An Internship Report on
Retail Banking, Product and Performances of
Shahjalal Islami Bank Limited.

By
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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
June 2025

Declaration

It is hereby declared that

1. The internship report I submitted was created as part of my degree program at BRAC University.
2. The report does not include any previously published or written content by a third party, unless it is properly cited with complete and precise referencing.
3. The report does not include any content that has been approved or submitted for any other university or other institution's degree or certificate.
4. All major sources of assistance have been recognized.

Student's Full Name & Signature:

Fatima Akther
21164123

Supervisor's Full Name & Signature

Dr. Mohammad Enamul Hoque
Assistant Professor
BRAC Business School
BRAC University

Letter of Transmittal

To,
Dr. Mohammad Enamul Hoque
Assistant Professor
BRAC Business School
BRAC University.

Subject: Submission of internship report.

Dear Sir,
I am sending you my internship report on retail banking products and performance at Shahjalal Islami Bank Limited (SJIBL), with all due respect. I was introduced to the financial sector of our system through this internship opportunity at Shahjalal Islami Bank Limited, which also helped me learn a great deal about the workings of the banking business.

I have worked very hard to complete the report and have done my best to provide as much trustworthy material as I can. As a prerequisite for the "Masters of Business Administration (MBA)" intern report, I have really liked writing this report.

If you get my report, I will be really encouraged. I am also thankful for your unwavering support, which enabled me to finish my report. I appreciate your helpful and kind assistance in guiding me through the preparation of this report.

Respectfully,
Fatima Akther
ID NO – 21164123

Acknowledgement

It is impossible for individual efforts to fully contribute to the effective accomplishment of any endeavor. Without expressing my gratitude and appreciation to the following people who have contributed significantly to this report, I would have failed in my job. I want to start by offering thanks to Almighty Allah for providing me with an internship opportunity at a reputable company and for giving me the perseverance and patience to work and study there.

All of this would not have been possible without the appropriate direction of my esteemed supervisor, Dr. Muhammad Enamul Hoque, throughout my three-month term. I have gained a great deal of practical experience that I can now apply to my academic understanding. She helped me create this report by being patient with me and guiding me during my internship, for which I am quite grateful.

I would also like to express my thankfulness to **Nazir Ahammed,** Senior Vice President and manager and **Mohammad Raisul Islam Rassel,** Assistant Vice President and Deputy Manager of Mirpur branch for helping me throughout my internship at Shahjalal Islami Bank Limited and motivating to think critically and practically on an organizational perspective.

Finally, I want to express my gratitude to all of the other staff members at Shahjalal Islami Bank Limited and BRAC University for their thoughtful and understanding support. Without their assistance, it would have been extremely challenging for me to compile this report.

EXECUTIVE SUMMARY

On April 1st, 2001, Shahjalal Islami Bank became a public limited company under the Companies Act of 1994, embarking on a path to fulfill its vision and goal. Success, according to SJIBL, hinges on the capacity to continuously meet every evolving client preference.

I have included every significant facet of my internship job experience in my report. I worked on SJIBL's general banking division.

This study's primary goal is to provide a concise overview of SJIBL's general banking operations, customer satisfaction, deposit and savings products, and retail loan products. It also aims to describe my roles and responsibilities during these three months at Shahjalal Islami Bank.

It concludes with a study of a handful of the services offered by Shahjalal Islami Bank's general banking division, which provides insight into the division's level of success.

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Chapter One:

Introduction

Origin of the Study:

These days, academic education alone—that is, institutional education—cannot prepare a student for ambition in the real world. An essential component of the MBA program is this project paper. This project paper's title is "Analysis of Retail Banking, Product, and Performances of Shahjalal Islami Bank Limited." In addition to theoretical knowledge, practical observation is necessary to enhance one's understanding of real-life issues and circumstances, and it's crucial to understand how theoretical knowledge aligns with practicality. In order to create a paper that is presentable, every effort is made to collect as much information as feasible. It is attempting to utilize all of the most recent data available.

Objectives of the Study:

The project paper's objectives are broken down into two sections. There are two types of objectives: primary and secondary.

Primary Objective:

To fulfill the partial requirement of MBA Program at Brac University.

Secondary Objectives:

Secondary objectives include:

- ❖ To conduct a qualitative research revolving on the Retail Banking Operation Shahjalal Islami Bank Limited.
- ❖ To provide a brief overview of different Islamic banks and their historical background.
- ❖ To provide a detailed overview of the bank's major functional departments.
- ❖ To provide a concise analysis of the industry and the bank's competitive position.
- ❖ In order to assess the performances.
- ❖ To learn about the services that Shahjalal Islami Banks offer its clients

Scope of the Study:

All qualitative or descriptive topics, such as SJIBL retail banking profiles, product and performance analyses like Bai mode, profit & loss sharing, and Ijara mode, as well as analyses of remittances, offshore banking, fixed deposits, etc., are the main emphasis of this research paper. I made an effort to cover five years of retail banking operations, from 2019 to 2023, in my project document. Ultimately, I can state that this study has to do with retail banking and actions associated with it. My research is not the last one. Therefore, more research on this topic may be done.

Methodology of the Study:

This project paper is performing based on the information which is extracted from different types of sources and collected by using some specific methodology. The methods of completing the project paper have included some steps, which followed one by one.

This is an “Exploratory Research”, which briefly reveals the Retail Banking, product and Performance’s analysis of Islami banks ltd**”** Data have been collected from only secondary sources.

Data Sources:

The primary source of secondary data for this study is the different Islamic bank divisions; additional information was gathered from the daily newspapers, pertinent journals, and the annual reports of Bangladesh's Islamic banks. Secondary data sources include:

- ✓ Annual report
- ✓ Online data
- ✓ Islamic Banking related books
- ✓ Website of SJIBL

Data Processing:

- ✓ MS Word
- ✓ MS Excel

Limitations of the study:

My work is susceptible to some constraints, despite my best efforts to produce my project paper with the greatest care and dedication. These restrictions are listed as follows:

- It takes a significant amount of time to continue studying in such a large region. I had just one month to finish this project paper, which was insufficient.
- I find it difficult to gather data because I don't have a research paper.
- The research was carried out using secondary data.
- Insufficient information on the bank's website.
- Notwithstanding all of these restrictions, I have made every attempt to produce the study.
- I had trouble getting the information I needed since I was utilizing an internet source.

Chapter Two:

Company Overview

Historical Background of Shahjalal Islami Bank Limited

On May 10, 2001, the Bank was incorporated. The bank's corporate social responsibility division is called the Shahjalal Islami Bank Foundation.

Anwer Hossain Khan, the chairman of Anwer Khan Modern Hospital and Modern Diagnostic Center, was chosen to serve as Shahjalal Islami Bank Limited's chairman in May 2011.[4] Shahjalal Islami Bank Limited chose Khandoker Sakib Ahmed, director of Zuiria Trade International, and Md Harun Miah, director of Kushiara Financial Services Limited, as vice-chairmen.

Sayed Hassan Imam, the former vice president of Shahjalal Islami Bank Limited, and five other individuals were sued by the Anti-Corruption Commission in November 2012 for embezzling 131.7 million BDT from the bank.

