Internship Report on

“General Banking Activities in First Security Islami Bank Limited at Malibag Branch”

Submitted by

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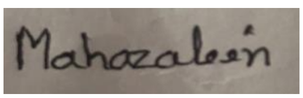
Declaration

I hereby declare that the project paper titled "General Banking Activities in First Security Islami Bank Limited at Malibag Branch" is a unique piece of work created for the BA (Hons) in English subject ENG431: Project Paper with Internship. It is submitted to the English department at Daffodil International University. Under Md. Abdul Momen Sarker’s guidance, I have completed my report.



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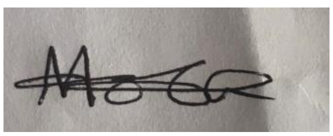
Certificate of Approval

I am pleased to clarify that Mahazabin, ID: 191-10-2015, a student of English Department, Daffodil International University, has completed the internship Report on “General Banking Activities in First Security Islami Bank at Malibag Branch” successfully under my guidelines. As far her declaration I know, the report would be a genuine and has been prepared for only academic purposes.

I give her permission to submit the internship report.



Md. Abdul Momen Sarker

Assistant Professor

Department of English

Faculty of Humanities and Social Science

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Acknowledgement

I would first like to thank Almighty Allah for giving me the opportunity to do an internship from start to finish and to write a report about. I would like to express my gratitude to several persons who encouraged and helped me with the writing of this Project Paper. I owe a lot of gratitude to Md. Abdul Momen Sarker, an Assistant Professor in English at Daffodil International University, who supervised my internship, for his thorough comments and ongoing help on this report. Without Md. Abdul Momen Sarker's direction, this journey would not have been as easy for me.

I would like to thank Md. Zia Uddin Ahmed, VP and Manager, Arafat Ullah, FAVP and Manager of Operation First Security Islami Bank Limited Malibag Branch, and Iffat Jamal, Farzana Akter Senior Officer of General Banking. I appreciate their cooperation in giving me with the relevant information on FSIBL's general banking that I required to prepare this report. Without their assistance, I would not have been able to complete this job.

I met a lot of supportive employees during the course of my internship who were always willing to share any information I needed as well as their opinions and ideas with me. I also want to express my gratitude to the clients who were kind enough to respond to my inquiry and expressed their appreciation for the work I was doing.

Executive Summary

The internship report is about General Banking services offered at Malibag Branch of First Security Islami Bank Limited. It also shows my three months experiences as an intern employed in the branch. The report highlights different aspects required for functioning general banking. It also focuses on my expertise based on different tasks I have accomplished to serve the clients. In addition, this report details my growth as a learner, my interactions with others, and my professional relationships. This study makes use of data from FSIBL's Annual Report 2019-2020, prospectus, and website.

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Chapter 1

1.1 Introduction:

The banking industry has today become essential for almost everyone. As a result, knowing something about banks and how they operate has become essential for everyone. The banking process is currently becoming quicker, easier, and the banking area is expanding.

The banking organizations are developing creative ideas in response to the industry's competition One of the strongest economic sectors in our nation is the banking sector. Banks offer the necessary funding for conducting a variety of programs to promote economic development. My research on this bank will help me in my professional development. I will be able to become a better banker.

1.2 Objectives:

- To identify the weaknesses and strengths of a bank branch
- To get primary knowledge about a bank branch
- To build a practical experience that will help us in our daily life
- To get knowledge how to deal with clients
- To learn banking activities closely

1.3 Methodology

I have completed my internship in a bank. I had an interest in building up my career in the banking sector. So, I chose First Security Islami Bank Limited. As my university gives permission to work in any sector, I took the opportunity and joined the banking sector. First, I spoke to the HR officer of the bank about doing my internship. Then they accepted my resume and sent me to a nearby branch from my home. The branch manager wants me to get an internship placement letter. Then I talked to Md. Abdul Momen Sarker my supervisor and Dr. Liza Sharmin, Head of Department, finally permitted me to do this internship at my preferred place. My internship duration was 13 weeks.

The report was created using both primary and secondary sources of information. I have gathered primary data by conducting interviews with employees and managers and by observing various organizational processes and structures. Most of the primary data came from conversations with organization employees. I have elaborated different types of secondary data in my research such as internet, FSIBL website.

