

Report On  
**General Banking of Export Import Bank of  
Bangladesh Limited**

By

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ID-18264039

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  
January 2021

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## **Declaration**

I hereby declare that,

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

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



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**Noor-E-Tasnim**

ID - 18264039

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

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**Dewan Niamul Karim**

Adjunct Faculty, BBS

BRAC University

## Letter of Transmittal

Dewan Niamul Karim  
Adjunct Faculty, BBS  
Master of Business Administration  
BRAC University  
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report

Dear Sir,

It is my great pleasure to submit my internship report on General Banking of Export Import Bank of Bangladesh Limited. It was a great opportunity to work as an intern in the general division of Exim bank. Every student of BRAC is required to submit a report about their three month of work experience in an organization as a part of the MBA program. I have tried my level best to work practically, observe and learn all the activities of general banking sector and have prepared a report based on the practical experience.

I have tried my best to include all the relevant information and explanations. I therefore, would like to apologize if I have made any mistakes and request you to acknowledge my efforts and accept my report.

Thank you for your guidance and support.

Sincerely,

Noor-E-Tasnim

ID- 18264039

BRAC University

January 13, 2021

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Export Import Bank of Bangladesh Limited and the undersigned student at BRAC University Student Noor-E-Tasnim.

## **Acknowledgement**

Frist of all, all praises to Almighty Allah for giving me the strength to accumulate the relevant information which in hence helped me to do a Report on General banking of Export Import Bank of Bangladesh Limited.

I would like to express my sincere gratitude to Dewan Niamul Karim, Adjunct Faculty, BBS Department, BRAC University for providing me with detailed feedback, advice on this report and for giving suggestions in order to make this study as flawless as possible.

I would like to express my gratitude and thanks to my supervisor Mr. Gazi Mahbubul Huqe (Vice President & Manager), and also other senior brothers and sisters -Mohammed Toufiqur Rahman (SAVP & Second Office, PA), MD. Musfiqur Rahman (Executive officer, PA), Kamrun Naher Mozumder Lubna (Senior Officer) and Ms. Ferdous Afsana (Senior Officer-IT) of Export Import Bank of Bangladesh Limited for giving me an in-depth knowledge about banking. I would also like to thank all other officers and other intern students for providing the necessary support in the organization. And also, for providing me with all the basic guidance without which I could not have done it and giving me so much of their valuable time for my concerns. During these two months of internship, I was able to get a good idea about the general banking division of the EXIM bank. I also learned about team engagement and their working system.

I have also wholeheartedly enjoyed working on this project report and hope the project is appreciated.

## **Executive Summary**

It was a great opportunity to work under one of the best banks of Bangladesh that follows Islami Shariyah. The purpose of this internship program was to perceive the realistic situation. The academic knowledge is not enough to learn more about the real world. This report is basically an analysis of the general banking of EXIM bank.

In the first chapter, I gave a brief on student & internship background, the organization name where I am doing my internship and the internship outcomes like my contribution to the company, what difficulties I have faced here and also recommendations on that.

The next two sections of this report talk about the organization. As the report is mainly focused on the general banking of EXIM Bank, So, I had to analyze the banking activities. So, in the second chapter I have given a brief on the objective of the study, scope and the method I have used to get the information. I have also discussed about the EXIM bank's background, their mission & vision and a brief discussion on the Dhanmondi Branch of EXIM bank.

I have pointed out strategies for each functional department of EXIM bank such as retail banking division, corporate banking, investment, foreign exchange department and other functions. Next, I have pointed out their marketing strategies like what product/service they offer and the price of the products, their promotional strategies, their financial performance and industry analysis by explaining through SWOT analysis. I have given some recommendations based on EXIM bank.

In the last chapter, I have briefly discussed about the overall general banking process. I have provided a literature review based on different author's research. I have also provided findings from this internship and a brief analysis of the interviews I have taken with the bank's clients. Finally, I have provided recommendations based on the overall general banking system for the betterment of the Islami based banking industry.

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## List of Acronyms

<b>L/C</b>	<b>Letter of Credit</b>
<b>TP</b>	Transaction Profile
<b>IRC</b>	Import Registration Certificate
<b>MTDR</b>	Mudaraba Term Deposit Receipt
<b>TIN</b>	Taxpayer's Identification Certificate
<b>MIB</b>	Murabaha Import Bills
<b>MTR</b>	Murabaha Trust Receipt
<b>MPI</b>	Murabaha Post Import
<b>IBB</b>	Izara Bill Baia
<b>KYC</b>	Know Your Customer (Profile form)
<b>SWIFT</b>	Society for Worldwide Interbank Financial Telecommunication
<b>STD</b>	Short Term Deposit
<b>SSS</b>	Special Saving Scheme
<b>IFC</b>	International Finance Corporation
<b>ADB</b>	Asian Development Bank

# Chapter 1: Overview of Internship

## 1.1 Student Information

- Name- Noor-E-Tasnim
- ID- 18264039
- Program- Master of Business Administration
- Department- BRAC Business School
- Major- Marketing

## 1.2 Internship Information

### 1.2.1 EXIM Bank Information

- Period- 3-month internship from 02 December, 2020 – 02 February, 2021
- Company Name- Export Import Bank of Bangladesh Limited (Dhanmondi Branch)
- Department/Division- General Service Division
- Address- House # 4/A, Plot # 4, Road # 16 (Old-27), Dhanmondi Tower, Dhanmondi, Dhaka- 1207

### 1.2.2 Internship Bank Supervisor's Information

1. Supervisor's Name: Mr. Gazi Mahbubul Huqe  
Position: Vice President & Manager

### 1.2.3 Job Scope – Job Description/Duties/Responsibilities

An intern has to these basic job duties and responsibilities which are given below:

- 1) Performing several front desk tasks that fill up account opening form, check customer's account opening document, filling up Transaction Profile (TP) and KYC profile form.
- 2) Ensuring customer service as a service intern.
- 3) Writing entry of new cheque information in the cheque book file when there is authorization for new cheque books.
- 4) Stamping on the savings form.
- 5) Helping customers to fill up forms like- savings account, current account, schemes, etc.
- 6) Doing desk pass tasks.

- 7) Passing MTDR form and putting tik mark on the signature spot for customers
- 8) Filling up Nominee's information.
- 9) Making entry of different bank's incoming- outgoing cheques.
- 10) Issuing collection letter for cheque books, debit card & pin.
- 11) Giving debit card and pin to the customers.
- 12) Filling up debit card form
- 13) Filling up SMS baking form
- 14) Giving calls to the customers to get their debit card and pin.

## **1.3 Internship Outcomes**

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

As I am an intern, I was not given the full authority of the work like the regular employees but was given responsibility. Any slight mistake could cause problems for the bank. So, I tried my level best to be careful for the betterment of the organization I was working for.

#### **1) Performing several front desk tasks:**

When a new customer came to the bank for opening an account, I helped them by giving them the form and explained the whole procedure. Also, gave information about what type of documents they needed to open an account. Moreover, I helped the customer to fill up the form in righteous way. Sometimes, I watched my supervisor, editing some customers' transaction profile. Transaction profile is the account holder's profile where their maximum monthly transaction, the net worth of money and all the transaction related details are mentioned. A customer can't do a transaction that is higher than the maximum limit. We made a transaction profile by talking to the customer according to his/ her income ability. But income ability can change. So, when customers think that they need more transaction in a month and they will deposit or withdraw higher amount than their maximum limit in transaction profile.

#### **2) Ensuring customer service as a service intern:**

In EXIM Bank Limited, I was given the responsibility to acknowledge customers presence immediately. I directed them to the respective service desk/ counter with a warm greeting. I had to respond to their questions and ensured proper customer service.

### **3) Writing entry of new check information in the cheque book file:**

My senior apu, Afsana Akhter provided me information on in-coming & out-going check to make an entry in the cheque books file which is called the “By Hand File” here. Account holders’ have to sign in cheque list file. I wrote cheque series number in cheque book register book and also in requisition slips. My supervisor gave entry of cheque series number in the online server system. Within a week, a customer will get their cheque book. I was responsible for taking customer’s signature in the cheque register book.

### **4) Stamping on the savings form:**

I was given responsibility to put stamp mark and seals on the saving form. I had to put seals on the respective designated spot in the form. Each seal was stamped under the name with seal, sign & date section.

### **5) Helping customers to fill up account forms:**

Helping customers was one of my major tasks. Lubna apu, one of my seniors taught me how to fill up savings form and MTDR form. There are many customers who are not educated enough to fill up the account forms. So, it was my duty to help them to fill up their forms. Besides that, I helped customers to give them information about what kind of documents is needed to open up an account. I told them about the main three types of accounts that most of the customers come to open, they are deposit (Like- savings account, current deposit and term deposit), then different types of deposit schemes (Like- Mudaraba Sugrehini Monthly Savings Scheme, Mudaraba Senior Monthly Savings Scheme, Mudaraba Monthly Savings scheme and many more) and lastly investment (Like- Corporate finance, Commercial finance, Industrial finance etc.)

