Report on

GENERAL BANKING ACTIVITIES OF BANK ASIA LIMITED (BASHUNDHARA BRANCH)

SUBMITTED BY

Nusrat Jahan Lean
22364003

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

Letter of Transmittals

June 17, 2025

Dr.A.B.Mirza Md Azizul Islam

Assistant Professor

BRAC Business School

BRAC University Bangladesh

Subject: Submission of Internship Report on "General banking activities of Bank Asia Limited".

Dear Sir,

With due respect, I would like to notify you that, I am very much pleased and obliged to submit the internship report on 'General banking activities of "**Bank Asia Limited"**. I have given my utmost effort to make an effective report which will enhance my knowledge.

I have tried to make a comprehensive report within the period of time I was provided to prepare it. I am very much indebted to you for providing guidance during the preparation of this report. Any sort of suggestion regarding the report will be significantly acknowledged and I will be at ease if my report serves its purpose. During the preparation of the report, I have gathered lots of knowledge about the performance of banking operations of commercial consumer lending on first generation banks. I therefore request you to accept this report and give me such suggestions.

Sincerely Yours,

Nusrat Jahan Lean
Students ID: 22364003
Department: BRAC Business School.

BRAC University

ACKNOWLEDGEMENT

As a part of my completion of Master of Business Administration program, our department assigned me to prepare an internship report. My report is on the topic **"General Banking Activates of Bank Asia LTD"** Which is based on my 3-month internship experience in Bank Asia Limited, Bashundhara Branch.

I am very much indebted to my Supervisor **Ms. Afsana Zebin** for giving me the valuable guidelines, suggestions and information for the report which helped me to prepare my report exclusively.

For helping me out there to prepare my report I want to express my thanks to all the employees of Bank Asia Ltd, Bashundhara Branch. I am also very much indebted to the co-operation and support that I received from the Operations Manager A.B.M.Shahidul Haque. I would also like to thank Shahali Khan (Senior Officer), and also Shahanaj Ara (Executive Officer) of Bashundhara Branch for standing beside me to guide me throughout the period of internship.

Student Declaration

I am Nusrat Jahan Lean, the student of Master of Business Administration (MBA), at BRAC University declaring that this practicum report on the topic of **"General Banking Activities of Bank Asia Ltd"** have only been prepared for the fulfillment of the course of BUS 699 Practicum as the partial requirement of the Master of Business Administration (MBA).

I announce that this report is prepared only for the purpose of internship by me. It has not been prepared for another purpose or reward.

Sincerely Yours.
Nusrat Jahan Lean
ID: 22364003
Program: Master of Business Administration (MBA)
BRAC University

EXECUTIVE SUMMERY

Now a days Modern Banking presents an extensive variety of economic services which includes credit, funds, and payment services. Establishing a good brand image of honesty to the shareholders is the vital characteristic of banking process. Internship program is an extensive process which helps a student to attain realistic understanding along with theoretical. Any Study which has no relation with on the job learning is actually not a learning at all and doesn't help to recognize genuine situation of business world. I have obtained a huge bunch of practical knowledge on General Banking procedures performed by Bank Asia- Bashundhara Branch by getting chance to do internship here. As part of completing my post-graduation, I needed to complete a three month period of Internship program. I got selected at Bank Asia Ltd for internship. At Bank Asia I was consigned to do my intern in general banking section. In General Banking activities I took the opportunity to learn about as much as possible while I was working on the division. As one of the first generation commercial banks in Bangladesh Bank Asia proudly provides expert banking services and contributes to both social and economic development of the country. It has been able to set up one of the biggest networks in the country having 136 branches in different districts and providing excellent and error free services to its customer. The first and foremost intention and planning of Bank Asia Limited is to play a primary role in the financial activities of the country. Through adapted service, inventive practices, vibrant advance and well-organized administration, it has made a distinct mark in the area of private banking division. Through an imaginative credit policy, it is also decisively occupied in the improvement of business, trade, and production. Since General Banking is the main point of discussion in this report that is why I mostly discussed its diagnosis and necessity. General banking operation includes general account's opening, requirements of opening accounts, schemes, rate of interest on deposit, cheque clearing and bills department sections, collection section, local remittance department and customer services.

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Chapter 1

Introductory Part

1.1 Introduction

To complete the academic requirement of MBA (Master of Business Administration) students of BRAC Business School have to complete their internship to gather practical experience which will enable them to relate the bookish theory with the practical knowledge and help them to prepare a bridge between them by working professionally. Interns are generally placed according to their major subject. As my major is Finance I got selected by Bank Asia Ltd in their General Banking section. A report on a particular topic is a mandatory part of the internship program to complete the internship program and as such I was authorized to make a report on the "The operations at general banking division of Bank Asia Ltd".

1.2 Origin of the report

An internship report is a requirement for the M.B.A. program of Brac University .The application is "Analysis of General Activities of Bank Asia Limited". Content provided and maintained by Dr. A.B. Mirza Md Azizul Islam, Associate Professor, Department of Business Administration, Brac University.

1.3 Objectives of the Report

General objective:

General objective is to prepare and submit an extensive report elaborating and explaining the procedures of "General Banking activities of Bank Asia Limited". To get a glimpse regarding the relationship between real life learning and theoretical learning of Bank Asia

Specific objective:

- To apply hypothetical knowledge in real-world field.
- To critically and accurately observe the purposes of general banking.
- Getting a broad and elaborate idea about how commercial bank works.
- To understand entire branch banking procedures.

- To gain practical experience that will help us in our practical life.
- To understand how other departments of the branch function.
- To know the strength and weakness of the bank.
- To understand in which sector the bank is working with proper efficiency.
- To find out the problems of the bank and suggesting the way to solve the problems.
- To analyze the current performance and making future predictions.

1.4 Methodology of the Report:

I have designed the methodology or the method in which way the data will be collected in the following way:

Data sources:

Primary data sources: Inspection in different desks, talking with employee's in the bank and organized and planned analysis are the Main resources.

Secondary data sources: Brochures and instructions of Bank Asia, different journal publications of Bangladesh Bank and annual reports are the secondary data sources. Extensive and elaborate study of the existing files, convenient case clarifications, observation interview with the employee were done to identify the execution and control and monitoring process of the banking system.

1.5 Scope of the Report:

This report is entire based and prepared on my practical work experience while working at Bank Asia Limited. It will surely help the students to reduce the distinction between realistic and hypothetical knowledge and additionally it will also help them to clear the confusion between practical knowledge and theoretical knowledge. This report significantly helped me a lot to understand the atmosphere and environment of an organization. As I am an internee of Bank Asia, I have access to many different sectors like account opening, clearing, cheque division, accounts etc. It was near impossible task for me to learn everything about all banking sectors as it was a large financial sector with such a limited span of time.

1.6 Limitations of the Report:

It was a great opportunity for me to work at Bank Asia Limited during my internship period. As I was an internee at there, I got a big chance to know the actions and behaviours of banking system. None the less I had to face some obstacles while doing this report. Some of them are given below:

Lack of Time: As there was only three months to complete the report, it was almost impossible to cover the performance of the such a huge bank in full swing, where a regular employee gets promoted after 1 or 2 year of his probationary period.

Inadequate data resources: All types of information were not available for access, so it was not possible to access and summarize them properly. Though I had assistance from other employees but it was not enough for me due to their high work pressure in the bank. Some assumptions were made due to limited information, so there may be some personal mistakes.

Lack of experience: It was my first time, doing a report on a banking system in a practical corporate life, so my limited experience was one of the main obstacle I faced during the preparation of this report.

Privacy of Information: Every establishment has its secrecy that is not shared with everyone. So this confidentiality of information was proved as an obstacle which faced while preparing this report.

Chapter 2
Organizational Part

2.1 Background of Bank Asia Limited:

Bank Asia Limited launched its mission on November 27, 1999 with the purpose of achieving all customers by way of offering the modern technological know-how and administration merchandise to a team of the excellent entrepreneurs in the country, and its primary goal is to supply the increase and growth of the countrywide economy. Bank Asia Limited is a privately held organization in Bangladesh, included below the Constitution of 1991 and registered as a legal responsibility business enterprise below the Company Act 1994. The financial institution receives the Certificate of Participation and the Certificate of Participation. Business September 28, 1999 and banking license issued May 6, 1999.

In February 2001, Bank Asia Limited in Bangladesh used to be set up by way of The Bank of Nova Scotia. It is the first overseas financial institution to be permitted by way of a nearby financial institution in the records of Bangladesh. The Bank of Asia used to be later received in Bangladesh by way of the Muslim Commercial Bank of Pakistan in December 2001. These companies blinded some decision-makers and persevered to protest in the industry. The financial institution used to be later listed on the Dhaka Stock Exchange (DSE) and the Chittagong Stock Exchange (CSE) on January 6, 2004. Since its inception, Bank Asia has come to be a completely owned subsidiary.

