



Internship Report On
**"Exploring EXIM Bank Limited, Nayarhat Branch: A Comprehensive
Review of My Banking Journey"**

Submitted to

Ms. Tamanna Farahdina

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Submitted by

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Semester: Spring 2023

Daffodil International University

Declaration

I do hereby declare that I have completed my three months internship program from EXIM Bank Limited, Nayarhat Branch and made report on "Exploring EXIM Bank Limited, Nayarhat Branch: A Comprehensive Review of My Banking Journey" which have been carried out by me and has not been previously submitted to any other University/ College/ Organization for academic qualification/ certificate/ degree.

The work I have presented does not break any existing copyright and no segment of this report is copied from any work done earlier for degree or otherwise.

Sinthia

.....
Sinthia Sajjad Laboni

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Certification of The Academic Supervisor

I am glad to certify that the project on "Exploring EXIM Bank Limited, Nayarhat Branch: A Comprehensive Review of My Banking Journey" is completed by Sinthia Sajjad Laboni, ID:193-10-469, Department of English under my supervision. To the best of my knowledge and as per her declaration, it is an original work completed during the Spring Semester 2023. I recommend the Project report presented by Sinthia Sajjad Laboni for further academic support. It has been a great satisfaction to work with her. I wish her every success in life.



.....
Ms. Tamanna Farahdina

Senior Lecturer

Department of English

Daffodil International University

Acknowledgement

At the very beginning, I would like to thank almighty Allah for helping me to complete my internship and internship report. Though my internship period was too short, I have gained a lot of experience at EXIM Bank Limited, Nayarhat Branch. I would like to thank my department for arranging this internship program.

It would not be possible for me to complete this internship report successfully without the help of my supervisor, Ms. Tamanna Farahdina. So, I would like to thank my supervisor. She gave me proper guidance and suggestions to prepare this report. She was always available when I needed her help. I am very much lucky to have this opportunity to complete my internship report under her supervision.

Finally, I would like to thank all the members of the EXIM Bank Limited, Nayarhat Branch for providing me support and courage throughout my internship program and helping me a lot to know everything about banking.

Executive Summary

This report is about a comprehensive review of my banking journey at EXIM Bank Limited, Nayarhat Branch. This report is a part of my BA(Hons) degree in English. The first chapter of this report is about the introduction and the objectives of this report. Chapter two is about the background of this report, the significance of this report and the significance of the internship. The third chapter is about the methodology of this report. The fourth chapter is about history, mission, vision, organogram, products and services of EXIM Bank Limited. Chapter five describes my internship activities at EXIM Bank Limited, Nayarhat Branch. The next chapter is about my observations and findings of EXIM Bank Limited. The seventh chapter is about SWOT analysis of EXIM Bank Limited. Chapter eight describes the limitations of the report and provides recommendations for the bank. Chapter nine is the conclusion part of this report and chapter ten provides reference to this report.

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Chapter-1

Introduction

I am a student of the Department of English in the Faculty of Humanities and social science at Daffodil International University Bachelor of Arts degree. I have recently completed my internship at EXIM Bank Limited, Nayarhat Branch. I worked there for three months, from February 15 to May 15, 2023.

Although I worked there for a short period of time, I could learn a lot about banking. In addition, this internship program has improved my communication skills and greatly enriched my confidence.

I have always been eager to learn banking, so I enjoyed my entire internship program. Besides, my colleagues at Exim Bank were very helpful and friendly. They helped me immensely so that I could do all the work properly. I believe this internship experience will have a positive impact on my future career.

In this report, I put my best effort into providing all the details of this experience at EXIM Bank Limited, Nayarhat Branch.