### **6) Doing desk pass tasks:**

Desk pass task was divided into two parts. First one is receiving letters/ documents that come from outside of the EXIM Bank Ltd, Dhanmondi branch. This is call “inward” entry task. After receiving the letters/documents, I needed to put the bank seal on delivery slip that is given to the delivery man and gave a serial number in the inward entry book. Next, I put the serial number in the letters/documents then gave my initial and date. After that I showed the letter/document to my supervisor. Then she checked it carefully, gave her sign over the letter/document and advised me to send it in a sequence to the respective desks. Second one is

“outward” section. In this section, I had to send the papers and documents outside of the EXIM Bank Ltd, Dhanmondi branch.

**7) Passing MTDR Form and putting tick mark on the signature spot for customers:**

I was given the responsibility to pass the MTDR form. Then I helped the customers to fill-up the form along with necessary information. And before that, I had put tick marks on the signature spot for customers so that they can easily understand where they need to sign their name.

**8) Filling up Nominee’s information:**

I had to fill up the client’s nominee information so that if something were to happen to the client, then the bank can contact the nominee and he/she can claim the money.

**9) Making entry of different bank’s incoming- outgoing cheques:**

As an intern my task was to entry the details of incoming-outgoing cheques of different banks’. These cheques are sent to EXIM bank from other banks and I had to make a list of this incoming cheques and then one my supervisor put information on EXIM bank’s online server. I had to make entry for two times in a day.

**10) Issuing collection letter for cheque books, debit card & pin:**

I issued collection letter for cheque book, debit card and pin. This letter was sent to the customers who did not collect their cheque book, debit card and pin from the bank. I issued this letter and sent these letters to the customer’s address. By sending these letters, we request customers to collect their uncollected cheque book, debit card and pin from EXIM bank, Dhanmondi branch.

**11) Giving debit card and pin:**

Every day, many customers come to EXIM Bank to request for debit card or to take receivable debit card. So, when they come to get the debit card, I hand them to authorization form to fill up for the debit card. Customers then returned me the form after filling up his/her details. And the clients who came to receive debit card, I delivered them their debit card along with its pin. At first, I took the customer’s account number. Then, my supervisor put that in the system to find out the card number and client ID. Once, she got the client ID, I delivered the card and its pin to the customer by verifying his/her signature.



### **12) Debit card form fill-up:**

some of the client needed debit or ATM card in order to withdraw money whenever they need. And for the debit card, clients are charged 460 taka per year. And to get debit card, a customer has to provide necessary information in that form. As some of the clients could not fill up their form, so I had to fill up that form on behalf of them. When the debit card is ready, client will get an SMS or call from the bank to pick up their debit card. One has to open SMS banking, if they want a debit card.

### **13) SMS banking form fill-up:**

To avail SMS banking, clients have to fill up SMS banking form. In the form customers have to provide their name, account number and valid mobile number. If a client withdraws money from ATM booth, then that person will get an SMS regarding the amount of money they withdrew and exact time of the withdrawal. It was another responsibility of mine. I had to help the clients to fill up their SMS banking form.

### **14) Giving calls to the customers to get their debit card and pin:**

When the debit card and pin mailer arrive, the first task of mine is to give entry in the debit card book. After doing all the necessary works that needs to be done related to the debit card and pin, my task is to call the customers and inform them about their debit card and pin. Sometimes the customers don't pick up their phone. So, because of it I need to call them again from time to time until they receive the phone call. It is my responsibility to let the customers know about their debit card and pin mailer.

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

The lessons that I have learned while working as an intern in EXIM Bank Limited will stay with me for the entire lifetime and these skills that I have managed to gain from this internship will definitely be very productive and helpful for the future prospect of my career.

- **Need to be outspoken:** Employees must interact with their coworkers for a good working environment. It not only helps to create a comfortable work environment, but also it helps to understand many problems and come up with speedy solutions.
- **Imitating co-workers to improve personality:** It is necessary to understand that Intern he/she is not less than any other officer. And it is possible only if the coworker talks, dresses,

reacts, concentrates, and behaves nicely towards interns. That's why, I have always tried to do my best to understand and copy them. I learned that, their ways of doing things are more simple, convenient, and unquestionable rather than mine.

- **Communication with co-workers:** Senior workers have more knowledge and a lot of experience and through their experience, they have made their way to that particular field. After learning their struggle like how they had survived the harsh reality until now, busy work schedule, immense work load, it gave me the motivation and confidence as well. For example, an assistant executive officer once told me to talk less, listen more and it was a great tip. In this way I can get more information without disclosing anything.
- **Key behavior:** Dhanmondi branch at EXIM Bank has a friendly environment and every one helps each other. Everyone respects each other. I have learned how to behave with senior level, and how to approach with the clients.
- **Practical experience:** By working in a bank, I got to know how people work, how people handle all the pressure, how they are able to complete all the task within time. I was able to relate my theoretical knowledge and have gained practical knowledge.
- **Acknowledgement of work:** From this internship, I learned how to acknowledge a work and give the priorities for a work.
- **Clerical works:** From my internship, I was able to learn how to operate a printer, cheque machine, and how to keep the files in the assigned place.

### 1.3.3 Problems/Difficulties

Though I was very much familiar with the banking environment, but still there were some difficulties I have faced during my Internship Program.

- First of all, all of the employees were busy with their work and my supervisor had very less time to talk with me. I was very lucky that one of the interns who worked there, helped me a lot about the bank work process.
- Secondly, it was very hard to gain the officer's trust. If they did not trust me, they would not have given me any task to do.
- Thirdly, some of the officers were much older than me. So, they had different opinion and suggestions that was totally different from me. But when I started to understand their culture, I was able to understand their ways of thinking and modify my perception also.

- Fourthly, while working in the account opening section, it was very hard for me to keep my patience. Because there were always customers coming to open accounts. Moreover, I had hardly any time to leave my seat. But after few days I became used to the work load.
- And lastly, I had almost nothing to do in the office at the beginning of my internship. Sitting in the office and to do nothing is the most annoying part. That is why I always tried always to get something to do. I went to each officer's desk and asked if they need any helping hand. But after I became comfortable there, they assigned me with different works time to time.

Despite of all these difficulties, what kept me going were my ambition and determination. I knew this internship was a suitable platform for me to reshape my thinking ability. So, I concentrated on my job with sincerely.

#### **1.3.4 Recommendations**

As an intern, I would like to recommend this so that the bank can help the interns to gain more knowledge from working there for three months.

- EXIM Bank should try to engage the interns more, so that they can learn new things.
- They should also assign the interns to do sensitive activities so that they can gain more practical knowledge.
- EXIM bank does not have monthly allowance system for the interns which is very disappointing to any interns so, I recommend that they should provide monthly allowances to the interns.
- Every intern should be given at least minimum work in the investment department, foreign exchange department.

## **Chapter 2: EXIM Bank Overview, Functions and Industry Analysis**

### **2.1 Introduction**

#### **Objective of the Study**

The General objective of the study is to complete the internship program as completing the final requirement for acquiring Master's degree at BRAC University.

The specific objectives of this report are given below:

1. To understand the banking sector and their procedures
2. To about observe the Shariah based Islami bank industry and gain practical knowledge
3. To understand relationship between customers and banker
4. To analyze the perspective of general people and the customers about the Islami bank
5. To recommend different ways for development in policy and strategies

## **Methodology**

### **Secondary Sources include:**

- EXIM Bank Ltd. website for background information
- Textbooks covered during curriculum study at BRAC for definitions and explanations
- Internship report sample provided by EXIM Bank for better understanding
- Website and reports published by the Bangladesh Bank
- Annual report of EXIM Bank Ltd.

### **Primary Sources include:**

- Face to face conversation with banker and their brief on banking process
- Conversation with customers of the bank
- Practical observation of documents and personal experience during internship period.

## **Scope of the Study**

This report will cover basic information about EXIM Bank Limited with a brief summary of the different services provided by the bank to its clients. Especially, the report will focus on the particular functions of General banking operations of Export Import Bank of Bangladesh Limited. Additionally, the report consists of my personal observations, leanings, and overall experience gathered during the three-month internship period at EXIM bank.

## **Limitation of the Study**

As the study was completed in a very short period, there was lack of sufficient time so I could not accumulate enough information. There was work pressure while performing different tasks assigned to me by different officers. And also, I could not gather some of the information due

to confidentiality. However, I have tried my best to prepare report as good as possible within these limitations.

### **Significance of the Limitation**

If these limitations were not there, then it would have been easier for me to prepare a good report.

