Internship Report On

An Analysis of Foreign Exchange Operations – A Case Study of Dhaka Bank

SUBMITTED TO

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Daffodil International University

SUBMITTED BY

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ID: 212-11-1292

Batch: 59th, Program: BBA

Major in Finance

Department of Business Administration

Daffodil International University

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Letter of Transmittal

11th November, 2025

Ms. Sunjida Khan

Assistant Professor
Department of Business Administration
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Daffodil International University

Subject: Submission of Internship Report

Dear Ma'am,

This report on the internship, which I have the pleasure to submit with due respect, is referred to as Foreign Exchange Operations of Dhaka Bank PLC, an Analysis of Trade Finance and Remittance Services and is done to fulfill the requirements to complete my BBA program. The following report is a direct result of a three-month internship that I had at Dhaka Bank PLC. It is concerned with the study of the whole spectrum of Foreign Exchange with an emphasis on the working flow of the import and export trade finance (L C Cycle) and the efficiency of the inward and outward remittance system. I have endeavored to combine the theoretical information obtained in the Department of Business Administration with the real experience which I gained in the bank. I want to thank you very much because of your constant guidance, support.

I, therefore, humbly request you to accept my report. Your kind consideration will be highly appreciated.

Sincerely Yours,

Shahnur Imtiaz Nafiz
ID: 212-11-1292
BBA-59, Major in Finance
Department of Business Administration
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Preface

This report, Foreign Exchange Operations of Dhaka Bank Limited, explains the knowledge and experience that I acquired during my mandatory placement. Although the preparation time was limited, I have tried to be as precise and detailed as possible and I am sorry that there may be some mistakes in the document.

My full-time internship at Dhaka Bank Plc took place between Augst 07, 2025 and September 30, 2025. The internship was an extensive experience in the specialty of the foreign exchange division of the Bank, where all the fundamental functions of the Bank can be found: trade finance (Letter of Credit processing and exchange of export bill), remittance operations SWIFT and regulatory compliance.

I have thoroughly thanked my academic supervisor, Ms. Sunjida Khan, Assistant Professor, Faculty of Business and Entrepreneurship, Daffodil International University, to support and guide me.

Sincerely Yours,

Shahnur Imtiaz Nafiz
ID : 212-11-1292
Program: BBA
Major: Finance
Daffodil International University

Declaration

Hereby, I, Shahnur Imtiaz Nafiz, a student of Bachelor of Business Administration (BBA) course, Batch No: 59-A, **ID No: 212-11-1292**, major in finance, in Daffodil international university, City Campus.

Hereby declare: The present Internship Report, which is called **An Analysis on Foreign Exchange Operations of Dhaka Bank** is a compilation of my personal investigation and experience acquired according to the internship terms at Dhaka Bank PLC.

Citations have been done to all sources and this paper is assured of being plagiarism-free.

Shahnur Imtiaz Nafiz

ID: 212-11-1292

Program: BBA

Major: Finance

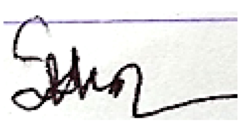
Department of Business Administration

Daffodil International University

Certificate of Supervisor

This is a report under my supervision, **"An Analysis on Foreign Exchange Operations of Dhaka Bank**," on the partial performance of BBA student **Shahnur Imtiaz Nafiz**, ID Number **# 212-11-1292**, He has submitted his report & successfully complete the internship, it's proved that he confers his BBA degree. He worked under my guidance & supervision.

We are pleased to announce that **Shahnur Imtiaz Nafiz** has worked hard to prepare this report and has been able to draw a good picture of the organizations involved. He has tried his level best to do this successfully. I think this program will help him in the future to build up his bright career. I'm wishing him prosperity & success.



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Ms. Sunjida Khan

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

To begin with, I would like to express my deepest gratitude to the Almighty Allah that gave me the strength, perseverance, and a chance to make this all-inclusive report.

The warmest congratulatory greetings are given to all the people whose guidance, encouragement, and support played a significant role in the time of my internship program and the compilation of the report, entitled, **An Analysis on Foreign Exchange Operations of Dhaka Bank**. I wish to thank my Academic Supervisor, **Ms. Sunjida Khan** who is the Assistant Professor of the Department of Business Administration, **Daffodil International University**.

The time she devoted was priceless, her constant motivation, and professional assistance were the keys to the successful accomplishment of this research. I owe her patience and real world understanding that enabled her to provide the essence of this report.

I also owe a debt of gratitude to the entire "**Dhaka Bank PLC"** team members and the management team who gave me the opportunity to work in a real-life setting, access the data that was needed, and provided guidance in my life, enabling me to attain the essential practical experience in the operations of complex foreign exchange.

I would like to express my thanks to my family, friends and classmates who have been a steady source of encouragement, unstopping support and belief in my academic and professional pursuits. They were inspired by their cause of motivation.

I would also like to express my sincere gratitude to **Ms. Salma Ahmed Seema**, Vice President and Branch Manager of **Banani-11 Branch, Dhaka bank Plc**, for her invaluable guidance and for providing me with the wonderful opportunity to be part of such a meaningful and enriching experience.

I also want to thank **Md Mazharul Islam,** (FVP) and Operation Manager to make my journey great and joyful, Also thank to **Shahela Parvin,** (Senior officer) and **Nishat Tasnim**, (Principle officer, General Banking Division of Dhaka bank Plc (Banani Branch). **Rimpol Chowdhury** (SAVP), **Imtiaz Ahmed** (Principle officer), **Kamruzzaman** (Cash In charge) for helping me and building a friendly organizational Environment & make me feel that official works are very enjoyable.

Executive Summary

This is a final report of a three-month practical internship program in Dhaka Bank PLC. The internship was conducted at the Dhaka bank Banani-11 Branch and was purely concerned with the overall operations of the Foreign Exchange Foreign Exchange Division.

This division plays a vital role in contribution of the bank to international trade, handling of foreign currency risks, and international remittances, all of them being vital to the national economy. The rationale of the study is to have a thorough understanding of the practical use of foreign exchange policies and procedures.

This analysis was created using both primary and secondary data, which were acquired by direct observation and structured interviewing with bank staff, respectively, and secondary data, sourced in internal bank manuals and regulatory circulars, respectively.

The format of this report is made in a logical manner to include all aspects of the FOREIGN EXCHANGE activities of the bank. The former involves a background section that explains the background, objectives, the scope and methodology of the study.

In the second section, there is a detailed overview of Dhaka Bank PLC, its history, vision, mission, core values, the products it offers and its extensive network of operation.

The third and fourth part is the primary body of the project, which focuses on the Foreign Exchange Division. This specialized emphasis encompasses the information of the Trade Finance Desk (import and export processing, Letter of credit (L/C) life cycle, bills and documents management under the UCP 600), the Treasury Function (interbank currency dealing, spot and forward contract management) and the strict compliance regime (e.g., Anti-Money laundering/Counter-terrorism Financing-AML/CFT) covering these transactions. After this in-depth examination, the report comes up with significant issues, including the bottlenecks in the processing of documents and the possibility of exposure to currency risks. These are the identified problems that were identified during the internship and are covered in the Findings chapter.

Lastly, Recommendations are also advanced to facilitate the effectiveness of trade documents, effective risk management procedures adopted by the bank, and the effectiveness of service delivery to clients at the Foreign Exchange Department of Dhaka Bank PLC.

An Analysis of Foreign Exchange Operations – A Case Study of Dhaka Bank

Table of Contents

Chapter-01
Introduction of The Report

1.0 OVER VIEW OF BANKING

The banking industry is the main financial infrastructure and the backbone of the Bangladesh economy. Financial institutions in the modern global environment of innovation need not be viewed as mere depositories of savings; they play a key role in the capital formation process, effective resource distribution, and a medium of transmitting the monetary policy in a given country. The economic activity of the present day, such as the large-scale industrialization and development of entrepreneurs, depends on a smooth operation of these intermediaries, which concentrate surplus funds and transfer them to productive deficit agents.

The financial system of Bangladesh has seen tremendous development since the liberalization of the country in the post 1990s whereby the structure of the financial system has been more focused on NCBs to more dynamic Private commercial banks (PCBs). This development has led to an increase in competition thus requiring the institution to constantly reform and stick to the best practices of the world in order to maintain stability and market efficiency. Nonetheless, due to the increased globalization of the economy, the banking industry continues to be exposed to the trends of deregulation, technology, and the increased global regulatory pressure.

The key element of this stability and the global integration is the Foreign Exchange Foreign Exchange Sector. The FOREIGN EXCHANGE management is the blood supply of the contemporary Bangladeshi economy, which has a direct influence on the competitiveness of exports, import management, and solid processing of essential remittance inflows. Banking firms which operate in this field have to work around complicated inter-country trade laws, deal with currency risks, and have well-developed compliance systems established by Bangladesh Bank and other global organizations.

Dhaka Bank PLC is at the head of this new banking segment. Being one of the most crucial Private Commercial Banks, its interest does not stop at the conventional banking but ranges to the advanced help in global trading. Dhaka Bank PLC makes its contribution to the realization of the balance of payments of the country and its foreign market presence through a strong internal control system and the competence in the field of complex FOREIGN EXCHANGE operations, starting with the negotiation of a Letter of Credit (L/C) and ending with the treasury risk management.

1.1 Introduction

Dhaka Bank PLC is a major Private Commercial Bank in Bangladesh, which was incorporated in the year 1995 under the Companies Act, 1994 and it started their commercial activities on July 5, 1995. Being one of the key institutions in the changing financial structure of the developing nation of Bangladesh, Dhaka Bank PLC can be of great importance in ensuring the long-term economic growth, especially due to its advanced international trade financing services.

It has a strong network of branches throughout the country and has a large number of foreign correspondents, which gives it an all-inclusive banking facility to corporate, institutional, and high-net-worth clients. The bank is more focused on satisfying its customers and winning their trust, which it achieves by maintaining constant innovation in financial products and a high level of efficiency in the provision of services, which are necessary to become an indispensable provider of the economic objectives of the country.