Mohammed Solaiman, the bank's former chairman and director, was detained by the Anti-Corruption Commission in 2014 on suspicion of embezzling 1.4 billion Taka from the bank by giving Joynob Steel, SK Steel, and Paradise Corporation poor loans. The Anti-Corruption Commission accused another director, Mohammed Solaiman, of embezzling 1.49 billion Taka in the same year.

Khaza Solaiman Anwar Chowdhury, the managing director of Bismillah Group, was sued by the Bangladesh Anti-Corruption Commission in 2015 for embezzling 1.1 billion Taka from Shahjalal Islami Bank Limited and 14 other people, including four bank workers. The head of the Ha-Meem Group, AK Azad, was chosen to lead Shahjalal Islami Bank Limited in June. Shahjalal Islami Bank Limited chose Md. Abdul Barek as its vice-chairman and Mohammad Younus as its chairman.

Md. Monjerul Islam, the bank's former deputy managing director, and four other individuals were accused of embezzling 2.5 billion Taka by the Bangladesh Anti-Corruption Commission in 2016. They established a fictitious letter of credit to do this.

The chairman of Osman Memorial Hospital and Russell Spinning Mills Limited, Akkas Uddin Mollah, was chosen to lead Shahjalal Islami Bank Limited in January 2018. In October 2018, M Shahidul Islam was named Shahjalal Islami Bank Limited's managing director. Mohammed Golam Quddus, who represents Anwar Khan Modern Hospital Limited, and Khandoker Sakib Ahmed, managing director of Zuairia Group, were chosen to serve as Shahjalal Islami Bank Limited's vice-chairmen.

Electra International chairman Md. Sanaullah Shahid was re-elected as Shahjalal Islami Bank Limited chairman in January 2021. The vice-chairmen of Shahjalal Islami Bank Limited, Md. Abdul Barek and Md. Harun Miah, managing director of Shahjalal Islami Bank Securities and chairman of Hotel Pritom Inn, were re-elected. Prashanta Kumar Halder laundered the proceeds of his embezzlement through Shahjalal Islami Bank Limited.

Mohammed Younus, the managing director of Ananta Paper Mills Limited, was chosen to serve as Shahjalal Islami Bank Limited's chairman in January 2022.[16] Mohammed Golam Quddus and Mohiuddin Ahmed, the chairman of Rupsha Trading Corporation, were chosen to serve as Shahjalal Islami Bank Limited's vice-chairmen.

Background of Shahjalal Islami Bank Limited (SJIBL)

Islamic Shariah serves as the cornerstone of Shahjalal Islami Bank Limited (SJIBL). The saint Hajrat Shahjalal (R), who dedicated his life to helping people and advancing peace on Earth and in the hereafter, is the inspiration behind the name SJIBL.

In compliance with the Companies Act of 1994, SJIBL was formed as a public limited company on April 1, 2001. After receiving a Bangladesh Bank license, it opened its first branch (main branch) on May 10, 2005, at 58 Dilkusha C/A, Dhaka. Its objectives were to help the country's commerce and industry, raise the economic status of its customers, and encourage sustainable economic progress. The company's headquarters are located at 10 Dilkusha C/A, Jiban Bima Bhaban, Dhaka-1000, Bangladesh. In Bangladesh, it now runs 51 branches. SJIBL is sponsored by prominent business leaders and renowned entrepreneurs in the country. This bank now has 2,741 employees and Tk 10,291 million in paid-up capital.

Vision of SJIBL

To be Bangladesh's first contemporary Islamic bank, contribute significantly to the country's economy, and increase the trust and wealth of our clients, as well as the value of our workers and shareholders' ownership.

Mission of SJIBL

- To offer clients high-quality services.
- To establish high integrity standards.
- To invest in high-quality investments.
- To guarantee long-term business prosperity.
- To guarantee that the wealth of shareholders is maximized.
- Objective to provide our clients with cutting-edge services by combining Islamic values with modern technology.

Strategies of SJIBL

- To work for the highest level of client satisfaction and gain their trust.
- To run and administer the Bank as efficiently as possible.
- To examine and revise policies, methods, and practices in order to improve the capacity to provide clients with better services.
- To provide all staff with sufficient resources and training so that the demands of the customers are met in a reasonable manner.
- To increase organizational effectiveness by promptly and transparently informing staff members on firm plans, policies, and procedures.
- To diversify the portfolio in both the retail and wholesale markets;
- To foster a friendly work environment.

Objectives of SJIBL

The primary objective of Shahjalal Islami Bank Limited is to encourage, develop, and promote the application of Islamic law, tradition, and principles to banking, financial, and related commercial operations. The objectives of Shahjalal Islamic Bank Limited with regard to its economic function are as follows:

- To offer cutting-edge financial services that follow Islamic Shariah.
- To defend the principles of Islamic justice while promoting prosperity and economic expansion.
- To improve the efficiency of resource allocation.
- To aid in the establishment of economic stability.
- To hold onto one's position in the competitive market.
- To establish an interest-free, welfare-oriented financial system.
- To help reduce poverty and encourage the creation of jobs.
- To encourage consistent, long-term economic growth.

Corporate Information of SJIBL

Table 2.7 Corporate Information

Name of the Company	Shahjalal Islami Bank Limited
Legal Form	A public limited company incorporated in Bangladesh on 1st April 2001 under the companies Act 1994 and listed in Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited.
Commencement of Business	10th May 2001
Registered Office	Jiban Bima Bhaban Front Block (4th Floor) 10, Dilkusha Commercial Area Dhaka-1000.
Telephone No.	88-02-9570812, 7160591
Fax No.	88-02-9570809, 9553562
Website	www.shahjalalbank.com.bd
SWIFT	SJBL BD DH
E-mail	sblho@shahjalalbank.com.bd
Chairman	Alhaj Engr. Md. Towhidur Rahman
Managing Director	Muhammad Ali
Auditors	M/S. Syful Shamsul Alam & Co. Chartered Accountants Paramount Heights 65/2/1 Box Culvert Road (level-6) Purana Paltan, Dhaka-1000 Phone: 88-02-9555915, 9560332
Tax Advisor	M/S K.M Hasan & Co. Chartered Accountants 87, New Eskaton Road Dhaka. Phone: 88-02-9351457, 9351564
Legal Advisor	Hasan & Associates Chamber of Commerce Building (6th floor), 65-66 Motijheel C/A, Dhaka
No. of Branches	51
No. of ATM Booth	05
No. of SME Centers	05
Off-Shore banking Unit	01
No. of Employees	1109
Stock Summary:	
Authorized Capital	Tk. 4,000 million
Paid up Capital	Tk. 2,245.98 million
Face Value per Share	Tk. 100

Divisions of SJIBL

Every major division of Shahjalal Islami Bank is composed of many departments. The primary divisions of Shahjalal Islami Bank are as follows:

Investment Division

The two primary functions of the banking sector are lending and borrowing. Between economically surplus and economically deficient entities, banks act as a link. Thus, a banker is a money and credit broker. Many individuals deposit money with banks, which subsequently distribute the majority of their savings to others who wish to borrow it. The decision on which client or party will receive the bank's credit facility rests with this division. The credit clients are selected based on the criteria of the credit policy. This division has complete authority to decide either in the client's favor or against them.