After 14 years of operation, Bank Asia is proud to be one of the first-class banks in the country with a community of common companies. Islamic Windows, Offshore Banking, Brokerage Office, Agriculture Division and SMEs. In a quick time, the financial institution has installed itself as one of the most worthwhile and effective economic establishments in the country. The financial institution has been identified by way of nearby businesses, from small corporations to giant buyers and corporations, such as credit score management, enterprise possibilities and new funding solutions. So in a quick time, it has created a picture and earned a popularity amongst country wide economic companies. There are additionally ATMs in Dhaka and many different Dhaka cities that clients can use 24 hours a day. In addition to its 2007 assets, Bank Asia invested LTL 163.778 million. 113,489 IB and 104.911 million respectively. 2013 Over the previous two years, the enterprise has additionally registered overseas enterprise in the area of remittances. Bank Asia has efficiently ensured consumer pleasure with excellent offerings and continues to serve the majority of the country's population. The Asian Development Bank handles all kinds of transactions. The Bank contains out a number of business activities. The primary exercise of the financial institution is foreign money trading. Long-term financing working capital financing and co-investment. The Asian Development Bank has borrowed for a quantity of joint tasks and in some instances participates in economic contracts. The financial institution additionally provides private loans. Internal and exterior economic offerings and many different products. The Bank's lending application goals to assist the bond sector enhance residing standards, decrease expenses and make them greater available to consumers. Asian Bank Poverty Reduction Program thru an everlasting microfinance agency. It has made a large contribution to economic improvement and the prosperity of the bad rural population. he Bank's Asian administration is dedicated to managing and growing capital thru non-stop coaching and improvement of applied sciences that meet the desires of industry, innovation and competition. Bank of Asia entered the market as the country's regulatory surroundings organized for increased economic increase and development. Diverse macroeconomic insurance policies and the government's dedication to reforming the banking area create a favorable and supportive environment.

2.2 Organizational Goals and Objectives:

Bank Asia Ltd is unique in its objectives. It is a blend of development and Commercial Banks. To undertake project promotion to identify profitable areas of investment

- To establish participatory banking instead of banking on debtor creditor relationship
- To invest through different modes permitted under Islamic Shariah
- To accepts deposits on profit loss sharing basis
- To conduct Workshop on Green Banking & Environment Risk Management.
- To extend co-operation to the poor, the helpless and the low income group for their economic up liftmen
- To play a vital role in human development and employment generation
- To Undertake Plantation program all over the country.
- To contribute in achieving the ultimate goal of Islamic economic system.

2.3 Core value of Bank Asia Limited:

- Prioritizes client pastime and pleasure and provides customized banking merchandise and services.
- Added price for stakeholders, received from banking experience.
- Maintain excessive moral requirements and business transparency.
- Be a compliant organization that meets all prison requirements.
- This contributes a lot to the improvement of the society.
- We make sure a greater stage of motivation and an enough working surroundings for our human capital and we recognize the most useful stability between expert and personal life.
- Committed to defending the surroundings and turning into greener.

2.4. Products & Services (Bank Asia):

Business Banking

- Overdraft.
- Secured Overdraft.
- Secured OD (Earnest Money).
- Working capital finance.
- Loan against Trust Receipt.
- Loan against Cash Incentives.
- Bill discounting.
- Loan Syndication and Structured Finance.
- Packing Credit.
- Demand Loan.
- Demand Loan (work order).
- Time Loan.
- Transport Loan.
- House Building Loan (Commercial).
- Term loan.
- Lease Finance.
- Letter of Guarantee.
- Letter of Credit (Sight/Deferred/UPAS).
- Back to back Letter of Credit (Local & Foreign).
- Agriculture Financing.

Small and Medium Enterprise

Term Loan

- Subidha -Unsecured Trading.
- Sondhi -Secured Trading.
- Sristi –Unsecured Manufacturing.
- Shombridhi -Secured Manufacturing.
- Shofol –Unsecured Service.
- Sheba- Secured Service.

Over Draft

- Somadhan- Secured.

Special Product

- Utshob -Seasonal Business.
- Subarno -Women Entrepreneur.

Consumer Finance

- Auto Loan.
- Consumer Durable Loan.
- Unsecured Personal Loan.
- House Finance.
- Loan for Professionals.
- Senior Citizen Support.

Credit Card

- VISA Platinum Card (with Priority Pass).
- VISA Classic Local Card.
- VISA Classic Dual Card.
- VISA Butterfly Card.
- VISA Gold Local Card.
- VISA Gold Dual Card.
- Hajj Card.
- Travel Card (prepaid card).
- Lanka Bangla Card Cheque.
- Master Silver Card.
- Master Gold Card.
- SME Credit Card.

Treasury

Money Market

- Overnight Lending and Borrowing.
- Repo and Reverse Repo.
- Swap.
- Sale and Purchase of Treasury Bill & Bond.
- Placement of Fund.
- Term Borrowing.
- Investment.

Foreign Exchange Market

- Spot.
- Forward.
- Currency Swap.

Deposit Product

- Saving Account.
- Current Account Short Notice.
- Deposit Fixed Deposit.
- Fixed Deposit.
- Foreign Currency Account.
- Deposit Pension Scheme.
- Monthly Benefit Scheme.
- Double Benefit Scheme.
- Triple Benefit Scheme.
- Bank Asia Sanchoy Plus.
- Shonchoy E KotiPoti (SKP).

Islamic Banking

Deposit Product

- Al-Wadiah Current Account (AWCA).
- Mudaraba Savings Account (MSA).
- Mudaraba Special Notice Deposit Account (MSNDA).
- Mudaraba Term Deposit Account (MTDA) of different tenure.
- Mudaraba Hajj Savings Scheme (MHSS).
- Mudaraba Deposit Pension Scheme (MDPS).
- Mudaraba Monthly Profit Paying Deposit Scheme (MMPPDS).
- Smart Junior Saver (SJS).
- Cash Waqf.

Investment Product

- Bai Murabaha Muajjal.
- Hire Purchase Shirkatul Melk (HPSM).
- Musharaka Quard against Accepted Bills.

Service Products

- ATM Services.
- Remittance Service.
- Locker Service.
- Online Banking.
- Internet Banking.
- Mobile Banking.
- SWIFT.
- Centralized Trade Services.
- Student File.
- Travellers Cheque.
- E-Commerce.
- E-Procurement.
- Debit Card.
- Call Centre.
- Remote Banking (EBEK).
- Agent Banking.

2.5 Vision & Mission:

Vision

Bank Asia Limited's imaginative and prescient is to create a poverty-free Bangladesh in the new millennium that displays the country's dream. The company's imaginative and prescient is to create a neighborhood centered on decreasing human dignity, human rights and poverty.

Mission

- Help supply excessive excellent client provider and get involved.
- Growth and expansion.
- To create excessive requirements of integrity and make sure whole client satisfaction.
- To be the most coveted technology-focused financial institutions in the country.
- Innovative offerings from a group of committed professionals.

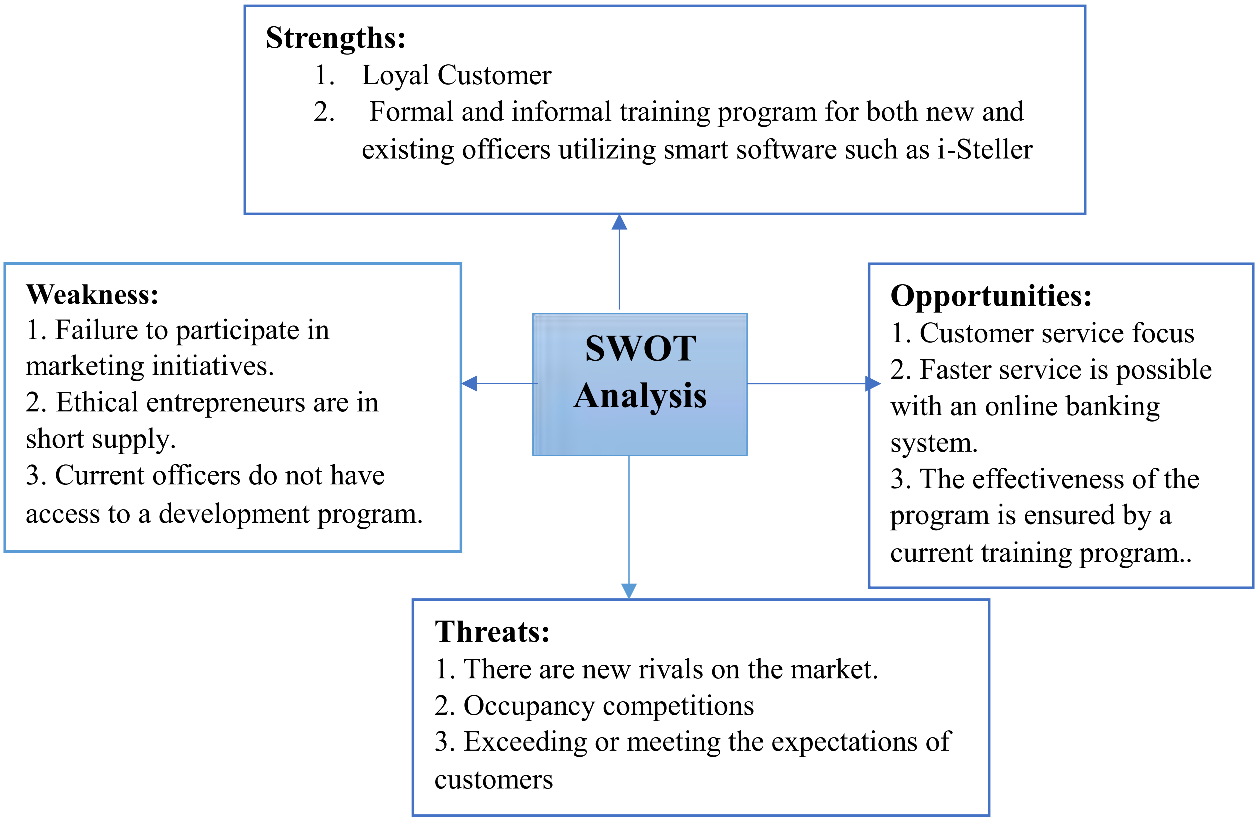
2.6. Branches of Bank Asia Limited:

