



Daffodil
International
University

Internship Report

On

“Customers’ Perceptions on the Foreign Exchange Operations of United Commercial Bank Limited.”

Under the supervisor of:

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Letter of Transmittal

Date: September 16, 2019

To,

Dr. S M SohelRana

Associate Professor & Associate Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of internship Report.

Sir,

With outstretched rejoice, this is to appraise you that I am submitting my Internships Report which is a partial requirement of my MBA program. The report is largely based of “Customers’ Perceptions on the Foreign Exchange Operations of United Commercial Bank Limited”. I put my maximum effort thoroughly to gather all the inevitable information from the authentic source to make this report viable.

Working on this report has helped me to go through a practical experience that will help me in future.

It will be a great achievement for me if you kindly go through the report to ascertain the fruitfulness of it. It will be a prominent triumph for me if the report meets up your desirable expectation.

Sincerely Yours.

.....

Nayon Chandra Karmaker

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Letter of Authorization

This is to ratify that Nayan Chandra Karmaker, ID: 173-14-040, a student of the department Master of Business Administration of Daffodil International University has completed his internship report titled “**Customers’ Perceptions on the Foreign Exchange Operations of United Commercial Bank Limited**”, under my supervisors and direction.

His internship placement was at UCBL. I am pleased to state that he has gone through all the necessary and required steps to accomplish the report and this contains all the data, information, analysis and findings from authentic sources. As a result, the report seems to have completed on a successful note.

I wish him every success in life.

.....

Dr. S M SohelRana

Associate Professor & Associate Head

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Proclamation

This is Nayon Chandra Karmaker, hereby asserts that the presented report of internship titled **“Customers’ Perceptions on the Foreign Exchange Operations of United Commercial Bank Limited.”** is uniquely prepared by me after completion of two months works in United commercial Bank Limited, Narsingdi Branch.

I also confirm that; this report is only prepared for fulfil my academic requirement, not for any other purpose. It might not be used with the interest of opposite party of the corporation.

.....

Nayon Chandra Karmaker

ID: 173-14-040

MBA (Major in Marketing)

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

At first my thankfulness goes to god to give me strength ability to complete the internship and report. You have made my life more beautiful.

Now I wish to take this lovely opportunity to thank a lot of people who have assisted and inspired me in my internship period.

Dr. S M SohelRana, my supervisor, my internship during which I highly indebted for his exceptional support and guidance. As well as from working with him, I earned valuable knowledge only but was inspired by his innovation which helped to enhance my experience in greater quantity. His ideas and work were truly extraordinary.

I would like to thanks the management of **United Commercial Bank** for giving opportunity to do the internship successfullly and share their valuable experience. They are provided friendly environment and behavior for working with them. I deeply thanks to manager who is permit for start my internship in his organization.

Executive summary:

This internship report is prepared for Masters of Business Administration which is required for this program. After completing my internship program in marketing department of United Commercial Bank, I have prepared my internship report with my knowledge and practical skill, experience. This report prepared on “**Customers’ Perceptions on the Foreign Exchange operations of United Commercial Bank Limited**”, and there have the marketing department for improvement of their Foreign Exchange United Commercial Bank is one of the pioneer financial company in Bangladesh, and this organization organize different types of research team for increase their Foreign Exchange for getting better output. Respondents are quite happy with the Foreign Exchange services of the bank.

Table of Contents

| <i>SL</i> | <i>Topic</i> | <i>Page no</i> |
|-----------|--|----------------|
| | Cover page | I. |
| | Letter of Transmittal | II. |
| | Letter of Authorization | III. |
| | Proclamation | IV. |
| | Acknowledgement | V. |
| | Executive summary | VI. |
| | <i>Chapter 01: Introduction</i> | |
| 1.1 | Background of the study | 2 |
| 1.2 | Report's Origin | 2 |
| 1.3 | Objective of the study | 3 |
| 1.4 | Research Scope | 3 |
| 1.5 | Methodology of the study | 4 |
| 1.6 | Source of data | 4 |
| 1.7 | Method of Data Collection | 5 |
| 1.8 | Limitation of the study. | 7 |
| | <i>Chapter 02: Overview of the UCBL</i> | |
| 2.1 | Organization history. | 9 |
| 2.2 | General Information about the company. | 10 |
| 2.3 | MISSION | 11 |
| 2.4 | VISION, Values | 11 |
| 2.5 | Core Values of UCBL | 11 |
| 2.6 | Organizational Structure. | 12 |
| 2.7 | Loans & Advances | 13 |
| 2.8 | Retail banking | 14 |
| 2.9 | Short term, Long term finance | 15 |
| 2.10 | Social Compliance. | 16 |
| | <i>Chapter 03: Foreign Exchange.</i> | |
| 3.1 | Foreign exchange. | 29 |
| 3.2 | Import section: | 20 |
| 3.3 | Import procedure: | 20 |
| 3.4 | Proposal for opening of L/C | 21 |
| 3.5 | The L/C application form: | 22 |
| 3.6 | Export section: | 23 |
| 3.7 | Export Business: | 23 |
| 3.8 | Export policy | 23 |
| 3.9 | Export procedures | 24 |
| 3.10 | Back- to-back L/C: | 24 |
| 3.11 | Export L/C | 25 |