Financial Administration Division

All branches' credit proposal, disbursement, monitoring, and credit recovery functions are overseen by this division. Every branch has its own credit department, and the head office's credit services division receives reports on all branch-specific activity.

Audit & Inspection Division, H.O

The organization's finances and operations are entirely under the control of this division. They give the whole budgetary cap for the relevant year to each department. They carry out finance efforts in addition to access and operational operations.

Marketing & Public Relation Division

- Improving the process that ultimately yields information about the competition and relative market;
- Implementing marketing strategies and the concept of trade marketing;
- Expanding the country's marketing network;
- Planning a number of seminars and workshops to raise the standard of present officers as a means of gaining a competitive edge.

Common Services Division

With the exception of the credit and financial sector, all general operations are managed by this division. This section is responsible for designing and carrying out all administrative tasks. Division of Human Resources (HRD)

Employees are the organization's most important resource, and this section deals with them. They place a strong emphasis on hiring new staff members and providing them with perks and services. Additionally, encouraging employees to perform successfully and efficiently is the core tenet.

Computer IT Division (IT)

The IT operations are managed by this section. Every branch has its own IT department, and the head office IT department receives reports on all branch-specific operations.

International Division

This division operates globally. This division oversees and manages all branch-wise foreign work.

Management

Shahjalal Islami Bank Limited has been involved in corporate management with a board of directors. The Board of Directors selects members of the Executive Committee to make sure the Bank functions properly. A Management Committee, made up of the Bank's top executives, is also formed. The Board of Directors develops the Bank's primary policies and business strategies. The Executive Committee and Management Committee are responsible for carrying out, implementing, and overseeing these policies and initiatives.

2.11 Hierarchy of Shahjalal Islami Bank Limited

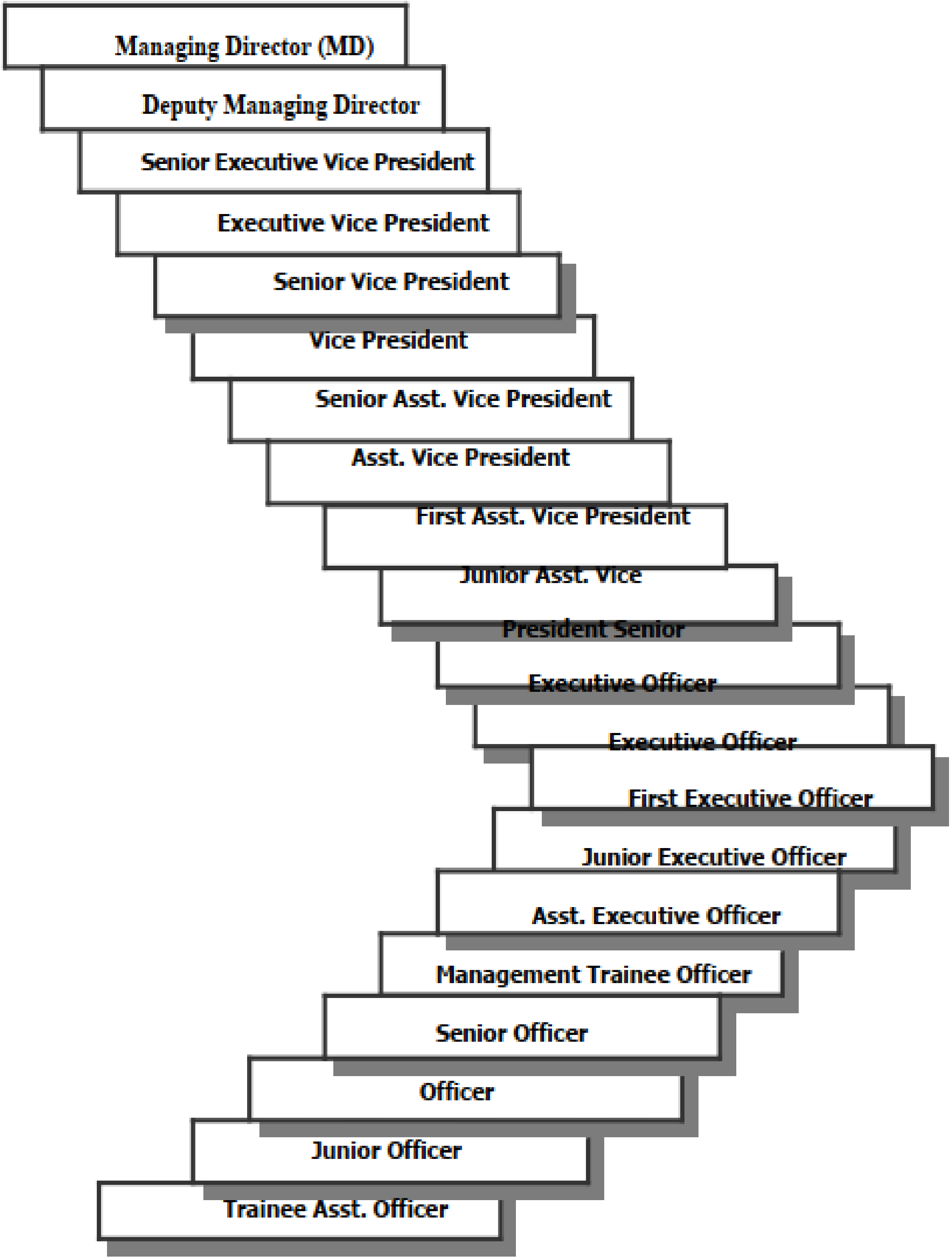


Figure 2.11 : Hierarchy of Shahjalal Islami Bank Limited

Shariah Council: Shariah Supervision

Since the Bank's founding, the Shariah Council has been instrumental in directing and overseeing the application and adherence to Islamic Shariah principles in all of its operations. The Council, which holds an important position within the Bank's structure, is composed of outstanding economists, recognized lawyers, notable Ulema, and reputable bankers.

The bank has established a Shariah council in accordance with article 30 of its articles of association. Prominent ulama, bankers, lawyers, and economists make up the bank's Shariah council, which provides guidance and counsel on how to apply Islamic Shariah in commercial operations. The council holds a unique position within the bank's structure and is essential to ensuring Shariah compliance.

The Shariah Council meets regularly and discusses various Shariah-related concerns that the Bank faces. Additionally, they frequently do Shariah inspections of the Bank's branches to make sure that the Shariah principles are applied and strictly adhered to.

Corporate Governance

Corporate governance is often regarded as the most important component of effective company house administration. SJIBL remains steadfast in its dedication to the highest standards of corporate governance across the board. Promoting corporate justice, openness, and accountability to all stakeholders is the goal. It understands the need of sound governance inside the Bank as a responsible corporate citizen. The purpose of their corporate governance is to permanently build and solidify the confidence that the public, shareholders, clients, and workers have in the business.