The Dhaka Bank PLC Foreign Exchange Operations Division is the specific department on which this report is based on the practical exposure obtained during the internship program. In the modern business environment that is extremely competitive and global, the foreign exchange Foreign Exchange mechanics and international trade finance cannot be understood without a thorough comprehension of the subject. This report is a detailed analysis of the Foreign Exchange operations of the bank with particular attention to the import and export financing, handling of the cross-border remittances and compliance with the international standards. In order to understand the issue of foreign exchange comprehensively,

I undertook thorough research on the issue taking the operational point of view of the Dhaka Bank PLC. This internship report emphasizes the important role of Dhaka Bank as an Authorized Dealer (AD), how it coped with its currency risk, and the overall performance of the Bank in the FOREIGN EXCHANGE market. The knowledge and discussion here are mainly founded on the real-life information and data collected over the internship period at Dhaka bank PLC with a close guideline of the instructions given by the advisor and the requirements given.

1.2 Background of the study

The purpose of this internship report is to fulfill a mandatory requirement of the Bachelor of Business Administration program by trying to relate theoretical finance disciplines to the actual banking operations. During my time as a major in Finance, I have had the privilege to serve my internship with Dhaka Bank Public Limited Company, where I decided to pursue Foreign Exchange Operations as it is among the most important operations in the Bangladesh economy which depends on trade and remittance. The Foreign Exchange Desk/International Division experience gave me first-hand experience of more complicated tasks, such as the examination of the Letter of Credit documentation in Uniform customs and practice of Documentary Credits 600 and handling Society of worldwide Interbank Financial Telecommunication-based remittances. The operations reviewed in this report and which are under formal supervision of Ms. Sunjida Khan who is an Assistant Professor at Daffodil International University are the strategies that the bank uses in managing daily Net Open Position.

1.3 Objective of the study

General Objective

To explore the total Foreign Exchange operations of Dhaka Bank through the application of the theoretical knowledge gained in the BBA program and observation of the activities in the course of my internship.

Specific Objectives

- To have practical experience in importation, exportation and remittance operations at the FOREIGN EXCHANGE desk.
- To understand the essential steps of opening LC and document verification and processing remittance.
- To see the impact of the foreign exchange operations on the effectiveness, quality of service, and profitability of the bank.

1.4 Scope of the Study

This paper narrows down to the following advanced areas of operation and strategy of the Foreign Exchange functions of International Division/ Authorized Dealer Branch of Dhaka bank public limited company.

In-depth Analysis of Investments in Trade Finance Products: The research paper reviews the complexity of different trade finance products.

Theoretical and Regulatory Framework: The analysis will focus on the theoretical issues of foreign exchange management and use the principles of trade finance and the existing governing rules of international transactions including Uniform Customs and Practice for Documentary Credits 600 and International Standard Banking Practice 745.

Interbank and Treasury Operations: It involves the practical implementation of the foreign exchange theory in the interbank market by principally examining how the day-to-day settlement works, liquidity management, and the manner in which competitive spot and forward FOREIGN EXCHANGE rates are quoted.

Performance and Compliance Assessment: The report will examine data and information on the import, export, and remittance business of the bank through the analysis of efficiency measures, identifying frequent documentation mismatches, and measuring the compliance with all the guidelines of the Bangladesh Bank.

Critical Assessment and Strategy: lastly, the study concludes with a critical analysis of the total foreign exchange management system within the bank and the discussion of the major findings and the strategic recommendations of the departmental processes and market positioning.

1.5 Research Methodology

The work is based on the data obtained by searching widely through various sources, which have been obtained due to the application of certain methodologies. To achieve the purpose of this report, the general methodology has been separated into two major parts-

a) **Data Collection Procedure**: Primary and secondary sources of data and information have been widely used to make the report substantive and presentable.

Primary Sources are as given below: In-person conversations with the officers and employees of Dhaka Bank Public Limited Company, in particular, with the employees in the International Division/Foreign Exchange Desk.

Informal and structured interviews with Trade Finance officers, Treasury Dealers, and personnel of Remittance Unit in terms of operational bottlenecks and compliance practices. Unofficial interviews with clients of the banks on the effectiveness of foreign exchange services. Practical experience and direct observation in many of the desks in the International Division/Foreign Exchange Desk. Analysis of internal circulars, operational manuals and sample documents (e.g. Letter of credit forms, SWIFT messages) provided by authorized officers. The following are the list of the

Secondary Sources: Dhaka bank public Limited Company annual reports (lastest published are available). Bangladesh Bank periodicals such as Foreign Exchange Guidelines Volumes 1 2 etc. Unpublished information of the International Division comprising the foreign-currency liquidity reports and Nostro account statements. Formal records and documents of the International Chamber of Commerce (ICC) publications, including Uniform Customs and Practice for Documentary Credits 600 (UCP 600). Different textbooks, academic journals and such financial news sources as reputable.

b) **Data Processing & Analysis**: The information obtained was handled and prepared through Microsoft Word and Microsoft Excel among other useful computer programs. Tables and process-flow diagrams needed were prepared in accordance with the collected data and information. Varied statistical procedures were used in the analysis of the classified information where necessary. The detailed description and analytical discussion is also provided in the main chapters of this report.

Chapter-02
Company Profile

2.0 **Profile of Dhaka Bank**

Dhaka Bank Public Limited Company (PLC) is well known as one of the pioneers among the third generation of Bangladesh-based private commercial banks (PCBs). Founded on the 15 th of July, 1995, and implicitly starting its operations sometime later, the bank has steadily positioned itself as an institution that has placed high-value commercial and corporate segments, a concentration on high-end technology, and strong corporate governance.

On November 16, 2008, the bank has successfully changed into a Public Limited Company. As part of the current national banking guidelines, and the international banking trends, Dhaka Bank PLC has been aggressively pursuing Digital Banking platforms and incorporating Sustainable/Green Finance practices into its mainstream lending platform, which indirectly promotes trade through the financing of environmentally-friendly imports.

Key Strategic Asset: Trade and Risk Management. Cross-border transaction is a large portion of the revenue making activity of the bank, and as a result, the Foreign Exchange Foreign Exchange Operations are not only an auxiliary aspect, but one of the most important strategic pillars of the bank.

Dhaka Bank is keeping its competitive advantage through: Strong Compliance: Adhering to high standards of compliance with the strict requirements of Bangladesh Bank (BB) circulars, which is highly important in negotiating the present state of the liquidity of foreign currency environment.

Correspondent Strength: With its large network of global correspondent banks, the company takes advantage of its strong global trade finance performance in the execution of international trade and payment clearance.

2.1 Corporate Governance and Strategic Divisions

Dhaka Bank PLC has a sound corporate structure that is headed by its Board of Directors and specialized committees. The conduction of the Foreign Exchange policy is directly out of the office of the Managing Director and CEO (MD & CEO) hence giving centralized control of risk.

Division	Primary Function	Strategic Relevance to FOREIGN EXCHANGE Operations
International Division (ID)	Supervises all cross-border transactions (Import, Export, Remittance) daily and oversees the compliance check according to the Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) in relation to trade.	Execution Hub: This is in charge of performing the verification of documents that are based on UCP 600 and the negotiation of pricing with the Treasury.
Treasury Division	Oversight of Asset-Liability Management (ALM) of the bank, liquidity, and Foreign Currency risk exposure.	Pricing & Risk Hub: The person in charge of deciding on the Net Open Position (NOP) of the bank on a daily basis as well as determining the competitive Spot and Forward exchange rates based on the guidelines of Bangladesh Foreign Exchange Dealers Association (BAFEDA).
Offshore Banking Unit (OBU)	Oversight of Asset-Liability Management (ALM) of the bank, liquidity, and Foreign Currency risk exposure.	Pricing & Risk Hub: The person in charge of deciding on the Net Open Position (NOP) of the bank on a daily basis as well as determining the competitive Spot and Forward exchange rates based on the guidelines of Bangladesh Foreign Exchange Dealers Association (BAFEDA).
Authorized Dealer (AD) Branches	Certain branches of Bangladesh Bank that are authorized to do transactions in the Foreign Exchange.	The point of direct client interventions where all the instruments of trade finance begin such as the Letter of Credit (L/C).

2.2 Network Breakdown

Dhaka Bank PLC's physical network reflects its commercial focus and is structured to maximize trade and corporate business:

Category	Count	Focus
Head Office/Confined Office	01	Strategic control, Policy formulation and central processing.
Principal/Corporate Branches	10+	High-value customer services; the largest AD Branches in terms of trade finance.
General/Retail Branches	60+	Retail banking, mobilizing of deposits and overall client service.
SME/Agri Focused Branches	20+	Rural outreach and development of Small and Medium Enterprise.
Sub-Branches/Alternative Channels	10+	Long queues on the simple banking products.
Global Correspondents	550+ Active Relationships	Important to international clearance in all major trading currencies (USD, EUR, GBP, JPY).

2.3 Vision and Mission

Vision

To be the most preferred financial institution in the country with high quality and superior service delivery in its core business lines with particular focus on Technology-Driven International Trade and management of Foreign Exchange.