| | | |
|------|--|-------|
| 3.12 | Procedure for FDBP | 26 |
| 3.13 | Settlement of local bills | 26 |
| 3.14 | Mode of payment of Export bill under L/C | 26-28 |
| 3.15 | Export document checking | 28 |
| 3.16 | Foreign Remittance Section | 28 |
| 3.17 | Foreign Inward Remittance | 29 |
| | <i>Chapter 04: Analysis and finding</i> | |
| 4.1 | Analysis | 30-34 |
| 4.2 | Findings | 35 |
| | <i>Chapter 05: Conclusions</i> | |
| 5.1 | Conclusions | 37 |
| 5.2 | References | 38 |
| 5.3 | Appendix | 39 |

Chapter One

Introduction

1.1 Background:

In this competition era in the business there are no enough room for making error and efficiency where production is playing a very significant part. For gaining advantage there are two things needed which are passion and efficiency in everything which is the key to survive in business and increase in growth. For doing trade, a proverb can be said that human can make differences in the most effective way. Finance department plays a vital role in the financial corporation in Bangladesh. In this study, I shared my knowledge and experiences after working with a renowned financial company named United Commercial Bank, Narsingdi Branch. In my study, the project that I worked for Marketing department. I have worked in the Marketing department which is brand promotion as well as conduct with the customer to survey questioner for customer satisfaction of UCBL Bank. I tried hard from my ability to find out the outcomes on how improve customer satisfaction.

1.2 Report's Origin:

In this modern era, merely academic education is not enough to make a student perfect and competitive in the world. Therefore, Internship is a must and obvious for a student to gain practical idea, knowledge, skills, and experience.

Daffodil International University is one of the most famous and renowned private university in Bangladesh and recently it has become QS Asia ranking top university. The faculty of business and entrepreneurship has designed different curriculum and MBA (Masters of Business Administration) is one of those in which courses are designed in a way by making it international standard where business graduates can be made. Therefore, I have completed my 60 credit and as per the course design I as a student need to go for my last 3 credit by which I can do my internship program in an organization.

This report is an end result of an Internship attachment with one pioneer financial company in Bangladesh, and this organization organize different types of research team for increase their customer satisfaction for getting better output. UCBL spending a huge amount for their marketing department for research about foreign exchange and it is not expense but it is investment for get information about foreign exchange.

1.3 Study Objective:

General Objective:

This internship program provides me the opportunity of practical knowledge in different area of UCBL. I got the primary level experience about organization culture as well as engaged in organizational environment. When I prepare my report than I got more experience as well as knowledge about this organization (United Commercial Bank).

Specific Objective:

1. To know the foreign exchange operations of UCBL.
2. To get some practical knowledge on the export import procedures of banks.

1.4 Research Scope:

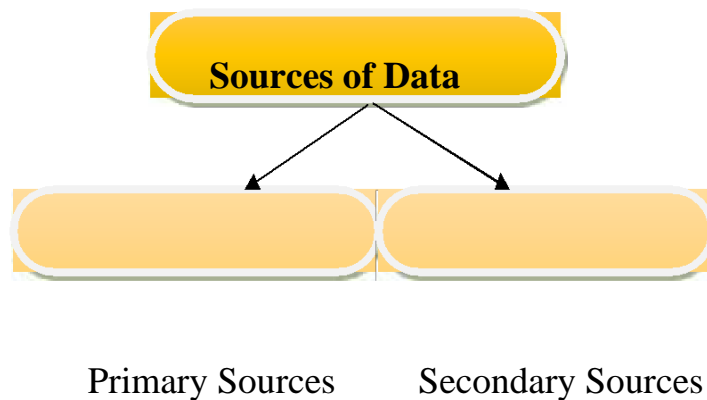
- ❖ This report discussed about foreign exchange as well as different way to its operations.
- ❖ The study might be able to help us to understand foreign exchange.
- ❖ Finally, I have got the practical chance of knowing the reality of organizational foreign exchange.