1.1 The Objectives of the Report

The objectives of the report are:

- To know about the banking sector
- To understand how English is utilized in the banking industry
- To develop my communication as well as other skills
- To enrich my confidence
- To learn about the working method of the bank
- To gather experience from a professional field
- To collect all the information about Exim Bank Limited

Chapter 2

2.1 Background

The internship program is mandatory for the English department students at Daffodil International University. This internship program is a part of the undergraduate program. It has 3 credits. To complete the BA(Hons) degree in English, Students have to complete 126 credits. This internship fulfills the total credit. So, I have done my internship at EXIM Bank Limited, Nayarhat Branch. I worked there three days a week during my internship. My working time was from 10:00 am to 4 pm. After working there, I have tried to describe all of my experiences in this report. That is why I have given my report title "Exploring EXIM Bank Limited, Nayarhat Branch: A Comprehensive Review of My Banking Journey". My academic supervisor is Ms. Tamanna Farahdina who helped me a lot to prepare my internship report.

2.2 Significance of the Report

This report is significant because I have given all the information about my experience at EXIM Bank Limited. From this report, readers can learn about the banking sector. They can know about the working style of the bank. They can understand how English is utilized in the financial industry. They can also learn about this institution's strengths, weaknesses, opportunities, and threats. In addition, they can understand the importance of practical work.

2.3 Significance of the Internship

The internship program is very significant because it allows me to work practically in the professional field. It develops my communication skills and other skills. It enriches my confidence. It also equips me to work in a professional environment in the future. Lastly, this internship experience will help me to carry out different formal activities in my future job.

Chapter 3

Methodology

I have done my internship at EXIM Bank Limited, Nayarhat Branch, for some reasons.

They are:

- This Bank is located very near to my house.
- I was very interested in learning about the banking sector.
- My father has a banker friend there. Through his recommendation, I went there.

Though it is my first time writing a report, I have tried to give all the information through my experiences. At the beginning of my internship, I learned about the account opening process. Then, I filled up all the forms for account opening. Then I communicated directly with the clients to collect their information.

After some days, I learned the other works. For example, giving cheque book entries in the Register book, providing cheque books to customers, writing a cheque, writing a deposit book, giving bank statements to customers, etc., are my works in my three months of internship. Thus, I have collected all the information for this report through my work experience.

I have used two types of data to prepare my report. They are:

1. **Primary data sources:**

- Through working experience at the bank.
- Discussion with the employees of EXIM Bank Limited.
- By communicating with the clients.
- Observation.

2. **Secondary data sources:**

- Data collected from various internship reports submitted by different students
- Annual Report of EXIM Bank Limited
- The official website of EXIM Bank Limited
- Several published documents of Exim Bank Limited
- Gathered information from the internet.

Chapter 4

4.1 History of Exim Bank Limited

In 1999, EXIM Bank Limited was founded by Shahjahan Kabir, who served as the chairman. Following his death, Nazrul Islam Mazumder took over as the new chairman. On 3 August 1999, the bank began operating with Alamgir Kabir as the advisor and Mohammad Lakiotullah as the managing director. The bank's initial authorized capital was Taka 1 billion and its paid-up capital was Taka 225 million.

Since July 2004, EXIM bank has become the first bank in Bangladesh to switch all of its conventional banking operations to shariah-based banking. In 2007, the bank granted scholarships to around 80 students from various institutions such as DU, BUET, DMC, VNCS, and NDC. Additionally, EXIM bank sponsored the "Beautification Project" for Dhaka mega city, which was carried out by Dhaka City Corporation. In October 2007, the bank facilitated a loan of 630 million BDT for Outpace Spinning Mills Limited. In 2009, EXIM bank created history by becoming the first privately owned bank in Bangladesh to establish an exchange house in the UK.

Since then the authorized and paid up capital remained the same till December 2000. Then, they were periodically increased and as of December 31, 2011, the amounts were Tk.16.12 billion and Tk.9.22 billion respectively.

Export Import Bank of Bangladesh Limited (EXIM Bank) is one of the leading private commercial banks in Bangladesh. The bank was originally called BEXIM Bank Limited when it was founded, but it had to be renamed to EXIM Bank due to legal issues. EXIM stands for Export Import Bank of Bangladesh Limited.