## **2.2 Overview of the EXIM Bank**

### **2.2.1 History of EXIM Bank**

The Export Import Bank of Bangladesh limited is a private Shariah based Islami commercial bank that has been operating banking operation regarding the business transactions. The bank was first incorporated on 2<sup>nd</sup> June, 1999 by founder chairman late: Mr. Shahjahan Kabir with a goal to improve the socio-economic state of the country. It is a private sector banking company developed under the COMPANY ACT of 1994. EXIM bank started operating since 3<sup>rd</sup> of August 1999 with an approved capital of TK. 1 billion (100 million) divided into 10 million ordinary shares on BDT. 100 TK each. At first, this bank started operating as a private commercial bank, but later on, it took the challenge of turning the commercial bank to Islamic based operation in all kinds of transaction.

All conventional banking operations were migrated into Shariah based Islamic banking operations after obtaining approval of Bangladesh bank on July 01, 2004. EXIM Bank went for Dhaka Stock Exchange and Chittagong Stock Exchange in 2004.

Originally the bank was known as the “Bangladesh Export Import Bank Limited” (BEXIM Bank Limited) but for some legal restrictions they had to change the name later on. The governor of central bank proposed a name which is Export Import Bank Limited, in short EXIM Bank Limited.

The banking activities consists of services like opening account, savings deposits, offering investment facilities, debit/credit of money, managing money transfer, foreign exchange transaction and providing services like issuing guarantees, safe keeping money etc. The bank offers full range of personal, corporate, international trade, foreign. (History of EXIM Bank, n.d.).

### **2.2.2 Vision of the Bank**

The purport of EXIM Bank's vision is "Together towards Tomorrow". EXIM Bank wants to go forward, along with its customers by providing personalized services, and also by bringing improvement into their services regularly. EXIM bank believes that Islamic economy will be the best way to achieve the desired goal by extending the hand to the people with a technology-driven modern banking system that upholds the Islamic values. (EXIM Bank: Vision, Mission, Corporate Culture, n.d.).

### **2.2.3 Mission of the Bank**

The mission of the EXIM Bank gives emphasis to:

- Providing Equal financial services especially in foreign trade.
- Continuing a contemporary technology based professional banking environment.
- Maintaining corporate and business ethics and transparency at all level.
- Sound capital base.
- Ensuring right growth and establishing full value to the stakeholders.
- Fulfill its social commitment.
- Adding positive contribution to the national economy. (EXIM Bank: Vision, Mission, Corporate Culture, n.d.).

### **2.2.4 Objectives of the Bank**

The objectives of the bank are:

- Offering high quality service in export and import trade.
- Delivering flaw-free quality customer service.
- Maintaining of corporate and business ethics.
- Sustaining sound capital base.
- Enhancing shareholder's treasure.

### **2.2.5 Introduction of Dhanmondi Branch**

Dhanmondi branch of EXIM bank limited has achieved the confidence of customer immediately after it establishing by providing superior quality service within sincerity. The branch location is house no- 4/A, Plot no- 4, Road no- 16 (Old-27), Dhanmondi Tower, Dhanmondi, Dhaka- 1207. The total number of employees in this branch is 18 including the

Senior Assistant Vice President & Manager as Relationship manager and Assistant Vice President as Operation Manager and senior officers. 4 employees in general banking division, 2 employees in the investment, 2 managers, 3 employees in cash counter, 2 peon, 2 labor workers, 2 security guard and 1 employee in the data center are working in Dhanmondi branch.

### **2.3 Functional Departments**

EXIM Bank has these following departments:

Retail/ General Banking-

- Deposits
- Investments
- Cards
- Internet Banking
- SMS Banking
- Locker Services

Corporate banking-

- Investments
- Foreign Exchange & Trade Finance
- Correspondent Banking
- Import Finance
- Export Finance

SME Banking-

- EXIM Uddyog
- EXIM Abalamban
- EXIM Durodorshini
- CMSME & Women Entrepreneur Application Form

Agri Banking-

- EXIM Kishan
- EXIM Farmer

Remittance-

- Foreign Remittance

- Exim Exchange Company (UK) Ltd.
- Exim Exchange Company (Canada) Ltd.
- SWIFT
- International Operation

### **2.3.1 Retail/ General Banking**

In retail banking, organizations perform transactions directly with consumers, rather than doing transaction with corporations or other banks. Retail banking is also called general banking in the banking service. Services that are offered to customers are savings and transactional accounts, loans, home loans, debit card, credit card, and many more.

### **2.3.2 Corporate Banking**

Corporate banking is mainly for the business purpose. It includes issuing loans to more dynamic matters, like helping to minimize taxes paid by foreign subsidiaries, dealing fluctuations in foreign exchange rates, or giving the details of financing packages which is necessary for the construction of a new office, plant or any other facility.

#### **2.3.2.1 Corporate Banking Investment**

##### **❖ Corporate Finance**

Corporate finance deals with monetary decisions that business firms make and it also provides the tools and analysis that is used to make these decisions. The primary goal is to boost shareholder value. Even though it is fundamentally different from managerial finance which focuses on the financial decisions of firms.

##### **❖ Industrial Finance**

Industrial finance is mainly applicable for the industrial sector of the banks. EXIM Bank invests well so that industrial sector grows well. The main purpose of industrial investment is to develop the industrial growth.

##### **❖ Project Finance**

Project finance is the long-term fund for the infrastructure and different industrial projects by industrial sponsors. Project finance involves a number of sponsors. Project finance also involves a syndicate of banks that provides loans to the operation. EXIM Bank also provide fund in this kind of specialized project.



### 2.3.2.2 Foreign exchange department

Foreign exchange department is responsible for both local and foreign remittance. The main purpose of this department is to open Letter of Credit (LC). There are mainly two parties included in this department. They are: Applicant/issuing bank and Beneficiary.

In order to open a L/C the parties that are present:

- **Importer-** Importer requests the bank to issue a L.C. The bank opens the L.C on behalf of the importer/applicant, and the exporter and then the importer makes an agreement with the exporter.
- **The Issuing Bank-**The purpose of this is to make payment to the exporters and also the bank and carry those transactions on behalf of the importer.
- **The Advising Bank-** The advising bank gives advices to the exporter's bank but it is not liable to make any agreement with the importer's bank.
- **Exporter/Beneficiary-** beneficiary is basically the exporter or seller.
- **Confirming Bank-**The confirming bank confirms on the payment that has been made in addition to the issuing Bank. The issuing Bank requests to the confirming bank to have the arrangement with them.
- **Accepting Bank-**The issuing Bank nominated accepting bank in the credit to make payment specified in the document and to comply with the reimbursement Bank.

### Corresponding Banking

EXIM bank has correspondent banking association with more than 354 International banks. And among these, 137 countries were selected for the correspondent banks to ensure that customers get the best and utmost reliable service in the overseas lands at the most competitive rates. Furthermore, the bank has relationships with International Finance Corporation (IFC) and the credit limit to exercise within 182 IFC member countries is around US Dollar five million. The bank has an agreement with Asian Development Bank (ADB) for credit service.

### Import Finance

Import Finance is responsible for opening L/C. There are different kinds of import financing and they are: MIB, MTR MPI & IBB. To open a Letter of Credit, an importer will need this: At first, an importer will appeal to a banker to open L/C along with the following documents.

- An application.

- Indent or Proforma Invoice.
- Import Registration Certificate (IRC).
- Taxpayer's Identification Certificate (TIN)
- Insurance cover note with money receipt.
- Membership of chamber of commerce.

## **Export Finance**

Export Finance is responsible for export trade where an exporter needs the finance at different steps to get an export order from other country's organization and to supply the goods from a foreign buyer. Exporter needs this finance for acquiring, processing, manufacturing, assembling and packaging the goods for export in the pre delivery period. After the delivery is made, sometimes exporters need to give credit to the importer for an arranged period and also has to wait for the value till the credit period expires. Even though, importer is not allowed to get credit, the exporter makes the payment and exporter's bank collects the amount.

### **2.3.3 SME Banking**

SME banking provides fixed and working money to small-medium level poultry firm, dairy firm, fisheries, and agricultural-based industries etc. EXIM bank also has SME banking service and they are EXIM Uddyog, EXIM Abalamban, EXIM Durodorshini. This service offers investment facilities for working capital finance and/or to purchase fixed assets.

### **2.3.4 Agri Banking**

Agri banking service provides direct investment to the farmers for a longer period of time. EXIM bank has assigned a separate target for Agricultural & Rural investment since 2008-09, as per order from the Bangladesh Bank. This banking includes products for crops, fisheries & livestock. Also, this investment offers services for agricultural sectors, income generating & poverty improvement in rural area. This investment provides customers nutrition security & employment opportunity. EXIM Kishan, EXIM Farmer are the investment product of EXIM bank.

