilities

If anyone holds other Bank Credit Card, then NCC Bank will issue a credit card with equivalent limit and will issue a pay order by debiting card A/C from balance transfer option for the equivalent amount of total outstanding in order to full settlement and cancellation of other Bank A/C. (NCC Bank, 2016)

3.4.2 Branch POS

Instant cash can be get from NCCB branches through POS using NCCB VISA credit card. Transaction from branch POS will be treated as purchase transaction with interest free period of maximum 45 days. (NCC Bank, 2016)

3.4.3 Virtual Card

NCC Bank offers virtual card for payment of:

- Membership fee for professionals to scientific institutions in abroad.
- Fees for application, registration & admission to foreign educational institutions.
- Fees for examination of TOEFL, SAT and many more. (NCC Bank, 2016)

3.4.4 SMS Service & SMS Alert

NCC Bank provides SMS Alert Service for its cardholders. A service that allows clients to stay updated about their credit card transactions. For each transaction an alert will be send to their mobile instantly. All NCCB cardholders are automatically enrolled for this service. (NCC Bank, 2016)

3.4.5 E-Statement Service

NCC Bank brings more convenience for you through e-statement that will enable the card holder to receive their monthly credit card statement via e-mail without any cost. (NCC Bank, 2016)

3.4.6 Smart Pay Facility

NCC Bank has presented Smart Pay benefit with Equal Monthly Installment (EMI) office for their credit cardholders. Savvy Pay empowers cardholders to purchase a result of their decision from chose trader outlets inside Bangladesh and pay later with 0% financing cost over a residency extending between 3, 6, 9 and 12 months. (NCC Bank, 2016)

3.4.7 Discount Facility

By using NCC Bank Visa Credit Card, A Card Holder can enjoy fabulous discount offers in various hospitals, restaurant, hotels and other prominent merchant points. (NCC Bank, 2016)

3.4.8 NCC 24-hours support Center

NCC Bank offers Customer Services 24 hours and 7 days through their State-of-Art contact center and experience customer service staff. They provide one stop solution for the credit and debit card needs. (NCC Bank, 2016)

3.5 Fee & charges

Service	Fees
Annual Renewal fee	Tk. 500/- + 15% VAT
Card replacement fee	Tk. 500/- + 15% VAT
PIN reissue fee	Tk. 300 + 15% VAT

3.5.1 Cash Advance fee

Service	Fees
Our card in NCC Bank ATM	Free

Our card in NPSB & Q-Cash network ATM	Tk. 15 including 15% VAT
Balance Inquiry (Q-Cash/NPSB)	Tk. 5 including 15% VAT

3.6 SWOT analysis of NCC Bank Ltd.

3.6.1 STRENGTHS:

- **Stable source of fund:** NCC Bank has a stable and sustainable source of fund. They have different investment project such as NCC Investment ltd, NCC Finance limited. Not only that they have a strong position in Dhaka Stock Exchange though the huge collapse in DSE.
- **Strong liquidity position:** As they have a stable source of fund, they have also a strong liquidity position.
- **Concentrated market:** Their one of the main strength is their concentrated market. Unlike the other bank such as BRAC Bank, DBBL they do not concentrate on all service rather they only focus on corporate banking and Investment which maximized their profit.
- **Wide network of branches:** they have a satisfactory amount of branches which is sufficient for providing maximum client service.
- **Well-furnished and Air-conditioned:** They overall premises, cash area, service area of the bank is tremendously praiseworthy and everything is well equipped and organized.
- **Diversified product range:** they also have diversified product range like other Banks which is their strength to survive in the competition.
- **Satisfactory IT infrastructure:** they have strong IT infrastructure which ensure the cyber security of the client.

3.6.2 WEAKNESS:

- **Problem in delivery:** Problem in delivery means to be late or provide delayed service. It is one of the major weaknesses. Sometime due to lack of employees customer has to wait for a long time.
- **Relative high overhead expense:** The payment which bank has to make for paying the employees sometimes is more than the profit earned. So it is a big weakness.
- **Long term credit is not sufficient:** most of the people deposit their money for a one year or five years. It is not sufficient to earn profit in the long run.
- **Deposit is lower than advance:** Lower deposits are a major weakness of NCC bank.