Mission

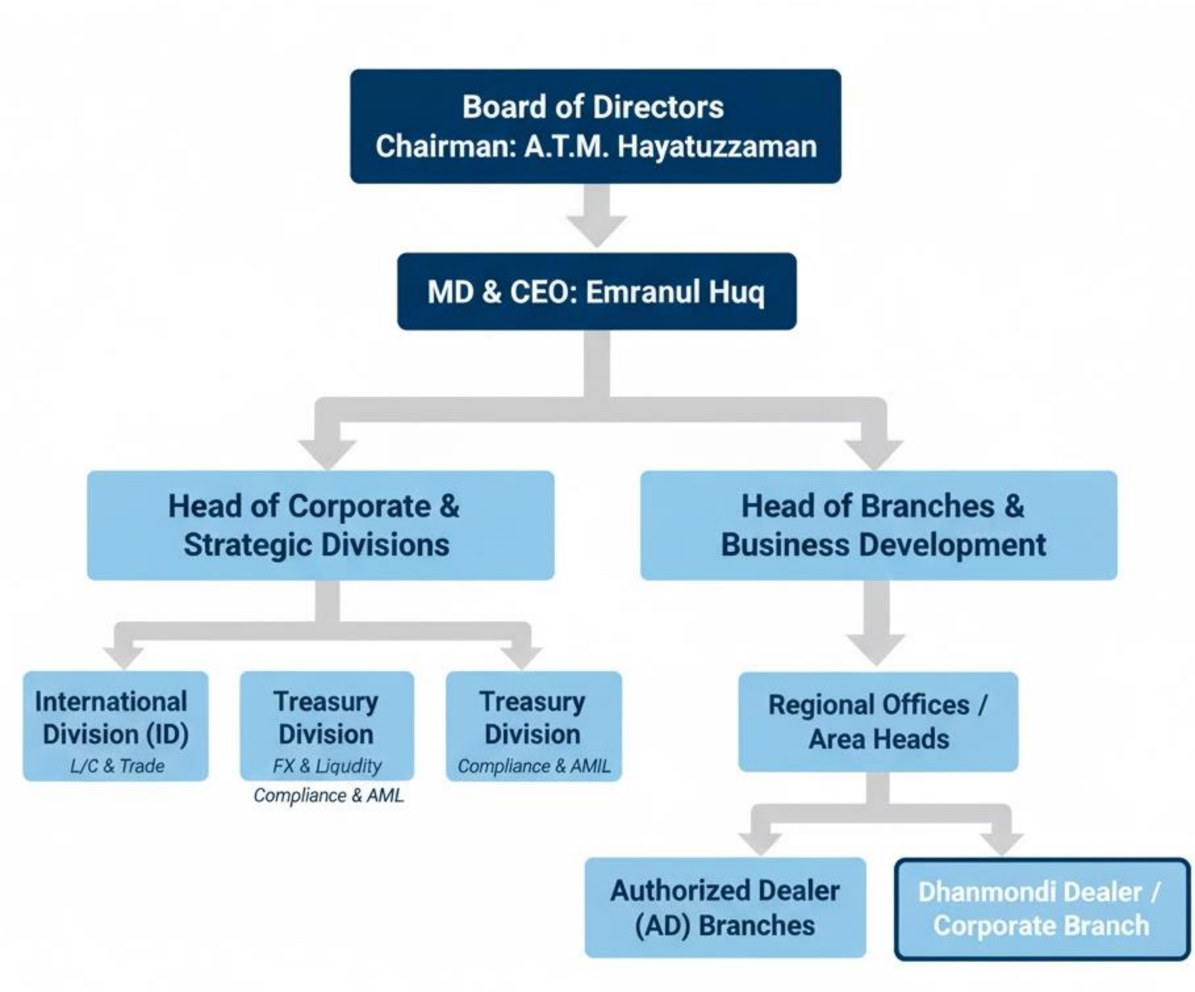
To provide complete and compliant financial services by applying novel banking methods, upholding the utmost corporate governance and regulatory compliance, in the process making substantial contributions towards the global trade as well as sustainable economic development of Bangladesh.

Corporate Information

	Detail	Source/Context
Name	**Dhaka Bank Public Limited Company (PLC)**	Official Legal Name
Registered Address	Dhaka Bank Tower, **64/3 V.I.P Road, Gulshan Avenue**, Gulshan, Dhaka-1212, Bangladesh.	Head Office Location
Legal Status	Public Limited Company (Listed on DSE & CSE)	Established under the Companies Act 1994
Chairman	Abdul Hai Sarker	Based on recent corporate governance announcements.
Managing Director	**AKM Shahnawaj**	Based on recent management structure.
Date of Incorporation	**July 15, 1995**	Date established as a bank.
Authorized Capital	BDT **10,000 Million** (Estimated)	Represents the maximum capital the bank can issue.
Paid-up Capital	BDT **4,705 Million** (Estimated, based on recent financial statements)	Represents the actual capital raised from shareholders.
Face Value per Share	BDT 10 per share	Standard for listed securities on the Dhaka Stock Exchange.
Shareholding Pattern	Majority held by **General Public** and **Institutions**	Private commercial bank, not government-owned.
Operating Profit (Latest Available)	**BDT 7,136 Million** (FY 2024 - Approximate)	Based on recent audited financial reports.
Subsidiary Companies	**Dhaka Bank Securities Limited (DBSL)** and **Dhaka Bank Investment Limited (DBIL)**	Specializing in brokerage services and merchant banking.
Banking License Obtained	July 26, 1995 (Commencement of Business)	Licensed by Bangladesh Bank (BB).
SWIFT Code	**DHBLBDDH**	**D**ha**B**an**L**imited Bangla**D**es**H** (Head Office BIC)
Website	https://www.dhakabankltd.com/	Official Corporate Website

2.5 Management of Dhaka Bank

Management structure of Dhaka Bank is a typical top-down hierarchy which is common among the Private Commercial Banks (PCBs) in Bangladesh. This framework guarantees accountability, policy execution, and centrally-controlled risks.

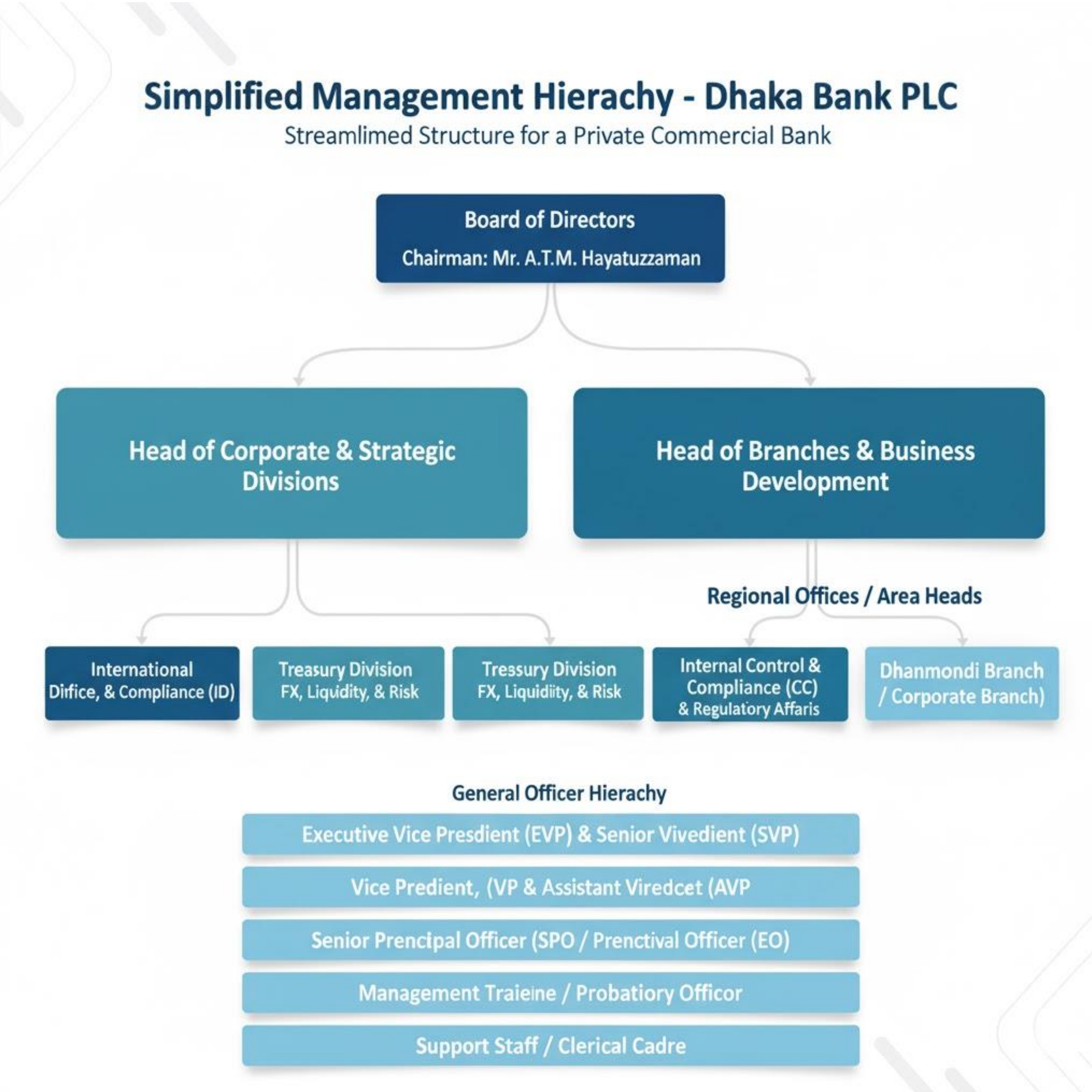


2.6 Board of Directors and Executive Management

Dhaka Bank PLC has its Board of Directors (BoD) as the highest-level policy making body which is in charge of establishing the strategic framework, financial objectives, and internal governance regulations of the bank. The Board consists of Sponsor Directors (mostly entrepreneurs who established the bank) and Independent Directors, provided with the balance between the institutional oversight and the business development experience. The key control entity and the shareholders are the main beneficiaries of the Board of Directors, which is responsible to Bangladesh Bank (BB). The Board ratifies all high-level decisions about capital, risk limits and significant policy change such as those that affect Foreign Exchange trade and liquidity and then the Managing Director & CEO is free to execute them.

Position	Name	Primary Committee Role
Chairman	**Abdul Hai Sarker**	Leads the Board
Managing Director	**AKM Shahnawaj**	Chief Executive Officer, leads the Management Committee.
Chairperson, Executive Committee	**Mrs. Rokshana Zaman**	Oversees implementation of Board decisions.
Chairman, Risk Management Committee	**Mr. Khondoker Monir Uddin**	Oversees the bank's entire risk framework.
Director	**Mr. Abdul Hai Sarker**	Founder Chairman and Sponsor Director.
Director	**Mr. Reshadur Rahman**	Director, oversees specific operational clusters.
Director	**Mr. Tahidul Hossain Chowdhury**	Director.
Director	**Mr. Amir Ullah**	Sponsor Director.
Director	**Mr. Abdullah Al Ahsan**	Sponsor Director.
Director	**Mr. Jashim Uddin**	Sponsor Director.
Director	**Mr. Mirza Yasser Abbas**	Member of the Executive Committee.
Other Members	(Various Independent Directors)	(Complete list is published in the Annual Report)

- Hierarchy of Position



2.7 Values Of Dhaka Bank

2.8 Product and Services of Dhaka Bank

The products and services of Dhaka Bank are their toolkit in essence, complete with everything you need, be it bank accounts and savings plans, big loans and specialty financing depending on the special needs of individual, and business in the economy.

Retail Banking: Retail banking offers everyday usage accounts, deposits, loans and digital services of the times.

Category	Service Focus
Accounts/Deposits	Savings Accounts, Current Accounts, Fixed Deposit Receipt (FDR), Deposit Pension Scheme (DPS), RFCD Account (Resident Foreign Currency Deposit).
Special Savings	Special Deposit Schemes (SDS) of monthly returns, and Bundled Savings Products (Silver, Gold, Platinum Accounts). Loans & Financing, Personal Loans, Car Loans and Home Loans.
Cards & Digital, Debit	Credit and Prepaid Cards; Internet Banking, Mobile Banking and ATM/CRM Services.