1.5 Methodology of the Study:

For making the report understandable, meaningful and for presentable I tried to use both primary method as well as secondary method of data collection as research base. I prepared a questionnaire and conducted a survey to the supervisor and other employees which helped me to collect primary data of the report. Whereas, secondary data needs to be collected from internet. Besides, I have collected data from customer satisfaction policy documents and publications of united commercial bank, articles, different journals, and regular reporting. The sources have been divided by two parts.

1.6 Sources of Data:

There are two sources of data. These are as follows:



1.7 Method of Data Collection:

Data is originally collected from questionnaire, documents, records that was saved before and Observation. Hare, main sources of data is collected by doing an open-ended questionnaire. Also, by observing on customer some data is collected. For identify the systems loophole and the systems ineffectiveness sometimes I stayed and passed many times with the customer.

1.7.1 Primary Data:

At first the primary data of this report has been collected from the employees, HR executives and also planning department executives, managers of the company. Also, I collected data physically from customers on their perception of foreign exchange services of the bank. This is actually called a qualitative research. Actually, it is an instructed and also an exploratory method by which the project is prepared by taking only 50 samples. These data show insight and understanding of the customers regarding foreign exchange services of the bank. I choose qualitative method by which I can be able to mainly use my observation and also will be able to use a very small sample size from the whole population. Besides I was lucky to be involved and collect data directly by

1.7.2 Secondary Data:

For collecting secondary data I have collected information from different journals as well as organizations customer satisfaction reports. Though the organization does not provide that much information and have web page for collecting the information from internet. I was able to find some secondary sources which are





- ❖ Different publications of united commercial bank.
- ❖ Customer satisfaction policy.
- ❖ Analyzing several confidential and realistic reports.
- ❖ Theoretical books relating corporate satisfaction polity.

1.7.3 Data Analysis Technique:

It is a process of inspecting the data after that clean and transform the data as well as make the modeling of the data. Its goal is to find the correct and useful information and after using the data make conclusions of the data. It is also supported in effective decision-making.

1.7.4 Report Preparation and Procedural Time:

It took me 12 weeks which is almost 3 month to fulfill my report.

| | 1st Month | 2nd Month | 3rd Month |
|-------------------|--|--|---|
| Data collection |  | | |
| Data analyzing | |  | |
| Report processing |  | | |
| Report evaluating | | |  |

1.8 Limitations of the Study:

This study has some limitations. When prepare questioner I face some problem. Most of the person are not agree to fulfill this questioner because they thing that it can a problem in workplace.

- ❖ Respondents were sometimes reluctant to provide information.
- ❖ As an internship period there was limited time to deal with banking activities.
- ❖ Within short time cannot be possible to study over all banking activities.

Chapter Two

Overview of United Commercial Bank.

2.1 Organization History:

United Commercial Bank one of the pioneer banking organization which is established in 17th April, 1980 and 1983 start their operation as public company than started their banking activities. Honorable chairman Mr. Md. Jahangir Alam Khan operate overall banking activities. In this situation united commercial bank have 187 branch and they have total liquied asset 390,067,640,454

UCBL start a new commercial bank to provide effective service to develop economic as well as our country. In this time mercantile bank start their operation over the country and we know that they have 83 branch with different types of service as well as their core business is provide loan and getting deposit.

UCBL playing role when they are paying lone recent this organization provide loan in different types of businessman for their business enterprise this amount 11,040,127,960 BDT, its main investment in business, construction, garments and more different business man.

Now foreign exchange department is the most important department for this organization. With the aim to be first choice for bank in operating in the industry with a team of their own career and bank future.

Slogon of the united commercial bank is “United we achieve”

2.2 General Information about the company:

Name of company: United Commercial Bank

Type of the company: Financial Company.