### **2.3.5 Remittance**

EXIM Bank also deals with foreign exchanges in and out of the country. The bank buys and sells foreign currencies in order to provide the selected services. And these currencies are converted into dollars and other currencies according to the exchange rate. The exchange rates

for buying and selling of foreign currencies differs from country to country. EXIM Bank has two types of remittance: one is Inward remittance, and other one is Outward remittance.\

## 2.4 Organogram of EXIM Bank

<b>Managing Director &amp; C.E. O</b>
<b>Deputy Managing Director</b>
<b>Senior Executive Vice President</b>
<b>Executive Vice President</b>
<b>Senior Vice President</b>
<b>Vice President</b>
<b>Senior Assistant Vice President</b>
<b>Assistant Vice President</b>
<b>First Assistant Vice President</b>
<b>Senior Principal Officer</b>
<b>Principal Officer</b>
<b>Executive Officer</b>
<b>Senior Officer</b>
<b>Officer</b>
<b>Trainee Officer</b>
<b>Junior Officer</b>
<b>Assistant Officer</b>
<b>Trainee Assistant Officer</b>

**Table 1 Organogram of EXIM Bank**

## 2.5 Marketing Practices

### 2.5.1 Products and Services of EXIM Bank

During a short span of time, the bank has been able to reach to a highly recognized and admirable position to the business community from all entrepreneurs to large traders and industrial conglomerates and appeared as the fastest going bank among the third-generation banks. The bank has been continuously attempting to offer new products and services. As a Shariah based commercial bank, they have been providing all traditional banking services.

These areas are providing product/ services as follows:

#### 1. Retail Banking:

##### ❖ Deposit Product:

Following are the deposit products of EXIM bank:

##### **Savings Account**

- Mudaraba Savings Deposit

##### **Mudaraba Cash Waqf Deposit**

##### **Current deposit**

- Al-Wadia Current Deposit

##### **Mudaraba Special Notice Deposit**

##### **Term Deposit**

- Mudaraba term deposit
- Mudaraba Education Deposit

##### ❖ Deposit Schemes:

- Mudaraba Monthly Savings Deposit Scheme
- Mudaraba Su-Grehini Monthly Savings Scheme
- Mudaraba Femina Monthly Savings Scheme
- Mudaraba Senior Monthly Savings Scheme
- Mudaraba Monthly Income Deposit Scheme
- Mudaraba Su-Grehini Monthly Benefit Scheme
- Mudaraba Femina Monthly Benefit Scheme
- Mudaraba Senior Monthly Benefit Scheme

- Mudaraba Multiplus Saving Scheme
- Mudaraba Super Saving Scheme
- Mudaraba Hajj Deposit Scheme
- Mudaraba Denmohor / Marriage Deposit Scheme
- Mudaraba EXIM Student Saver
- Mudaraba Millionaire Deposit Scheme
- Mudaraba Kotipoti Saving Scheme
- EXIM RUHAMA- (Three Years' Probable Double Benefit Scheme)
- EXIM ZIADAH - (Five Years' Probable Triple Benefit Scheme)
- EXIM KRISHI - (Mudaraba Krishi Monthly Deposit Scheme)
- EXIM SHWAPNO - (Mudaraba Housing / Entrepreneurship Development Scheme)
- EXIM SHEFA - (Mudaraba Monthly Savings Deposit Scheme)

#### ❖ **Retail Investment Products**

Following are the investment product of EXIM Bank:

- Investment Sectors
- EXIM Abashan
- EXIM Sahayak
- EXIM Bahan
- EXIM Education
- EXIM Easy Pay
- Bai-Muajjal (FO)
- Investment Rates

## **2. Corporate banking**

#### ❖ **Corporate Investment Products**

Following are the investment product of EXIM Bank:

- Corporate finance
- Commercial finance
- Industrial finance

- Project finance
- Lease finance
- Mode of investment finance
  - Murabaha
  - Bai-Muazzal
  - Quard
  - Izra Bill Baia

### **3. Remittance:**

- EXIM Exchange Company (UK) Ltd.
- EXIM Exchange Company (Canada) Ltd.
- SWIFT
- International Operation

### **4. CM SME Banking**

- EXIM Uddyog
- EXIM Abalamban
- EXIM Durodorshini
- CMSME & Women Entrepreneur Application Form

### **5. Agri Banking**

- EXIM Kishan
- EXIM Farmer

## **2.5.2 Place Strategy of EXIM Bank**

### **2.5.2.1 Branches Information**

The number of branches as it stands now is 118 and there are 63 ATM booths situated in Bangladesh. EXIM Bank has taken steps to open more branches at commercial significant places throughout the country by the year 2018.

The number of branches division wise are:

<b>Location</b>	<b>Branch</b>
Dhaka	55
Chittagong	32
Rajshahi	09
Sylhet	10
Khulna	04
Barisal	03
Rangpur	02
Mymensingh	03

**Table 2 Branch Information**

#### 2.5.2.2 Corporate Information

<b>Industry</b>	Banking
<b>Founded</b>	August 3, 1999
<b>Authorized Capital</b>	Taka 20,000.00 million
<b>Paid-up-Capital</b>	Taka 14,122.51 million
<b>Founder</b>	Late Mr. Shahjahan Kabir
<b>Head office</b>	"SYMPHONY" Plot # SE (F): 9, Road # 142 Gulshan Avenue, Dhaka- 1212, Bangladesh
<b>Head office (unit 2)</b>	SE(H): 02, Road No. 142, Gulshan Avenue, Gulshan, Dhaka
<b>Area Served</b>	118 branches in Bangladesh
<b>Key Person</b>	Mr. Nazrul Islam Mazumder (Chairman of <b>EXIM Bank</b> )
<b>Services</b>	Banking, Financial Services
<b>Number of employees</b>	3000 Approx.
<b>Parent</b>	NASSA Group
<b>Website</b>	www.eximbankbd.com

**Table 3 Corporate Information**

### 2.5.3 Pricing strategy of EXIM Bank

SL. No	Types of Accounts/Services	Nature of Charge	Charge Amount BDT
1.	Al-Wadia-CD A/C	a) Service Charge	500/- half yearly
		b) Statement Charge	200/-
		c) A/C closing Charge	200/-
		d) Minimum required balance	3000/-
2.	Mudaraba Short Term Deposit	a) Service Charge	500/- half yearly
		b) Statement Charge	200/-
		c) A/C closing Charge	200/-
		d) Minimum required balance	5000/-
		e) Incidental Charge	-
6.	Mudaraba Savings Account	a) Service Charge	100/-
		b) Statement Charge	100/-
		c) A/C closing Charge	200/-
		d) Minimum required balance	1000/-
		e) Incidental Charge	200/-
4.	Issuance of Duplicate Instrument	Charge	Tk. 100
5.	Locker Rent & Security Money	Small size Tk.	2200/-
		Medium size Tk.	2800/-
		Large size Tk.	3500/-
		Security Money (Refundable)	Tk. 5000/-
		Cost of key replacement	Tk. 3000/-

**Table 4 Prices of Accounts/ Services**

Source: (EXIM Bank: Price Sensitive Information, n.d.)



#### **2.5.4 Promotion Strategy of EXIM Bank**

As banks are commercial institution so mostly, they do not focus on promotional activities. As client will go to that bank where the interest rate is lower than other banks. Even though, they do not focus on promotion, still a bank manager will respond to the goals and objectives of the bank by putting together various elements of the promotional strategy.

The elements of the promotional strategies are personal selling, advertising, sales promotion, direct marketing, and publicity. EXIM bank does not spend a large amount of money on promoting their brands. They only use few promotional strategies and they are given below:

##### **1. Website**

Website can leave a positive impact on the consumers mind about a precise brand because it provides the detailed information about any organization. It is a good promotional tool to promote a brand. EXIM Bank's website is very well organized and nicely designed. A customer will get information very easily from this website. This website is regularly updated by the administration so that customer can get the exact information.

##### **2. Sponsorship**

EXIM Bank sponsors different games and sports but the sponsorship range is limited. They sponsor sports especially like women sports as they hardly get any sponsorship. EXIM bank sponsor as a co-sponsor in most of the games. They also do sponsorship in the publication sector such as magazine, brochure, and newsletter.

##### **3. Print Media**

Print media tend to grab attention more than other promotional tools as people tend to read information and look at printed advertisement more, rather than reading a plain article. One of the advantages of magazine advertisements is that many targeted audiences is seeing those advertisement. Magazine advertising gives the bank, a proper space to seize potential customers when they have not enough work in their hand. EXIM bank uses print media as promotional tool for both newspaper and magazine advertisement. They post the job circular in the public newspapers. They also post ad in some magazines but the range of this area is very poor.