Division	No of Branches
Dhaka	71
Chattogram	38
Khulna	7
Rangpur	4
Barishal	3
Rajshahi	5
Sylhet	7
Mymensingh	1
Total	**136**

2.7. SWOT Analysis:

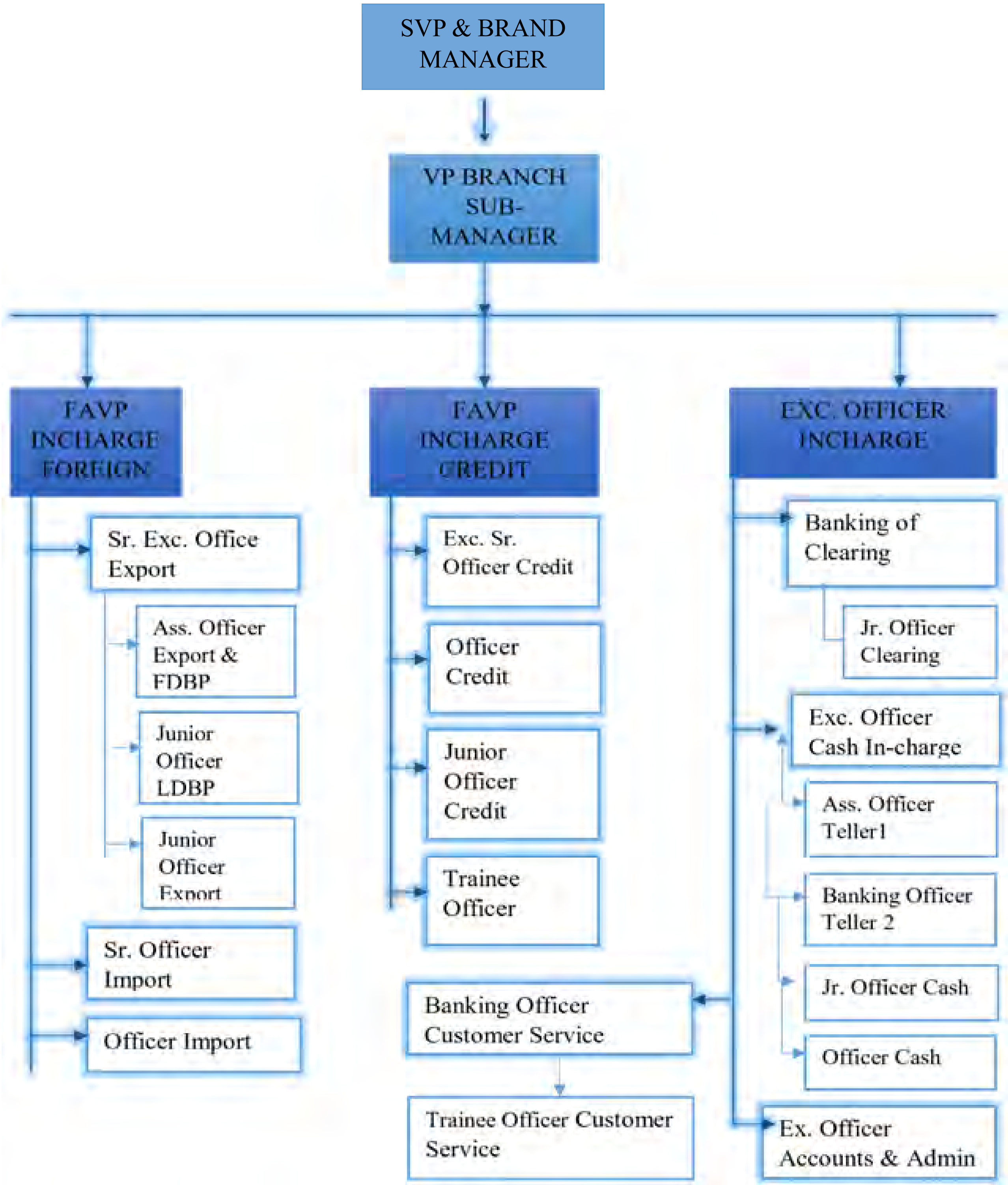
SWOT analysis is the process of appraising an organization's strengths, weaknesses, opportunities, and threats in relation to its environment. A SWOT analysis' primary solution is to determine strategies that align, fit, or match a company's resources and talents to the demands of the environment in which it operates. To put that another way, the strategic approaches in a SWOT analysis should be established on the company's strengths in order to capitalize on opportunities, defend against threats, and resolve the company's weaknesses. I learned about the Bank's strengths, shortcomings, opportunities, and challenges that affect the bank's overall performance during my internship. The following is the list of SWOT analysis of Bank Asia Limited:

Figure 1: SWOT Analysis of Bank Asia Limited:



Operational Network of Bank Asia Limited:

(Cited from Bank Asia Limited website and Bank Asia Limited Annual report 2025)



Chapter 3
General Banking

3.1 General Banking:

Day to day transaction of banking system is the main operation and is generally executed by general banking sector. It has to meet the customers demand for cash and to receive investment from them. It has various operations and that includes opening new accounts, forwards customer's money from one place to another through issuing bank draft, pay order, endorsement, inward and outward cheque clearing. It is also known as Retail Banking. In Bank Asia, Bashundhara Branch, departments under general banking section are**:**

1) Deposit section

2) Account Opening section

3) Credit section

4) Remittance section

5) Accounts section

6) Clearing section

7) Customer Service section

3.2 Account Opening:

Responsibility of the customer service starts with opening of new account for the new customer. By opening an account, a relationship, I developed between the bank and the customers and the bank promises it's customer to avail the facilities provided by the bank.

Types of Account:

Bank Asia has several types of deposits for its customers.

Savings Bank Account:

This is an interest bearing account and only individual person can open this sort of accounts. In a saving account one can deposit cash securely and earn interest.

Components of Savings Account are,

- Interest bearing record

- Avg. Balance Below Tk.1 Lac carries 2% interest rate.
- Avg. Balance Below Tk.1 Lac & Above but below Tk. 1 Crore carries 2% interest rate.
- Avg. Balance Tk.1 Crore and above carries 3% interest rate.
- Customer can Store any sum and no. of store is not confined
- No. of withdrawal is limited

Key Features:

- Cheque-book & Debit Card facility
- Safe deposit locker facility
- Receive foreign remittance
- Fund transfer facility
- Standing Instruction Facility
- Collection of cheques through Clearing House
- Online, SMS & Internet Banking service through Web & Smart App

Documents Required:

- Completed account opening form
- Passport size photograph for each account holder and nominee(s)
- Proof of identification such as national/Voter's ID, Passport or Driving License of customer and nominee(s)
- Source of fund related documents
- Tax Identification Number (TIN), Proof of Tax Return (for depositing over Tk. 10,00,000.00)

Current Deposit (CD) Account:

It is popular known as Current Account. Any individual, company, firm, may open this type of account in its own name. This is non-interest bearing account which implies that no interest will be provide in this account.

Key Features:

- Frequent deposit and withdrawal
- Cheque-book & Debit Card facility
- Safe deposit locker facility
- Receive foreign remittance
- Fund transfer facility
- Standing Instruction Facility
- Collection of cheques through Clearing House
- Online, SMS & Internet Banking service through Web & Smart App

Documents Required:

- Completed account opening form
- Passport size photograph for each account holder and nominee(s)
- Proof of identification such as national/Voter's ID, Passport or Driving License customer & nominee(s)
- Tax Identification Number (TIN)/Proof of Tax Return (for depositing over Tk. 10,00,000.00)
- Trade License (if any), Proof of address – copy of utility bill, rental deed etc.

Star Savings Account:

This product is designed to facilitate the customers who want to deposit more amount than that of normal saving accountholders.

Key Features:

- The minimum deposit required to open a Stars Savings account is BDT 50,000
- Interest rate up to 4.00% on account balance, subject to fulfillment of criteria
- No forfeiture rule
- No online charges, If BDT 50,000 average balance is maintained
- Cheque Book & Debit Card facility
- No debit card fee, If BDT 50,000 average balance is maintained
- Convenience of Access
- Call Centre Service
- Standing instruction facility
- Online, SMS & Internet Banking service through Web & Smart App
- e-Statement facility

Documents Required:

- Completed account opening form
- Passport size photograph for each account holder and nominee(s)
- Proof of identification such as national/Voter's ID, Passport or Driving License customer & nominee(s)
- Tax Identification Number (TIN)/Proof of Tax Return (for depositing over Tk. 10,00,000.00)

Fixed Deposit Receipt (FDR) Account:

Individuals, Firms, Companies, Associations cab open this account at any time. The deposit is taken for a specific fixed period of time, such as 1 month, 3 months, 6 months, 1-year etc.

Fixed Deposit Accounts:

Contrasting to CD, SND and SB account, Branch shall accept deposit of fixed amount of money from the customers for a fixed period of time with interest under the term plan time to time. FDR is neither transferable nor negotiable and payment against this instrument with interest is normally be made to the depositor on maturity.

Fixed deposit account can be opened in the name of:

1. Individual (Single).
2. Two or more persons (Joint).
3. Sole Proprietorship Concern.
4. Partnership concern (Firm).
5. Limited Companies (Both Public and Private).
6. Society / Club / Association / Local Bodies / Govt. / Semi Govt. Organization etc.