4.2 Logo of Exim Bank Limited



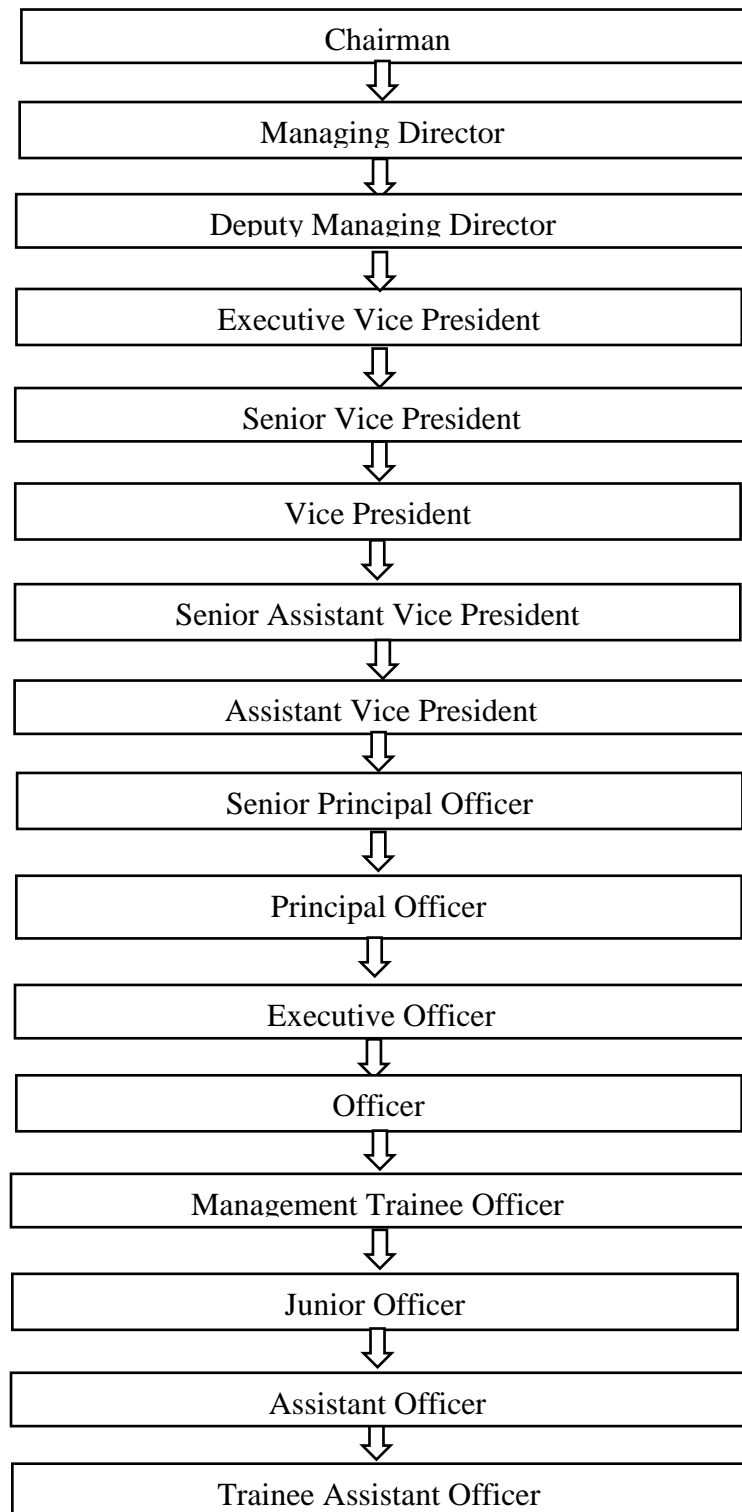
4.3 Mission of Exim Bank Limited

- To become the most caring and customer friendly service-oriented bank
- To provide the full benefit of Islamic banking system for its customers
- To provide quality financial services especially in foreign trade
- To maintain and upgrade a technology based professional banking environment
- To maintain corporate and business ethics and transparency at all levels
- To fulfill corporate social commitments
- To show team spirit and professionalism
- Sound capital Base

4.4 Vision of Exim Bank Limited

The Vision of Exim Bank Limited is "Together Towards Tomorrow".