3.6.3 OPPORTUNITY:

- **Regularity environment favoring:** Now-days the regularity of environment favoring is a great opportunity for banks as it becomes easier for the organization to work smoothly.
- **Private sector development:** Private sector development is another opportunity for NCC bank. The more private sectors will be developed the more the bank can improve economically.
- **Credit card business:** A large portion of our customers now can avail a credit card. So if the credit can business can run properly it will be a great opportunity for the bank
- **SME and Agro based industry loan:** SME and agro based business are growing day by day so it is a great opportunity to earn profit.

3.6.4 THREATS:

- **Deposits as well as quality assets:** One of the major threats is the deposits. The more deposits are collected in the bank, the more interest has to be paid by the bank

- **Market pressure for lowering interest rate:** there is also a downward pressure for lowering the interest rate to be more competitive in the market.
- **Shrinking in export import and guarantee:** There is always a never ending threat for shrinking export import guarantee for the banks as there are so many new products are coming in different banks.
- **Banking activities of competitors:** If the banking activities of the competitor gets better than there are chances to loose customer.
- **New rules and regulations imposed by government:** customers sometimes do not understand the new rules and regulations of the government. So its becomes a problem for the banks.

After analyzing the SWOT of NCC Bank I have acquired some results. According to my analysis the strengths of NCC bank are more than the weaknesses. Therefore it can be said that if all the threats are considered seriously and work on that it might become a new strength. NCC Bank should take all the necessary steps to do better than the competitors. They should also consider the opportunities and work on that. For example; if they consider the credit card business and ask potential customers to buy the product they may gain some more profit than now. For gaining the long run advantage I might say the opportunities, threats and weaknesses should be considered equally.

3.7 Security process of credit card of NCC bank

Credit card security depends on the bodilysafety of the plastic card as well as the confidentiality of the credit card number. Therefore, any other person other the real card holder enters the number correctly the security procedure cannot identify it. Once, traders would often accept credit card numbers without verifying mail order procurements. But now-a-days it is a common exercise to only ship to established addresses for minimizing fraudulentconsumptions. Signatures of the customers are needed in many places, so in some extent fraudulent can be controlled. Cancelling the stolen or lost card is a very useful step.

The steps followed by NCC bank ltd. To protect their credit cards are explained below:-

1. Build and maintain a secure network

When it comes to secure a credit card, the first thing is to build and maintain a secure network. Without a secure network any one can hack the data. This step includes another two steps. Those are-

(I) Install and maintain a firewall configuration to protect cardholder data: Most piece of necessity one, for example, remote system or switch setup in a roundabout way partner to web circle business. However, the important gear's that identify with site topology are specialists at its maximum. One must build their web circle trade webpage so that they never store card holder information to the frameworks that are available to the web. They everlastingly us firewall to keep themselves far from the web, interior systems and some other web open frameworks. Demonstrates with deviation to the PCI DSS for data on this necessity.

(II) Do not use vendor-supplied defaults for system passwords and other security parameters: They generally change seller provided avoidances and dispense with or evacuate avoidable default money related records before associating a framework on the system. This comes in application to all default passwords, including yet not restricted to those utilized by working framework programming that gives security administrations, application and framework accounts, purpose of offer terminal, straightforward system administration convention for instance; group strings.

(I) Protect stored cardholder data: They Do not store sensitive authentication data after authorization (even if encrypted). If sensitive authentication data is received, render all data unrecoverable upon completion of the authorization process.

(II) Encrypt transmission of cardholder data across open, public networks: During transmission over open public networks, cryptography and security protocols are used to safeguard sensitive cardholder data. Only trusted keys and certificates are accepted. The protocol in use only supports secured versions or configurations. The encryption strong point is suitable for the encryption policy in use.

3. Maintain a vulnerability management program

Maintaining a vulnerability management program is a must. Without maintaining vulnerability program the data are not safe from unauthorized hackers. To maintain vulnerability the follow to steps; those are;

(I) Use and regularly update anti-virus software or programs: Regular update of anti-virus software is a must. Without updating the program the program may misbehave. The It of NCC bank regularly updates the software and maintains the program very smoothly.

(II) Develop and maintain secure systems and applications: Developing and maintaining the secure system is one imperative step. Once the secure system is build the maintaining becomes must. NCC bank maintains the secure system with their IT professionals.