Opening of Fixed Deposit A/C:

Any Bangladeshi Citizen and organizations incorporated and operating in Bangladesh who are not declared as insolvent by any Court of Law of the land can open Fixed Deposits Account for fixed period of time with any amount but not less than BDT 10,000 (Ten thousand).

3.3. Formalities for Opening a New Account:

For opening any new account, the following thing are required:

- Application on the prescribed form
- Introduction of the applicant
- Signature of the applicant
- Two copies of passport size recent photograph with attested by the introducer.

At first it is asked to the customer who is opening the account that whether the customer has introducer to open the account or not? If yes then give him/her a printed Account opening Form along with Applicant's Signature Card, Customer Transaction Profile Form and Information form on Money Laundering. After that, request customer to fill up the form duly and submit the form with required documents

Required Documents:

1. Personal Account:

- Two Copies of Passport size photographs of the applicant attested by the Introducer and one copy passport size photograph of the Nominee which is required to be attested by the applicant.

- Copy of passport/National Identity Card/ Voter ID Card/ Certification from Ward Commissioner or Union Parishad.
- Details of occupation and sources of wealth or income.
- Utility bill copy/ Telephone bill copy/ House rent receipt.

2. Current Proprietary:

- Same as the documents required to open personal account but additionally Trade License & Proprietorship seal is needed.

3. Partnership Account:

- Same as personal account plus Trade License and Partnership deed between the partners to ensure the authenticity of the partnership.

4. Limited Company:

- Certificate of Incorporation.
- Memorandum and Articles of Association.
- Resolution of the Board of directors.
- Company seal.
- Company Tin certificate.

Fixed Deposit

Customer can deposit a lump sum money in fixed deposits for a specific period and interest rate.

Key Features

- A term deposit account, guarantees interest on deposit
- Attractive interest rate
- Flexible tenor
- Up to 90% loan facilities
- Auto renewal facility available

Documents required:

- Completed account opening form

- Passport size photograph for each account holder and nominee(s)
- Proof of identification such as national/Voter's ID, Passport or Driving License customer & nominee(s)
- Tax Identification Number (TIN)/Proof of Tax Return (for depositing over Tk. 10,00,000.00)

Shanchay Plus:

At this one can deposit BDT 100,000 or it's multiple and will receive a handsome amount of interest on simple basis from his/her investment.

Overview

Bank Asia Offers various type of deposit products ensuring handsome income of the customers. In Bank Asia Shanchay Plus one can deposit BDT 1,00,000 or it's multiple and will receive a handsome amount of interest from his/her investment

Key Features:

- Attractive return on deposit amount
- Flexible deposit tenures 12 months, 24 months, 36 months
- No hidden charges
- Freedom to encash at three mentioned points of time with interests.
- SOD loan facilities
- Maximum deposit tenure is 3 years
- Deposit amount starts with Tk. 100,000 or its multiple
- Maximum deposit amount under single name Tk. 10,000,000
- Maximum deposit amount under joint name is Tk. 20,000,000

Documents Required:

- Completed account opening form
- Passport size photograph for each account holder and nominee(s)
- Proof of identification such as national/Voter's ID, Passport or Driving License of customer & Nominee(s)

- Tax Identification Number (TIN)

Terms and Conditions:

- Only individuals can open this account
- Maximum two person can open a joint account
- Conditions for early encashment:
  - 0-11 Months: No interest will be paid
  - 12-23 Months: Only one year interest will be paid. Interest Amount : BDT 7,500/-
  - 24-35 Months: Only two years interest will be paid. Interest Amount : BDT 16,000/-
  - 36 Months: Maturity Value. . Interest Amount : BDT 27,000/-
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

Deposit Pension Scheme:

It is a special savings plan with various tenures and amount which allows one to deposit monthly and receive a handsome amount at maturity.

Overview

Bank Asia is offering wide variety of deposit products. Deposit pension Scheme (DPS) is one of those. It is a special savings plan with various tenures and amount which allows customers to deposit monthly and receive a handsome amount at maturity.

Key Features:

- Attractive and competitive interest rates
- No hidden charges
- Tax benefits as investment rebate
- SOD loan facilities can be availed
- No online charges for monthly deposit

- Customer will enjoy charge free Savings Account which is used only for DPS purpose
- Tenure: 3, 5, 7, 10 and 12 years
- Installment Size: Deposit amount starts from Tk. 500 to Tk. 20,000 monthly

Documents Required:

- Account Opening Form
- Photo ID/ National ID/ Passport / Driving License of customer & Nominee(s)
- Recent photograph of customer & Nominee(s)
- Proof of Address
- Signed Terms & Conditions
- TIN Certificate (if applicable)

Terms & Conditions:

- Only individuals can open this account
- Can be opened both in single and joint names.
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

Monthly Savings	After 3 years	After 5 years	After 7 years	After 10 years	After 12 years
500	21,000	39,000	59,000	99,000	133,000
1,000	42,500	78,000	118,000	198,000	266,000
2,000	84,000	156,000	236,000	396,000	532,000
3,000	126,000	234,000	354,000	594,000	798,000
4,000	168,000	312,000	472,000	792,000	1,064,000
5,000	210,000	390,000	590,000	990,000	1,330,000
8,000	336,000	624,000	944,000	1,584,000	2,128,000
10,000	420,000	780,000	1,180,000	1,980,000	2,660,000
15,000	630,000	1,170,000	1,770,000	2,970,000	3,990,000
20,000	840,000	1,560,000	2,360,000	3,960,000	5,320,000

Monthly Benefit Plus:

One can deposit BDT 2,00,000 or it's multiple and will receive a monthly handsome amount of interest from his/ her investment

Overview

Bank Asia Offers various type of deposit products ensuring monthly income of the customers.

Benefits:

- Attractive and competitive interest rates
- Monthly return up to 850 Taka for every one Lac Taka Deposit
- No hidden charges

Other Issues:

- Deposit tenure: 3 and 5 years
- Deposit amount starts with minimum Tk. 1,00,000 or above
- Maximum deposit amount under single name Tk. 10,000,000
- Maximum deposit amount under joint name is Tk. 20,000,000

Terms & Conditions:

- Only individuals can open this account
- Can be opened both in single and joint names.
- Customer must maintain link account with Bank Asia
- No interest before one year.

Double Benefit Plus:

At this scheme customer will receive double of his / her deposited money (Principal + Interest) at the end of tenure

Overview

Double Benefit Plus is a scheme deposit product to provide maximum benefit to clients with the most competitive features. At the end of tenure customer will receive double of his / her deposited money (Principal + Interest).

Key Features:

- Attractive and competitive interest rates
- Double the amount in just 07 years
- No hidden charges
- SOD loan facilities is available
- Deposit amount starts with Tk. 50,000 or its multiple
- Maximum deposit amount under single name is Tk. 10,000,000
- Maximum deposit amount under joint name is Tk. 20,000,000

Documents Required:

- Account Opening Form
- Photo ID/ National ID/ Passport / Driving License of customer & Nominee(s)
- Recent photograph of customer & Nominee(s)
- Proof of Address
- Signed Terms & Conditions
- TIN Certificate (if applicable)

Terms & Conditions:

- Only individuals can open this account
- Maximum two persons can open joint account.
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

Triple Benefit Plus:

At this scheme customer will receive triple of his / her deposited amount (Principal + Interest) at the end of tenor.

Overview

Triple Benefit Plus is a scheme deposit product to provide maximum benefit to clients with the most competitive features. At the end of tenor customer will receive triple of his deposited amount (Principal + Interest).

Key Features:

- Attractive and competitive interest rates
- Triple the amount in 12 years
- years
- No hidden charges
- SOD loan facilities is available
- Deposit amount starts with Tk. 50,000 or its multiple
- Maximum deposit amount under single name Tk. 10,000,000
- Maximum deposit amount under joint name is Tk. 20,000,000

Documents Required:

- Account Opening Form
- Photo ID/ National ID/ Passport / Driving License of customer & Nominee(s)
- Recent photograph of customer & Nominee(s)
- Proof of Address
- Signed Terms & Conditions
- TIN Certificate (if applicable)

Terms & Conditions:

- Only individuals can open this account
- Maximum two persons can open joint account.
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

Shonchoy E Koti Poti:

This deposit products specially designed product to make our customers into a millionaire.

Overview

Shonchoy E Koti Poti is one of the scheme deposit products offered by Bank Asia. It is a specially designed product to make our customers millionaire. It is a savings plan with various tenures and amount which allows customers deposit monthly and receive a handsome amount at maturity.

Key Features:

- Attractive and competitive interest rates
- No hidden charges
- Tax benefits as investment rebate
- SOD loan facilities can be availed
- No online charges for monthly deposit
- Customer will enjoy charge free Savings Account which is used only for the SKP purpose
- Deposit tenure: 5, 7, 10, 12 and 15 years
- Deposit amount start from Tk. 2,550.00 monthly
- Maximum 4 (four) person can open joint account

Documents Required

- Account Opening Form
- Photo ID/ National ID/ Passport / Driving License of customer & Nominee(s)
- Recent photograph of customer & Nominee(s)
- Proof of Address
- Signed Terms & Conditions
- TIN Certificate (if applicable)

Terms & Conditions:

- Only individuals can open this account
- Maximum 04 persons can open joint account.
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

TENOR	**Monthly Installment Schedule For terminal amount**					
	10.00 LAC	**50.00 LAC**	**1.00 CRORE**	**2.00 CRORE**	**3.00 CRORE**	**4.00 CRORE**
MONTHLY SAVING IN 15 YEAR	2,550	12,750	25,500	51,000	76,500	102,000

MONTHLY SAVING IN 12 YEAR	3,780	18,900	37,800	75,600	113,400	-
MONTHLY SAVING IN 10 YEAR	5,060	25,300	50,600	101,200	-	-
MONTHLY SAVING IN 07 YEAR	8,000	40,000	80,000	-	-	-
MONTHLY SAVING IN 05 YEAR	12,500	62,500	125,000	-	-	-

ACHOL:

"Achol" is a specially designed scheme deposit products for woman. Only woman individual aged 18 years and above can open the "Achol" account. It is a DPS type account with preferential rate.