4.5 Organogram of Exim Bank Limited



4.6 Products & Services of Exim Bank Limited

4.6.1 General Banking

A. Deposit Products & Services

- Al-Wadeeah Current Deposit
- Mudaraba Savings Deposit
- Mudaraba Special Notice Deposit (MSND)
- Mudaraba Cash Waqf Deposit
- Mudaraba Term Deposit
- Mudaraba Monthly Savings Deposit Scheme
- Mudaraba Senior Monthly Savings Scheme
- Mudaraba Senior Monthly Benefit Scheme
- Mudaraba Femina Monthly Savings Scheme
- Mudaraba Femina Monthly Benefit Scheme
- Mudaraba Su-Grehini Monthly Savings Scheme
- Mudaraba Su-Grehini Monthly Benefit Scheme
- Mudaraba Monthly Income Deposit Scheme
- Mudaraba Multiplus Savings Deposit Scheme
- Mudaraba Super Savings Scheme
- Mudaraba Hajj Deposit Scheme
- Mudaraba Denmohor/Marriage Deposit Scheme
- Mudaraba Student Savings Deposit Account
- Mudaraba Monthly Student Savings Scheme
- Mudaraba Kotipoti Deposit Scheme
- Mudaraba Millionaire Deposit Scheme
- Exim Ruhama (Three Years' Probable Double Benefit Scheme)
- Exim Ziadah (Five Years' Probable Triple Benefit Scheme)
- Exim Shwapno
- Exim Krishi

B. Local Remittance

- Issue Payment Order (PO), Demand Draft (DD) etc.
- Outward Bills Collection (OBC) Services
- Inward Bills Collection (IBC) Services
- Payment of Remittances Received through Western Union, Money Gram, etc.
- BEFTN Services

C. Clearing

- Inward Clearing Services
- Outward Clearing Services

D. Cash Management

- Cash Receipt
- Cash payments

4.6.2 Investment

- Bai-Murabaha
- Bai-Muajjal
- Bai-Salam
- Bai-Istisna
- Izara Bill Baia
- Izara / Lease
- Hire Purchase under Shirkatul Melk
- Quard
- Musharaka

4.6.3 Foreign Exchange & Trade Finance

- Import
- Export
- Foreign Remittance

4.6.4 Others

- Islamic visa cards
- Debit cards
- Pre-paid Card
- Hajj Card
- Online Banking
- Internet Banking
- SMS Banking
- Mobile Banking
- Locker Service
- OBU Financing
- Merchant Banking

Chapter 5

My Internship activity

In my three months of internship program, I have done different kinds of activities. I started my internship at EXIM Bank Limited, Nayarhat Branch on February 15 and finished my internship on May 15, 2023. I was given some responsibilities throughout my internship and I tried to do the duties properly. My internship activities were to communicate with the clients, fill up different kinds of forms, receive Cheque book Requisition, give cheque book entry in the Register book, give cheque book to the customers, give deposit book to the customers, write a customer's cheque, write deposit book, give bank statements to the customers etc. These activities are described on the below:

Mudaraba Savings Deposit Account (MSD): My first and main work was to help the customers in opening a Bank account. To open a bank account, customers need to open a savings account. Only 600 Taka is needed to open this account. First of all, I collected the National ID card photocopy of both the account holder and nominee. Then, I collected 2 copies of the passport size photo of the account holder and 1 copy passport size photo of the nominee. Then, I collected all the necessary information from the customer. After getting all the information, I filled up the whole savings form. Then, I took the signature of the account holder in the form and in the back side of the Nominee's photo. Finally, I attached the photos and the National ID card photocopy with the form. Then, I gave this form to my senior colleagues to create the account. In this way, I helped the customer to open their Bank account.

Mudaraba Monthly Savings Deposit Scheme (MMSDS): In this account, the account holder keeps the same amount for every month. This account can be for 3,5,8,10 or 12 years. To do this account, firstly I collected the National ID card photocopy of both the account holder and nominee. Then, I collected 1 copy of the passport size photo of the account holder and the nominee. Then, I

collected all the necessary information from the account holder. After getting all the information, I filled up the whole form. Then, I took the signature of the account holder in the form and in the back side of the Nominee's photo. Finally, I attached the photos and the National ID card photocopy with the form. Then, I gave this form to my senior colleagues to create the account. In this way, I helped the customer to open Mudaraba Monthly Savings Deposit Scheme (MMSDS).