Products and Services:

In addition to the standard services, the SJIBL offers a wide range of services to its enormous customer. It has an advantage over its rivals because to its regular product and service improvements and launches.

- Different Types of Schemes: Monthly Deposit Scheme (MDS)

- Mudarah Term Deposit Receipt (MTDR) Monthly Income Scheme (MIS)
- Double Profit Deposit Scheme (DPDS)
- Millionaire Scheme. Hajj Palon Scheme etc.

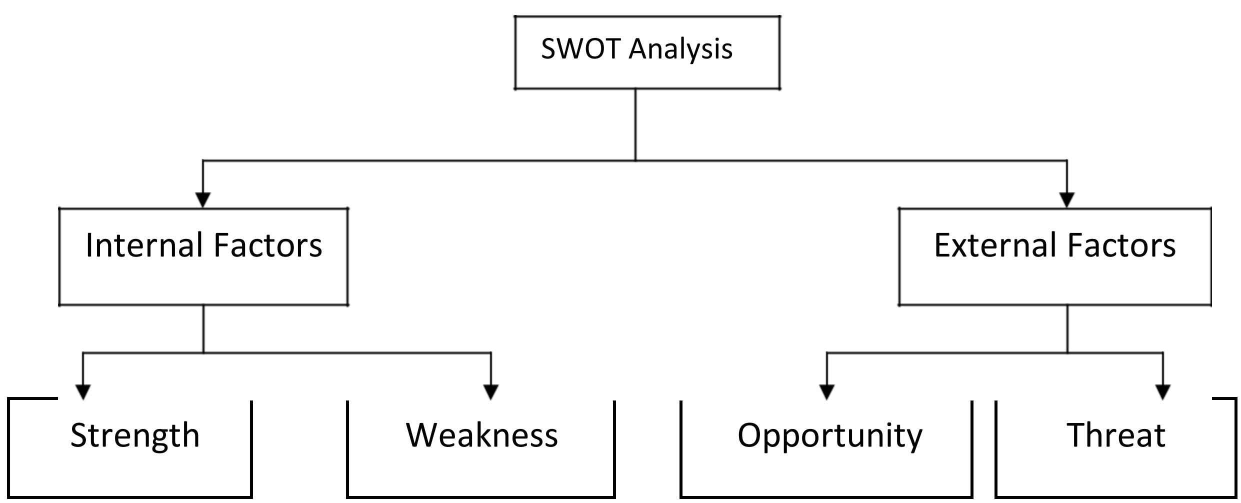
Different Types of Investment (Lone) Facilities:

- Exchange
- Financing for working capital
- Industry
- Forestry, fishing, and agriculture
- Communication and transportation
- Sanitary services and water works
- Building and storage. various, etc.

SWOT Analysis

SWOT analysis stands for Strengths, Weaknesses, Opportunities, and Threats. SWOT analysis is necessary to improve a company's strategic planning and assess its competitive position. For Shahjalal Islami Bank Limited, SWOT analysis is essential. According to a recent Bangladesh Bank announcement, Shahjalal Islami Bank Limited is in the green zone. Shahjalal Islami Bank Limited evaluates both internal and external aspects using the SWOT analysis.

SJIBL can determine its strengths and weaknesses based on internal considerations, allowing it to make improvements and work toward its objectives. Shahjalal Islami Bank Limited develops initiatives and looks for solutions to dangers posed by external forces.



Strength:

- The Shariah Council runs the Shariah-based banking system used by Shahjalal
- The management is made up of seasoned and effective bankers and corporate staff.
- Top-level planning is carried out by the excellent teamwork of mid-level and lower-level personnel.
- Online banking facilities provide hassle-free client service.
- The location and structural arrangement of the firm are crucial.
- SJIBL offers a wide range of products.
- Completely automated account management.
- When it comes to financial services, SJIBL can easily adjust to international standards.
- SJIBL offers 24/7 banking services as well as ATM debit cards.
- SJIBL's financial strength is enormous. The net operating profit of banks is rising steadily each year.
- The assets of Shahjalal Islami Bank are in a very good position. The bank is constantly monitoring the quality of its assets.
- The human resources pool of SJIBL is diverse and includes individuals with advanced degrees. The majority of employees are relatively young in age yet have a wealth of expertise, which is another advantageous demographic feature.
- SJIBL has enormous financial strength. Banks' net operating profits are rising steadily each year.
- Shahjalal Islami Bank has a very good asset position. The bank is extremely vigilant about protecting the quality of its assets.
- Human resources at SJIBL are diverse and include individuals with strong academic backgrounds. Additionally, the majority of employees have mature experience while being relatively young in age.

With the recent launch of online banking, the bank is now able to automate every process. Computers currently handle a number of banking tasks. Additionally, the bank has access to the SWIFT (Society for Worldwide Interbank Financial Telecommunication) alliance, which allows it to send and receive important financial communications quickly and affordably.

Weakness:

- The bank only has a few ATM booths and they are not located in the right locations; it does not engage in aggressive advertising or promotional operations to get geographic coverage. Thus, there are restrictions on the use of ATM cards.
- In comparison to other private banks, it appears that charges and other costs are occasionally quite excessive. charges from debit cards in particular. It typically results in unhappy customers.
- The Dhanmondi Branch does not have enough employees to match the consumer demand ratio. One should rely on others because not every employee has a user ID.
- Centralized authority delegation helps employees understand their responsibilities. Employee morale suffers as a result.
- There is no setup for the clients who are waiting.
- Lack of a modernized webpage.

Opportunities:

In this context, "opportunity" refers to a possible interest or buyer need where a bank may make money. The management has a great chance to enhance its growth if it can effectively utilize the ongoing help. Other possibilities are:

- The Bank may promote itself by launching social welfare initiatives;
- SJIBL may hire more skilled and efficient staff to provide clients with prompt and effective service;
- and several branches can be established to expand the bank's services to more rural regions.
- SJIBL can hire more skilled and productive workers to provide clients with prompt, effective service.
- By launching social welfare initiatives, the Bank may promote itself.
- To provide the bank's services to more remote places, several branches might be opened.
- Establish a new SME center in various business-oriented locations around the nation.

- For company owners, SMEs, and agro-based enterprises, the bank can provide microcredit in addition to a new loan program.
- Presenting the segmentation of merchant banking.
- SJIBL can add a new sector to diversify its holdings.
- The market for credit cards.
- Growth of a new investment sector.
- Pursuing the extension of the product line.
- The bank may offer its clients more cutting-edge and contemporary goods and services.
- The development of online banking.

Threats:

An adverse trend or development that would result in a decline in sales or profit is the environmental danger. The following are further dangers to the bank:

- With their cutting-edge goods and services, both international and rapidly expanding local banks are quickly gaining a sizable portion of the market, which leads to the bank's current clientele switching.
- Bangladesh Bank Private commercial banks may occasionally be required to follow laws and regulations that are inappropriate for all commercial banks.
- There are more and more possible rivals both domestically and internationally.
- Bangladesh's political instability and unrest, including strikes and boom blasts, pose a danger to the bank's success.
- Pressure from the market for a declining profit rate.
- The nation's low foreign exchange reserves, declining exports, and a slowing global economy.
- Tougher laws targeting international or foreign banks.
- Organizational mergers and acquisitions in Bangladesh's banking sector.