Key Features

- Attractive and competitive interest rates
- No hidden charges
- SOD loan facilities can be availed against the deposit;
- No online charges for monthly deposit
- Customer will enjoy charge free Savings Account which is used only for the "Achol" purpose
- Deposit tenure: 3, 5, 7, 10 and 12 years
- Deposit Installment size from Tk. 1,000 to Tk 20,000 monthly

Terms and Condition:

- Only woman individual 18 years and above can open this account.
- Account can be opened jointly in the name of maximum 02 (Two) persons.
- The individual must have an account, which will be linked with the scheme account. The installment of scheme account will be automatically transferred from the link

account. The customer must ensure availability of the installment in the link account on or before the 10th day of the month.

- In case of 10th day is holiday, next working day will be treated as last date for depositing the installment. The branches open on Saturday will not be treated as working day.
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

Monthly Savings	After 3 Years	After 5 Years	After 7 Years	After 10 Years	After 12 Years
1,000	42,500	79,500	119,300	200,200	269,000
2,000	85,000	159,000	238,600	400,400	538,000
3,000	127,500	238,600	357,900	600,600	807,000
4,000	170,000	318,000	477,200	800,800	1,076,000
5,000	212,500	397,500	596,500	1,001,000	1,345,000
8,000	340,000	636,000	954,400	1,601,600	2,152,000
10,000	425,000	795,000	1,193,000	2,002,000	2,690,000
15,000	637,500	1,192,500	1,789,500	3,003,000	4,035,000
20,000	850,000	1,590,000	2,386,000	4,004,000	5,380,000

Duronto Account:

Duronto is a Savings Account under conventional banking with some special features designed for the children aged from 0 (zero) to 18 years. The account will encourage a child the habit of saving and it will open boundless opportunity for the bank for financial inclusion.

Key Features:

- Interest rate will be highest band of normal saving account rate.
- Interest calculation on daily balance basis.
- No Incidental Charge for Duronto.
- Free ATM (Debit) Card facility for the first year.
- Free Internet Banking and Online Banking facility.
- Fund transfer/Cheque Book facility.
- Collection of cheques through Clearing House

- Online Banking service
- SMS Banking
- Internet Banking
- Mobile application for internet banking

Documents Required:

- Completed account opening form
- Passport size photograph for each account holder and nominee(s)
- Proof of identification such as national/Voter's ID, Passport or Driving License of customer and nominee(s); Birth Certificate.
- Student ID Card (if any)

Bhromon:

"Bhromon" is one of the diversified products offered by Bank Asia. It is specially designed for travelers. It is a short term recurring deposit account for travelers.

Key Features:

- Attractive and competitive interest rates
- No hidden charges
- SOD loan facilities can be availed against the deposit.
- No online charges for monthly deposit
- Customer will enjoy charge free Savings Account which is used only for the "Bhromon" account purpose
- Deposit tenure: 1, 2, and 3 years
- Installment size from Tk. 1,900.00 to 15,920.00 monthly

Terms and Condition:

- Only individual 18 years and above age can open this account.
- Account can be opened jointly in the name of maximum 02 (Two) persons.
- All the relevant source tax, excise duty and other levies as per govt. laws and regulation or instruction of NBR.

1 Year Package	
Monthly Savings	**Final Value**
3,950	50,000
7,900	100,000
11,850	150,000
15,800	200,000
2 Year Package	
Monthly Savings	**Final Value**
1,875	50,000
3,750	100,000
5,625	150,000
7,500	200,000
9,375	250,000
11,250	300,000
3 Year Package	
Monthly Savings	**Final Value**
2,350	100,000
4,700	200,000
7,050	300,000
8,225	350,000
9,400	400,000
11,750	500,000

Nirbhabona:

"Nirbhabona" is a monthly benefit account specially designed for the senior citizen. Customer will get a certain amount as interest per month based on his/her deposit.

Key Features:

- Attractive and competitive interest rates
- Monthly return up to 900.00 Taka for every one lac Taka Deposit
- No hidden charges
- SOD loan facilities can be availed against the deposit

- Deposit tenure 3 years and 5 Years

Terms and Condition:

- Only individuals of 60 years and above can open this account.
- Account can be opened jointly in the name of maximum 02 (Two) persons.
- Deposit amount will be Tk. 100,000/- or it's multiple and maximum will be Tk 10,000,000/- under single name and Tk. 20,000,000/- under joint name.
- The tenure of deposit will be 3 years and 5 years.

Tenure	**Monthly Earning** **Per 1 Lac**	**Rate p. a**
For 3 yr tenure	Tk.900/-	
For 5 yr tenure	Tk.900/-	

Double Benefit Deposit Scheme:

- The deposit scheme shall be issued for 7.5 years' term
- After 7.5 years' terminal value will stand at Tk. 2 lacs from the initial fixed deposit of Tk. 1 lac
- Minimum deposit is Tk. 25,000/- and multiples thereof but maximum limit is Tk. 25.00 lac at a time will be acceptable under this scheme

Monthly Benefit Deposit Scheme:

- This is a Deposit Scheme where the depositor gets a fixed amount of profit every month apart from the principal amount of the money.
- Deposit of Tk. 25,000.00 and multiples thereof shall be acceptable for the Scheme
- Profit is usually paid on monthly basis @ Tk. 912.00 per Tk. 100,000.00
- Normally the Deposit needs to be paid for a period of 5 (five) years. The Principal amount is refundable on maturity.

3.4. Maintenance of Account:

Closing an Account:

When a customer wants to close his account in the bank he has to follow the following procedure:

- The client writes a written application stating the urge to close the account.
- She/he is required to surrender the unused checkbook.
- The bank takes charge closing fee TK. 230 for SB A/C & TK. 345.for CD A/C.
- The rest amount is given to the customer in the form of PO/DD/CASH.
- Closed rubber stamp uses top of the respective account opening form.

Issuance A New Cheque Book:

A Cheque book contains a number of cheques, which is given to a customer receiving a written request from the customers and after receiving the payment for the cheque book. It enables a customer to make withdrawal from his account or make payment by issuance of cheques.

All the account opening formalities must be completed before the issuance of cheque book. Particulars of the cheque book requisition should be completed containing title of account, account number, number of leaves and signature of the customer. Signature of the customer is verified on the requisition. If customer is unable to collect his cheque book, then he can give authority to the third person to collect his cheque book on his behalf by signing on the back of the requisition.

Pay Order (PO):

Payment order is meant for making payment of the bankers own of the customer's dues locally. In a sense, the payment order is used for making a remittance the local creditors.

Issuance of Pay Order:

- The customer needs to fill up PO application form.
- Money should be received by cash or by debiting clients account.
- Necessary information needs to be entered in the Pay Order register where payee's name, date, PO no, etc.
- Printed payment order leaf should be filled and signed by two authorized officers (PA holder Officer)
- Entry should be given in computer under supervision of authorized officers.

- After scrutinizing and approval of the instrument by the authority, it is delivered to customer.
- Signature of customer is taken on the counterpart.

3.5. Clearing:

The function of clearing department can be divided into two parts:

- Outward Clearing
- Inward Clearing

Outward Clearing:

- Messengers of different branches bring instruments drawn on other Banks to the clearing section of Head Office.
- Bills section of Bank Asia Limited Head Office also sends the instruments drawn on other Banks to the clearing section for collection.
- The clearing stamps are affixed on the instruments and endorsed.
- The particulars of these instruments are entered in the main schedule of Banks through NHCASH22 software and inserted in floppy disc.
- The diskettes along with the instruments are carried to the Clearing House.
- After going there, the concerned officials of Bank Asia Limited gives the instruments to the representative of respective Banks.
- Claims of Bank Asia Limited on other Banks are set off by Bangladesh Bank through debiting other Bank's account and crediting Bank Asia Limited's account.
- This function is done in the first house.

Inward Clearing:

- The instruments drawn on Bank Asia Limited are received from other Banks in the Clearing house.
- The amount and numbers of instrument are entered in the house from main schedule of respective Banks.
- The instruments with schedule are arranged branch-wise.
- The instruments are sent to the branches concerned for clearance and IBCAs are collected from them for honored cheques.

- The dishonored instruments are sent back to respective Banks through the second house.

3.6. Islamic Banking:

Al-Wadeeah Current Account:

A transaction account for individuals or institutes under Al-Wadeeah principle.

Salient Features:

- Initial Deposit: Minimum Tk. 1,000.00/-
- Profit is not applicable on deposit
- Cheque-book facility
- Transfer of fund on Standing Instruction Arrangement
- Collection of cheques through Clearing House
- Free Online Banking service all over the country
- Bank Asia ATM Card Service

Required Documents to Open Account:

For individual:

- Photocopy of National ID Card/ Passport/ Chairman Certificate
- Two copies of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Specimen Signature Card duly signed in presence of the Manager or Authorized Officer.
- Any other document required by the Bank from time to time.