Chapter 2

Organization Profile

2.1 Organization:

First Security Islami Bank Limited (FSIBL) was established as a financial institution in Bangladesh on August 29, 1999, following the Companies Act of 1994. The Bangladesh Bank gave it permission to start doing business on September 22, 1999. (BB). The bank just opened a brand-new corporate branch at Gulshan area. In 54 districts across Bangladesh, First Security Islami Bank Ltd. has a total of 178 branches and 100 sub-branches. There are currently 134 ATMs spread across Bangladesh. On October 25, 1999, it launched as a commercial bank with a Dilkusha branch. It had 1 billion taka in capital contribution when it first started operating. The bank has been using sharia banking since 2009. The bank now has 62 locations, with one branch under development that ought to be finished by 2010.
The FSIBL training center is located in the Basundhara Residential Area. This bank provides a number of financial services, including SMS banking, internet banking, online banking, green banking, 20 agent banking locations, and mobile apps. They recently introduced a new Visa debit card. Clients are not needed to make a letter of credit or an initial deposit. Payments are made immediately by First Security Islami Bank. Utilities like gas, water, and electricity have both prepaid and postpaid options. First Security Islami Bank Ltd. among the 33 banks Dhaka WASA selected to collect bills for the 2018–2019 financial year by collecting the most money overall. The CEOs and officers received the Award of Honesty this year.

2.2 Vision:

To be the premier financial institution in the country by providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver excellence in Banking.

2.3 Mission:

- To contribute to the socioeconomic development of the nation.
- To secure long-term growth and establish the full value of the respected shareholders.
- To make sure development is done responsibly and to fully value the key investors.
- To guarantee morality and honesty on all aspects.
- To increase market share while maintaining quality.

2.4 Strategies of FSIBL:

- To win the trust of and achieve the highest level of client satisfaction.
- To manage and run the bank in the best possible way.
- To determine the client's needs and evaluate compliance through observation.
- To evaluate and improve processes, procedures, and practices in order to deliver better customer services.
- To properly meet the needs of clients, all agents should be trained, developed, and given enough resources.
- Boost administrative proficiency by explaining organization plans, strategies, and processes to staff in a clear and approachable way.
- To maintain a pleasant working atmosphere.
- To enhance the portfolio for retail and discounts.

2.5 Goal of FSIBL

- To maintain Islamic Shari'ah-based banking functions
- To develop an innovative, high-performing economic environment.
- To assure long-term progress.
- To include dedication as a factor in national economic success.

2.6 Corporate information:

	FSIBL Corporate Profile
Name of the Company	First Security Islami Bank Limited
Chairman	Mr. Mohammed Saiful Alam
Vice Chairman	Mr. Mohammed Abdul Maleque
Managing Director	Mr. Syed Waseque Md. Ali
Company Secretary	Mr. Oli Kamal FCS
Legal Status	Public Limited Company
Date of Incorporation	August 29, 1999
Date of Commencement of Business	August 29, 1999
Date of getting license from Bangladesh Bank	September 22, 1999
Date of Opening of 1st Branch	October 25, 1999

	FSIBL Corporate Profile
Head Office	Rangs RD Center, Block: SE (F), Plot:03, Gulshan Avenue, Gulshan-1, Dhaka-1212
Registered Office	23, Dilkusha C/A, Dhaka-1000, Bangladesh
Line of Business	Banking
Authorized Capital	Tk.30,000 million
Paid up Capital	Tk.10,460.08 million
Date of consent for IPO	June 04, 2008
Phone	+88 02 55045700 (Hunting), 8432614-8432625 (ICT Division).
Fax	880-02-55045699
E-mail	info@fsiblbd.com
SWIFT Code	FSEBBDDH
Auditors	**Rahman Mostafa Alam & Co.** Chartered Accountants Principal Office: Paramount Heights (7th Floor, D2 & C1) 65/2/1 Box Culvert Road, Purana Paltan, Dhaka-1000 **Shafiq Basak & Co.** Chartered Accountants Shatabdi Centre (6th & 8th Floor), 292, Inner Circular Road,Fakirapool, Motijheel, Dhaka