Year of Establishment: It was established 1989

Location : Gulshan Avenue, Dhaka-1212

Investor : Mohammad Shawkat Jamil (MD)

History Of the company: United Commercial Bank Ltd. Provide different types of lone and banking acvities.

Main Products : Retail banking, corporate finance, Islamic Finance, Asset Management, Capital Markets

Authorize capital : 15000 million.

Paid up capital : 10,541,31 million

Email : info@ucb.com.bd

Web Address : www.ucb.com.bd

Numbers of employee's : 3000

2.3 MISSION:

1. Develop economic growth as well as Bangladesh
2. Besides that, manage different types of business in a full controlled environment with no compromises on service quality.
3. Create a healthy and gainfully profitable bank.

2.4 VISION:

United Commercial Bank Ltd vision they want to be best of the corporate citizen. As well as want to leading financial corporation. And we know that united commercial bank listed of the leading financial corporate industry.

2.5 Core Values of UCBL:

Customers:

- Providing services by developing new product and service which can more easily in customer life.

Shareholders:

- United Commercial Bank focus on shareholder values.

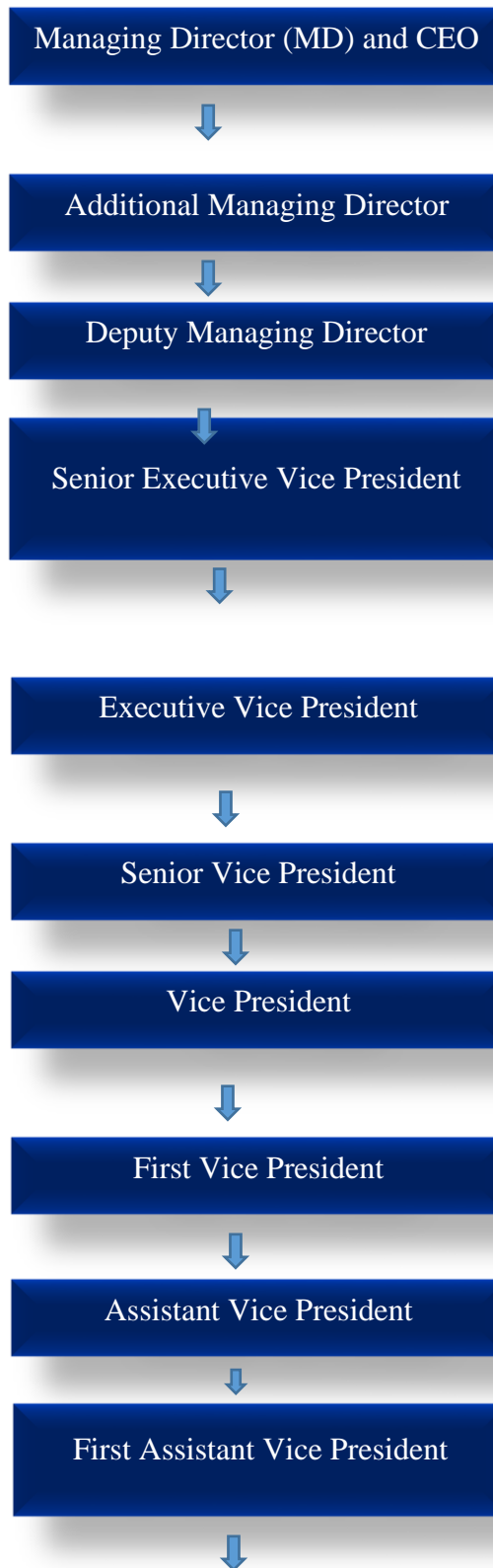
Employees:

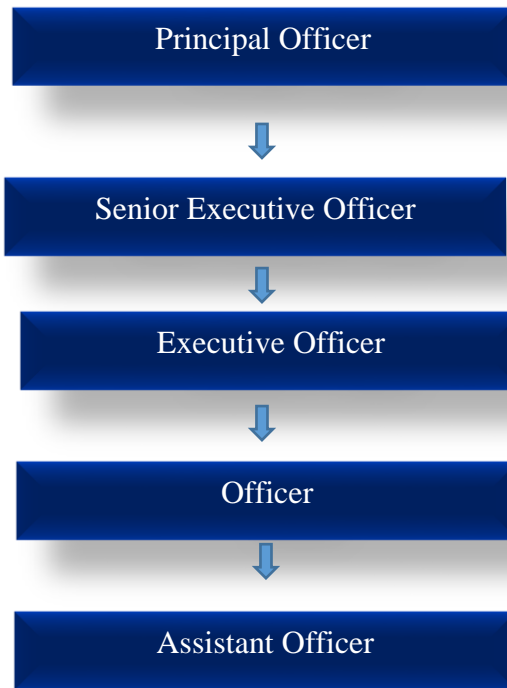
- All of the employees are asset for an organization, this organization are respecting and dignity of all the employees for motivate and increasing performance.