Additional documentation and formalities to be observed before opening the account for the following entities:

For Limited Company:

- Certified true copy or memorandum and Articles of Association.
- Certified true copy of Certificate of Incorporation.
- Certified copy of Certificate of Commencement of Business(for public Limited Company)
- Copy of the Resolution of the Board of Directors deciding to open account with the Bank Asia Limited and authoring specimen signatories for operation of the Account duly attested by the Chairperson/Managing Director.
- Trade License
- TIN certificate.

For Partnership Enterprise:

- Trade License
- TIN certificate.
- Certified copy of the constitution of the firm.
- Registered partnership deed /duly notarized partnership deed at will (incase of unregistered firm).
- Minutes of the Committee meeting deciding to open account with Bank Asia Limited duly certified by the secretary and the chairperson.
- Copy of laws and by laws /constitution duly attested by proper authority.
- A copy of the resolution of the committee authorizing specific signatories to operate the account.
- Certificate of Registration (where applicable).

For Proprietorship Enterprise:

- Trade License
- TIN Certificate.

Mudaraba Savings Account (MSA):

A transaction account for individuals under Mudaraba principle.

Salient Features:

- Initial Deposit: Minimum Tk. 500.00/-
- Profit calculation on daily balance basis (any amount)
- No withdrawal restriction/ ceiling in a week/month
- Cheque-book facility
- Fund transfer on Standing Instruction, BEFTN & RTGS
- Charge-free Online Banking service all over the country
- Bank Asia ATM Debit Card Service
- Free Internet Banking
- Free "Bank Asia Smart App" facility through Smart phone
- To be opened and operated from any Branches / Windows / SME Service Centers as well as Agent Banking Outlets

Required Documents to Open Account:

For individual:

- Photocopy of National ID Card / Passport or Birth Registration Certificate with any valid Photo ID.
- Copy of Utility Bill or any other authentic document as proof of address.
- Copy of Business Card or any other profession supported documents like ID Card / Appointment Letter / Trade License / Pay advice etc.
- Two copies of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Specimen Signature Card duly signed in presence of the Manager or Authorized Officer.
- Any other document required by the Bank from time to time.

Additional documentation and formalities to be observed before opening the account for the following entities:

For Limited Company:

- Certified true copy or memorandum and Articles of Association.
- Certified true copy of Certificate of Incorporation.
- Certified copy of Certificate of Commencement of Business(for public Limited Company)
- Copy of the Resolution of the Board of Directors deciding to open account with the Bank Asia Limited and authoring specimen signatories for operation of the Account duly attested by the Chairperson/Managing Director.
- Trade License.
- E-TIN Certificate.

For Partnership Enterprise:

- Trade License.
- E-TIN Certificate.
- Certified copy of the constitution of the firm.
- Registered partnership deed /duly notarized partnership deed at will (in case of unregistered firm).
- Minutes of the Committee meeting deciding to open account with Bank Asia Limited duly certified by the secretary and the chairperson.
- Copy of laws and by laws /constitution duly attested by proper authority.
- A copy of the resolution of the committee authorizing specific signatories to operate the account.
- Certificate of Registration (where applicable).

For Proprietorship Enterprise:

- Trade License.
- E-TIN Certificate.

Mudaraba Special Notice Deposit Account (MSNDA):

A transaction account for individuals or institutes under Mudaraba principle

Salient Features:

- Initial Deposit: Minimum Tk. 50,000/-
- Profit calculation on daily balance basis (any amount)
- Cheque-book facility
- Transfer of fund on Standing Instruction Arrangement
- Collection of cheques through Clearing House
- Free Online Banking service all over the country
- Bank Asia ATM Card Service

Required Documents to Open Account:

For individual:

- Photocopy of National ID Card/ Passport/ Chairman Certificate
- Two copies of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Specimen Signature Card duly signed in presence of the Manager or Authorized Officer.
- Any other document required by the Bank from time to time.
- Additional documentation and formalities to be observed before opening the account for the following entities:

For Limited Company:

- Certified true copy or memorandum and Articles of Association.
- Certified true copy of Certificate of Incorporation.
- Certified copy of Certificate of Commencement of Business(for public Limited Company)
- Copy of the Resolution of the Board of Directors deciding to open account with the Bank Asia Limited and authoring specimen signatories for operation of the Account duly attested by the Chairperson/Managing Director.
- Trade License
- TIN certificate.

For Partnership Enterprise:

- Trade License
- TIN certificate.
- Certified copy of the constitution of the firm.
- Registered partnership deed /duly notarized partnership deed at will (incase of unregistered firm).
- Minutes of the Committee meeting deciding to open account with Bank Asia Limited duly certified by the secretary and the chairperson.
- Copy of laws and by laws /constitution duly attested by proper authority.
- A copy of the resolution of the committee authorizing specific signatories to operate the account.
- Certificate of Registration (where applicable).

For Proprietorship Enterprise:

- Trade License
- TIN Certificate.

Smart Junior Saver:

Mudaraba Savings Account for children / students under 18 years of age with special benefits

Who may open?

- Children / students below 18 years of age.

Numbers of MDPS can be opened:

- A person will able to open multiple number of MDPS account with a single link account.

Initial Deposit & Maximum Balance:

- Tk. 100.00 (One Hundred only)
- Tk. 10,00,000.00 (Ten Lac) only

Salient Features:

- Since Smart Junior Saver is a minor account, a guardian of the Account Holder will operate the Account up to his/her age of 18 years.
- After completion of 18 years of age: The Account may be transferred to Normal Savings Account (Code of Account type: S08) namely 'MSA (Smart)'.
- Allowing the minor A/C holder aged 12 & above as joint signatory.
- ATM Card Facility
- Higher Income Sharing Ratio from normal saving account.
- Profit calculation on daily balance basis.
- No Incidental Charge for Smart Junior Saver and its Link Account (Islamic) of Operating Guardian, if any.
- Free Internet Banking and Online Banking facility.
- Fund transfer facility
- Attractive prizes for Meritorious account holders.
- Scholarship/ Financial Assistance in case of death of Account Holder's earning guardian.

Required Documents to Open Account:

- One copy of passport size photograph of Account Holder Operating Guardian duly attested by introducer.
- One copy of passport size photograph of nominee duly attested by operating guardian.
- Account Holder's Birth Registration certificate/ Passport / ID card of educational institution
- Operating Guardian's National ID Card/ Passport/ Birth Registration certificate with or any valid photo Id.
- A/C Opening Form duly filled in.
- Any other document required by the Bank from time to time.

Corporate Term Deposit Account (CTDA):

Institutional term deposit based on Mudaraba Principle.

Salient Features:

- Institutional term deposit based on Mudaraba Principle
- Minimum Deposit: Tk.1,00,00,000/-
- Tenure: 3, 6 and 12 months

Required Documents to Open Account:

- Account Opening Form (AOF) duly filled in.

For Every Account Operator:

- One copy of passport size recent photograph duly attested by the introducer.
- Photocopy of National ID Card or valid Passport
- Any other document required by the Bank from time to time.

For Limited Company:

- Certified true copy or memorandum and Articles of Association.
- Certified true copy of Certificate of Incorporation.

- Certified copy of Certificate of Commencement of Business(for public Limited Company)
- Copy of the Resolution of the Board of Directors deciding to open the account with the Bank Asia Limited and authoring specimen signatories for operation of the Account duly attested by the Chairperson/Managing Director.
- Trade License.
- E-TIN Certificate.

For Partnership Enterprise:

- Trade License.
- E-TIN Certificate.
- Certified copy of the constitution of the firm.
- Registered partnership deed /duly notarized partnership deed at will (in case of unregistered firm).
- Minutes of the Committee meeting deciding to open account with Bank Asia Limited duly certified by the secretary and the chairperson.
- Copy of laws and by laws /constitution duly attested by proper authority.
- A copy of the resolution of the committee authorizing specific signatories to operate the account.
- Certificate of Registration (where applicable).

For Proprietorship Enterprise:

- Trade License.
- E-TIN Certificate.

Name of the Product		Proposed Weightage	Proposed Provisional Profit Rate
Corporate Term Deposit Account (CTDA) [Institutional deposit only]			
1	3 month tenure (Tk. 1 Crore and below 10 Crore)	1.08	7.65%

2	3 month tenure (Tk. 10 Crore and above)	1.10	7.85%
3	6 month tenure (Tk. 1 Crore and below 10 Crore)	1.10	7.85%
4	6 month tenure (Tk. 10 Crore and above)	1.13	8.00%
5	1 Year tenure (Tk. 1 Crore and below 10 Crore)	1.13	8.00%
6	1 Year tenure (Tk. 10 Crore and above)	1.13	8.00%

Mudaraba Term Deposit Accounts (MTDA):

Mudaraba deposit for a fixed period like 1, 2, 3, 6, 12, 24, 36 months & higher Weightage /profit .

Salient Features

- Minimum Deposit: Tk. 25,000/-
- Tenure: 1, 2, 3, 6, 12, 24, 36, 48, 60 months
- Quard /withdrawal facility Maximum 80% of (subject to the principal amount reaches minimum Tk. 1,00,000/-)

Required Documents to Open Account:

For individual:

- Photocopy of National ID Card / Passport or Birth Registration Certificate with any valid Photo ID.
- One copy of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Any other document required by the Bank from time to time.