Five Forces Model of Competition

1. There is fierce competition from other sellers. Because the same clients are being served by seven other shariah-based banks that offer essentially the same banking services and products. Second, in order to serve or keep their clients who choose shariah-based banking, traditional banks have created an Islamic window.

1. **Competition from Potential New Entrants to the Industry - Low**. Since there are already 61 banks in the nation, Shahjalal Islami Bank Ltd. is not in danger from possible new competitors.

2. **Competition from Producers of Substitute Products** - High. Because the same clients are being served by seven other shariah-based banks that offer essentially the same banking services and products. Second, traditional banks have developed an Islami window to offer alternatives to their own goods and services. Customers can thus switch from Shahjalal Islami Bank Ltd. to another bank.

3. **Supplier Bargaining Power** - High. because the bank's supplier is fewer than the total number of banks. There are around ten network connectivity providers for Bangladesh's 61 banks. However, only half of the ten network connectivity providers are completely effective and uphold service criteria. Thus, a small number of suppliers have more negotiating leverage with Shahjalal Islami Bank Ltd.

4. **Customer Bargaining Power** – High. Because Shahjalal Islami Bank Ltd. (SJIBL) wants to boost its spread (4.15% in January 2019), it wants to gather low- or no-cost deposits. The bank's cost of funds is more than 8%, which is expensive. As they continually state that other banks are offering more than they are, depositors may thus haggle for a decent return on their money.

PESTEL Analysis of SJIBL

Shahjalal Islami Bank Limited's operations and performance may be impacted by a number of external variables, which are examined in a PESTEL analysis:

Political Factors:

Government policies and regulations: The profitability and operations of the bank may be impacted by rules controlling the banking sector, such as capital requirement and interest rate policies.

Political stability: Economic conditions can be impacted by political unrest or governmental changes, which can therefore have an effect on the banking industry.

Economic Factors:

- Economic growth: The demand for banking services and the lending operations of banks are influenced by the nation's overall economic growth.
- Interest rates: The cost of money and profitability of the bank are impacted by changes in the central bank's set interest rates.
- Exchange rates: Because the bank is Islamic, changes in exchange rates might affect its foreign currency assets and international transactions.
- Inflation rates: The bank's loan portfolio and clients' purchasing power may be impacted by high inflation rates.

Social Factors:

Demographic trends: Urbanization, population expansion, and demographic shifts affect the kinds of goods that people want and the need for financial services.

Cultural preferences: As an Islamic bank, it is essential to follow Islamic law and accommodate Muslim clients' preferences.

Technological Factors:

- Technological developments: The effectiveness of customer service, digital banking products, and banking operations are all impacted by the adoption of new technology.
- Cybersecurity: The bank is exposed to dangers pertaining to data privacy and cybersecurity as a result of growing digitalization.

Environmental Factors:

Environmental restrictions: The bank's operations and reputation may be impacted by compliance with environmental rules, particularly those pertaining to sustainable banking practices.

Legal Factors:

- Respect for banking laws, rules, and guidelines established by regulatory organizations like the central bank and financial regulatory agencies is known as regulatory compliance.
- Legal risks: The bank's image and financial viability are at danger from litigation, regulatory inquiries, and noncompliance.

Ethical Factors:

- Corporate governance: The bank's reputation and stakeholder confidence depend on upholding strong standards of corporate governance and moral behavior.
- Social responsibility: Adopting ethical business practices and social responsibility programs may improve the bank's reputation and clientele.

Chapter Three:

Retail Banking

Retail Banking

Retail Banking

Local branches of bigger commercial banks are used by individual consumers in retail banking, a unique mass-market banking system. Current and savings accounts, mortgages, personal loans, debit/credit cards, and certificates of deposit are among the services provided. In this customer- focused banking system, the company interacts directly with its clients.

Consumers can obtain financial services through retail banking. The branch of a bank that works with retail clients is known as retail banking, and it is the process of determining each customer's unique needs and meeting them.

Objectives of Retail Banking

- To improve the standard of life for specific consumer categories by offering loans without collateral.
- To take part in socioeconomic growth and to guarantee that the general public has access to credit
- Diversifying the loan portfolio to reduce risk.
- To increase bank profit and reduce liquidity strain by operating loans with higher yields but faster recycling.

Target Market of Retail Banking

- Confirmed Government Officers, Semi-Governmental Organizations/Institutes, Autonomous entities, and Corporations.
- Professionals, business executives, and self-employed individuals having a steady monthly income and the ability to repay.
- For everyone else, the monthly installment amount cannot be more than one-third of their take-home pay.

Retail Banking Product and Services

The following services are provided by Islamic banks via the following channels:

1. General Banking Services
2. Investment Service
3. Foreign Exchange Business Services
4. Foreign Remittance Services

5. ATM Services
6. Online Banking Services
7. Internet Banking Services
8. SMS Services
9. SWIFT Services
10. Locker Services
11. Off shore Banking Units

Bai-Murabaha:

A Bai-Murabaha is a contract between a buyer and a seller whereby the seller offers the buyer certain particular products that are allowed by Islamic Shariah and the law of the country at a cost plus stipulated profit that can be paid in cash or in installments or in one lump amount on a certain future date. The profit markup can be set as a percentage of the items' cost price or as a flat amount.

Types of Murabaha:

Bai-Murabaha can be classified into two categories based on the parties involved.

Ordinary Bai- Murabaha:

The term "ordinary Bai-Murabaha" refers to a transaction in which the seller, acting as a regular trader, buys goods from the market without relying on an order, assures the buyer that he will buy them from him, and then sells them to the buyer for cost plus profit. In this instance, the seller risks everything he has invested in the company in the hopes of making money from the sale of the things he has bought.

Bai-Murabaha on order and promise:

The sale is known as "Bai-Murabaha on order or promise," or simply "Murabaha," and it takes place between the buyer, seller, and the Bank when the Bank receives an order from the buyer with specifications and a previous outstanding promise to buy the goods from the Bank. The Bank then buys the ordered goods and sells them to the ordering buyer at a cost-plus agreed profit. Profitable money in this instance is essentially guaranteed by promise.

This Murabaha upon order and promise is typically utilized by Islamic banks, which buy commodities based on customer specifications and sell them on Bai-Murabaha to the person who ordered the goods and promised to pay the cost price plus a markup profit that was previously agreed upon by the client and the bank.

As a result, it is a profit-making transaction in which the Bank transfers ownership of the products to the customer, but the customer is given a certain amount of time to pay the selling price (cost + profit).

To clarify, it should be mentioned that Islamic banks are financiers to their customers, but not in the sense that they finance their purchases of goods like conventional banks do. Instead, they are financiers by postponing payment of the sale price of the products that the bank sells to its customers. When Bai-Murabaha is used improperly, there is a possibility that a loan will be made and interest will be earned.