#### **4. Personal Selling**

As banking services is an intangible service, so personal selling is the best way to expand selling. Many banks prefer personal selling as it gives a personal touch. It can happen in two system.

- First, face to face interaction at branch office between customer and banker and it involves whole employees of the bank.
- Second, one representative who specializes in banks' services, visits customers' place. to offer service and try to shape up a relationship between bank and customer.

#### **5. Corporate Social Responsibilities (CSR)**

The banking sector of Bangladesh has been involved with many kind activities like donating to different charitable firms or business, contributed to poor people and many religious institutions, patronizing art & culture, etc. EXIM bank also put aside at least two percent of their annual profit of every year for the foundation to conduct Corporate Social Responsibilities (CSR) activities. The majority CSR activities that are done through this foundation are:

- Arranges scholarship program for brilliant but poor student
- Donates to health care service
- Offers Education Promotion Scheme (Interest free Loan)
- Donates to the affected people, suffered from natural calamities
- Helps people through donation in slum areas
- Donates to educational institutions to setup computer lab
- Helps to beautify Dhaka City

Source: (Exim Bank Ltd, 2020)

## 2.6 Financial Performance

Five years performance at a glance:

Financial Highlights		Amount in crore BDT				
Sl.	Particulars	2015	2016	2017	2018	2019
1	Authorized Capital	2000.00	2000.00	2000.00	2000.00	2000.00
2	Paid-up Capital	1283.86	1412.25	1412.25	1412.25	1412.25
3	Statutory Reserve Fund	686.99	784.64	888.55	972.09	1070.60
4	Deposits	22506.45	24854.04	28402.61	30078.66	35581.65
5	Investment (General)	19631.14	22215.53	25380.34	30503.61	34328.74
6	Investment ( Shares & Securities Exclu. Subsidiaries)	1719.39	1606.33	2112.42	2353.14	4208.96
7	Foreign Exchange Business	<b>30226.64</b>	<b>30546.57</b>	<b>33970.12</b>	<b>36653.34</b>	<b>37791.07</b>
	a) Import Business	15270.33	15393.05	17904.03	18953.04	20080.15
	b) Export Business	14579.64	14750.87	15558.22	17173.13	17065.26
	c) Remittance	376.67	402.65	507.87	527.17	645.66
8	Operating Profit	634.86	590.33	585.65	686.39	691.99
9	Investment as % of total Deposit	87.22%	89.38%	89.36%	* 93.78%	* 89.55%
10	No. of Foreign Correspondent	383	390	393	394	396
11	Number of Employees	2696	2743	2791	2964	2956
12	Number of Branches	103	113	118	123	130
13	Return on Assets after tax	0.88%	1.06%	1.02%	0.65%	0.61%
14	Return on Equity (ROE)	9.06%	11.32%	11.80%	8.22%	8.48%

\* As per regulatory adjustment.  
Updated on: June 10, 2020

**Figure 1 Financial Highlights**

Source: (EXIM Bank: Financial Highlights, n.d.)

## 2.7 Industry and Competitive Analysis

### 2.7.1 SWOT Analysis of EXIM Bank

#### Strength:

- Offers a wide range of deposit, schemes, investment and card facilities.
- Holds strong believe in Islamic banking system.
- Advanced IT facilities.
- Strong subsidiaries in foreign countries.
- An effective data recovery system.

**Weakness:**

- No separate customer care department.
- Scarcity of manpower in every division.
- Lack of storage.
- Does not have car parking facility.
- No marketing department in Dhanmondi branch

**Opportunities:**

- Growth opportunities in the consumer banking, currency market operations and also export-oriented industries due to universal economic recovery.
- By increasing their product line or service basket to capture bigger market
- Online banking system can bring more opportunities.

**Threats:**

- Intense competition, reduced rates will be challenging to cope up with.
- Various strong private & foreign banks are offering similar services with less or free of charge for the facilities, might be a major threat.
- Overloaded regulations & frequent changes in policies might create problems in adapting customers & fulfilling the rules.

**2.8 Achievement of EXIM Bank****2.8.1 Awards**

As a third generation of bank, Exim Bank has set a standard in banking service from the very beginning of its journey which made the bank outstanding. Their continuous effort in improving all sectors, their commitment to the quality management, Good Governance, excellent service and also CSR activities have always been appreciated at home and overseas. And thus, Exim Bank has been able to achieve several national and international awards.

- ICMAB Best Corporate Award in 2013
- International BIZZ Award in 2013
- Award of International Diamond Prize for Excellence in Quality
- World Finance award

## 2.8.2 Achievements

EXIM Bank's achievement list as follows:

- EXIM Bank is the first private sector bank to open an exchange house in UK
- Implemented the world-renowned Core Banking Software named- TEMENOS T24
- Adapted Conventional Banking to Shariah Based Islami Banking

(EXIM Bank- Awards & Achievements, n.d.)

## 2.9 Summary and Conclusions

Export Import Bank of Bangladesh were able to achieve their expected goal through their dedicated service, competence and effective strategies within a short period of time. EXIM bank's glorious journey began on 3<sup>rd</sup> August, 1999 as a pre-planned commercial bank but it turned into Shariah based Islami Bank in 2004 by detecting the stiff growth of the Islami banking system in Bangladesh. Best quality customer services through the addition of the latest and state of the art banking technology and products are one of the main tools to achieve success. Customers are the first priority of EXIM bank. They try hard to provide a better shariah based banking system for customers by providing a wide range of services. EXIM bank got such employees who have mastered new technology, enhanced their product knowledge and honored their skill to help customers meet their financial goals. EXIM bank. EXIM bank has pledged to turn Export Import Bank into a modern banking institution, dynamic in actions, progressive in programs, honest in dealings, just in judgment, innovative in attitude, fair in methods and keen to high quality service to customers. This bank has lots of good side and also bad side but it also has many opportunities to grab the bigger market. But as time will pass on and the popularity of Islami banking will increase, there are possibilities that the number of Islami banks will increase, and so will the competition. And that's why EXIM bank has to be prepared for upcoming events and should try to focus on understanding the needs and wants of the customers.

## 2.10 Recommendations

EXIM bank is certainly a very well-organized bank but there are some parts, where they need to focus on improving. Those are:

- EXIM Bank Limited should give more attention to the advertisement and promotion of their products, which will be helpful to collect more deposits and increase investments scope.
- Needs to introduce swifter and less time-consuming process. As clients have to spend long time for issuing pay order in bank because of centralized system.
- Sufficient skilled and active employees should be employed through skill-based recruitments.
- They should open more ATM booths in other districts.
- They should regularly check and branch report for transparency.
- Officers faces one problem and that is lack of storage system they had to store saving accounts forms and other form. And that's why it becomes a problem for storing all the documents caused by less space. So, I would like to suggest that, they should have a specific storage room where officers can store important documents.
- They should provide a prayer room for female workers. They used a storage room as prayer room which was very unclean and suffocating.
- I recommend that they should upgrade the Job Circular as same designed job circular is used for every post.
- More improved accessibility, reliability, user-friendliness and security in the IT systems and services will be very convenient to the customers.

## **Chapter 3: Project Part: General Banking Activities of Export Import Bank of Bangladesh Limited**

### **3.1 Introduction**

#### **3.1.1 Background of the Study**

As a part of academic requirement and completion of MBA program at BRAC University, all students of any University have to undergo an internship program of three-month duration in any kind of organization to gain practical knowledge and to learn how corporate world works. Under this program, students have to submit report based on observation and experiences of that particular organization. For my internship program, I got the opportunity to be a part of one of the best General divisions of Export Import Bank of Bangladesh Limited. By doing internship I got an idea about how things actually work in the general division of a bank and how they deal with their clients. I have learned many things from my supervisor and senior officers about the banking process, account opening procedure, remittance, investment cash and clearing activates in relation to general banking and so on.

I have been assigned to complete my internship report on “General Service Division of Export Import Bank of Bangladesh Limited.” under the guidance of my supervisor Dewan Niamul Karim. Internship gives us the opportunity to learn about the practical knowledge as theoretical knowledge is not enough to learn about the corporate world.

#### **3.1.2 Objective of the Study**

The specific objectives of this report are given below:

1. To understand the general banking department of EXIM bank
2. To gain overall knowledge about the EXIM bank
3. To understand relationship between customers and banker
4. To observe the procedure of account opening
5. To know various types of accounts, various deposits, investments and schemes that can be opened and its benefits
6. To identify the challenges that might be faced by bank officers
7. To recommend on developing their policy & how they can manage these challenges.

### **3.1.3 Significance of the Study**

This analysis of overall general banking system has given me lots of information about the banking system and from the literature review, I have learned about some of the Islami terms and conditions that a Shariah based Islami banks should follow.