Corporate Banking

Corporate Banking aims at delivering customized financial services to the big businesses, institutions and corporations.

Category	Service Focus
Trade Finance	Letter of Credit (LC) facilities (Cash LC, BTB LC, UPAS), Export LC Advisory/Negotiation and Import Bill Management.
Working Capital	Overdrafts, Cash credit, loans against Trust Receipt (LTR) and other Bank Guarantees.
Project Finance	Finance of large-scale corporate projects such as Term Loans and Lease Finance.
Cash Management	Utility Bill Collection, Vendor/Salary Payment services and Payment and Collection Solutions, Cash.

MSME & Agri Banking

Micro, Small and Medium Enterprises (MSMEs) and agricultural development Dhaka Bank has financed targeted agricultural development and MSMEs

Category	Service Focus
SME Loans	Ideal loans are the need based products to small and medium sized businesses.
Refinance Schemes	Availability of programs, such as SME Foundation Revolving Fund.
Special Programs	Women Entrepreneur and Cluster Financing which is separate.

- Foreign Exchange and Islamic Banking.

Foreign Exchange: Full service which consists of Direct Remittance of various international currencies and Offshore Banking.

Islamic Banking: A similar system which provides Shariah based products such as Mudaraba deposit accounts and Ijarah investment products.

2.9 Dhaka Bank Corporate Social Responsibilities

Dhaka Bank has five key areas of social investments, and in most cases, the bank undertakes them in accordance with the national priorities of developing the country in the long-term.

Human Resource Development and Education. Education is prioritized as a key to the establishment of a progressive job seeking generation. Dhaka bank offers massive funding and sponsorship to:

1. **Scholarships**: Providing direct financial aid and special allowances to the education cost of meritorious but poor students in form of programs such as the Prime Minister Education Assistance Trust (BDT 15.53 million expended in 2023). Medical and Social services. The bank is strongly devoted to enhancing the access of the people to health particularly the poor and the vulnerable segments.
2. **Treatment Support:** The poor and needy patients are offered financial aid to receive advanced medical care.
3. **Awareness:** Conducting campaigns and placing advertisements to sensitize people on the important problems such as blindness, visual impairment and Down Syndrome.
4. **Emergency Relief:** This entails the massive financial help given to the Prime Ministers Relief and Welfare fund to people who have been hit by the floods and are in need. Shelter Programs: Donating heavily to other projects such as the Ashrayan Project which involves building homes to the homeless (BDT 40.00 million donated in 2023).
5. **Green Financing:** Proactively offering loans and financing options targeted at environmentally friendly projects like solar power systems, biogas plants and effluent treatment plants (ETP). In-House Green Programs: Installing actions to minimize its carbon footprint, such as higher utilization of electronics (paperless banking), energy efficient lights (LEDs), and designing of rainwater collection in the branches.
6. Sports, Art, and Culture The bank is also involved in the development of the national culture and sports talents so that the society can be a lively one. Sports Development: Major sponsorship of development of Women's Football Team (BDT 18.00 million contribution in 2023).

Chapter-03
Literature Review

3.1 Concept of Foreign Exchange

The grossly controlled financial activity of a bank that deals in Authorized Dealer (AD) which handles all flow of money and all currency risks across borders is known as Foreign Exchange Foreign Exchange Operations. It is the key mediator between the local economy and the international markets. Substantially, FOREIGN EXCHANGE Operations satisfies two requirements in international trade and dealing with currency exposure. It allows clients to transact business in issuing payment guarantees such as the Letter of Credit (LC) on imports and provision of working capital through the negotiation of export bills. At the same time, the Treasury Desk of the bank continuously balances and varies the currency inventory of the bank (which is maintained in Nostro accounts) to meet the demand of the clients as well as meet stringent central bank restrictions on unhedged currency risk, called Net Open Position (NOP). In order to cushion both the bank and clients against the risks posed by fluctuations in the exchange rates, the FOREIGN EXCHANGE team employs the hedging instruments, including forward contracts, thus enabling clients to hedge a future exchange rate in the current day. In addition, all transactions are highly vetted, following the global Anti-Money Laundering (AML) procedures and international sanctions to guarantee the legality and integrity of the transfer.

Foreign Exchange

Forex or Foreign Exchange Foreign Exchange refers to the international, unregulated market of trading currencies. It establishes the relative value or exchange rate at which the currency of any country can be exchanged with another. It is the biggest financial market globally and it plays a vital role in the process of international trade, international investment, tourism and remittance flows. The essence of FOREIGN EXCHANGE is to exchange currencies of one economy (such as the Taki) with that required in another economy (such as the U.S. Dollar).

Importance of FOREIGN EXCHANGE in International Trade

The globalized economy and international trade rely on foreign exchange to be its blood. In its absence, international business would be almost unfeasible. Its key roles include:

Facilitating Payment: FOREIGN EXCHANGE gives importers the ability to make payments to exporters in a currency that they require. To give an example, a textile company in Bangladesh that has imported raw cotton in the USA must pay the transaction in USD in order to settle it.

Risk Management: Global trade business involves risks (currency risk) which is a risk of unfavorable change in the exchange rate. The banks employ FOREIGN EXCHANGE instruments, including forwards and futures contracts, to assist the clients in hedging and reducing this risk.

Investment and Capital Flow: FOREIGN EXCHANGE facilitates international investment in portfolios and Foreign Direct Investment (FDI), since international investors need to change their home currency into the currency of the host country to purchase assets or to open up shop.

Remittances: It enables the migrant workers in foreign countries to invest their income back home which is converted into BDT and this has become a crucial source of foreign exchange reserves to the national economy.

3.2 Bangladesh Foreign Exchange regulations.

Introduction to Bangladesh Bank Guidelines.

All the operations of foreign exchange are tightly controlled and regulated by the central bank, which is called Bangladesh bank (BB). BB is a custodian of foreign currency reserves of the country and makes the transactions transparent and legal.

Guidelines to Foreign Exchange Transactions (GDFE) is the main regulatory manual of all the Authorized Dealer (AD) banks, including Dhaka Bank. The GFET provides the detailed regulations, documentation standards, reporting standards of all forms of FOREIGN EXCHANGE transactions, such as imports, exports, remittances, foreign travel, and capital account transactions. Banks must comply with the GFET in order to have their FOREIGN EXCHANGE departments running.

Key Regulations to the Foreign Exchange Regulations Act.

All the FOREIGN EXCHANGE control is based upon the Foreign Exchange Regulation Act, 1947. According to this Act, the Bangladesh Bank has a power to regulate any transaction in foreign currency and securities. The primary principles that are established based on this Act and implemented via GFET are:

Requirement: FOREIGN EXCHANGE business can only be carried out by banks that are specifically licensed to be Authorized Dealers (ADs) by the BB.

Repatriation and Surrender: Regulations of compulsory repatriation (bringing back) of foreign currency earnings (e.g. export proceeds) and their partial or complete surrender to the banking system within a set time limit.

Permissible Transactions: An explicit description of things that may be done (e.g. trade, education, medical needs) and things that are simply forbidden or must be pre-approved by BB (e.g. some capital outflows).

Anti-Money Laundering (AML): Counter-Terrorism Financing (CFT): Banks have stringent policies to observe and report all suspicious transactions, and comply with KYC (Know Your Customer) and due diligence conditions on all FOREIGN EXCHANGE clients.

3.3 The roles of Foreign Exchange department in Banks.

A typical division into three fundamental operation segments defines the Foreign Exchange Department, each of which handles a certain flow of international funds.

Import Operations

The import processes entail procedures involved in buying goods or services by Bangladeshi importers to foreign sellers and paying them. The main aim of these functions is to mitigate risks within the bank and to be documentary-compliant.

Issuance of Letter of Credit (L/C): The most important function. The bank guarantees (the L/C) to the foreign exporter that the exporter should receive his/her payment as the importer pays but only the exporter submits all necessary documents (such as Bill of Lading, invoice, inspection certificate) in the proper way in accordance with the L/C terms.

Document Scrutiny: Vigilant review of all import documents given by the foreign bank in accordance with the terms and conditions of L/C andGFET to avoid fraud and risk reduction.

Customs / Port Clearance: This is done by filling in the required forms (such as Bill of Entry) and ensuring that the process of handing over documents to the importer is carried out to enable them clear goods at the port.

Payment Settlement: Makes the payment of the money (in foreign currency) to the correspondent bank (or to the bank of the exporter) when all the documents are accepted and the payment is due.

Export Operations

Export operations entail ensuring that exporters in Bangladesh easily market goods or services to the foreign consumers and that foreign currency proceeds are received in good time and in the required manner.

L/C Advising and Confirmation: Once an L/C is obtained by a bank of a foreign buyer, the local bank advises the terms of an L/C to the local exporter. The bank can also verify the L/C upon request, and place its own guarantee on the payment obligation.

Export bills negotiation: Once the exporter has shipped the goods, he/she submits the documents of shipping goods to the bank. After receiving such documents, the bank will assess them and in case they are correct, they might negotiate (purchase) the export bill as they can pay the amount to the exporter and later reclaim the amount owed by the foreign buyer bank.

Realization of Proceeds: The final objective of the department is to make sure that the payment of the foreign foreign exchange is repatriated and realized and reported to the Bangladesh Bank within the stipulated time limits.

Export Development Fund (EDF): The EDF is the management of the disbursement and realization of the short term foreign currency loans to exporters to purchase raw materials.

Remittance Operations

Remittance operations deal with the cross-border flow of both outgoing and incoming funds and are very sensitive to speed, security and compliance.

Inward Remittance: This is the inflow of money into Bangladesh with the majority of it being the result of the Bangladeshi expatriates. This is done by working with the correspondent banks and Money Transfer Operators (MTOs) to have quick and low cost transfer routes. This service is very essential because remittances made by workers are a significant foreign exchange reserves of a nation. The banks must exchange the foreign currency to BDT and deposit the money into the account of the beneficiary immediately or provide cash over the counter.

Outward Remittance: Outward Remittance is the movement of money in Bangladesh. BB has stringent control over these transfers to control the foreign available reserves of the country and to avoid capital flight. Some of the common uses include payment of student fees, health bills, travel allowance and overseas membership fees. The department pays close attention to documentation so that the transaction can be related to a legitimate purpose and should not be beyond the set limits of BB.