Additional documentation and formalities to be observed before opening the account for the following entities:

For Limited Company:

- Certified true copy or memorandum and Articles of Association.
- Certified true copy of Certificate of Incorporation.
- Certified copy of Certificate of Commencement of Business(for public Limited Company)
- Copy of the Resolution of the Board of Directors deciding to open account with the Bank Asia Limited and authoring specimen signatories for operation of the Account duly attested by the Chairperson/Managing Director.
- Trade License.
- E-TIN Certificate.

For Partnership Enterprise:

- Trade License.
- E-TIN Certificate.
- Certified copy of the constitution of the firm.
- Registered partnership deed /duly notarized partnership deed at will (in case of unregistered firm).
- Minutes of the Committee meeting deciding to open account with Bank Asia Limited duly certified by the secretary and the chairperson.
- Copy of laws and by laws /constitution duly attested by proper authority.
- A copy of the resolution of the committee authorizing specific signatories to operate the account.
- Certificate of Registration (where applicable).

For Proprietorship Enterprise:

- Trade License.

- E-TIN Certificate.

Name of the Product		Proposed Weightage	Proposed Provisional Profit Rate
Mudaraba Term Deposit Account (MTDA)			
1	1 month tenure	0.65	4.50%
2	2 month tenure	0.65	4.50%
3	3 month tenure (Individual)	1.13	8.00%
4	3 month tenure (Institutional) (Below Tk.1 Crore)	1.00	7.10%
5	3 month tenure (Institutional) (Tk.1 Crore to below 10 Crore)	1.08	7.65%
6	3 month tenure (Institutional) (Tk.10 Crore & above)	1.10	7.85%
7	6 month tenure (Individual)	1.13	8.00%
8	6 month tenure (Institutional)	1.08	7.65%
9	1 Year tenure (Individual)	1.13	8.00%
10	1 Year tenure (Institutional)	1.13	8.00%
11	2 Year tenure (Individual)	1.13	8.00%
12	2 Year tenure (Institutional)	1.13	8.00%
13	3 Year tenure (Individual)	1.13	8.00%
14	3 Year tenure (Institutional)	1.13	8.00%
15	4 Year tenure (Individual)	1.13	8.00%
16	4 Year tenure (Institutional)	1.13	8.00%
17	5 Year tenure (Individual)	1.13	8.00%
18	5 Year tenure (Institutional)	1.13	8.00%

Mudaraba Deposit Pension Scheme(MDPS):

A monthly installment based savings scheme under Mudaraba principle with maximum flexibility

Salient Features:

- Facility to open account deposit the installment in any working day of month
- Installment amount: Tk. 500 & its multiple. Maximum Tk. 50,000
- Tenure: 3 to 12 years
- Quard /withdrawal facility Maximum 80% of (subject to the principal amount reaches minimum Tk. 1,00,000/-)

Required Documents to Open Account:

- Photocopy of National ID Card / Passport or Birth Registration Certificate with any valid Photo ID.
- One copy of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Any other document required by the Bank from time to time.

Mudaraba Monthly Profit Paying Deposit Scheme (MMPPDS):

A savings scheme for a fixed period under Mudaraba principle which provides income / profit in every month from Shariah compliant investment income

Salient Features

- Facility to open account in any working day of month
- Profit is credited to the link account in the last working day of the month
- Deposit amount: Tk.1,00,000 & more
- Tenure: 1 - 5 years

Required Documents to Open Account

- Photocopy of National ID Card / Passport or Birth Registration Certificate with any valid Photo ID.
- One copy of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Any other document required by the Bank from time to time

Name of the Product		Proposed Weightage	Proposed Provisional Profit Rate
Mudaraba Monthly Profit Paying Deposit Scheme (MMPPDS)			
1	1 year tenure	1.06	7.55%
2	2 year tenure	1.06	7.55%
3	3 year tenure	1.13	8.00%
4	4 year tenure	1.13	8.00%
5	5 year tenure	1.13	8.00%

Mudaraba Hajj Savings Scheme (MHSS):

For performing holy Hajj, a monthly installment based savings scheme for individual with maximum ISR/profit

Salient Features

- Facility to open account deposit the installment in any working day of month
- Tenure: 1-10 years
- No maintenance charge for the linked account
- Maximum Weightage will be applicable for the client
- Profit calculation on daily balance
- No late payment fee applicable
- Size of monthly installment amount is as follows:

Tenure in Years	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
Installment Size(In Taka)	29,000	15,800	11,000	8,600	7,500	6,600	5,900	5,500	5,300	5,200

Required Documents to Open Account:

- Photocopy of National ID Card / Passport or Birth Registration Certificate with any valid Photo ID.

- One copy of passport size recent photograph of account holder duly attested by the introducer.
- Photograph and signature of the nominee(s), if any, duly attested by the account holder.
- A/C Opening Form duly filled in.
- Any other document required by the Bank from time to time.

Cash Waqf:

Cash Waqf refers to the deposit which is irredeemable & perpetual in nature, donated in cash form in order to ensure regular flow of income for using in social welfare sectors in a Shariah compliant way

"Do good as Allah has done good to you." (Surah Al Qasas: Ayah 77)

Cash Waqf refers to the deposit which is irredeemable & perpetual in nature, donated in cash form in order to ensure regular flow of income for using in social welfare sectors in a Shariah compliant way.

According to the Hadith of Sahih Muslim "All our activities end on death except three things-

- Contribution to knowledge,
- Ongoing charity and
- Faithful child

Salient Features:

- Facility to open account deposit the installment in any working day of month
- Facility to deposit Cash Waqf in onetime and installment (Monthly/Quarterly) basis or in Common Fund
- Maximum Weightage will be applicable
- Ensure Shariah compliant ever-lusting / permanent income to any social institute
- Create a scope of Sadaqa-E-Jariah for here and hereafter

GENERAL TERMS & CONDITIONS:

- Cash Waqf is an endowment according to the Shariah. Bank will manage the waqf fund on behalf of the donor/Waqif.

- Cash Waqf Account can be opened in any working day.
- Cash Waqf fund will be invested in various Shariah compliant domestic and global investment portfolios.
- In case of specific beneficiary of waqf fund income, the concerned beneficiary must have a bank account. Profit generated from the concerned Cash Waqf account will be credited to the Beneficial's account on monthly basis.
- Waqif (donor) may alter the beneficiary only on separate written request.
- For common beneficiary, profit shall be payable to the selected 24 sectors at the sole discretion of the Bank.
- Only the profit, generated from the waqf fund will be distributed to beneficiary(s)/ different sectors

Chapter 4

Actual Task

At Bank Asia Limited's Bashundhara branch, I recently finished internship program. I was provided with an opportunity of working in General Banking department of the branch. I was really fortunate to be assigned a position with one of Bangladesh's most prestigious banking firms. A.B.M. Shahidul Haque, First Vice President & Manager Operation (sub manager of Bashundhara Branch) was my superintendent throughout my internship (Bashundhara Branch), and I worked in customer service with Shahali Khan, Banking Officer. For me, it was indeed a wonderful and enlightening experience. I gained a number of information about the business world. Above everything else, I've acquired how to perform a task on time well according to plan. This practical experience is essential for personal development before approaching the corporate sector

5.1. Internship position, Duties and Responsibilities:

Department of Customer Service:

When I first started working in this sector, I learnt how to open a bank account and filled out customer bank account opening forms. Before assigning me to any tasks, my immediate supervisor responded by giving me a brief synopsis of her typical responsibilities. Later, I learned about distinctive kinds of accounts through my own observations and the instruction of the superior officer, including current accounts (C/A), savings accounts (SA), STD, and FDR. They also taught me how to give a response to a variety of client questions, and on how to open distinctive types of accounts, calculate the amount of interest they will receive from distinctive types of accounts, locate desired cheque books from a bundle based on the customer's needs, receive phone calls and transfer them to other employees, and maintain patience and deal with busy customers.

The following are some of the things I've done:

- Upon arriving on the very first day to the assigned branch of Bank Asia Limited, (Bashundhara Branch), I met my supervisor Afsan Zebin (GB in Charge) and Mr. ABM Shahidul Haque (MO) Manager Operation and I had a conversation regarding my internship. Then I Was introduced to all the members. Basically, MO briefed little bit about the bank, its operations and my responsibilities as an intern. Later I went through a short introduction process to understand job of the different departments. Later manager sir introduced me to the credit manager Mr. Zahirul Islam and then he showed me the Process of sanction loans, types of loans. He showed me how to attach stamp and letter which is sent to all applicants of new accounts primarily to verify address and the formalities of loan disbursement. As it was my first week, the work was little. I tried to figure out the proper way of behaving with everyone. I was basically, amazed to see the environment they were maintaining in the organization. Everything is very organized in the Branch. Also, the people I met were holding highly impressive personalities.
- I was familiarized with two types of saving account form. One is for individual person and another one is for company, business enterprise etc. These forms are used for collecting all types of information about individual person and business enterprise. These forms also include different types saving account option. Like current account, FDR etc. Whole week, I Guided the customers how to fill out the account opening forms. I have learned one new thing this week which is how to fill up the saving account forms. To open up a bank account you must have certain things, there are passport size photos, utility bills receipt, national Id card etc. I have also learned that to open up a bank account you must select your nominee. Nominee means account owner selected person, who can deposit money and withdraw money from account owner account.
- In my 4th week I learn about KYC form. KYC form knows as know you customer form belongs to The Bangladesh Bank and our bank has to send these forms to the Bangladesh Bank annually, in This section client can get to know about their account condition, transactions, collect bank Statements and other functions that is performed by him. I was given some files with clients' Account forms inside and assigned to complete the KYC form, attached with every account form. In this form every necessary detail must be filled in which account holder's name, account number, Account type, source of income etc. Must be clearly mentioned and verified. I was instructed to Write just the occupation (other things were filled up before) of the clients in the form by

checking the occupation box from the accounts form. Beside with it I was instructed to check if the Photocopy of national ID was attached in the forms. If not, then my instructor told me to write down the account numbers. I found some forms which have no National ID and I write down the Account's numbers in a paper. I also faced some other problems like no photo, not enough Information, the blank occupation box etc. I showed my instructor and he checked the accounts whether they are active or not. Some forms needed special attention so they were given to the Authorized people to check. Now I think I can fill up and check this KYC form without any help from my director and this Week I fill up few of this form. This KYC form is very significant for a legal account. All Documents are sent to Bangladesh Bank. If Bangladesh Bank doesn't get sufficient documents for Customers, then the Bangladesh Bank sends notice within six months to cancel that account. Hence, Bank should strictly monitor KYC form avoiding customer annoyance.