### **3.2 Literature Review**

A bank is a licensed financial institution where people make deposits and take loans from it. Banks offer financial services, like capital management, current money exchange and secured deposit boxes (Barone, 2020). Banks is the financial mediators that provides money deposits and use the profits to purchase securities (Fama, 1980). Banks and other refinancing institutions serve as a top-line of defense which constrains the scale of a project-development effort by limiting existing funds or raising profit rates (Manove & Padilla, 1999). Banks also provides exchanging deposits service and other forms of capital for currency (Fama, 1980). According to (Barone, 2020), there are mostly two kinds of banks, first one is commercial or retail bank and second one is investment bank. In most of the countries, national government or central bank regulates other banks. Commercial banks provide financial services like withdrawing and accepting deposits and also supplying short-term loans to individuals and small industries. Clients generally use these types of banks for primary checking and savings accounts, credentials of deposits and home loans (Barone, 2020). Banks pay competitive returns on deposits by paying the returns that is earned by the depositors on securities or investments that have potential risk equals to the deposits, and is less than strongminded management fee competitively (Johnson, 1968). (Johnson, 1968) also added that banks charges for the transactions services they deliver.

Islamic bank is an intermediary and a representative of people's money with a difference such as profit sharing and losses with its depositors like any other conventional banks (Dar & Presley, 2000). General banking division can be defined as the direct-customer service center. General bank is the initial stage of all banking process. The responsibility of general banking division is to create new accounts for the clients, remits funds, honors the cheque, takes deposits from clients, issues bank draft and also issues pay order. General Banking can also be stated as retail banking. The major banking process includes account opening, clearing, cash and remittance. Three types of employees of the bank always prepare themselves to serve their customers. People come to this section to open different categories of deposit accounts and schemes. These employees not only help customer to create new account but also issues new



checkbooks and gives information to customers about various types of deposit scheme (Assignment Point).

Before moving into any further, one important thing needs to be clarified between several basic accounts for the customers in banks. A customer opens a savings account to save up a certain amount of money from their income and to earn interest and profit for future needs. A customer can withdraw their money for a limited period of time. And the withdrawing amount should not exceed 25% of the total balance (Assignment Point). Individuals, sole proprietors, partnership business, private or public limited companies, even clubs or societies can open current deposit accounts. Any types of organization can open current accounts as organization do not have to give penalty for frequent withdrawals. But organization cannot earn interest earned from this current account. There are deposit accounts like short-term deposits (STD) accounts which is a special notice account and it is done for a short time period under short term deposit ledger. The rate of interest on this account changes from time to time. (Assignment Point).

Customer also comes to the bank to open different kind of schemes. One of the schemes is Special Savings Scheme (SSS). In this scheme, customer deposits a fixed amount of money in every month for a certain period of time, and this scheme usually is done for 5 to 10 years. A SSS account can be made in each month on different price range. The price ranges can be like Tk., 500/-, Tk.1000/-, Tk. 2,500/-, Tk. 5,000/-, and Tk.10, 000/- etc. Another deposit account is fixed deposit receipt account, which is fixed by the customer and it is repayable even after the expiry of preplanned period of time. FDR account ranges from three months to one year. FDR account will be renewed for the additional three months if the customer does not draw money and provide further instructions to renew the account within one month from the date of maturity. (Assignment Point).

Cheque is negotiable document that contains an unconditional order to a bank to pay a specific amount of money from one person's account to the person whom it is issued. The person who writes the cheque is known as the drawer, who holds a transaction banking account. The drawer writes down all the details in the cheque which includes cash amount, date, and recipient's name on the cheque. Then the drawer signs the cheque and orders the bank (who is known as the drawee) to pay that person or company in whose name the cheque has been issued. (Says et al, 2019).

Few common terms that are used in Islamic Banking are given below:

**Shariah:** It is the rules and regulations based on Islam which are mentioned in the Holy Quran and are reformed in order to guide human being to conduct day to day activities.

**Islamic bank:** A banking that runs under Shariah/Islamic law and strictly avoids payment and receipts through interest.

**Riba:** Riba is the returned money that was promised.

**Profit Mark-up:** It is the difference between the amounts bought and sold.

**Weightage:** This a formula that is used to divide the profit among the depositors of various accounts.

**Depositor:** Depositor is an account holder of the branch, who has opened account based on either Al-Wadia principle or Mudaraba principles.

**Investment:** Investment should be done in way by which Islami Banks finance a business which is considered as 'Halal' or permissible in Islam.

**Compensation:** It is the monetary penalty that is charged by the bank from a customer who fails to pay installment as per the agreement with the bank on due date.

(Guidelines for Conducting Islamic Banking, 2009)

### 3.3 Methodology

Primary information was collected from the following sources:

- Mr. Gazi Mahbul Huce- Vice Chairman and Manager of Dhanmondi Branch
- Mohammed Toufiqur Rahman- SAVP & Second Officer, PA, at EXIM Bank Dhanmondi Branch
- MD. Musfiqur Rahman- Executive Officer, PA at EXIM Bank, Dhanmondi Branch
- Kamrun Naher Mozumder Lubna- Senior Officer at EXIM Bank, Dhanmondi Branch
- Ms. Ferdous Afsana - Senior Officer (IT) at EXIM Bank, Dhanmondi Branch

I have also conducted interview on customers with their permission. I have asked them questions like:

2. Why did you choose this bank?
3. Did you come here to open an account or to close an account?
4. What kind of savings account they want to open?
5. How much reliable is this bank?
6. Have you faced any difficulties here?
7. Have you opened any account here before?
8. Do you feel secure investing or saving money here?
9. How did you find the employee behavior?

### **3.4.1 General Banking Activities**

General banking is the core service of a banking service. Every banking operation start with general banking division. It is the source point where customers can store all kinds of purpose in transactions. It is also considered as retail banking. General banking is the department which provides frontside banking services. It's the duty of a bank to provide services to their customers whenever they need. General banking department deals with those customers who have an account in the bank. Customers sometimes depend on this department because it provides all the services that a customer needs for daily transactions. This department takes care of their customers and also an image of the overall banking service. Clients comes to open/close accounts, to issue checks books, to store their money, to take payments, to take loans, to issues bank drafts and also for remittance service.

#### **3.4.1.1 Deposit**

A deposit account is the current account and savings account that allows the account holder to deposit money and withdraw it. Bank records these transactions in the bank's books. The overall balance is recorded as the liability for the bank, and it shows the amount that is owed by the bank to the customer. Some of the banks takes fees for this service, whereas other banks may pay the customer interest on the deposited fund. EXIM Bank pays their customer interest on the deposited fund.

A bank usually operates the following functions:

### **Account opening and closing and cheque book issue**

This section of EXIM Bank deals with opening and closing of several account, as per customer's request and demand. The department also issues cheque books. A client has the right to what type of account he/she wants to open.

### **Operating Account**

Operating account is run by the account holder of the bank. There are mainly two types of these types of account-

- Mudaraba Savings account
- Al-wadia current account

### **Mudaraba Savings account**

Bank allows depositors to open savings account so that they can encourage savings habit amongst the general public. As the name indicates, these accounts are open for the purpose of savings. These are two types of saving account. One account is Single Saving Account and another one is Joint Saving Account.

### **Al-Wadia Current Account**

Current account is an account where account numerous transactions can be made by the account holder within the funds available in its credits, no profit is paid on those deposits. Current account is primarily suitable for businessman although no other customers are prohibited from opening such an account for any purpose. Recruitments to open an account are almost same to that of savings account excepts the initial deposit.

### **Non-Operating Account**

There are mainly two types of time deposit:

- Mudaraba Term deposit (MTDR)
- Mudaraba Scheme Deposit (MSD)

### **Mudaraba Term Deposit Receipt (MTDR)**

An adult person (individually or jointly) having sound mind or any institution/organization can open MTDR account with any branch of the bank by depositing at least 25000/- and above. One or more account can be open in the same name at the same branch of the bank.

### **Mudaraba Scheme Deposit (MSD)**

Different of deposits are also operated in to the bank. These deposit a/c may be classified as-

- Super savings account
- Multiple Savings Account
- Monthly Income Scheme
- Hajj Deposit
- Others Deposit Scheme:
  - Mudaraba Kotipoti Deposit Scheme
  - Mudaraba Hajj deposit scheme
  - Mudaraba Marriage Deposit scheme
  - Mudaraba Millionaire Deposit Scheme
- EXIM Senior
- EXIM Femina
- EXIM Su-Grihini
- EXIM Ruhama
- EXIM Zaida

### **Account Opening section**

Account opening section is the most important sector in general banking department. Different activities are performed in this section. The banker- client relation starts with this section. Such as-

- Opening of different types of account.
- Issue of checkbook.
- Transfer and closing of account.
- Enquiry of account.

To open an account, documents are needed and it varies from types of accounts, for example, Individual account or proprietorship. The documents that it takes to open an account are printed at the back side of the form.