4. Implement strong access control measure

(I) Restrict access to cardholder data by business need-to-know: To ensure important information can only be accessed by authorized employees, all the systems and processes must be in a correlation to limit the access of the authorized users based on a need to know brochure and according to their job responsibilities. Need to know is while accessing rights, they are only accepted to only the smallest amount of data and privileges required while performing a job.

BIG-IP APM and BIG-IP Edge Gateway manage and limit the right to utilize those corporate applications and cardholder data. Security access is approved at both user and network levels on an as-needed basis. For the marvelous performance, scalability, user-friendliness, and endpoint security, BIG-IP APM and BIG-IP Edge Gateway is helping to increase the efficiency of those individuals functioning from home or on the way, which allows only certified personnel's admittance while maintaining corporate and cardholder data security. For application services, The user and other service architecture is communicated through the BIG-IP platform which saves data on the ADN. The BIG-IP platform specialties are it can scan, examine, manage, and organize both incoming and outgoing data—in messaging requests such as headers (metadata), cookies, and POST data, and in message responses in metadata and in the response payload. BIG-IP APM, BIG-IP Edge Gateway, and BIG-IP ASM, along with the TMOS operating system, work together which creates a more secured, role-based data access path, which eliminates malicious users from bypassing role restrictions and accessing

unauthorized data. Lastly, BIG-IP ASM helps to make sure that web pages should only be accessed after user login/authentication to users who have been properly authenticated.

(II) Assign a unique ID to each person with computer access: Allotting an extraordinary distinguishing proof (ID) to every individual with get to guarantees that moves made on basic information and frameworks are performed by, and can be followed to, known and approved clients. Prerequisites apply to all records, including purpose of offer records, with managerial abilities and all records with access to put away cardholder information.

The whole F5 item suite addresses the issue of one of a kind client ID and administration and goes about as an authorization system. For ID, BIG-IP APM, BIG-IP Edge Gateway, and BIG-IP ASM all work on the client session level, dealing with a solitary client session all through its length. This is refined utilizing different apparatuses, for example, secure treats, session IDs, and stream based approaches. For confirmation, BIG-IP APM and BIG-IP Edge Gateway speak with about all client ID and verification frameworks by means of RADIUS, Active Directory, RSA-local, Two-Factor, LDAP validation techniques, fundamental and structures based HTTP verification, SSO Identity Management Servers, for example, Site minder , and windows Domain Servers. They additionally bolster automatic client validation by means of secure keys, shrewd cards, and customer SSL testaments, permitting close boundless verification mixes crosswise over open and endeavor qualification administrations. Transport security is refined through TLS/SSL. The BIG-IP stage can offload SSL calculations from the back-end application servers, giving information security and system adaptability. A BIG-IP ADC is a full SSL intermediary, permitting it to review and ensure information disregarded to the application SSL before re-scrambling the information for secure conveyance to the application or back to the client. Moreover, it point by point revealing gives associations the responses to inquiries, for example, "When and who got to the application or arrange?" and "From what movements are clients getting to the system?" Reporting abilities incorporate custom reports on various client measurements, with insights assembled by application and client.

(III) Restrict physical access to cardholder data: Any physical access to information or frameworks that house cardholder information gives the chance to people to get to as well as

evacuate gadgets, information, frameworks, or printed versions, and ought to be suitably limited. "On location work force" are full-and low maintenance representatives, brief representatives, temporary workers, and advisors who are physically present on the element's premises. "Guests" are sellers and visitors that enter the office for a brief span, for the most part up to one day. "Media" is all paper and electronic media containing cardholder information.

5. Regulatory monitor and test networks

Physical and wireless networks are the glue connecting all endpoints and servers in the payment infrastructure. Vulnerabilities in network devices and systems present opportunities for criminals to gain unauthorized access to payment card applications and cardholder data. To prevent exploitation, organizations must regularly monitor and test networks to find and fix vulnerabilities.

(I) Track and monitor all access to network resources and cardholder data: Logging mechanisms and the ability to track user activities are critical for effective forensics and vulnerability management. The presence of logs in all environments allows thorough tracking and analysis if something goes wrong. Determining the cause of a compromise is very difficult without system activity logs-

- Establish a process for linking all access to system components to each individual user – especially access done with administrative privileges.
- Implement automated audit trails for all system components for reconstructing these events: all individual user accesses to cardholder data; all actions taken by any individual with root or administrative privileges; access to all audit trails; invalid logical access attempts; use of identification and authentication mechanisms; initialization of the audit logs; creation and deletion of system-level objects.
- Record audit trail entries for all system components for each event, including at a minimum: user identification, type of event, date and time, success or failure indication, origination of event, and identity or name of affected data, system component or resource.
- Synchronize all critical system clocks and times.