Shariah Members

Name	Position	Address
Professor Dr. Mohammad Gias Uddin Talukder প্রফেসর ডঃ মোহাম্মদ গিয়াস উদ্দীন তালুকদার	**Chairman**	Department of Arabic University of Chittagong Chattogram
Mufti Sayeed Ahmad	Vice Chairman	Markaz-e- Eshaete Islam 2/2, Darus Salam Mirpur, Dhaka
Moulana M. Shamaun Ali	Member Secretary	10/F/A/1, Mirbag, Bara Moghbazar Dhaka-1217
Moulana Abdus Shaheed Naseem	Member	2/C Green Valley Apartment 493, Wireless Railgate Bara Moghbazar Dhaka-1217
Mohammad Azharul Islam	Member	Professor Central Law College Dhaka, Bangladesh
Dr. Md. Ruhul Amin Rabbani	Member	Assistant Professor Department of Islamic Studies Asian University of Bangladesh Dhaka
Mohammad Muhibbullahil Baqee	Member	Khatib (current in charge) Baitul Mukarram National Mosque Dhaka
Obaid Ullah Hamzah	Member	Muhaddith AL-Jamiah Al- Islamiah Patiya Madrasah Patiya, Chattogram

Chapter 3

SWOT analysis

Strengths:

- Reputation: By committing to Responsibility, honesty, client service, and modern banking in accordance with shariah law, FSIBL has made a name for itself in the banking sector.
- Members of the Board: The FSIBL board is formed of a hardworking and successful group of local company entrepreneurs. Their strong financial performance and resource management are their greatest assets.
- Knowledge: All officers, whether senior, junior, or executive, have the knowledge, abilities, and competence in the banking industry necessary to sustain and contribute to the company's success.
- Technology: FSIBL's "Bank Ultimus" software is utilized for online banking activities such account opening, cheque requisition, and ATM requisition. They have strong and safe mobile app name ‘FSIBL CLOUD APP’
- Culture: At FSIBL, especially at the Malibag Branch, the culture is friendly and welcoming. All levels of management and staff are personable, polite, and informal.

Weaknesses:

- Branding: FSIBL's name recognition has not increased. Their primary competitors are "Islami Bank Limited" and "Al Arafah Islami Bank Limited".
- Client satisfaction: This year, a sizable number of customers have closed their accounts because they were dissatisfied with their banking activities.
- Promotion of their most recent product: Banks generally doing a good job for marketing and public relations, but there is room for growth in terms of promoting loan products. As a result, no one is aware of their lending products as they aren't promoted on social media.

Opportunities:

- Customers are aware of shariah-based modern banking.
- The top management is qualified.
- New branches are opening across the country.
- More new deposit and lending products have been added.
- Positive interactions with other banks

Threats:

- Every single private bank has own deposit plans and other financial services.
- All other banks have advanced, shariah-based banks with same guiding principles as the FSIBL.
- Clients switch to rival banks.
- The guidelines of Bangladesh Bank.
- A large number of competitive brands.

Chapter 4

First Security Islami Bank's operational division

4.1 General banking:

Any nation's financial system is supported by banks. Since that our capital market system is not as developed as other nations. Capital markets, a proper banking system is especially necessary to Bangladesh.

The General Banking Division is regarded as the primary point of contact for customers. It serves as the foundation for all banking operations. It creates new accounts, transfers money, accepts cheques, takes deposits, issues pay orders, and so forth. Retail Banking is another name for general banking. The main categories in general banking are as follows.

First Security Islami Bank Ltd.'s general banking activities include:

- Account Opening
- Account Closing
- Cheque Book House
- Clearing Department
- Cash Section