In order to open an individual account/joint account, the documents that are needed:

- Two copies of passport size photo of the account holder, one copy passport size photo of the nominee.
- Photocopy of the NID card of both account holder and nominee.
- An introducer is a current account holder of the bank, he/she will attach the photographs
- Photocopy of any utility bills.
- Joint declaration form, it is only for joint accounts

### **Proprietorship**

- Passport size photos, photocopy of national id card, and current account holder's valid Trade License is required.
- A Tax Identification Number (TIN) certificate.
- Proprietorship declaration form.

### **Partnership**

- National ID Card
- Valid trade license card
- Partnership Declaration form
- Partnership Deed
- Tin Certificate
- List of partner's names
- Determination for account opening

### **Limited Company**

- A Registration Certificate of Joint Stock of Companies
- Certificate of Incorporation
- Certificate of Beginning of Business
- Memorandum of Association
- Articles of Association
- Tin Certificate

- List of the Director's names

Even clients from NGO or any clubs can also open account, and documents vary accordingly.

In order to close an account:

- A form is given to fill up
- Issued cheque is returned
- Then a specific account is debited to the account and remaining amount is returned back to the customer.

### **Issuance of cheque book**

Any clients can do transaction through cheque and for that check requisition slip has been made available to all the customers. The cheque requisition slips a customer has to provide following information:

- Account holder's name
- Account's name
- Cheque book number
- Then the slip will be submitted and after that officer in charge will sign it
- It takes around a week to get the check

If by chance, a cheque is missing, person losing the cheque will have to:

- A GD has to be filed
- One copy of the GD has to be submitted to the bank
- After that, Bank will cross-check it and then issue a new cheque book

### **Closing an account**

sometimes clients want to close any fixed deposit or monthly savings accounts as they cannot make further payment to continue the account. A customer can close their account any time by filling up an application and submitting it to the branch. Then the customer will be asked to draw the final check for the amount standing to the credit to their account. The account closing charge will be debited. And after that the authorized officer of the bank will destroy unutilized check. And in the case of joint account, the joint account holder will sign the application for closing the account. The charge fee for closing of an account varies from Tk. 25.00 to Tk. 50.00 for CD or STD account.

## **Cash Section**

- Cheque preservation
- Record of everyday transactions
- Provide and collect money for the depositors
- Record of closing-monthly transactions

## **Cash receipt**

In the section, cash is received from the customers. And depositors need to fill up deposit slip. The deposits can be made through cash, or through pay order or even cheque. Cashier in the cash section must make sure:

- Deposit slip must be properly completed
- Account title and account number should be written
- Amount that is deposited in both figures and words should be written
- Depositor' Signature should be there

## **Cash payment**

Before a cheque is accepted, the officer will check the following things:

- Whether the cheque is intersected or open or not
- Whether the cheque is withdrawn from any specific branch
- Whether the cheque is previous /post dated
- Compare between the signature on cheque and signature of the account holder and then verify it
- Confirming the account holder's cheque if the recipient is other than the account holder.
- Senior officer, open up the cash vault and clients put their money in the locker.

After working hour is over, cashier counts the money records over all transactions of the bank.

## **Bill and Clearing Department**

Officers of the bank accept cheques from the clients, and some of the cheques come from different banks. The bank collects funds of different clients, and from other banks through clearing house. In the clearing house, officials of several banks receive and deliver cheques with different banks.



Customers can pay their bills in two ways of billing system:

- Outward bills
- Inward Bills

There are two types of cheque clearing process:

- Outward clearing
- Inward Clearing

**Outward Clearing Cheque-** In this clearing process, customers bring a cheque from another bank to EXIM bank for transferring the specific amount of fund from other bank to EXIM bank. The outward clearing cheque procedure starts from 10:40 AM and ends at 12:00 PM. The fund deposit of a bank increases because of outward clearing cheque.

**Inward Clearing Cheque-** Inward clearing means the client of EXIM bank transfers specific amount of fund from his/her EXIM bank account to his/her another bank account. So, the customers go to another bank where he/she has an account for processing it. Later on the clearing cheques comes via email after the processing is done.

The process of inward clearing cheques:

- At first, the officers of EXIM bank check the signatures of clients from the soft copy of the customers' card. If it does not match with customer card's signature, then they return the cheque to the client and ask for a new cheque.
- After that, the officers check the date, if the date is six months earlier from the date of cheque clearing day or if the issued date is later than the cheque clearing day, then the cheque will be returned.
- If the number of the amount does not match with the amount that is written in words and later on, it is corrected but there is no signature of the account holder, then the cheque will be returned.
- If the name of the account holder does not match with the name of account holder, then the bank will return the cheque.
- If there is not enough fund in client's account, then the cheque will be returned. But in some cases, the officers call clients and tell them about their insufficient fund. If the clients can manage to deposit some amount of money within time for clearing, then the officers can authorize those cheques for clearing.

The process of outward clearing:

- Firstly, if a client wants to issue a clearing cheque, then the officer writes a deposit book including the bank name and that client's other bank account where they want their money to be sent. Then the bank posts a seal – “received for collection” in customer copy and gives it to the customer.
- Then, officers insert that cheque to the machine where it detects whether this cheque is real or fake. If the cheque is real, then officers proceed to the next step.
- After that, the officer gives a crossing seal in front of that cheque.
- Then the officers give a clearing seal. If it is normal value, then they give regular clearing seal at the back of the cheque. If it is high value, then they give a seal written “same day high value clearing cheque”. If the time of issuing high value cheque is over and the customer agrees to transfer his fund next day, then they give regular value clearing seal.
- After that, officer give authorization seal at the back of the cheque and give a signature.
- Later the officer, separate the deposit page and the cheque and sort both deposit pages and cheques to descending order.
- After sorting out everything, officer writes a voucher. In this voucher, an officer writes the total amount of money, high or regular value, numbers of cheques etc. Some of the cheques are posted in different sets for different purpose,
- After writing the voucher, officer inserts all the cheques in their internal cheque scanning device where the soft copy of the cheques is saved in the system server of EXIM bank.
- Later on, officer input the number of cheques, amount of fund in every cheque manually in the system of the EXIM bank.
- After that, the cheque is checked by any executive or principal officer for any mistakes in the system input. If everything is right, then officer authorizes the cheques.

#### **3.4.1.2 Retail Banking Investment**

EXIM bank provides a wide range of banking services including deposit and investment products, foreign exchange, remittance and other services with the support of most cultured and professional management. The bank has devoted themselves to a specific purpose and maintained quality assets and committed themselves to retain good customers through friendly customer relationship management and financial counseling considering the customers.

The main investment businesses are focused on these particular areas:

Ready Made Garments	Forestry and furniture	Hotel & tourism
Hospitals & Clinics	Construction business and housing development	Warehouse and container services
IT Related business	Leather and leather goods	Printing and packaging
Agricultural & Agricultural developments items	Plastic and other synthetics	Gunning and Bailing
Fishing and fishing business promotion	Entertainment	Cold Storages
Telecommunication	Photography	Horticulture- Flower growing and marketing
Transportation and communication	Ceramic	Food and oil processing plants

And also, other admissible trading and intermediaries.

**Table 5 Sectors of main investment business**

Source: (EXIM Bank: Investment, 2020)

### **EXIM Bahan**

EXIM Bahan is an investment Scheme that gives facilities to purchase a new or a reconditioned car/jeep for both own and business use. The maximum limit of investment is Tk. 20.00 lac (Investment equity ratio minimum 50:50). The Tenure of investment is maximum 5 years (Exim Bank Ltd, 2020).

### **EXIM Sahayak**

EXIM Sahayak is an investment product for securing household durables. As daily necessities are changing constantly so, this investment product can give the clients a comfortable life. This investment product provides a suitable solution and makes a job easy in between necessity and capacity to get the household durables. The maximum limit of investment of EXIM Sahayak

is Tk. 3,00,000.00 & the duration of the Investment is maximum 3 years. This investment product includes: electronic items, furniture items, kitchen items, professional items and other household durables (Exim Bank Ltd, 2020).

### **EXIM Abasan**

Exim Abasan is for building/ home related investment. EXIM Bank offers investment that is easier to avail home related investment with convenient refund facility and also offers highest limit on investment amount. This investment product will help the customer to get necessary help to materialize long cherished dream of having a flat/ house in a modern developed city area. The main Purpose of this investment product is to purchase apartment that is not older than 8 years, to complete the construction work of house and to renovate the existing house (Exim Bank Ltd, 2020).