Community:

- Strengthening the corporate values and taking environment and social risks and reward into account

2.6 Organizational Structure:



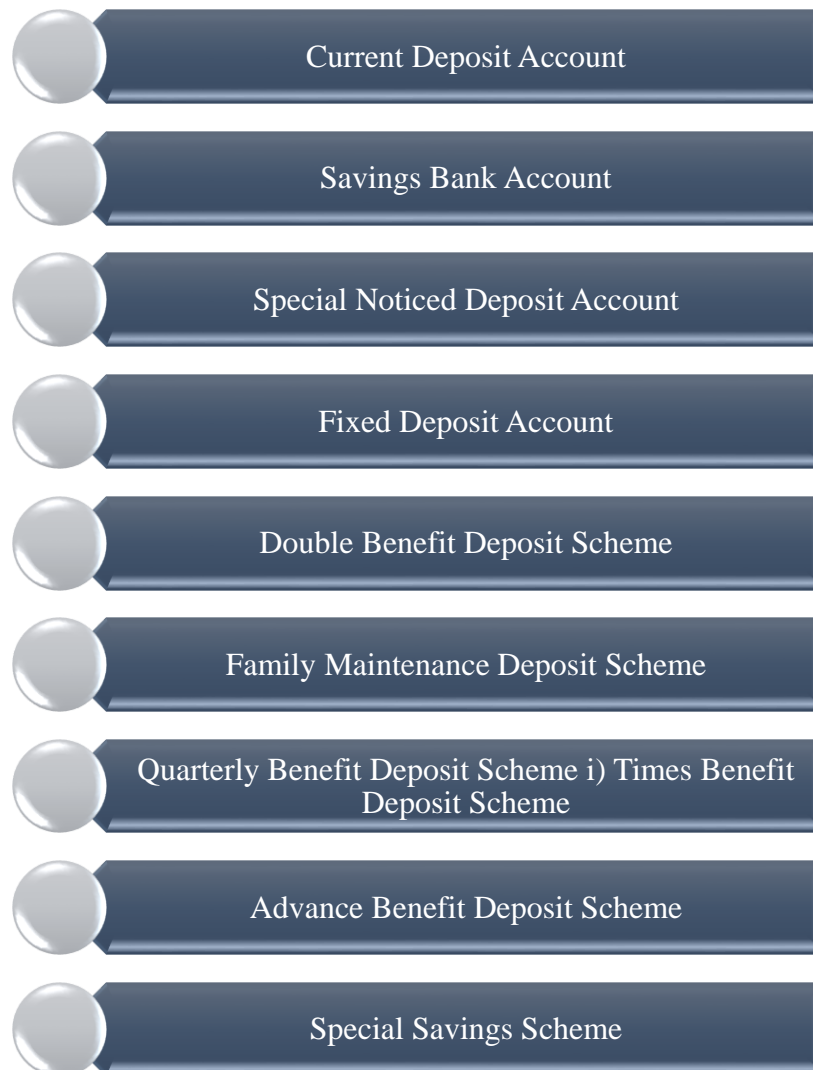


2.7 Loans & Advances:

- ✚ Consumers Credit Scheme.
- ✚ Doctors' Credit Scheme.
- ✚ Rural Development Scheme.
- ✚ Lease Financing.
- ✚ Any Purpose Loan Scheme.
- ✚ Car Loan.
- ✚ Education Loan.
- ✚ Home Loan
 - ✚ i) House Furnishing Loan.
 - ✚ Cottage loan

2.8 Retail Banking:

Deposit Accounts:



2.9 Short Term Finance UCBL:

- **Cash credit** : Cash credit account like current account it's have a transaction limit to withdraw from account
- **Secured overdraft (sod-general)**: The account is adjusted by the sale proceeds or from own source of the customer.
- **Secured overdraft (sod)**:

| | |
|---|--|
| ✚ | Overdraft- against FDR in the name of 3rd party. |
| ✚ | Overdraft-against FDR in the name of borrower. |
| ✚ | Overdraft- against guarantee. |
| ✚ | Overdraft- against savings certificate. |
| ✚ | Overdraft- against wage Earners Dev. Bond |
| ✚ | Overdraft- against DP. |

- **Bill discounted and purchased:**

2.10 Long term Finance UCBL:

- Lease financing
- Term loan for NBFIs
- Hire purchase
- Term loan

2.11 Social Compliance:

Organization has worldwide nearness with fares. Plants are agreeable with all pertinent social, moral, condition and quality framework.

Keeping up reasonable wellbeing and security condition in production lines is center and most imperative assignments and to accomplish this objective They consistently train our labor about the fire wellbeing standard and starting strides to increment firefighting limit. They are worry about the ongoing fire episodes in article of clothing production line in Bangladesh and our supervisory group is working proactively to enhance the standard any place it conceivable. There Social Compliance

Chapter Three

About Foreign Exchange

An Introduction To The Foreign Exchange Markets



3.1 Foreign Exchange:

Foreign exchange refers to a market place where buy and sales product using foreign currency.

In this business world evert bank need to provide service about foreign exchange services because now a days most of the business expand about globally so need to use this procedure to do business in overall country.



Foreign Exchange activities given that bellow:

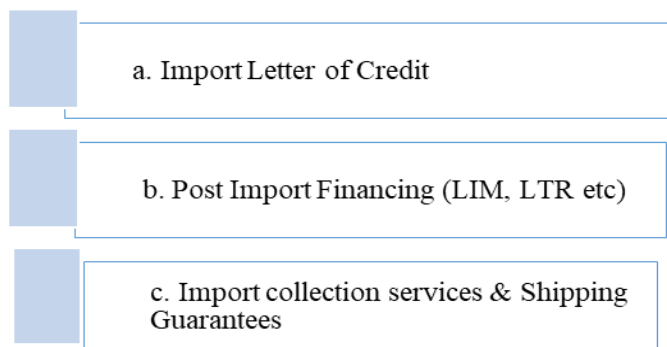
1. Import.
2. Export.
3. Remittance.

3.2 Import section:

Import is the flow of goods and services purchased from another agents which is located in another country. Imports of goods into Bangladesh ministry of commerce control overall import export activities which is based on import export Act, 1950, with import policy orders issued by annually, and Public Notices issued from time to time by the office of the Chief Controller of Import and Export. UCBL also plays in important role of importing goods

3.3 Import Business:

United commercial bank supports its customers by providing facilities throughout the import process to ensure smooth running of their business. The facilities are:



3.4 Import procedure:

An importer is required to submit the following documents in order to get a license to import through New Market Branch of United Commercial Bank Ltd.-

- A bank account with the branch •
- Applicant has to submit Indenters Registration Certificate. It's need to being renewed every year as well as this certificate is necessary to contract agent of the seller and buyers.
 - Tax Payer's Identification Number
 - Pro-forma Invoice Indent
 - Membership Certificate from a recognized Chamber of Commerce & Industry or Town Association or registered Trade Association

- Letter of Credit Authorization (LCA) Form properly filled in quintuplicate signed by the importer • L/C Application duly signed by the importer
- One set of IMP Form
- Insurance Cover Note with money receipt
- VAT Registration Certificate (for Commercial Importers)
- In ease of Public Sector, attested photocopy of allocation letter issued by the allocation authority, Administrative Ministry or Division specifying the source, amount, purpose, validity and other terms and conditions against the imports
- Any such documents as may be required as per instructions issued/to be issued by the Chief Controller of Imports & Exports (CCI&E) from time to time,
- Report on past performance with other bank. UCBL collects this report from Bangladesh Bank.
- (Credit Information Bureau) report from Bangladesh Bank.
- A proposal approved by the meeting of executive committee of the bank. It is necessary only when the L/C amount is small or there is no limit.
- If the L/C amount is large or there is a limit, then an approval from Bangladesh Bank is needed. Usually this approval is needed for amount more than one core.