4.2 Account opening:

Verifying an individual's identity and address is a requirement for opening an account. Any legally residing Bangladeshi person may access this account. He or she must be at least 18 years old and in sound mental health. Both individual and joint accounts may be opened. This signatory could be a person, a partnership or sole proprietorship, a limited liability corporation (private or public), a school, a club, an association, or a social or business organization. The candidate normally fills out certain papers throughout the first stages of the application procedure. For candidates who choose various deposit options, a distinct application form is made available. This is clearly represented by the color of them. The first step for customers to begin doing business with a bank is to open an account. The relationship between bankers and their clients is built on it. This is one of the branch's most important areas since by opening accounts, banks can raise money for investments. When opening an account, certain guidelines are maintained, and numerous documents are required. Yellow form for DPS and FDR accounts and green for savings account. There must be a nominee for the applicant's account. The account will be transferred to the nominee in the event that the primary account holder passes away. The applicant must receive a recommendation from an existing client in order to open an account with FSIBL. For applicant verification, some types of identification are needed. The most reliable document for this use is the National Id Card. the account officers have ability to identify the mental state of an applicant through the discussion and the officer learn details such as phone number, address about the applicant if it is not included in the documents. Also, the bank employee verifies the applicant's income on their papers and sets the account's purchase and withdrawal limits. The applicant must also sign two extra documents in order to use SMS and ATM services. After that, the candidate was added to the bank account system as the main signature. The bank provides the clients with a single chequebook and savings book. The cheque book is normally delivered to the branch in three working days. Also, when clients require new chequebooks, they make cheque requests. Before submitting their taxes, some clients need to pick up an income statement or solvency certificate. Some customers come in to change personal details like their signature or phone number.

There are various types of accounts in First Security Islami Bank Ltd. These are listed and described below:

1. <u>Al Wadiah Current Account:</u> Al-Wadiah is defined by Shariah principles as "to receive something for safekeeping with permission to use it and the requirement that it be returned immediately." This is a commercial account. Only the organization or company may use this account. There is no refund on this account. This account's statements will be produced on a half basis. This account may be opened by any single owner, partnership, limited companies' corporation (private or public), educational institution, club, association, or socio-economic organization. Some documents are required for open this account:

- Passport size photo of Chairman/ Managing Director and nominee
- National ID card or Smart card photocopy of the owner
- Trade license
- Business Identification number (BIN)
- Taxpayers Identification number (TIN)
- Utility Payment photocopy
- Partnership deed of the firm
- A duly certified photocopy for records of Bank
- Articles of association and Certified copy of the memorandum of the company
- Photographs of signatories.

2. <u>Saving Account [SB A/C] or Mudarabah Saving A/C</u>: Al-Mudaraba is defined by Islamic Shariah as "a contract between two parties," where "Sahib-Al-Maal," or the fund owner, is one party and "Al-Mudarib," or the investor/entrepreneur, is the other. This savings account's code is

122. The salary account code is 126, while the student code is 128. Anyone above the age of eighteen who is sound mind may open this account in their own name alone or jointly with others. 500 TK is the account opening balance, which is considered the account's minimum balance. To open this account, the following papers are needed:

- A passport-sized photo of the account holder and nominee
- A photocopy of the account holder and nominee's national identification cards
- A photocopy of any gas, water, or electricity bill are required to start an account.

Last five months (June-October) number of (MSD) account opening statement:

No	Months	Number of accounts
1	June	21
2	July	16
3	August	23
4	September	27
5	October	18

<u>3.Mudaraba Term Deposit Receipt (MTDR):</u> This is an account for long-term fixed deposits. The MTDR term is one month, followed by three months, six months, and finally one year. The rates for each of these time periods are as follows: 3.50% for one month, at least 05.60% for three and six months, and 05.60% for one year.

Last five months (June-October) number of (MTDR) account opening statement:

No	Months	Number of accounts
1	June	76
2	July	82
3	August	80
4	September	35
5	October	21

4. Mudarabah Monthly Saving Deposit (MMSD): The main goals of this program are to inspire people of all socioeconomic classes to develop a valuable saving habit. With this plan, one can save sum of money each month in exchange for a huge lump sum payment after five, eight, or ten years.

Profit:

মুদারাবা মাসিক জমা প্রকল্প : সম্ভাব্য প্রদেয় টাকার পরিমাণ (৬.০০%)