Therefore, in order for Bai-Murabaha to be a real practice, the Bank must buy commodities for and on behalf of the Bank and pay the price of those products for and on behalf of the Bank. However, in any case, the price of the goods is paid for and on behalf of the customer, or it is paid to the customer, and any profit is Reba (interest, which is permitted in the conventional banking system but not in the Islamic banking system since Islam forbids interest of any kind).

Bai-Muajjal:

An agreement known as a Bai-Muajjal is one in which the seller offers the customer certain items that are permitted by Shariah and national law for a specified price that must be paid in full at a later time or in fixed payments over a predetermined amount of time. Additionally, the seller is free to sell the goods he has purchased in compliance with the buyer's requirements and request.Bai-Muajjal is regarded as a contract between the bank and the customer whereby the bank sells the customer certain particular items that were bought in accordance with the customer's specifications and order at a predetermined price that must be paid in full or in set installments by a certain future date.

As a result, it is a credit sale in which the bank transfers ownership of the items to the customer, but the customer is given a certain amount of time to pay the selling price. It should be mentioned that in the cases of Bai-Murabaha and Bai-Muajjal, the Islamic bank acts as a financier to the client by postponing payment of the selling price of the items it sells to the client, rather than financing the customer's purchase of goods.

It will be a remittance or payment of the amount on behalf of the client, which will be nothing more than a loan to the client, and any profit on this amount will be nothing more than interest if the bank does not buy the goods or enter into any kind of purchase agreement with the seller, but only pays for goods that the client has directly purchased and received from the seller under the terms of the Bai-Muajjal / Bai-Murabaha agreement.

Bai-Salam:

The customer pays in advance for the transaction, but the delivery isn't made by the appointed date. A financial transaction in the Bai-Salam is one in which a good that will be supplied later is paid for in advance with cash. It signifies that the sale of the good (debt in kind) is delayed and that the whole amount must be paid immediately.

Both sides benefit from the Bai-Salam sales:

1. In exchange for his pledge to provide the item later, the vendor gets the agreed-upon sum of money up advance. He benefits from the Salam sale by having his wants met monetarily, whether they are for personal or business-related costs.
2. The financing bank is the buyer-heretic. The bank receives the commodity on which it intends to trade whenever it chooses. Because when a seller fulfills his obligations, the commodity becomes his burden. Since a Salam sale is typically less expensive than a cash transaction, the bank will also profit from the low costs. In this manner, the bank will be protected against price swings.

Without making one contract reliant on the other, the bank is able to sell the same sort of commodity on parallel Salam that it has previously bought on first Salam. The bank can also choose to sell the commodity for cash or deferred payment after waiting to receive it.

Bai-Istina:

An Istrians contract is an agreement between a buyer and a manufacturer/seller whereby the seller offers one or more produced goods that are permitted under both Islamic and national law. The agreed- upon amount of the transaction may be paid in full or in installments over a certain time frame, or at a later date per the buyer's request.

Feature:

- Islamic Shariah allows for a special type of investment called istisna'a, in which a product or items may be advertised without really existing. If the object or goods are ready for sale, Islam prohibits Istisna'a. The transaction can then be completed in the Bai-Muajjal or Bai Murabaha investment styles.

- This method may delay the payment of the money as well as the delivery of the products. In certain cases, it facilitates the producer's ability to get the price of the items in advance, which he may use to finance the manufacturing process.
- The customer might choose to pay the entire sum at once or in installments.It is a legally binding agreement, and once the manufacturer begins work or the price is paid and received in full or in part, neither side may terminate it.
- Istisna'a is particularly common in the manufacturing and industrial sectors. Nonetheless, it may also be used in the construction and agriculture industries.

Mudarabah:

The expression refers to a particular kind of commercial arrangement in which one side provides cash and the other their own effort. The proportionate share of profit is determined by mutual agreement. However, the entrepreneur is not paid for his labor because the capital owner is fully liable. Entrepreneurs are called "mudarib," and financiers are called "rabal-maal." It is a contract wherein the Islamic bank provides all of the capital and the other party manages the business. It is a financing technique used by Islamic banks. Profit is allocated based on predetermined ratios, and the "mudarib" bears all losses unless they are the consequence of negligence or contract violations. The bank passes on this loss to the depositors.

Musharaka-Shirkat:

Shirkatul is a sign of collaboration. The ownership component is referred to as Shirkatul Melk. In a Shirkatul Melk contract, two or more parties contribute equity, purchase an asset together, take use of the agreement's benefits, and bear the loss in accordance with their respective equity.

Ijarah:

The Arabic words "Air" and "Uirat," which denote payment, rent, compensation, or consideration, are the origin of the word "Ijarah." This is really the trade value, consideration, return, salary, or rent for services of the asset. Ijarah is a type of hiring arrangement wherein a given thing is hired out by the hirer to a hirer for a predetermined amount of time in exchange for fixed rent or rents. It is an agreement between the Hirer and the Hires wherein the Hirer receives a certain service or benefit in exchange for a predetermined payment or rent from the Hire's asset.

Investment Growth rate of Islamic Banks:

The percentage change in a certain variable over a specific time period is known as the growth rate. Growth rates are commonly interpreted by investors as the compound annualized rate of rise of a company's earnings, dividends, revenues, or even macro measures like GDP and retail sales.

Expected forward-looking growth rates and trailing growth rates are two common forms of growth rates used in analysis.

Remittances and excess liquidity in the Islamic banking sector increased by 22.14% and 2.22%, respectively, at the end of the July-September 2022 quarter, while deposits and investments increased by 3.58% and 2.09%, respectively.

Chapter Four:

Financial Statement Analysis of (SJIBL)

Analysis of Financial Statement:

An economy's financial sector is seen to be its foundation. In a similar vein, Bangladesh has three different types of banks: conventional, Islamic, and specialty. Islamic banks are one of these organizations that are growing in popularity in our country. Since Muslims make up the majority of the population in our country, they choose to deposit and borrow money from Islamic banks in compliance with Islamic law.

The researcher investigates the performance of Bangladesh's Islamic banks for this purpose. The researcher uses the CAMEL Rating Analysis technique and randomly selects three Islamic banks to gauge performance. CAMEL is an acronym for:

Alphabet Stands for

C: Judgment of Capital Adequacy A: Judgment of Asset Quality

M: Judgment of Efficiency and Quality of Management E: Judgment of the Volume and Level of Earnings

L: Judgment of Strength and Level of Liquidity S: Judgment of Strength sensitivity

Financial ratios are currently often employed to assess a bank's overall financial soundness and managerial caliber, according to Piyu (1992). For instance, as part of the CAMEL system, bank regulators utilize financial measures to assess a bank's performance.

Components of the CAMEL Rating System are as follows:

Capital Adequacy:

By considering the aspect of capital adequacy, the bank may have a better understanding of its shock appealing capability during risk. This study uses the equity to total-assets ratio (Vong & Chan, 2009) to assess capital adequacy. Therefore, a bank's capital adequacy determines its capacity to meet any unanticipated financial needs brought on by FX, credit, market, and interest rate risk. Capital adequacy protects the interests of bank depositors.