Mudaraba Term Deposit Receipt (MTDR): In this account, the account holder keeps money for a fixed period of time. The account holder gets a high rate of interest for keeping the money for a fixed period of time. The account holder can withdraw his/ her money in a fixed period of time. I did this account for the customer through the same process of Mudaraba Monthly Savings Deposit Scheme (MMSDS).

Cheque Book Requisition Receiving: When customers needed a new cheque book, they told me to give requisition for a new Cheque book. I took their signature in the requisition form and then gave it to my senior colleagues. After giving the Requisition, the Cheque books come after 15 days.

Cheque Book Entry in the Register Book: After bringing the customer's new Cheque books, I gave them entries in the Register book.

Delivering Cheque Book to the Customer: My other main work was to find out the customer's new cheque book and provide them. Before providing their Cheque book, I had to do some work. I took their signature in the Register book and matched their signature with the previous signature that they gave in the requisition form. Then, I wrote the Cheque book's serial number in the requisition form. At last, I checked the seal of the bank and signature of the officer in every page

of the Cheque book. If I found everything is ok for providing the Cheque book, then I provided it to the customer.

Delivering Deposit Book to the Customers: When a customer needed a deposit book, I gave it to the customer. I also wrote their account number and account holder's name on the cover page of the deposit book.

Writing a Customer's Cheque: When a customer wanted to withdraw his/her money, I wrote his/her Cheque. Then, I took his/her signature in Cheque.

Writing Deposit Book: When customers wanted to put their money in their account, I wrote their deposit book and took their signature in the deposit book.

Providing Bank Statements to the Customers: When customers needed the bank statements, my senior colleagues printed it and then gave it to me. I wrote the account number and account holder's name in the statement register book. Then, I took the account holder's signature in the statement register book and gave the bank statements to him.

Chapter 6

My Observations and findings

In my three months of internship at EXIM Bank Limited, I observed so many things. My Observations are described on the below:

The Relationship among the Bankers

I have observed that the relationship among the bankers is very good. They are very helpful with each other. Here, senior officers give instructions to the junior officers so that junior officers can do their work properly. I also observed that junior officers always give proper respect to their senior officers. They always follow the instructions of senior officers. They are afraid of their seniors. So, they try to finish their work timely.

The Relationship between the Bankers and Customers

The bankers use standard language when they communicate with the customers. The bankers always want to build a good relationship with the customers. They offer tea to the customers. They provide all the information in detail to the customers. Again, the customers give proper respect to the bankers. They try to communicate with the bankers in a formal manner.

Lack of Female Employee

There are no female employees in the bank. As a female intern, I observed that at least one female employee is required in the bank. Most of the female customers want to take service from a female employee because they are shy to talk with the male employee.

Lack of Enough Employees

This branch is very busy but there is a lack of enough employees. Sometimes, customers have to wait a long time to take service. As a result, they feel bored and irritated. Moreover, If any employee is absent, other employees cannot give good service to the customers.

Lack of Enough Space

This branch has a lack of enough space. As this branch is very busy, many customers come here at a time. Sometimes it creates chaos because of the lack of adequate seating space.

Lack of Adequate Machines

There is only one printer machine in this branch. As a result, it takes more time to print. Many employees have to leave their work to get the printing paper. It hampers their regular activities.

Lack of Facilities for Internees

This branch does not give proper facilities for the internees. The internees do not get any payment from this branch. As a result, They are not encouraged to work. If this branch will arrange a little payment for them, I think they will be encouraged to work and they will learn the work more quickly.

The use of English language in banking sector

The English language is given more importance in writing in the banking sector. They use the English language in writing all kinds of forms, documents, letters etc. Moreover, the officers and the customers use some specific English words that I have observed in my internship period. These specific English words are:

- Account

- Deposit Book
- Cheque Book
- Register
- Statement
- Verify
- Verification
- Scheme
- Amount
- Balance
- Savings
- Update
- Transfer
- Code
- Signature
- Value
- NID
- Photocopy
- Account holder
- Nominee
- Cash
- Birth certificate
- Customer ID
- Account Number
- Certificate
- Application
- Message
- Received
- Seal
- Mature
- Premature
- Document

- Money receipt
- Data entry
- Printer
- Income
- Service
- Business
- Inward
- Outward
- File
- Current Deposit
- Clearing
- Payment
- Bill
- Sub-branch
- Requisition
- voucher
- Profit rate
- Authorize
- Tax
- Charge
- Opening
- Closing
- Spouse
- Photograph etc.