মাসিক কিস্তি	১০০	২৫০	৫০০	১,০০০	১,৫০০	২,০০০	২,৫০০	৫,০০০	১০,০০০	১৫,০০০	২০,০০০
৩ বছর	৩৯৪৩	৯৮৫৮	১৯৭১৭	৩৯৪৩৩	৫৯১৫০	৭৮৮৬৬	৯৮৫৮৩	১৯৭১৬৬	৩৯৪৩৩২	৫৯১৪৯৮	৭৮৮৬৬৪
৫ বছর	৬৯৭৭	১৭৪৪৩	৩৪৮৮৬	৬৯৭৭২	১০৪৬৫৮	১৩৯৫৪৩	১৭৪৪২৯	৩৪৮৮৫৮	৬৯৭৭১৭	১০৪৬৫৭৫	১৩৯৫৪৩৪
৮ বছর	১২২২৭	৩০৫৬৭	৬১১৩৪	১২২২৬৯	১৮৩৪০৩	২৪৪৫৩৭	৩০৫৬৭২	৬১১৩৪৩	১২২২৬৮৬	১৮৩৪০২৯	২৪৪৫৩৭২
১০বছর	১৬২৫৩	৪০৬৩৪	৮১২৬৭	১৬২৫৩৪	২৪৩৮০২	৩২৫০৬৯	৪০৬৩৩৬	৮১২৬৭২	১৬২৫৩৪৩	২৪৩৮০১৫	৩২৫০৬৮৭
১২ বছর	২০৭৫৬	৫১৮৯০	১০৩৭৮১	২০৭৫৬২	মাসিক জমা প্রকল্প	৪১৫১২৪	৫১৮৯০৫	১০৩৭৮১০	২০৭৫৬১৯	৩১১৩৪২৯	৪১৫১২৩৯
১৫ বছর	২৮৫২০	৭১৩০১	১৪২৬০২	২৮৫২০৩		৫৭০৪০৬	৭১৩০০৮	১৪২৬০১৫	২৮৫২০৩১	৪২৭৮০৪৬	৫৭০৪০৬২
২০ বছর	৪৪৬৭৭	১১১৬৯৩	২২৩৩৮৭	৪৪৬৭৭৩		৮৯৩৫৪৬	১১১৬৯৩৩	২২৩৩৮৬৫	৪৪৬৭৭৩০	৬৭০১৫৯৬	৮৯৩৫৪৬১

Documents needed for availing the service:

- One copy of the applicant's passport-size photo.
- One copy of the nominee's passport-size photo (photograph to be attested by the applicant).
- Copies of the applicant's and the nominee's national identity cards, passports, and driving licenses.
- TIN Certificate (if applicable).

Last five months (June-October) number of (MMSD) account opening statement:

No	Months	Number of accounts
1	**June**	**90**
2	**July**	**74**
3	**August**	**53**
4	**September**	**102**
5	**October**	**109**

5. Mudarabah Monthly Profit Scheme (MMPS): The Mudarabah Monthly Profit Scheme is for those who have some cash on hand and want to make some money from it each month. The majority of the users of this account are middle-class or retired employee. Depositors in this project must invest their money for five years; after that time, they will begin to get interest or other benefits on their monthly investment.

3. Services:

- ATM Card
- SMS Service
- Internet Banking
- Mobile Banking
- Cloud App
- Locker Service
- School Banking
- Utility Collection

ATM: The FSIBL debit card was introduced in 2008. On July 4, 2018, it started issuing VISA debit cards with EMV chips, and it is currently updating all of its magnetic stripe cards. The first ATM booth of FSIBL was placed on August 11th, 2012. There will be 184 automated teller machine terminals deployed by the end of the year in 2019. It can be used by cardholders to quickly buy bus, train, or other forms of transit tickets. Cash withdraw in ATM per day limit is 50000 tk.

SMS Banking: The ICT division is now providing a new SMS service for their regular customers. Chequebooks, balance checks, account statements, and alerts on new transactions are informed by SMS. As soon as a transaction is completed, clients are informed of their balance and the amount of the most recent one. First Security Islami Bank allows customers to access their accounts from any location at any time. It is undoubtedly the quickest, safest, and most convenient method of banking. The service is available 24 hour, every day of the week.

Internet Banking: Clients can access their account history, pay bills online, and request new debit cards or chequebooks using Internet banking. It is also used to create bank statements, verify the status of cleared checks, access customer information, and keep track of investment payment schedule.

The Wide Area Network (WAN) of the bank, which is supported by radio, fiber optics, and other connection types, allows clients of FSIBL to reach any of our branches over the internet. Now, clients at any of our branches can deposit money or withdraw money from any of our other branches. All of the branches are linked to our WAN.

Mobile Banking: On March 27, 2012, FSIBL introduced its mobile banking services. The name was changed from "FSIBL First Pay Sure Cash" to "First Pay Sure Cash" in an effort to better reflect the company's focus on customer care. The network has strong coverage. It offers a range of financial services, including the ability to deposit and withdraw cash, send money to others, pay for goods, check one's balance, and reset one's PIN.