Asset Quality:

One crucial element that aids the bank in assessing the risk of the debtors' exposure is the asset quality dimension. This article measures this statistic using the loan loss reserve to total asset ratio (Merchant, 2012). This percentage pledges to cover the bank's problematic and questionable loans. This metric will give the bank information about how much money it has set aside in case of unwise investments.

Management Quality:

The quality of a bank's management reflects the soundness of its management. It acts as a safeguard to maintain the bank's smooth and equitable operation while management controls expenses and increases output to finally attain higher profits. Competent management or excellent management are terms used to describe this kind of management. In this instance, this statistic is calculated as the ratio of total expenses to total revenue.

Earnings Quality:

One of the most important metrics for evaluating the financial health of a business is profit. Earning quality describes the growth and sustainability of the bank's potential for future earnings and primarily measures the bank's productivity and profitability. In a similar vein, a bank's earnings determine its capacity to pay dividends, maintain suitable capital levels, provide investment opportunities to support bank development, create new business ideas, and retain a competitive edge. In this case, a bank's profitability is evaluated using two metrics: return on equity and return on asset.

Liquidity Performance:

A bank's liquidity ratio measures its ability to pay short-term commitments (Hazzi & Kilani, 2013). Liquidity solvency is essential for robust banking operations. A liquidity crisis prevents a bank from meeting its short-term commitments. The liquidity issue appears to be a plague on banks' reputations. Banks are thus rather worried about it. Cash and investments are the assets with the highest liquidity in a bank. If an organization can increase its obligations or convert assets at a fair price to obtain the required capital, it is considered to be in an acceptable liquidity position. Here, liquidity performance is represented by the ratio of net investment to total assets.

Sensitivity:

A financial model may be used to illustrate the sensitivity analysis, which is based on the price and earnings per share (EPS) of the variables that affect value. The sensitivity analysis records the range of possible outcomes once these factors have been isolated.

Three Years Financial Performance Analysis

Capital Adequacy

Table 1:3 years Capital adequacy ratio of SJIBL and IBBL

Bank Name	2021	2022	2023
SJIBL	15.04	14.38	15.06
IBBL	18.01	12.54	12.62

The capital adequacy ratio is clearly rising over time, according to the accompanying table. SJBL's capital adequacy dropped 14.38% in 2022 from 15.04 percent in 2021. In 2023, however, it was raised by 15.06%. In addition, IBBL bank capital adequacy dropped in 2023 after rising from 18.01% to 12.62%.

Asset Quality

Table 2: 3 years Asset Quality Ratio of SJIBL and IBBL

Bank Name	2021	2022	2023
SJIBL	3.12	4.1	3.87
IBBL	16.39	13.14	30.10

It is evident from the following table that the Asset Quality ratio has been steadily rising over time. In 2021, SJIBL's asset quality was 3.12; it rose 4.1 in 2022; however, in 2023, the ratio dropped to 3.87. In addition, IBBL Bank's capital adequacy rose from 16.39 in 2021 to 13.14 in 2022 before rising to 30.10 in 2023.

Management Quality

Table 3: 3-year Management Quality ratio of SJIBL and IBBL

Bank Name	2021	2022	2023
SJIBL	67.72	77.21	56.48
IBBL	0.26	0.29	0.27

The Management Efficiency ratio has significantly grown in 2022, according to the table and figure above. In 2021, SJIBL's management ratio was 67.72%; during 2022, it rose to 77.21%; however, in 2023, it fell by 56.48%. In addition, IBBL Management Efficiency rose by 0.29 in 2022 after rising by 0.26 in 2021. The next year, 2023, had a 0.27 decline. SJIBL is in a stronger position in 2022, according to this graphic.

Earnings Quality

Table 4: 3-years Earning Quality ratio of SJIBL and IBBL

Bank Name	2021	2022	2023
SJIBL	14.55	18	16.94
IBBL	7.49	2.97	9.09

It is evident from the table and chart above that the earnings quality ratio has significantly grown over time. In 2021, SJIBL's earnings quality ratio was 14.55; in 2022, it improved to 18%. Since it dropped by 16.94% in 2023, it has been in a stronger position this year than in previous years. Additionally, the earnings ratio for IBBL was 7.49% in 2022, but it dropped by 2.97% in 2023 before rising by 9.09% in 2023. Instead of IBBL, SJIBL is in an excellent position in this chart.

Liquidity Performance

Table 5: 3-years liquidity ratio of SJIBL and IBBL

Bank Name	2021	2022	2023
SJIBL	6.51	6.52	8.22
IBBL	78	61.53	54.41

The chart and table above show that the liquidity ratio has been declining over time. In 2021, SJIBL's liquidity ratio was 6.51%; by 2023, it had risen to 8.22%. Additionally, IBBL's liquidity ratio dropped by 54.41% in 2023 from 78% in 2021 on average.

Sensitivity

Table 6: 3-years of Sensitivity ratio of SJIBL and IBBL

Bank Name	2021	2022	2023
SJIBL	11.56	9.85	9.08
IBBL	0.78	0.88	0.93

According to the ratio analysis above, the SJIBL sensitivity ratio was 11.56 in 2021 but dropped by 9.08 in 2023. With the exception of IBBL, the sensitivity ratio was 0.78 in 2021 but climbed by 0.93 in 2023. SJIBL is in a strong situation right now.

RATING	RATING RANGE	RATING ANALYSIS
1	1.0-1.4	Strong
2	1.5-2.4	Satisfactory
3	2.5-3.4	Less Than Satisfactory
4	3.5-4.4	Deficient
5	4.5-5.0	Critically Deficient

Figure: Ratings

Three years analysis of SJIBL SJIBL 2021

Components	Ratio	Weight	Rating
Capital Adequacy	15.04%	20	1
Assets Quality	3.12%	20	2
Management Quality	67.72%	25	5
Earning Quality	ROA=0.85% / ROE=13.72%	15	3
Liquidity Quality	L1=0.09%/L2=6.42%	10	1
Sensitivity To Market	11.56%	10	5

A grade of 1 for SJIBL's capital adequacy ratio implies that the bank is robust and in a stronger position. With an asset quality grade of 2, it is deemed acceptable. Although it is advantageous, it has certain drawbacks. A management quality grade of five indicates a significant deficiency. When earning quality is not up to par, a score of three is given. Additionally, a liquidity quantity ratio of 1 indicates strength. To settle the bills, the company has precisely the right quantity of cash and cash equivalents. The sensitivity rate in this case is 5, which indicates a significant deficiency.

Weighted Compensate Score of SJIBL

= (.20*1) + (.20*2) + (.25*5) + (.15*3) + (.10*1) + (.10*5)

= 0.20 + 0.40 + 1.25 + 0.45 + 0.14 + 0.5

= 2.9

SJIBL 2022

Components	Ratio	Weight	Rating
Capital Adequacy	14.38%	20	1
Assets Quality	4.1%	20	3
Management Quality	77.21%	25	5
Earning Quality	ROA=1.08% / ROE=16.92%	15	3
Liquidity Quality	L1=0.09% /L2=6.43%	10	1
Sensitivity To Market	9.85%	10	5

SJIBL 2022

A grade of 1 for SJIBL's capital adequacy ratio shows that the bank is robust and better equipped to handle unforeseen losses since it has enough capital on hand. When asset quality is below satisfactory, a grade of three is given, indicating the need to enhance credit administration and risk management procedures.