#### **3.4.1.3 Internet Banking**

Internet banking gives facilities to the customers to conduct financial transactions on a secure website operated by their retail or virtual bank. Through this internet banking service, the customer will be able to maintain the transaction, including bill payments and wire transfer, transferring fund between a customer's own transactional account and savings accounts, investment acquisition or sale, loan requests and transactions. Through internet banking, a customer will be able to view their recent transactions, can download bank statements in PDF format, view images of paid cheques, transaction agreement process.

#### **3.4.1.4 SMS Banking**

EXIM Bank provides SMS Banking services so that client can get instant access to their account information at any time. A client only needs a mobile phone and an account in EXIM Bank to avail this service after registering.

SMS Banking provides services like-

- Balance Enquiry
- Mini Statement
- Help Service
- Account Information

### **3.4.1.5 Locker Service**

EXIM Bank also provides a very user-friendly locker service to their customer that is completely secure and confidential. Locker services are open from Saturday to Thursday from 10.00 a.m. to 4.00 p.m. There are few terms and conditions for this locker service. Clients are very much pleased with this locker services.

### **3.4.1.6 Cards of EXIM Bank**

EXIM bank offers different types of cards. They are Visa Islamic Card, Debit Card, Prepaid Card, Gift Card, Remittance Card, Travel Card and Hajj Card.

## **3.4.2 Findings and Analysis**

### **3.4.2.1 Findings**

During my internship program, I have learned many things. The findings of the project on the general banking of EXIM bank are briefly stated below:

- EXIM Bank prioritizes Islamic culture-based banking system. The main goal of their service is to share the interest/ profit with their customer.
- They provide different attractive schemes to the clients than other banks and they deduct 10% or 15% profit from the savings of the clients as per tax regulations on behalf of the government.
- EXIM Bank offers best quality financial services in both export and import trade.
- Exim Bank Ltd uses a software which name is EXIM Excess
- The internal environment of the branch is friendly and comfortable.
- The behavior of the employees is satisfactory. They are very friendly and helpful.
- The employees and the managers share a good bond among each other. They always try to help each other when they face any sort of difficulties in any point of their work.
- Most of the customers use their internet banking service because it is convenient for them as they can easily access their account from anywhere at any time.
- In every male worker joins
- EXIM bank has strong subsidiaries in foreign countries that gives an additional pace to their foreign exchange and also increases their profit margin.

- They have an effective strategy to recover lost data. Their data recovery system is very strong as they have two back-up database recovery centers. One is situated in their head office and another one is shifted from Dhanmondi branch to Gulshan branch.
- There are no separate customer care department to give solely attention to the customer and for constant development of services.
- Only few employees are working in the Dhanmondi branch, so it becomes problematic to provide proper attention to the customer during the working hour that creates customer dissatisfaction. And there is also shortage of spaces to keep the important file.
- EXIM bank has great potential but there is also intense competition.

### **3.4.2 Analysis**

From the interview that I have conducted on customers and the brief from the employees of the bank, I have found out following information:

#### **Employee's Brief:**

- I got a brief on the overall process of general banking of EXIM Bank.
- I was taught about the forms and its significance and which form is used for which purpose.
- I was given lesson on how to fill up customer information the forms.
- I got a brief of inward-outward check, the coding system they use to identify the account details.
- I was given a brief on how to handle the customers and how they manage their every procedure.
- Moreover, I given instruction at every working point.

#### **Customer's response:**

- When I asked some of the clients of EXIM bank about the reason behind choosing this bank, they told me that the first thing came to their mind is that this bank is shariah based bank.
- On the second question, I got the responses like 50-50. Many clients came to open new account and some came to close their account and then renew it again.

- In this third question, I got replies like some clients want to open Mudaraba savings deposit, elderly clients want to open Mudaraba Senior Monthly Savings Scheme, female clients come to open Mudaraba Su-Grehini Monthly Savings Scheme and some of the client comes to open Mudaraba Monthly Savings Deposit Scheme.
- In the 4<sup>th</sup> question, most of the clients told me that they are very much satisfied with EXIM bank's service as they have found it reliable than other banks.
- Some of the clients that I have interviewed told me that at the beginning they have faced some difficulties with bank rules and regulations. But after a while when they became a regular customer, they didn't face any difficulties anymore. and some clients told me that they didn't face any difficulties.
- In the 6<sup>th</sup> question, I got mixed response. Only few clients told me that it's his first time opening an account in EXIM bank. Mostly regular customers comes either to renew their account or to open more account in this branch.
- Maximum customer told me that they feel secure in saving money or deposit money. They even felt secured with EXIM's investment schemes.
- Every employee working in Dhanmondi branch or any other branch I would say, very much reliable. And clients also agreed with me in this question. They said, the behavior of the employees was very good.

### **3.5 Summary and Conclusions**

As the population of Bangladesh is increasing gradually, the need for general banking services is also increasing with the modern time. So, most of the banks are trying their best to serve the vast population all over the country with their outstanding banking services. All things considering, banking sector has developed itself as a critical vehicle for business and many small firms. Islami Shariah based banks have been going forward with the acceptance and better performance. It is most likely that to create a better nation, we have to reinforce our managing area with Islamic culture. And each and every bank expects to work for the welfare of the country. Therefore, every Islamic based bank should educate the mass people more about the importance of religious beliefs with Islamic banking. EXIM Bank is doing well so far because of their good customer service and also because of providing customer's desired service at the right time with satisfactory profit to the customers.

### **3.6 Recommendations**

1. Now the private commercial banks are offering different products but there are few basic differences, mainly in structure and overall performance. Thus, it's becoming more and more competitive among all this private commercial banks day by day. So, Banking sector must adopt some policies, which will help the bank to capture a large number of clients in the market.
2. As many people are interested in Islami based bank, so it is important for the banking sector to promote their bank. And if the banks want to boost their profit, then they must invest more in the advertisement and marketing sector.
3. Customer satisfaction should be the first priorities for the bank
4. Bank should master the latest technology, enhance product knowledge and recruit skilled and experienced employees.
5. Bank should provide innovative leading-edge financial solutions for the mass people.
6. And lastly, I recommend that the banking process should be transparent to the clients.



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# Appendix

Figure- MTDR Scheme Form

Figure: Savings Form

Figure: Signature Card





Export Import Bank of Bangladesh Limited  
Head Office

Human Resources Division

EXIM/HO/HRD/2020  
02 December 2020

25/12/20

**Ms. Shanzida Shahab Uddin**  
Manager  
Office Of Career Services and Alumni Relations (OCSAR)  
BRAC University  
49 Siddque Tower, (13th Floor)  
Mohakhali, Dhaka-1212

**INTERNSHIP**

Muhtarama,  
Assalamu Alaikum,

With reference to your letter dated 01 December 2020 regarding the above, we are pleased to accept **Ms. Noor-E-Tasnim**, student of your institute for doing 3 (Three) Months internship at our Dhanmondi Branch, Dhaka.

The internship programme will be effective from the date of joining of the internee at the bank/branch. She will have to give regular attendance at the place where she will be deputed to work on her project. She will also require to submit 1 (One) copy of her internship report with accurate information on the project she will be working on at the Branch/Division concerned for their record and necessary action. Please be informed that we do not offer any pay and allowance in this regard.

We assure you of our best co-operation to your student during her stay with us.

Ma-Assalam

Yours faithfully,

**Kanu Lal Karmaker**  
Senior Vice President & Head  
Human Resources Division

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Figure: Internship Offer Letter

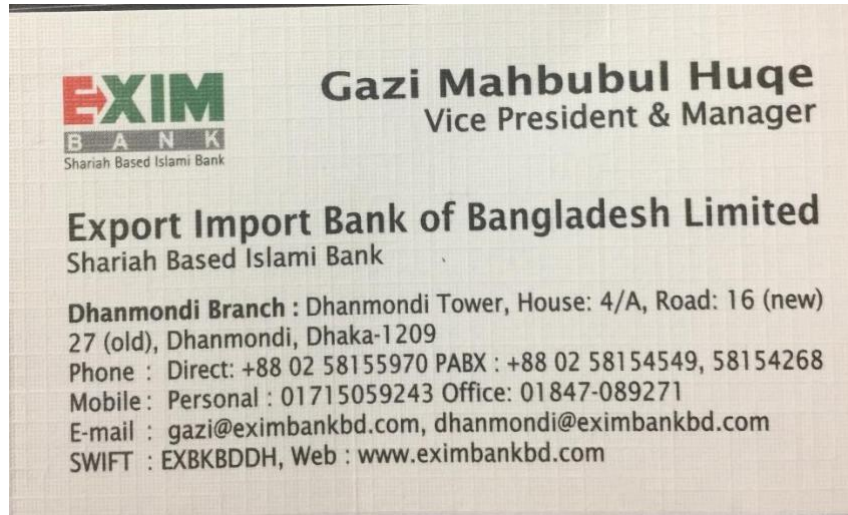


Figure: Visiting card of Vice President & Manager of Dhanmondi Branch