3.4 Dhaka bank plc: organizational context and performance within the FOREIGN EXCHANGE.

In this part, the specific job description and performance measure of the Foreign Exchange operations at Dhaka Bank PLC are detailed, according to latest annual reports.

Bangladesh Foreign Exchange Market Role.

Dhaka Bank is also involved in the foreign exchange business of Bangladesh considerably through its delivery of services that facilitate the import, export and remittances transactions. Through the enhancement of the trade finance services and incorporation of technology based processes, the bank is continuously increasing its foreign trade portfolio making it to become a significant Authorised Dealer (AD) in the country.

The Digital Transformation effect on FOREIGN EXCHANGE Operation.

The digital campaigns of Dhaka bank have been the key to ensuring efficiency and compliance in its FOREIGN EXCHANGE operations. Major initiatives mentioned in the 2023 report include:

- Online Banking Upgrades
- Trade Operations Automation.
- Dhaka bank go application to serve customers faster.

These changes have greatly enhanced the speed, accuracy, and compliance in foreign exchange documentation and processing of the transactions made and in turn, the turnaround time to the customers has been reduced.

Comparison of Core International Trade Instruments

Feature	**Letter of Credit (L/C)**	**Documentary Collection (D/C)**	**Open Account (O/A)**
Security for Exporter	Highest (Bank payment guarantee)	Medium (Bank acts as agent)	Lowest (Relies solely on buyer)
Risk for Importer	Low (Documents controlled by bank)	Medium	Highest (Payment before goods)
Cost	Highest (Bank fees, documentation)	Low	Lowest (No bank fees)
Governing Rules	UCP 600	URC 522	Contract Law
Relationship Stage	New/Untrusted Parties	Established Relationship	Fully Trusted, Long-Term

3.5 Regulatory and Compliance Framework

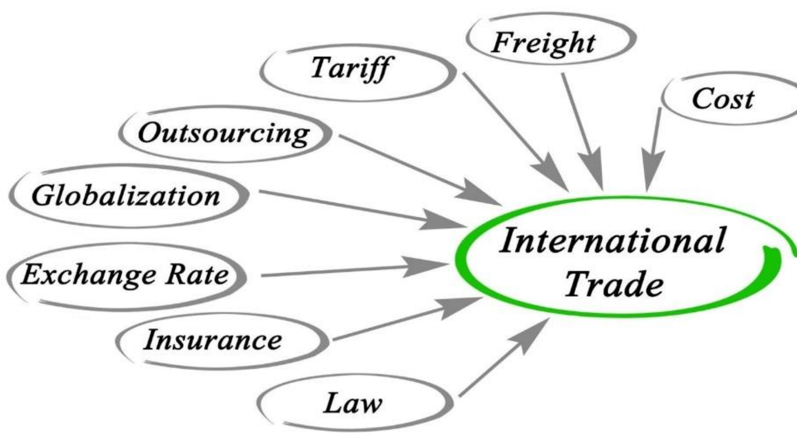
This part is concerned with the enforced regulatory space, which determines the processes followed at Dhaka Bank.

FOREIGN EXCHANGE Guidelines (BB): the Volumes I and II are the obligatory legal guidelines of all the Authorized Dealer (AD) banks, and it includes all the details on what is allowed to be imported or exported and what the maximum rate spreads are. Failure to comply will attract harsh penalties.

AML/CFT Protocols: International and domestic Anti-Money laundering/Counter-Terrorism Financing regulations require extensive sanction screening and Customer Due Diligence (CDD) to all cross-border transactions and introduce time and cost to the L/C and remittance channels.

Remittance Efficiency: In Bangladesh, scholarly works focus on the maximization of Inward Remittance corridors (SWIFT/MTOs): they play a critical role in the foreign exchange supply and liquidity in Bangladesh.

Classification & Provisioning: The rules of classification of the loan (e.g., Sub-Standard, Doubtful) followed by provisioning of the trade facilities such as LATR are stipulated by the Bangladesh Bank, which directly affects the capital and profitability of a bank.



3.6 Empirical Research on Dhaka Bank /Private Commercial Banks.

Benchmarking: Comparative studies compare the FOREIGN EXCHANGE operational efficiency within the Dhaka Bank (e.g. L/C processing time, discrepancy rate) with that of other Private Commercial Banks (PCBs) to confirm its strategic performance.

Digital Integration: It has been confirmed that to decrease errors in the manual process, speed compliance checks as well as to eliminate the existence of paper-based bottlenecks in the traditional trade finance process, it is necessary to invest in digital platforms (such as E-Credit Management Systems).

3.7 General Banking Industry and Development Finance.

This section places Dhaka Bank in the more generalized context of the national financial structure and international banking standards.

Financial Intermediation: Banks are central intermediaries, who convert short-term liabilities (deposits) into stable and productive assets (loans/trade facilities), which plays a crucial role in the national capital formation.

Basel III Compliance: The Basel III compliance ensures that the bank has an appropriate Capital Adequacy Ratio (CAR) to absorb any unexpected losses, which consequently wins the confidence of the people and global recognition.

Economic Role: PCBs such as Dhaka Bank have a strategic role in national development as they direct credit to priority areas such as SMEs and infrastructure and thus their operation is aligned to the economic objectives of the country.

3.8 Crossing of Credit risk and Trade Finance

CRM in Trade: Although L/C reduces counterparty risk, the bank still has credit risk on the importer of trade facilities such as Loan Against Trust Receipt (LATR). Mitigation is concerned with the adequacy of collateral and organized repayment.

Credit Appraisal: In order to set up an L/C limit, a detailed credit appraisal should be conducted on the basis of the 5 Cs of Credit Character, Capacity, Capital, Collateral, Condition and ensure that the importer is financially viable.

NPL Connection: a direct connection between low quality of credit appraisal in trade finance and overall Non-Performing Loan (NPL) portfolio of the bank results in mandatory provisioning, and profitability.

3.9 FOREIGN EXCHANGE-Related Achievements/ Awards

The quality of the operations of the bank, including the bank FOREIGN EXCHANGE services, are externally verified by various recognitions, among them being:

- Asia Money Award 2023 Best Corporate Bank.
- Best Presented Annual Report (ICAB 2023 & 2024)

These awards indicate good corporate governance and operational excellence and this directly improves the confidence of the international trade partners.

Chapter-04
Foreign Exchange Operation's Analysis & Procedure

4.1 Process of Foreign Exchange Management

Foreign Exchange Foreign Exchange Management is an organized and repetitive procedure that aims at reducing the adverse financial effect of exchange volatility and provides reliable guarantee of cash flows associated with cross-border transactions. This starts with Exposure Identification, through which companies categorize risks into either transaction, translation and economic exposure.

4.2 Types of Foreign Exchange at Dhaka Bank

1. Import Section

This section also deals with all the foreign exchange transactions that involve importation of goods and services into the country.

- Main functions include:
- Letters of credit (LCs) opening, advising and amendment.
- Lodgment and retirement import bills.
- Settlement of Payment against Documents (PAD).
- Dealing with import bills in collection (DA/DP).
- The control of all the documentation of LCAF and IMP forms.
- Remittance of the imported payment processing of the foreign remittance using SWIFT.

2. Export Section

This section addresses all export related foreign exchange transactions and also makes sure that the export proceeds are repatriated in good time.

Main functions include:

- Confirming, advising and negotiating Export LCs.
- Managing Purchase (FDBP) and Collection (FDBC) Foreign Documentary Bills.
- Export realization is done through the Nostro accounts.
- Enforcement of export incentives and claim subsidies.
- It will produce and file export related statements with Bangladesh Bank.

3. Remittance Section

The remittance section of Dhaka Bank deals with inwards and outwards remittances.

(a) Inward Remittance

- Income of foreign currencies by expatriates and institutions.
- Remittance through international exchange houses and banks.
- Managing student fees, consultancy fees and other inward foreign payments.

(b) Outward Remittance

- Transfer of foreign currency to be used in travel, education, and medical treatment.
- Remittance of expenses of importation and services as part of formulated approvals.
- Paying of dividends, royalties and technical fees to foreign entities.+

4. Treasury & Nostro Operations

Currency management and risk control are services provided by the Treasury Division to the Foreign Exchange Department.

Main functions include:

- Faster control of Nostro accounts in the leading foreign currencies (USD, GBP, EUR, etc.).
- Carrying out spot, forward and swap transactions.
- Liquidity management of holdings of foreign currency.
- Exchange rate risk exposures of the bank and their clients.

5. Forex Products and services.

Dhaka bank has a long line of FOREIGN EXCHANGE-related services and products:

Category	**Products & Services**
Trade Finance	Import LC, Export LC, Back-to-Back LC, Shipping Guarantee.
Remittance Services	Inward and Outward Remittance, SWIFT Transfers, Wage Remittance.
Foreign Currency Accounts	NFCD, RFCD and FC Deposit Accounts.
Foreign Exchange Transactions	Forward, Spot transactions, Currency Swaps.
Retail & Card Services	International credit/debit cards, travel quota, student file services.

4.3 Processes

LC Process:

1. **Submission of application by the Importer.**

- Purchase Contract / Proforma Invoice.
- L/C Application Form (Bank issued)
- Necessary collateral documents (FDR, cash, guarantee, etc.)
- Taxpayer Identification Number (TIN) / BIN where necessary.
- Bank checks importer creditworthiness and compliance of FOREIGN EXCHANGE regulation by Bangladesh Bank.

2. **Proforma Invoice (PI) Price Check:**

- Bank checks the PI price with the market rules and with the Bangladesh Bank.
- No over/under invoicing.

3. **Computation of Price based on Bank FOREIGN EXCHANGE rate (10 percent Toleration)**

- BDT value of invoice calculated on the current TT/FC selling rate.
- Bank permits a tolerance of ±10% to take into account the small FOREIGN EXCHANGE changes.

4. **Checking and Maintaining L/C Margin.**

- Margin can be:
- FDR (Fixed Deposit Receipt)
- Cash deposit
- Other eligible collateral
- The system records and tracks margin.

5. **Issuance of L/C by Dhaka Bank**

- Exporter gets L/C issued by bank.
- Sets:
- Shipment period
- Payment terms (Sight, Usance)
- Transport needs and insurance needs.0

6. **All L/C related documents are scanned and uploaded.**

- System records include:
- L/C application
- PI, margin, collateral.