- This was my 7th week at Bank Asia Limited. This week I entry all new or renew Cheque book in register book. I also entry debit card and card pin in register book. I have to entry card number, account number, Name, Phone Number in the register. I Learn how to mail to the other branches to confirm cheque if the cheque is provided from other branch. In this week I learn how to confirm a cheque of other branches, I learn to entry new Cheque books, edit card and pin number in register. I am also learning how to help the customers.
- In this week, I was given the task to provide branch seal, account no, seal and allowance holder's name on the allowance holders' new cheque books. Then, I had to make a record of the cheque books' serial numbers. My second task was to check the serial number and the cheque with a requisition slip after arrival of a new cheque book. In addition, I check the serial number and name of the cheque book with the orders requested from the bank and the arrival date are inputted in the software. First check book is only given to the a/c holder. When he receives the book, he has to sign the first alike the a/c holding sign. An authorized person has to sign next. If some other person wants to take the cheque, he needs to bring the authority to collect cheque book signed by the a/c holder. The person whose check is provided is again manually written in the register with name, account number and the serial numbers. In this week, I learned about both the cash deposit receipt and cheque leaf is provided from the bank. These are two types of cheque. One is open cheque, which anyone can present at the counter,

and teller is bound to make the payment. Besides that, there is another cheque named cross cheque where transaction is done through account. A cheque is called special cross cheque if it mentions the name of the bank in which it must be drawn. Besides, I have learned how to handle the customers in effective and efficient way.

- Updating customers on the varying forms of documents required to open an account. They needed two copies of their PP size photos and one copy of the nominee's PP size photo, I used to advise them. A photocopy of their passport, national ID card, or TIN papers is also desired
- I used to complete out account opening procedures for customers and give them better product information
- Internal audits identified an incomplete form which it needed to be fulfilled out. Some forms were submitted without a client's account number, title number, or the category of company they worked for. Some documentation were maintained without proper addresses, such as TIN papers and National ID card numbers. It was my responsibility to finish the paperwork.
- Completing a Know Your Customer (KYC) form to determine personal and business risk evaluation. My responsibility would be to use TP form to analyze the potential level and risk rating of individuals and organizations in order to identify comprehensive risk assessment
- Gathering appropriate photographs, photocopies of National ID cards, or other requirements through phone calls; distributing needed check books by asking for their name, account number, and authenticating them. I periodically phoned customers who had not recovered their checkbooks after a two- to three-month period.
- During my internship at Bank Asia Limited in the General Banking department, I was actively involved in various essential banking operations that gave me practical exposure to real-world banking activities. One of my key responsibilities was handling and updating account opening forms. Often, customers submitted incomplete forms, and it was my duty to review them carefully and ensure all the required information was properly filled out.
- I regularly completed missing details such as the customer’s source of income, KYC (Know Your Customer) information, and other mandatory fields. Once updated, I was responsible for printing the revised forms and verifying customer identity through their National ID (NID). I printed and organized all supporting documents—such as the NID

copy, photograph, TIN (if available), and income proof—in proper sequence and then sealed the full set for further processing and archiving.

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    - Bashundhara Group
    - News24
    - Kaler Kantho
    - BD News24
    - Shield Security Services

  Working with these corporate clients allowed me to understand the procedures and protocols for handling bulk employee account openings, as well as maintaining high compliance standards while dealing with sensitive personal and financial data.This hands-on experience significantly enhanced my knowledge of general banking procedures, regulatory compliance, customer service, and document verification.

- I used to input cheque book and ATM entries on register books and then preserve the cheque books in a safe place in a series form. I used to provide those cheque and ATM card based on the serial no of Register books
- I used to do Tax and Solvency certificate.

5.2. Critical Observations:

All through my internship, I was able to discover different components of this field. They're detailed below:

- The bank employees were really helpful and nice. Before assigning me to any task, they were quite patient with me while providing me instructions.
- Bank Asia Limited adheres to a strict punctuality policy. Every day, a prayer is held before to the start of the regular banking hour, and all employees are expected to arrive on time for the prayer.
- A weekly meeting is held every Sunday at 9 a.m. On that day, all men and women must dress in formal attire, and sarees must be worn by all.
- The manager of this branch has great communication abilities. He knows how to keep their most important consumers. This branch sends a cake and greetings to every one of its valued customers on their birthdays. They also ensure that the celebration culture is maintained at all times.

Despite all of the wonderful answers, I have encountered several challenges. The following are some of them:

- **A Deficiency of manpower:** Because this is a corporate office, the workload is unusually high in comparison to other Bank Asia Limited branches. They are, nevertheless, unable to manage the job pressures due to a lack of employees. When one person is sick or on leave, another coworker in the same department takes over through the responsibilities of two or more individuals. This may lead to significant decline of motivation.
- **Customer service which is not responsive enough dynamic:** As the number of new banks increases, they are developing customer service that is highly competitive. People nowadays have very little spare time and want the most efficient and unique services imaginable. However, only two individuals work in the entire customer service department. As a result, they may not have enough time to satisfy all of their customers, prompting customers to become impatient and wait a long time.

- **Machineries are in short supply:** More printers and photocopiers are needed at the branch. Employees' actions are frequently impeded by the requirement to preserve serial numbers, resulting in overcrowding in their limited workspace.
- **Lack of effective advertising and promotion:** One of Bank Asia Limited's shortcomings is its inadequate advertising and promotion. They make no attempt to encourage themselves in any way.
- **Overcrowded office area:** Most customers do not get seats during pick-up hours due to the overcrowded region.
- **Inadequate software effectiveness:** Bank Asia Limited utilizes the iStelar program to perform their tasks, which underperforms. But in the other hand, the server can become exceedingly slow at times, exposing the programmed to malfunction. Customers who come in or call to query about their balance at that time have been unable to get the information they desire.

Following the completion of my internship at this bank, I've noticed that the difficulties mentioned above may cause future roadblocks. As a result, managers should be more cautious while dealing with their employees.

5.3. Recommendation

- The bank should emphasize more on advertising about their services and facility for the clients. Which will help them to reach more number of customer and give the customer a wide range of option hence they should promote their services more by advertising.

- The entire department should be well informed regarding their goals and objectives. It is essential to execute company objectives into individual target. It is so because if the employees of the Bank have the idea about their main target it becomes easier for them to reach their target goal.
- The bank should promote themselves more at TV Channel. So that they the existing as well as the potential customer get to know about your product offerings. TV commercial is one of the most effective medium of advertising. It’s an easiest way to promote your brand in mass population. But regrettably it is observed that Bank Asia Limited does not use that much TV commercials like other Banks.

- To meet high rising demand of today's customer; the bank should introduce Mobile banking system. Technology changing day by day like bKash first lunching mobile banking system and most of the Bank lunch their own mobile banking system. So to cope up with the modern trend Bank Asia Limited should lunch their mobile banking system as early as possible.

- Establish more ATM Booth & maintain the existing ATM booth will help the customer to get excellent services and retain them. In Bangladesh Dutch Bangla Bank, Standard Chartered Bank and Brac Bank have more ATM booth in comparison with Bank Asia Limited. So Bank Asia Limited should establish sufficient booths to maintain their work effectiveness and reach the customers with excellent services.
- Bank participate some social activities and we hope bank can increase this benefit to its clients and employee.
- The retail department of Bank Asia Limited is needed to be effective and well enough to manage actual and potential customer. In Bank Asia Limited Corporate Branch there are less effective officers in retail division, Retail division is very essential for pull new customers. So Bank Asia Limited should trail their retail officers properly.

Chapter 5

Conclusion Part

Conclusion

In the past there was only the government banks in operation and public had no other option to go to other institutions for quality service. Now the scenario is quite different. A good number of private commercial banks have come to the market along with some foreign banks with global experience making the scenario tougher for domestic players. Nowadays bank is not just selling services but also selling solution to the business community and individuals for the financing needs. So it is very important to ensure most efficient work force with innovative ideals and proper technological back up to render such an important solution to the society that will ensure sustainable growth of the economy. So providing first-class services to clients with diversified products & services is the only way to survive in the market. The service quality of Bank Asia Limited is highly appreciated by majority of the customers but some customer's grievances show the room for improvement. Now is the age of Globalization and Free Economy. In this new era of market economy, business world is dynamic and ever changing. To survive up with all these changes and adopt with new scenario, a group of skilled and talented work force is the first requirement for any kind of commercial organization. To cope with all these changes Bank Asia Limited has rightly focused on skill development of the employees and at the same time introducing technology in almost every step of its day-to-day activities to insure prompt and quality service.

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