Cloud app: In addition, FSIBL has involved in e-commerce activities in partnership with the ICT Division, continuously interacting with their customers via "FSIBL CLOUD APP" a recently launched money app created by the ICT Division, and the QR code. The FSIBL ICT Division is continually working to provide new and customer-pleasant features in order to improve banking comfort by using cutting-edge technologies. For devoted customers, ICT Division will roll out a mobile banking app with functions including financial transfers, QR Payment, mobile recharge, utility bill payments, and many more.

Agent Banking: On September 1st, 2015, First Security Islami Bank Ltd. began offering agent banking services after receiving approval from Bangladesh Bank. The Agent Banking location is powered by an ABS system that is connected with CBS. "FSIBL Agent Banking" is the company's trademark. There are 35 agent banking outlets in and around Dhaka as of the beginning of the year. It started getting money transfers from abroad in 2018. It is a small banking system that looks a model branch and offers limited versions of the following services (in accordance with Bangladesh Bank guidelines): account opening, cash deposits and withdrawals, BEFTN, and RTGS.

Locker service: Most of the city's branches of FSIBL offer locker services to protect its customer’s belongings, including jewelry and sensitive documents. By the end of 2010, locker services will be available at all FSIBL branches. The client must pay the agreed amount as locker rent on a monthly, biannually, or annual basis in order to use this service. Clints must have an account with our Bank in order to rent a locker at FSIBL.

Utility collection: Using MBDD's (Marketing and Business Development Division) vast network of online branches and agent banking services, customers can pay their electricity, telephone, DHAKA WASA, TITAS, and BRTA bills. Furthermore, MBDD has attempted to include Karnaphuli Gas Distribution Company, Chittagong WASA, and Gas Distribution Companies among its bill-collection partners. The collection of student fees and dealer accounts are two areas where FSIBL's collection accounts service has assisted various departments in developing business relationships.

4.4 Account closing:

Each account holder has the general right to close their account whenever it is convenient for them to do so. It does, however, necessitate certain procedures. To close an account, a person must submit an application to the manager of the selected branch, specifying the reason and the date of the closure and paying Tk 250 as a closing fee.

There are two ways to close an AC unit:

- By the client
- By the bank

By the client: The client is permitted to close his own account. He must submit an application to the manager asking for his account to be closed in order to do this.

By the bank: The bank has the power to close an account if a customer doesn't conduct any transactions for a period of two years and if their account balance falls below the set limit of 1000tk. The bank's various divisions will then certify that the person does not owe the bank any money. The client's account will then be charged after that. Finally, a pay order will be issued in the account holder's name by the bank.

4.5 Clearing Department:

The clearings section's main duty is to guarantee the security and safety of money-transfer instruments such cheques, pay orders, and demand drafts. Due to its function as a clearing house for Bangladesh Bank, FSIBL has received the name "scheduled bank." The clearing section is divided into two parts.

1. Outward Bill for Collection: Outward Bill for Collection is the term used when financial instruments, such as demand drafts, pay orders, Cheques, etc. are received from one bank to FSIBL in order to collect money through clearing houses. If the payment bank is situated outside of Dhaka. Outward Bill for Collection will also clear the as demand drafts, pay orders, Cheques.
2. Inward bills for collection: The phrase "Inward Bills for Collection" (IBC) refers to the movement of funds from one branch of the FSIBL using instruments like a cheque, demand draft, or pay order to another bank. Inward Bills for Collection is the opposite of outward bills for collection. This process is employed whenever a different bank gives the FSIBL its own check.

4.6 Cash section:

For all banks, the cash section is the most significant and active one. Therefore, it is also important in FSIBL. This branch uses a number of moving cameras to follow authorized people when they move. When the cashier opens the cash balance, they take money out of the locker to start the transaction. The locker is kept very full. The daily record shows the opening balance amount. The excess cash receipts from the cash counter are placed back in the locker at the end of the day's transactions, and this is known as the closing balance.

Cash received: When taking money from a customer, the receiving officer should alert the client to avoid receiving these types of money such as a mismatch Taka, discolor Taka, or burn Taka.
Payments: When paying a cheque, the officer should take extra caution. Some are the main points in the list that follows.