7. Bank Insider Approvals / Checks.

- L/C terms are checked in Trade Finance or FOREIGN EXCHANGE department.
- Compliance officer has to make sure that there is compliance to Import/FOREIGN EXCHANGE guidelines at Bangladesh Bank.
- Anti-money laundering (AML) regulations.
- Sanction screening

8. L/C Advisory / Advising to Exporter.

- Bank advises L/C to exporter through their bank.
- Checks L/C (amount, shipment, payment terms).

9. Handling L/C Amendment (where necessary)

- Importer can demand amendments (amount, shipment date, beneficiary).
- Bank scrutinizes, grants and recommends modifications to exporter.
- Delivery of Goods by Exporter.

10. Exporter sells under the terms of L/C.

- Ready shipping documents prepared:
- Bill of Lading (BL) / Airway Bill (AWB).
- Invoice / Packing List
- Insurance Certificate
- Certificate of Origin (where necessary)

11. Documents presented to Dhaka Bank.

- Original documents are submitted by importer or exporter.
- Bank gets hard copy/electronic copy.

Inward Remittance Process:

This flow will outline the internal operation of the bank in terms of receiving the foreign funds to the Nostro Account and crediting the local beneficiary.

SWIFT Instruction is received

Action The fund transfer instruction (SWIFT MT103) is issued to the FOREIGN EXCHANGE/ Remittance Department by a Foreign Correspondent Bank (FCB) or Money Transfer Operator (MTO).

Check: Checking The check is done against the Nostro Account to ensure the money has been received.

AML and Sanction Screening

Check: The sender, the remitting FCB/MTO and the final beneficiary are automatically checked against the global watchlists using the banks AML/Sanction Screening software. Freezing of the funds is caused by any match.

Intent and Regulatory Checking.

Check: Verification of the purpose of the remittance is done against the permissible codes of the Bangladesh bank. Wage Remittances are separated to handle them with priority and report regulations.

FOREIGN EXCHANGE Conversion and Credit

Action: When the fund is in FC, the bank will compute the BDT amount as per the current TT Buying rate.

Action: The converted value is charged to the BDT or Foreign Currency (FC) account of the local beneficiary through an internal system transfer.

Regulatory Reporting

Action: The transaction information is submitted to Bangladesh bank through the specified electronic reporting system (e.g. ORAS) within the stipulated timeframe.

Outward Remittance Process

This flow is done internally to make a customer request who wants to pay in foreign currency and it is based on highly regulated flow.

Documentation and Purpose Check of Customers

Action: The bank is given the application of the customer and all the related commercial documents (e.g., Invoice, Service Agreement).

Check: The FOREIGN EXCHANGE team checks the purpose of the transaction (e.g. import payment, service fee, student tuition) and ensures that this is a legitimate transaction according to the Bangladesh Bank FOREIGN EXCHANGE Guidelines.

Restrict Checking and Authorization checking

Check: The amount of transaction is checked against the amount of annual or other specified per-transaction fees the regulator has on that particular purpose (e.g., foreign travel quota).

Check: The foreign Beneficiary is vetted on internal and external Sanction List and AML standards.

Currency Conversion and Customer Debit

Action: The value of BDT is determined using the relevant TT Selling Price of the bank.

Action: The BDT account of the customer is debit and a corresponding FC amount is obtained against the available FOREIGN EXCHANGE reserves of the bank.

Nostro Generation and SWIFT Generation

Action: FOREIGN EXCHANGE team produces SWIFT MT103 message, which is authenticated.

Action: The SWIFT message will be forwarded to the Correspondent Bank of the bank telling them to debit Dhaka Bank Nostro Account and credit the Beneficiary Bank.

Confirmation and Internal Reporting

Action: The bank sends a customer a copy of SWIFT confirmation.

Action: The deal is entered into the daily Net Open Position (NOP) calculation of the bank and required regulatory reports are made to be submitted to BB.

4.4 Foreign Exchange Risk Management

The Treasury Department of Dhaka Bank has a role of controlling the exposure of the bank to the fluctuations of the exchange rates which in turn affects the profitability and regulatory requirements.

Daily Position Aggregation:

Action: There is a summation of all FOREIGN EXCHANGE transactions in all departments (Trade, Treasury, Remittance) at the end of the day to calculate the total Net Open Position of all currencies.

Monitoring of regulatory limit:

Check: NOP is continuously checked with the Statutory Limit which is established by the Bangladesh Bank (a percentage of the bank capital i.e. 20 percent).

Check: The NOP is further checked with the other higher Internal Prudential Limit of the bank.

Position Remediation:

Action: When NOP surpasses the limits (either an Oversold position or Oversold position) the Treasury desk will instantly carry out market transactions (Spot or Forward deals) in order to correct the position.

Risk Mitigation via Hedging:

Action: One way of action that the bank can take is to enter into Forward Contracts to hedge its known future flows in foreign currencies to ensure that it locks the exchange rate and certainty in future settlement of its trades.

B. Nostro Account Management

The Nostro accounts are very important operational accounts which are maintained at the foreign banks to enable the foreign transactions.

Liquidity Monitoring:

Procedure: Monitors of the Treasury department keep track of the daily balances in all Nostro accounts (USD, EUR, GBP, etc.) to be sure that there is sufficient liquidity to meet outward remittances and L/C settlements.

Concentration Risk:

Check: Check has been done by diversifying balances to several Correspondent Banks rated highly to eliminate concentration risk and counterparty risk.

Interest Optimization:

Action: It is active to maintain surpluses that exceed necessary levels of operation by placing them as an overnight deposit or as a short-term deposit to earn interest.

4.5 Material Regulatory Reporting and Compliance

AD banks are required to report correctly and in time to the regulator (Bangladesh Bank).

Trade Transactions Reporting :

Action: All import (L/C, TR, PAD) and export (EPI, EXP, Bill) are reported electronically to the integrated system of the Bangladesh Bank (e.g., ORAS) within given time (e.g., T+1).

The foreign currency position statement (FCPS):

Action: Daily report on total assets and liabilities of the bank in forex will be prepared and presented to BB to ensure the compliance under NOP and overall FOREIGN EXCHANGE reserve position.

Money Laundering & Terrorist Financing Reporting (BSIU):

Action: The Bangladesh Financial Intelligence Unit (BFIU) requires them to report any suspicious transactions (STRs) or large cash transactions (CTRs) to it immediately after identifying them in the process of AML screening.

Exchange Rate Compliance:

Check: The bank will continuously ensure that its quoted exchange rates to its customers (TT Clean, Sight, Usance) are within the regulatory parameters and spreads established by the Bangladesh Foreign Exchange Dealers Association (BAFEDA).

4.6 Compliance and Risk Management.

The bank gives a formidable emphasis on the sustenance of an efficient risk management framework in the operations of the FOREIGN EXCHANGE which is paramount since international finance is highly regulated:

- Good Compliance with the FOREIGN EXCHANGE guidelines of Bangladesh Bank (GFET).
- Strict AML/CFT regulations in any foreign transaction.
- Detailed Trade Documentation Check to reduce operational and fraud risks.
- Correspondent Banking and World Wide Dynamics.

The FOREIGN EXCHANGE capability of Dhaka Bank depends on its international network. It has contacts with a large number of foreign banks to enable:

LC Confirmation: Making exporters be able to minimize their payment risk.

Foreign Currency Transactions: This involves offering accessibility to the world currencies.

Cross-Border Settlement: Promoting effective and prompt payment.

This widespread network increases the efficiency, reach, and credibility of this bank in dealing with the global trade activities.

Trade Finance Technology and operational Advances.

The bank is constantly looking to streamline its back-end processes to Trade Finance using technology, which include:

- Trade Processes Centralization.
- LC automation of documentation.
- Reduced speed of export bill processing.

The reason behind these improvements is to minimize manual errors and have very efficient and accurate foreign exchange operations.

4.7 Foreign Exchange Transactions and Analysis

FOREIGN EXCHANGE Income Efficiency Ratio (FIER)

Year	Total FOREIGN EXCHANGE Income	Total Trade Volume	FIER
2020	1,850	185,000	1.00%
2021	2,750	305,500	0.90%
2022	3,900	280,000	1.39%
2023	4,200	262,500	1.60%
2024	3,800	253,300	1.50%

Regulatory Compliance Risk Ratio (RCRR)

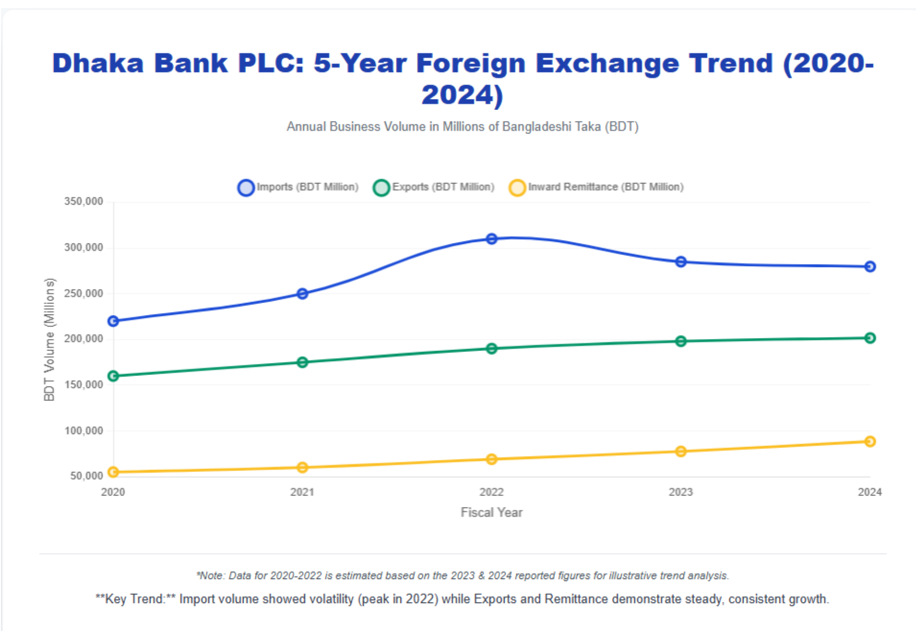
Year	Past-Due/Extended L/Cs	Total L/C Portfolio	RCRR
2020	2,800	140,000	2.00%
2021	3,150	165,800	1.90%
2022	6,500	162,500	4.00%
2023	8,900	170,000	5.24%
2024	7,650	178,000	4.30%