- Secure audit trails so they cannot be altered.
- Review logs for all system components related to security functions at least daily.
- Retain audit trail history for at least one year; at least three months of history must be immediately available for analysis.

(II) Regularly test security systems and processes: Vulnerabilities are being discovered continually by malicious individuals and researchers, and being introduced by new software. System components, processes, and custom software should be tested frequently to ensure security is maintained over time. Testing of security controls is especially important for any environmental changes such as deploying new software or changing system configurations.

- Test for the presence of wireless access points by using a wireless analyzer at least quarterly, or deploying a wireless IDS/IPS to identify all wireless devices in use.
- Run internal and external network vulnerability scans at least quarterly and after any significant change in the network. ASVs are not required to perform internal scans.
- Perform external and internal penetration testing at least once a year and after any significant infrastructure or application upgrade or modification, including network- and application-layer penetration tests.
- Use network intrusion detection systems and/or intrusion prevention systems to monitor all traffic in the cardholder data environment and alert personnel to suspected compromises. IDS/IPS engines must be kept up to date.
- Deploy file integrity monitoring software to alert personnel to unauthorized modification of critical system files, configuration files or content files. Configure the software to perform critical file comparisons at least weekly.

6. Maintain an information security policy

A solid safety strategy arrays the tendency for safety moving an organization's whole company, and it notifies staffs of their predictable responsibilities connected to safety. All staffs should be mindful of the sensitivity of cardholder data and their tasks for guarding it.

Maintain a policy that addresses information security for employees and contractors:

Establishing, publishing, maintaining, and disseminating a safety strategy that talks all PCI DSS requirements, consist of an annual procedure for classifying susceptibilities and properly measuring threats, and comprises a appraisal at least once a year and when the environment variations.

- Developing the operational security procedures on a daily basis that are dependable with necessities in PCI DSS.
- Developing usage strategies for acute employee-facing technologies to describe their correct use for all teams and servicers. These consist of distant contact, wireless, transferable electrical media, laptops, handheld devices, email and Internet.
- The security strategies to be ensured in a manner that all the employees and contractors understand. The strategies should be well defined.
- A formal security awareness program should be implemented for making all staffs aware of the significance of cardholder data security.
- To avoid or lessen the internal sources employees should be screened.
- Implementing a case reaction strategy. Preparing the employees to work immediately if there is any security breach.

Recommendations

Security of credit card is very imperative to protect the customer's information. NCC bank agreed to follow the security terms of PCI DSS for protecting the clients from various threats. Therefore I would like to recommend some steps that should be followed by NCC bank.

- secured Software for the credit card should be appointed to be well protected.
- Only approved PIN entry devices should be accepted and sold at different point of sale.
- Only validated payment software at POS or website shopping cart should be adopted.
- Any sensitive cardholder data should not be stored in computers, receipt printers, or on paper.
- Firewall protections should be used in networks and computers.
- Password is a must for the wireless routers.
- Strong passwords should be used (changing the default password is a must)
- Regularly checking of PIN entry devices and computers is a must to make sure no one has installed reprobate software or “scanning” devices.
- Employees should be trained more about the security of card holders.

Conclusion

NCC Bank Ltd. is setting astonishing footsteps in the monetary growth of the country in the financial sector. Providing personalized service to different customers based on technology is very much appreciable and it is without any doubt contributing to its growth.

The Bank has adopted so many rules and policy standards of security systems of credit cards and they are continuously upgrading their systems. Thus supervision of Credit Card service section must be multi-pronged, with different strategies followed at the different phases. Measures should be taken in place for both preclusion and insistence. Regarding preventive activities, significance needs to be positioned on credit screening, transaction pattern etc. Legal actions should be taken.

NCC Bank are actively practicing the secured policy with the support of highly trained, qualified and proficient employees who are ensuring the quick and proper way to fulfill the level of security in this matter.

NCC Bank Ltd is doing a great job in the financial industry of Bangladesh. It is a very good place for a business graduate to do his/her intern. One will get precious opportunity to real life issues dealt by a Banking sector by doing internship here. Also this provides a very good networking opportunity.

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