- The amount on the cheque.
- Who is the cheque's bearer?
- Verify the signature.
- Total in the Account.
- The stamp of the cheque is posted or cash paid.
- The branch's name.

Chapter 5

Remittance:

The act of transferring money, receiving money from abroad, or sending money to another country can all be summed up as remittances. Western Union, Xpress Money, Money Gram, Placid Express, Italy Spot Cash, Super X10 Global Money, Transfast, Aftab Currency Exchange U.K., Brac Saajan Exchange Ltd, Al Muzaini Exchange, Zenj Exchange, RIA, IME Remit, and Prabhu Money Transfer are just a few of the exchange houses that helped the bank improve its remittance business operations.

Foreign exchange: Foreign exchange refers to the ways and methods by which property rights in one currency are changed into property rights in another currency. When we talk about foreign exchange in banks, we are referring to the basic process that a bank uses to transform one currency into another. International affairs are handled by the Foreign Exchange Department. Scheduled banks receive permission from the Bangladesh Bank to operate in.

Last five months (June-October) number of remittances and total amount:

No	Month	Number of Remittance	Total amount
1	June	29	1,683,059.80
2	July	34	2,982,297.31
3	August	27	1,690,660.22
4	September	25	1,448,022.51
5	October	32	2,239,723.65

Chapter 6

Learnings:

I completed three-months internship in Malibag Branch of FSIBL. During my internship program, I learned a lot about the corporate environment. I've listed my internship experiences below:

The report was created using the skills and knowledge that I have gained during the internship. I spent the majority of this time working with the General Banking and Accounts departments. The bank does not set any rules for internship students or assign them any duties. Specifically, I completed a lot of unfinished tasks like collected pictures of clients, fill up the unfinished form. In addition, whenever I was given a task, I completed a number of tasks at various desks.

I worked as an intern in the general banking area under the supervision of (Iffad Jamal, Farzana Akter, and Jahangir Alom) three senior officers. I was required to open accounts, complete paperwork, and record each transaction in the duplicate inward mail register. I noted the account number, the account holder's name, the serial number, and all other relevant information in the transaction update register copy. Officers also help me with how to handle clients different inquiries about opening various accounts, what rates of interest they will receive from these other categories of accounts, how to locate needed chequebooks from the bundle in accordance with client’s needs, and many other things.

The following were things I had done:

- I have created a statement of accounts and certificates of solvency.

- I have used different seals on the forms, checks, and account statement. I took care of all the forms and put them in a big file.
- I have recorded amounts in chequebook, savings accounts, and deposit slips.
- When I provided clients an ATM card, a chequebook, a statement of accounts, or a certificate of solvency, I frequently requested their signatures.
- I also learnt how to scan and copy the client's National ID card and how to verified NID card.
- I have completed a large number of forms that were under progress.
- For a personal and business risk evaluation, complete the Know Your Customer (KYC) form. In order to measure the entire risk assessment, my responsibility was to determine the risk level and risk rating of an individual or an organization by taking into account the TP form.
- Making phone calls for any other queries or to obtain the necessary photograph, trade license, national ID card, or other copies.

Chapter 7

Experience:

On October 14, 2022, my internship with First Security Islami Bank Limited officially started. I had a terrific chance to observe the inner workings of private banks and learn everything there is to know about them. I had the opportunity to work in the bank's "General Banking Division" during my three-months internship. I had a lot of opportunities to interact with people throughout my internship. My corporate guide was a really energetic and hardworking person. I used to make a lot of mistakes when I was working. The officers taught me to work quickly and had patience whenever I interacted with a client. I learned from my mistakes. Work at the bank was particularly environmentally friendly. My communication skills had improved. At first, I was shy and avoided conversation with customers, employees, and bank staffs. After few days I can communicate with any clients, officers, or member of the staff. After that I feel more confidence in myself. Then I am able to collaborate with anyone. Critical thinking skills like how to talk with clients, how to maintain several tasks in one time are necessary for the workplace. To complete the office duties, the tasks are essential. The bank is likewise a service provider. I've observed a lot of circumstances during my internship program where issues would be handled quickly. There were challenging tasks to complete, including information analysis, client care, and performing specific duties that 29 employees were informed belonged to more than one department. I was able to develop my research and critical thinking skills as a result. When I had to perform difficult tasks, I was able to solve the issue on my own. Additionally, I had to develop more effective work methods.