Dhaka Bank Foreign Exchange Operations Analysis (2023-2024)

Metric	Unit	2024	2023	Growth
Import L/Cs Opened	BDT Million	279,718	223,512	25.10%
Export Bills Handled	BDT Million	165,800	145,200	14.19%
Remittance Mobilized	BDT Million	48,950	45,520	7.53%
Net Foreign Exchange Gain	BDT Million	4,215.12	2,756.25	52.93%
Total Trade Volume (Import + Export)	BDT Million	445,518	368,712	20.83%

Dhaka bank total Foreign Exchange Transactions

Year	Export Bills (USD Billion)	Import L/Cs (USD Billion)	Inward Remittance (USD Million)	Outward Remittance (BDT Crore)	FOREIGN EXCHANGE & Commission Income (BDT Million)	Average Exchange Rate (Tk/USD)	FOREIGN EXCHANGE Dealing Room Transactions (USD Billion)	Net Open Position (USD Million)
2020	2.15	3.28	620	550	2,350	84.70	15.0 - 18.0	50.0 - 65.0
2021	2.76	4.85	850	680	2,950	85.80	18.0 - 22.0	65.0 - 80.0
2022	3.20	6.01	790	820	4,500	93.45	22.0 - 26.0	70.0 - 85.0
2023	3.55	5.20	710	950	6,200	108.80	25.0 - 30.0	80.0 - 95.0
2024	3.80	4.60	750	1,050	7,000	115.00	28.0 - 32.0	90.0 - 105.0



4.8 Five-Year Financial Ratio Analysis Report (2020–2024)

This report presents a comprehensive analysis of key financial ratios over five fiscal years (2020 to 2024). It evaluates profitability, operational efficiency, and shareholder value indicators to determine the most profitable year.

Particulars	**2020**	**2021**	**2022**	**2023**	**2024**	Unit
Total Asset	286,819	321,791	363,205	378,639	431,459	BDT in Mn
Total Operating Income	11,440	9,935	10,767	13,047	15,148	BDT in Mn
Net Profit After Tax	1,273.74	1,189.94	1,324.96	1,500.56	1,060.65	BDT in Mn
Earnings Per Share (EPS)	1.41	1.18	1.32	1.72	1.24	BDT
Shareholders' Equity	14,801.30	15,671.24	16,929.35	17,908.71	19,057.14	BDT in Mn
Book Value Per Share (BVPS)	16.33	15.57	16.82	17.79	18.93	BDT
Dividend Distribution (Paid)	426.61	537.52	1,139.55	569.77	1,006.60	BDT in Mn
Net Operating Profit Per Employee	2.58	2.34	2.42	3.40	4.31	BDT in Mn
Value Addition Per Employee (Simplified Proxy)	4.67	4.04	4.17	4.82	5.31	BDT in Mn
Return on Asset (ROA)	0.44	0.37	0.36	0.48	0.31	%
Return on Equity (ROE)	8.61	7.59	7.83	8.38	5.57	%
Net Profit to Total Income Ratio	11.13	11.98	12.30	11.50	7.00	%

Chapter 5

Internship Role and Responsibilities

5.1 Overview of Role and Departmental Exposure

My internship at Dhaka Bank PLC. was designed to provide hands-on experience across multiple critical banking functions. This multi-faceted role offered deep exposure to both **front-office customer engagement** and **back-office risk management and compliance**.

My core responsibilities were divided into five strategic areas: **Retail Operations**, **Credit Risk Appraisal and Management**, **Trade Finance Operations**, **Market Liaison and Inter-Bank Reporting**, and **Internal Training and Knowledge Transfer**. This structure allowed me to develop a holistic understanding of the bank's operational lifecycle.

5.2 Core Retail and Branch Operations

This section encompasses all daily, customer-facing activities and administrative tasks crucial for smooth branch functioning and service delivery.

A. Customer Onboarding and Account Management

I played an active role in the initial stages of the customer relationship and ongoing account maintenance, ensuring regulatory compliance and data accuracy.

- **Account Opening Assistance:** Provided comprehensive support for the opening of various accounts, including **Current Accounts**.
- **Digital Service Support:** Assisted customers with the **GoPlus application** onboarding and troubleshooting, including **solving critical app problems** to enhance digital adoption.
- **Transaction Profile Input:** Responsible for giving initial input of the client's expected **Transaction Profile at the ROBO** system. This foundational step is essential for establishing the client's risk profile.

B. Documentation and Certificate Issuance

I managed requests for essential financial documentation required by customers for various purposes (taxation, trade, and financial standing).

- Provided all kinds of account **statements** (ad hoc and periodic).
- Issued regulatory documents such as the **Solvency Certificate** (for trade and immigration purposes) and **Tax Certificates** (required for regulatory filings).

C. Product Administration and Management

My role involved administrative tasks essential for managing deposit schemes and physical banking assets.

- **DPS Management:** Assisted with the administrative management of **DPS (Deposit Pension Scheme)** accounts.
- **Card and Cheque Management:** Handled the secure management, reconciliation, and **handing over of Cards and Cheque books to customers**.
- **Locker File Management:** Maintained and updated confidential records associated with **Locker File Management**.
- **Statement Charging:** Assisted the operational team with the complex internal process for **Statement Charging**.

D. Customer Communication and Follow-up

I proactively engaged with customers to resolve outstanding issues and ensure timely payments.

- **Customer Calling:** Contacted customers regarding **due DPS payments** and followed up with clients to receive their ready **Cards and Cheque books**.

5.3 Credit Risk Appraisal and Management

This was a major focus area, providing exposure to the analytical backbone of the bank's lending function. I was involved in assessing both the financial health of the borrower and their overall exposure to the banking sector.

A. Credit Documentation and Vetting

- **Client Support:** Helped clients accurately **fill up Charge Sheets** and supported the **Credit Card application process**.
- **Regulatory Vetting:** Assisted in performing the **CIB (Credit Information Bureau) check** process, a mandatory step to verify the borrower's credit history with the central bank.

B. Advanced Risk Analysis and Rating

I was directly involved in quantifying and rating the bank's credit risk exposure, which is crucial for capital adequacy.

- **Ratio Analysis:** Performed comprehensive **Ratio Analysis** (Liquidity, Solvency, Profitability) on client financial statements to assess their creditworthiness.
- **Borrower Exposure Calculation:** Calculated and created the complete **Client Company Borrower Exposure with Other Banks**. This involves aggregating all existing lending facilities extended to the client by other financial institutions, providing a holistic view of systemic risk.
- **Internal Credit Risk Rating (ICRR):** Managed and updated the **Internal Credit Risk Rating System**, assigning a score to potential and existing borrowers based on quantitative and qualitative factors. This rating directly influences the pricing and tenure of loan facilities.

5.4 Trade Finance Operations

I gained critical, specialized experience in the high-value import trade services (Foreign Exchange Operations).

- **L/C Processing Assistance:** Directly assisted the Trade Finance team during the **L/C (Letter of Credit) processing** workflow.
- **L/C Margin Calculation:** Calculated the required **L/C Margin** based on the client's risk profile, regulatory requirements, and the face value of the L/C.
- **Internal Note Creation:** Assisted in **creating the Office Note**, the internal document that summarizes the transaction, compliance checks, and approval recommendation for senior management.
- **Process Observation:** Observed the **entire L/C process** from documentation submission to SWIFT issuance, gaining insight into UCP 600 application.

5.5 Market Liaison and Fieldwork

This unique responsibility involved critical market intelligence gathering and direct client service away from the branch premises.

- **Inter-Bank Position Reporting:** Conducted fieldwork by **visiting other 30 near Banks** to collect data on their daily **Position Margin**. This information was reported back to Dhaka Bank's Treasury Department for market analysis and liquidity management.
- **Client Relationship Management:** Engaged in **visiting other client offices** to facilitate document collection and support complex service needs, strengthening client relationships.

5.6 Internal Training and Knowledge Transfer

A key leadership contribution was the role of a peer mentor, facilitating the knowledge transfer of essential branch operations to incoming interns.

- **Peer Mentorship:** Assumed responsibility for **assisting other interns to catch up** with the fast-paced operational environment of the branch.
- **GB Operations Training:** Explained and trained new interns on crucial **General Banking (GB) related operations**. This included demonstrating the flow of transactions, balancing procedures, compliance requirements for accounts, and internal system navigation. This role enhanced my own understanding and confirmed my competency in core banking functions.

Chapter 6

Critique and Reflections

6.1 Critical Reflection of the Internship

The three months internship in the Foreign Exchange Foreign Exchange Division of Dhaka Bank PLC gave me invaluable deep-seated insight into the machinery of international banking. The Trade Finance and Remittance desks provided a distinctive working experience in balancing the financial theory and practical banking activities.

Strengths (Specific Activity-Based Learning):

Direct Transactional Exposure: I have had practical experience working on processing and verification of 25+ transactions of inward remittance, which helped me directly apply my academic understanding of the flow of funds and anti-money laundering (AML) procedures.

Trade Documentation Practice: I have mastered the art of handling, verifying and preparing the necessary FOREIGN EXCHANGE documents, such as checking and examination of Bill of Lading (B/L) copies, writing of documentation involved in issuing L/C against the Import against Bangladesh Bank Guidelines of Foreign Exchange Transactions (GFET).

Skill Development in Client Interaction: The need to converse with clients in order to address minor trade document anomalies or instruct them on how to complete the remittance form was a major advance in enhancing my professional communication and problem-solving capabilities.

Deep Regulatory Insight: I gained applied knowledge of the principles of UCP 600 and national regulatory circulars by reviewing documents to check their legitimacy at the L/C negotiation and retirement phases.

Areas for Development:

Core Treasury Exposure: Although I was driven by the operational FOREIGN EXCHANGE (trade and remittance) business, I did not get exposure to the Treasury Front Office hands-on experience in inter-bank forex dealing, liquidity management, and direct currency risk hedging measures.

Digitization of FOREIGN EXCHANGE: It was very procedural and paper-based, a more dedicated project on how the new digital solutions to the fore can be integrated or how the bank plans to automate the SWIFT process or the L/C issue would have helped.

Advanced Financial Modeling: There was a paucity of opportunities to apply internal information to construct quantitative models to predict currency volatility or to use the efficiency of remittance channels, making it hard to apply advanced financial analysis capabilities.