Consequently, the management efficiency ratio rate is 5, indicating a significant deficiency. The earning equity rate is 3, which is less than desirable, if we look at it. In addition, a liquidity quality rate of 1 indicates strength. The sensitivity rate in this case is 5, which indicates a significant deficiency. Weighted Compensate Score

= (.20*1) + (.20*3) + (.25*5) + (.15*3) + (.10*1) + (.10*5)

= .20 + 0.6 + 1.25 + 0.45 + 0.1 + 0.5

= 3.1

SJIBL 2023

Table: Rating analysis of SJIBL 2023

Components	Ratio	Weight	Rating
Capital Adequacy	15.05%	20	1
Assets Quality	3.87%	20	3
Management Quality	56.48%	25	5
Earning Quality	ROA=1.05% / ROE=15.89%	15	3
Liquidity Quality	L1=10.79%/L2=8.22%	10	1
Sensitivity To Market	9.08	10	5

A capital adequacy ratio of 1 signifies strength and puts the bank in a better position to handle unforeseen losses because of the availability of enough capital. When an asset's quality is below adequate, it receives a rating of 3. Practices for risk management and credit administration must be improved. Consequently, the management ratio is 5, indicating a significant deficiency. The earning equity rate is 3, which is less than desirable, if we look at it. In addition, a liquidity quality rate of 1 indicates strength and suitability in every way. As a result, the sensitivity rate is 5, indicating a serious deficiency.

Weighted compensate score:

(.20*1) + (.20*3) + (.25*5) + (.15*3) + (.10*1) + (.10*5)

= .20 + .6 + 1.25 + 0.45 + 0.1+0.5

= 3.1

Shahjalal Islami Bank Limited (SJIBL) received a weighted compensation score of 2.9 in 2021, meaning that the bank was assessed based on a number of factors and given an overall score that reflected its performance in a particular area. Additionally, SJIBL's weighted compensation score for 2022 and 2023 is

3.1. Weighted compensation includes risk management for financial health, customer happiness, employee pay, and regulatory compliance. Thus, we may conclude that the 2022 and 2023 scores are good. A favorable evaluation of Shahjalal Islami Bank Limited is shown by the weighted compensation score. **Regulations and problems:**

The fast global spread of Islamic banking has coincided with a high level of public demand for the system, which has led to an amazing rise in Islamic banking in Bangladesh. The Islamic banking industry in Bangladesh has had rapid expansion since its establishment in 1983 and currently accounts for over 20% of the country's total banking market. However, these financial institutions are currently dealing with a number of problems.

Challenges faced by Islamic Banks in Bangladesh:

No Separate Law: The Islamic banking industry in Bangladesh is not governed by any particular legislation. As the nation's central bank, Bangladesh Bank has jurisdiction over Islamic banks in accordance with a number of clauses in the Bank Company Act of 1991. Furthermore, the present civil rules do not fully include the activities of Islamic banks that are founded on the profit-and-loss sharing principles. Because of this, Bangladeshi civil courts are ill-equipped to handle disputes arising from Islamic banking activities.

The prevalence of Ijara, Bai-muajjal, and Murabaha finance: In their investment strategies, Islamic banks strongly favor marked-up and rental-based financing. (ijara, bai-muajjal, and murabaha), which make up more than 90% of the whole investment. The Group Task: Only a tiny portion of an Islamic bank's overall investments are covered by PLS-based financial instruments like mudarabah and musharakah, according to Banks of Bangladesh's Islamic ideal.

1. **Lack of Money Market Instruments:** The management of banks and short-term tradable financial instruments depends on a healthy money market. There aren't many Shariah-compliant financial sources in Bangladesh. Islamic banks can borrow funds from the government of Bangladesh's "Islamic Investment Bonds Fund" or the Islamic interbank money market, which was formed in 2012. A shortage of enough interest-free securities has made managing liquidity difficult. Because they have too much money and are unable to access it when they need it, Islamic banks are unable to invest.
2. **Shariah-aware people resources:** Bangladesh's Islamic banking industry suffers severely from a serious shortage of skilled human resources who are more knowledgeable about the core ideas of Shariah- based financial services. Because they have to learn about both banking procedures and Islamic Shariah rules regarding financial transactions, Islamic bankers have greater challenges than their counterparts in traditional banks.
3. **Absence of Financial Literacy Program:** Even though Islamic banks have grown over the past 30 years, many people—including loyal customers—are not familiar with the Shariah-

based deposit and investment products. The majority of Islamic banks don't offer financial literacy initiatives that would aid their customers in comprehending the core concepts of Islamic finance.

4. **Financing Shares in Social Sectors:** Based on an analysis of Islamic banks' investments, major companies control a significant portion of the Bangladeshi Islamic banking market. Programs that use microfinance to alleviate poverty and MSMEs (micro, small, and medium-sized businesses) are not given their due share.

5. **Government in Project Financing:** The Bangladeshi government borrows funds from traditional banks through treasury bills and bonds to fund a number of development projects that would result in more inclusive growth and the creation of jobs. Due to a lack of Shariah-based expertise and regulatory framework, Islamic banks are unable to finance public projects even if they routinely pay large amounts of money to the government treasury in the corporate and other taxes.

Chapter Five:

Recommendations & Conclusion

Recommendation

A couple of these recommendations must be put into practice by Shahjalal Islami Bank in order to increase employee effectiveness and production. During my time working there, I saw that they sometimes hang themselves and that the machines they use are pretty antiquated. These PCs can stall because to their subpar configuring mechanisms. The employees must wait for the computer to start working correctly again. The consumer has to wait too long to obtain the service as a result. Moreover, an operating system upgrade is also necessary. Second, they could provide the token option to give the customer structured service. Lastly, they should begin digital printing the pay order form rather than merely affixing a sign.

Conclusion:

In today's competitive business environment, a bank's success is vital. The number of banks was lower than it is today. As a result, there was less competition than there is now. The market has changed due to the emergence of many new banks, and consumers may now select the best one, increasing competition in the current banking landscape. Shahjalal Islami Bank Limited's performance over the last three years has shown that anyone can achieve whatever objective they set their minds to, as long as they have a strong desire and a strong will to do so. Nearly all of the leading banks in our country offer a wide range of supplemental services to their customers in comparison to other banks. Shahjalal Islami Bank Limited has been successful in cultivating stronger ties with customers and providing superior customer support.

As a result, it is thought that linking credit to social goals and activities will have important theoretical implications for the development of new, alternative models of income, production, and employment. This bank is deeply grateful to the government of the People's Republic of Bangladesh and Bangladesh Bank for their support and wise counsel. Additionally, Shahjalal Islami Bank Limited would like to take this opportunity to thank its valued clients, supporters, well-wishers, correspondents, and shareholders for their ongoing patronage and business throughout the relevant year. Shahjalal Islami Bank Limited also thanks the executives and employees for their contributions to the growth and stability of the bank.

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