Chapter 8

Findings and Recommendation

Findings

In the banking industry, FSIBL is one potential bank. Mailbag branch is a small branch. Working for FSIBL was an amazing experience. The bank's employees were quite helpful and kind to me. Although, it was not an easy task to find so many things in such a short amount of time.

- Some branch clients are unhappy with the costs for the ATM cards and SMS services.
- The vast majority of customers are unable to use an ATM card.
- Since FSIBL doesn't accept credit cards, several customers are unhappy.
- More ATM booths should be placed in various locations, in the customers' perspective.
- Most of the clients come to FSIBL because it is close to their homes, offices, and places of work, offers better service, and makes the banking process simpler. However, there are only few FSIBL branches.
- Some employees are not friendly with one another.

Recommendations:

FSIBL should aim to improve their interactions with customers. It is necessary to provide entertainment for line-waiting clients. Additionally, the branch requires a greeting to welcome visitors and transport them to their chosen workstation.

- Although FSIBL offers a variety of goods and services, customers don't seem to be aware of this, so more advertising and marketing is needed.
- There should be an increase in ATM booth services, and affordable SMS service charges.
- Moreover, a good computer setup should be built so that interns may understand how their system functions.
- In order to avoid slowing their work flow, they should also upgrade their internal software, “Bank Ultimus”.
- The bank should adopt a new marketing approach that will create interest and result in specific steps to improve customer confidence.

Chapter 9

Conclusion:

Everything has a positive and negative aspect. First Security Islami Bank Ltd. is one of the top financial services in Bangladesh. Banking sector continues to play a significant role in the nation's economy. Bangladesh's banking industry is overly competitive. The First Security Islami Bank Ltd. has a promising future ahead of it. The FSIBL is taking the oath that, it will bring more welfare-oriented activities in the banking sector in the years to come.

The internship in the bank has given me the opportunity of looking into its different of general banking services and the opportunity to create self-development in me. Now I am confident to serve successfully in a bank.

Appendices

Picture with my respected colleagues, Manager, senior officers and HRD head in First Security Islami Bank, Mailbag Branch.

FSIB ISLAMI BANK

ফার্স্ট সিকিউরিটি ইসলামী ব্যাংক লিঃ

فارست سيكيوريتى اسلامى بنك ليميتد FIRST SECURITY ISLAMI BANK LTD.

HUMAN RESOURCES DIVISION

FSIBL/ HO/HRD-4045 /Internship/2022

September 14, 2022

Dr. Liza Sharmin
Assistant Professor & Head
Department of English
Daffodil International University
Dafodil Smart City, Ashulia
Dhaka.

Muhtarama,
Assalamualaikum,

Subject: Acceptance of Internship.

As requested by your good self in your letter Dated September 10, 2022 we have the pleasure to communicate you having accepted Ms. Mahazabin (ID # 191-10-2015), a student of BA (Honor's) Program of your University as an Internee at our Malibag Branch, Dhaka for the period of 03 (Three) months w.e.f. 15.09.2022 to 14.12.2022 **without any honorarium.**

Ma-assalam,

Yours faithfully,

Sd/-
(Kazi Motaher Hossain)
EVP & Head of HRD

Copy for information and necessary action:

1. **The Head, FSIBL, Zonal Office, Dhaka South.**
2. The Manager, FSIBL, **Malibag Branch, Dhaka,** is advised to allow **Ms. Mahazabin** to complete her internship at the Branch and to send report after completion of Internship.
3. **Ms. Mahazabin,** student of BA (Honor's) Program, Daffodil International University, is advised to report at **Malibag Branch, Dhaka** in due course and to complete internship within the stipulated time.
4. Office Copy.

EVP & Head of HRD

HEAD OFFICE | Rangs RD Center, Block # SE(F), Plot # 03, Gulshan Avenue, Gulshan-1, Dhaka-1212, Bangladesh. Tel: 88-02-55045700 (Hunting) E-mail: info@fsiblbd.com | www.fsiblbd.com SWIFT: FSEBBDDH

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- From FSIBL Malibag Branch

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