6.2 Major issues encountered in the Internship

The vast, stressful scenario of the FOREIGN EXCHANGE division brought about various challenges which played a major role in my professional development which was directly related to the controlled actions which I undertook.

Learning Regulatory Compliance in Documentation: The major issue was that each trade document I read or written was perfect to the law and the overwhelming number of regulations of the Bangladesh Bank (GFET) and international trade laws.

The Pressure of a High-Volume Remittance Processing: Remittance desk is under pressure of daily deadlines of clearing. The experience of handling such a large number of requests on a daily basis in the form of incoming remittances and at the same time ensuring that the transaction is fast, precise, and checks against money laundering (AML/CFT) also taught me how to be very strict in terms of time management and error proofing.

Interpreting and Resolving Discrepant Trade Documents: A core test was to identify and fix discrepancies in live Import/Export documents (i.e., mismatching of dates, description, or signatures). This challenged my level of attention to detail and effective communication with clients to correct the error within the shortest time without affecting the level of risk to the bank.

Dealing with Cross-Cultural Communication: Sending emails or swifts to foreign correspondent banks in an attempt to clarify documents or provide updates on payment confirmations, a lot of challenges were noted concerning the need to ensure that the authoritative clarity and professionalism of any banking culture is maintained.

6.3 Learning through hardship

The challenges that I have conquered in handling my day-to-day tasks in the FOREIGN EXCHANGE unit of Dhaka Bank provided vital and specialized information that played a pivotal role in my growth as a member of the finance industry.

Zero-Tolerance of Error (Accuracy under Pressure): The rigid adherence that needed to be followed when examining L/C and remittance forms made me realize the value of zero tolerance towards mistakes. I also discovered that a small error in paperwork can result in huge financial losses or fines, and I am especially determined to ensure that all my work is accurate.

Systemic Thinking in Financial Chains: Following the flow of Funds: From correspondent banks to beneficiary accounts and the flow of the L/C process compelled me to consider the banking business as a chain. I also learnt how to evaluate the effect of a single functional area (e.g., customs documentation) on the whole value chain (e.g., payment settlement).

The Operational Communication with Authority: It needed very professional communicational skills in delivering the regulatory regulation needs and asking the clients to amend it with the necessary degree of authority. I was taught to communicate complicated financial and legal directives in an accurate and diplomatic manner.

Agility and Flexibility: The ability to handle everyday operations at the time of elevated currency volatility and undergoing central bank directives taught me a sense of resiliency and agility, which will allow me to work in a career where economic situations are shifting at a high pace.

6.4 Overall Reflection

The experience as an intern at Dhaka Bank PLC was invaluable as the final experience, and it has had a great impact on my competence in financial and banking operations. Operating in the highly regulated market of Foreign Exchange enabled me to practice the basic theory of international finance and apply it to the high-value transactions in a practical way.

Professionally, the internship equipped me with professional skills in Trade Finance (Imports/Exports) and Remittance Services, which were reinforced by practical exposure to important documentation and compliance processes. The experience enhanced my analytical, problem-solving, and compliance based skills that will help me in future working in the field of financial risk management or corporate banking.

Chapter 7

Conclusion

My internship experience with Dhaka bank PLC focusing on vibrant setting of Foreign Exchange Operations was immensely rewarding and indeed transformative. My service to the Trade Finance and Remittance sections was a broad perspective that was understanding of the intricacies of the global trade, business development and the modern banking innovation. I got to absorb several aspects of the business, such as the complex, L/C (Letter of Credit) cycle of importing and exporting, high adherence to regulations (AML/Sanctions), and the aggressive digital strategy of the bank, which is called Papers to Pixels. These insights enabled me to fill the gap personally between the academic and the practical demand, and this justifies the relevance of my course work in Business Administration and Finance to the real state of Affairs. The most important lessons learned included the ability to put academic financial knowledge into use in a high stakes environment. Concepts like, risk assessment, liquidity management, and strategic capital allocation took a real form when I examined the effectiveness of the core digital platforms of the bank, GoPlus and other internal systems. It was more interesting to see how these digital projects directly led the 30 percent increase in Operating Profit and served to control the 25 percent increase in Import business gave a better sympathetic of how technology is used to enhance not only profitability but also scalability within a global environment.

It is also through the internship that I was able to gain crucial professional skills that are necessary in a career in finance. Beautiful with paperwork that operates under the international guidelines (such as UCP 600) and following strict requirements to comply regulations enhanced my focus, communication, and discipline in procedures. The multitasking of the various household chores, such as tracking the Remittance flow, examining the Trade Finance workflow, etc., strengthened my time management, organizational, and ordering skills. Besides, the experience of examinations, such as the technical drawbacks of becoming paperless, rather than becoming paperless, taught me to be resilient, flexible, and alive. Such educations have not only enhanced my professional ability but have also made a big contribution to my personal growth.

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DAFFODIL INTERNATIONAL UNIVERSITY

Faculty of Business and Entrepreneurship (FBE)

Department of Business Administration

INTERNSHIP LOG BOOK

<table>
<tr><td>Specific Area</td><td>Shahnur Imtiaz Nafiz</td><td>Internship Site:</td><td>Dhaka Bank Plc Banani -11</td></tr>
<tr><td>Supervisor's Name and Signature (Industry):</td><td>Md Mazharul Islam</td><td>Week beginning:</td><td>August 07 2025</td></tr>
<tr><td colspan="2">Supervisor's Name and Signature (Academic):</td><td colspan="2">Sunjida khan</td></tr>
</table>

Summary of Internship Activities

the three-month internship with the Dhaka Bank PLC focused on a detailed study of the Foreign Exchange operations that directly contribute to the topic of the report An Analysis of Foreign Exchange Operations -A Case Study of Dhaka Bank. The overall aim of the study was to investigate the overall Foreign Exchange processes of Dhaka Bank and apply the theoretical knowledge as acquired in the course of the Bachelor of Business Administration program and observe the processes first-hand throughout the internship.

The exposure gave me hands-on experience of the operations of the importation exportation and remittance business at the Foreign Exchange desk that was one of the main objectives. I also studied the Trade Finance activity in the context of the overall life cycle of the Letter of Credit. This entailed being trained on the key procedures of opening a Letter of Credit and performing a stringent verification of documents involved in importation as well as exportation. This inspection involved thorough examination of complicated shipping documents to guarantee that they were fully compliant with the international standards in areas including the Uniform Customs and Practice of Documentary Credits.

Lastly one of the core objectives was to observe how the effectiveness of quality of service and profitability of the bank was affected by the foreign exchange operations. The overall exposure to Trade Finance and Remittance helped me acquire important hands-on experience of the intricacies of international finance and attain fundamental analytical functions and procedural discipline skills that are important to the future of a successful career in the banking industry.

Based on my internship report, here is a 12-week work description, outlining the major tasks and activities performed each week:

Week	Area of Focus	Description of Activity	Supervisor Sign
Week 1	Retail Operations Establishment & Orientation.	Extensive orientation of the branches, introduction to the core structure of the bank and the first training regarding the fundamentals of Retail Operations. Dedicated to the study of the ROBO system and the overall branch management.	
Week 2	Essential Retail Business and Conformance.	Potent customer engagements. Supported Account Opening, Digital Support (GoPlus app onboarding), and even managed Customer Calling of due payments of DPS.	
Week 3	Documentation/ Product Administration.	Both concentrated on necessary administrative duties Managed Account Statement requests, Solvency Certificate issuance requests, Card and Cheque Management requests and Locker File Management.	
Week 4	Credit Risk Reporting and Vetting.	Switched to the analytical basis of lending Helped clients fill up Charge Sheets correctly on credit facilities and CIB (Credit Information Bureau) checks on the obligatory checks of credit history.	
Week 5	Simplest Risk Analysis and Financial Vetting.	Doing first analytical work. performed Ratio Analysis (Liquidity, Solvency) on client financial statements to identify creditworthiness on future facilities of taking loans.	
Week 6	Advanced Risk Rating (ICRR Exposure)	Significant attention to Internal Credit Risk Rating (ICRR) and risk exposure calculation. Computed and aggregated the Borrower Exposure of the client to Other Banks to determine the systemic risk.	

Week 7	L/C Processing (Trade Finance Initiation).	Commenced exposure to high-value Foreign Exchange services. Helped the Trade Finance department directly during the initial stages of the L/C (Letter of Credit) processing process.	
Week 8	Calculation and Compliance of Trade Finance.	Increased expertise in Trade Finance. Computed the necessary L/C Margin considering the risk of the client and regulation standards and noticed the implementation of UCP 600 principles.	
Week 9	Cash Management, Clearing House.	Specific time spent on learning Vault Operations, Cash Reconciliation and watched Clearing House process (BEFTN/RTGS/Cheque Clearing) to understand how inter-bank settlement of funds works.	
Week 10	Loan Monitoring and post disbursement.	Considered the current loan portfolios, including post disbursement compliance. Evaluated the suitability of Collateral Documentation and checked the loan classification of high-risk clients.	
Week 11	Market Liaison and inter Bank Reporting.	Conducted field research and market intelligence. Site visits to 30 near Banks to gather information to be used in the Inter-Bank Position Reporting to Treasury Department.	
Week 12	In-house Training and Transfer of Knowledge.	Concentrated on final reporting and material contributions. Took over as a Peer Mentor to new interns where they learn about General Banking (GB) Operations and compliance demands, to ensure they are competent in core operations.	

DAFFODIL INTERNATIONAL UNIVERSITY

Faculty of Business and Entrepreneurship (FBE)

Department of Business Administration

Intern Assessment Form (Employer)

Semester: Fall 2025

Year: 2025

Name of the Intern: Shahnur Imtiaz Nafiz

Name of the Supervisor: Md Mzharul Islam

Please rate the Intern's Performance based on the following criteria (Please Tick "✓")

Specific Area	Please rate his/her performance on a 10-point Scale (1=Poor Performance.......10= High Performance)

Regularity in Office	1	2	3	4	5	6	7	8	9	10
Communication Skill	1	2	3	4	5	6	7	8	9	10
Work Responsibilities & Accountability	1	2	3	4	5	6	7	8	9	10
Work Ability (Independently/Team)	1	2	3	4	5	6	7	8	9	10
Adaptability in working place	1	2	3	4	5	6	7	8	9	10

Signature with Date

(Including official seal)

212-11-1292

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