3.5 Proposal for opening of L/C:

In this case of proposal to opening L/C flow and mention this feature which is given that bellow: -

| | |
|--|---------------------------------------|
| | Full particulars of the bank account. |
| | Nature of business. |
| | Required amount of limit. |
| | Payment terms and conditions. |
| | Goods to be imported. |
| | Offered security. |
| | Repayment schedule |

3.6 The L/C application form:

UC Application Form is a sort of an agreement between customer and bank on the basis of which letter of credit is opened. The importer expresses his decision to open the L/C quoting the amount of margin in percentage. Usually the importer gives the following information-

- Full name and address of the importer.
- Full name and address of the beneficiary.
- Draft amount.
- Availability of the credit by sight payment/acceptance/negotiation/deferred payment.
- The bar within which the documents should be presented.
- Sales type (CIF/FOB/C&F)
- Brief specification of commodities, price, quantity, indents no. etc.
- Country of origin.
- Bangladesh Bank registration no.
- Import License/ LCAF no.
- IRC no.
- Account no.
- Documents no.
- Insurance Cover Note/Policy no., date, amount
- Name and address of Insurance Company
- Whether the partial shipment is allowed or not
- Whether the transshipment is allowed or not.
- Last date of shipment.
- Last date of negotiation.
- Other terms and conditions.
- Whether the confirmation of the credit is requested by the beneficiary or not

The L/C application must be completed/filled in properly and signed by the authorized person of the importer before it is submitted to the issuing bank. The L/C application needs to be submitted along with the following documents-

- (1) Pro-forma Invoice stating description of the goods including quantity, tent price etc.
- (2) The Insurance Cover Note, issuing company and the insurance number
- (3) Four set of IMP Form.

3.7 Export section:

Now a days every country depends of the production and increasing participation in international trade. By increasing production in the export sector, we can improve the employment level of such a highly populated country like Bangladesh. Bangladesh exports a large number of goods and services in foreign market. Readymade textile garments (both knitted and woven), Jute, Jute-made products, frozen shrimps, tea are the main goods that Bangladeshi exporters export to foreign countries. The garment sector is the largest export sector in the country. Bangladesh exports most of its readymade garment's products to U.S. A and European Community (EC) countries. Bangladesh exports about 40% of its readymade garment's products to U.S. A.

3.8 Export Business:

Export business refers to goods and products are sales one country to another country for earning money, in this business world export business is a crucial part of grow our economy.

1. And UCBL provide services about
2. Export Letters of Credit advising.
3. Pre-shipment Export Financing
4. Export documents negotiation
5. L/C Confirmation

3.9 Export policy:

Export policies formulated by the Ministry of Commerce; GOB organization provide overall guideline to promote latter of credit. And this policy also set based on annual target. The export oriented private sector representative Export policy is to consult with the agency and the chamber and the government also established the various export promotion organizations are which is represented.

3.10 Export procedures:

The import and export trade in our country are regulated by the Import and Export Act, 1950.

Bangladeshi export policy has exporter need to get export registration from the chief controller of import and export, as well as they need to their registration renew in every year

In the Export Section, two types of L/Cs are handled –

- 1) Back-to-Back L/C
- 2) Export L/C

3.11 Back- to-back L/C:

The exporter, provide necessary amount for purchase goods and product, processing as well as packaging to export this product. This document is necessary to opening back to back L/C which is given that bellow.

- Master L/C
- Valid Import Registration Certificate (IRC) and Export Registration Certificate (ERC)
- L/C Application and LCAF duly filled in and signed
- Pro-forma Invoice or Indent
- Insurance Cover Note with money receipt

3.12 Export L/C:

There are a number of formalities, which an exporter has to fulfill before and after shipment of goods. These formalities or procedures are enumerated as follows -

Negotiation stands for payment of value to the exporter against the documents stipulated in the LAC. If documents are in order, UCBL purchases the same on the basis of banker-customer relationship. This is known as Foreign Documentary Bill Purchase.



3.13 Settlement of local bills:

UCBL, New Market branch only purchase the local bill which is known as Inland Documentary Bills for Purchase.