Chapter 7

SWOT Analysis

SWOT analysis refers to identifying an organization's strengths, weaknesses, opportunities and threats. According to my point of view, I have made a SWOT analysis of Exim Bank Limited.

Strengths:

- The employees are very cooperative with each other
- Good relationship between the bankers and customers
- Customers trust this bank
- Customers like the bank's good environment
- They follow Islamic banking system
- They follow the rules and regulations strictly
- Students and working people get service

Weaknesses:

- They do not give money exchange facilities
- Lack of strong advertisement of their products
- Lack of enough employees that create customer dissatisfaction
- ATM booth doesn't always work
- Takes more time to provide new cheque book

Opportunities:

- Increasing advertisement of their products can help them to get more customers
- To give money exchange facilities
- Reduce time to provide new cheque book
- Advertising the benefits of Islamic banking system
- To have the student customer and working people customer

Threats:

- Increased competition among the private banks
- The competitor banks have more attractive advertisement

Chapter 8

Recommendation

From my own perspective, I have some suggestions that may help the EXIM Bank Limited to improve.

The following are the suggestions:

- They need more employees. As many customers come at the same time, the available employees cannot give good service to the customers. As a result, the customers feel bored and irritated.
- They need to increase more space in the Nayarhat branch because inadequate space spoils the environment of the bank.
- At least one female employee is required in the bank because most of the female customers want to take service from a female employee.
- They need to increase the advertisement of their products. It can help them to get more customers. As people spend a lot of time on social media, they can use social media for their advertisement.
- They need to increase more branches and ATM booths.

8.1 Limitations of the report

- The main limitation was the very short internship period. The internship period was only three months. These three months were not enough time to learn all the activities. Moreover, I worked there three days a week due to my classes at University.
- As an intern, I was given some limited responsibilities. So, I could not learn all kinds of work.
- Since the bank people were very busy, they could not give me much time. For this reason, I had to take the help of the website of the bank while writing the report.
- I did not get any payment from this branch which discouraged me from working.

Chapter 9

Conclusions

I really enjoyed my entire internship program at EXIM Bank Limited, Nayarhat Branch. Though it was a short period of time, I could learn a lot about banking. My colleagues were very helpful and friendly. They tried their best to help me to know everything. I also appreciate them for their encouragement and belief in me.

In this report, I tried my best to provide all the detailed information and my experience at EXIM Bank Limited, Nayarhat Branch. I have made a SWOT analysis of EXIM Bank Limited in this report. I have also provided my observations, findings and suggestions in this report. My academic supervisor is Ms. Tamanna Farahdina who helped me a lot to prepare this report. I have prepared this report through her instructions.

Finally, I want to say that I believe this internship experience will have a positive impact on my future career.

Chapter 10

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Chapter 11

Appendices

11.1 Photographs



Filling up an Account Opening Form



With Manager Sir



With my colleagues

11.2 Certificate



Export Import Bank of Bangladesh Limited
Nayarhat Branch

REF: EXIM/NHT/GB/2023/ 268
Date: June 4, 2023

To Whom It May Concern

This is to certify that Ms. **Sinthia Sajjad Laboni**, D/o Mr. Syed Pervej Sajjad, a student of the Department of English, Daffodil International University, having ID: **193-10-469** has successfully completed her (03) three months internship program at our Branch. During the internship period, we found her hard working, energetic, disciplined and sincere to the job.

We wish her every success in her future life.

Khandaker Reza Mohd. Ahasan
VP & Manager

Khandaker Reza Mohd. Ahasan
VP & Manager, PA No 235
Export Import Bank of Bangladesh Ltd.
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11.3 Plagiarism report

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