IDBP is done by following ways which is given that bellow-

- UCBL gets L/C from another Bank.
- Then UCBL officer advising the L/C to the party/Beneficiary.
- Customers then present the documents for negotiation to UCBL.
- This documents forwarded to the L/C opening bank.
- The L/C issuing bank gives the acceptance and forwards an acceptance letter.
- In the acceptance letter there is a maturity date when the will payment the bill.
- After receiving the acceptance letter, payment is given to the customer on by purchasing the bill of Acceptance.
- Acceptance is obtained; the record is kept in a collection register. While receiving the payment the bank relished UCBL A/C and gives following entry-

3.14 Mode of payment of Export bill under L/C:

As per UCP 600, 2007 revision there are four types of credit. These are as follows:

- a. Sight payment
- b. Deferred payment
- c. By acceptance
- d. Negotiation

3.15 Export Financing:

Financing exports constitutes an important part of a bank 's activities. Exporters require financial services at four different stages of their export operation. During each of these phases 'exporters need different types of financial assistance depending on the nature of the export contract. Exporter need different type of financial assistance which is based on export agreement. UCBL play a vital role for performing this type of fobs and businessmen are doing their business operation very well. And this activity given that bellow:

- I. Pre-shipment credit,
- II. Post-shipment credit.

I. Pre-shipment credit:

Pre-shipment credit, as the name suggests, which is given to financial activities of an exporter prior to the actual shipment of the goods for export. The purpose of such credit to starting from the point of purchasing of raw materials to final shipment of goods for export to foreign country. Before allowing such credit to the exporters the bank provide different type of roles and regulation which is consideration about the credit worthiness, export

performance of the exporters, together with all other necessary information required for sanctioning the credit. Pre-shipment credit is given for the following purposes:

- 1. Cash for local procurement and meeting related expenses.
- 2. Procuring and processing of goods for export.
- 3. Packing and transporting of goods for export.
- 4. Payment of insurance premium. Inspection fees.
- 5. Freight charges etc.

An exporter can obtain credit facilities against lien on the irrevocable, confirmed and unrestricted export letter of credit in form of the followings:

1. Packing credit
2. Export cash credit (Hypothecation)
3. Export cash credit (Pledge)
4. Export cash credit against trust receipt.
5. Back to back letter of credit.
6. Credit against Red- clause letter of credit.

II. Post Shipment Credit:

This type of credit refers to exporter provide credit by the bank after shipment against goods/ export document. Necessity for such credit arises, as the exporter cannot afford to wait for a long time for without paying manufacturers or suppliers. Before extending such credit, it is necessary on the part of to look into carefully the financial soundness of

exporters and buyers as well as relevant documents connected with the export in accordance with the rules and regulations in force. Banks provide credit to exporter through:

1. Negotiation of documents under L/C.
2. Foreign Documentary Bill Purchase.
3. Advances against Export Bills surrendered for collection.

3.16 Export document checking:

- General verification.
- L/C restricted or not.
- Exporter submitted documents before expiry date of the credit.
- Shortage of documents etc.
- Particular verification:
 - Each and every document should be verified with the L/C.
- Cross verification:
 - Verified one documents to another.

3.17 Foreign Remittance Section:

Foreign remittance section means transfer of fund from one place to another place in foreign currency. Foreign remittances play a significant role in contributing to the growth of overall foreign exchange business. And there are two types of Foreign Remittance-

- ❖ Foreign Inward Remittance
- ❖ Foreign Outward Remittance

Sources of inward Foreign Remittance:

- I. Export proceeds
- II. Remittance by emigrant Bangladeshi nationals working abroad
- III. Commissions, fees etc. earned by local business people
- IV. Foreign loans and grants, donation and gift. Sources of outward Foreign Remittance:
 - ❖ Payment of import liabilities
 - ❖ Payment of consular fees and commissions etc.
 - ❖ Foreign travel quota through traveler's cheque/ foreign currency
 - ❖ Educational expenses for students abroad/ medical expenses and other purposes
 - ❖ All other payments sent abroad in foreign currency.

3.18 Foreign Inward Remittance:

UCBL has established remittance arrangements a large number of money exchange houses where provide service to exchange money earner to their relative in Bangladesh. This bank has already been in operation with UAE Exchange Centre LLC, Wall Street Exchange LLC, Trust Exchange, Route of Asia money Exchange Ltd, Instant Cash and Bangladesh Money Transfer, Al Ahalia Exchange Bureau. This exchange house helping the Bangladeshi expatriates who are working in UK, USA, UAE, Qatar and Oman they transfer their fund through the UCBL online network. UCBL is exploring further avenues of remittance from other countries such as Saudi Arabia, Malaysia, USA and Italy in the near future.

The Foreign Remittance department of UCBL New Market Branch is equipped with a number of foreign remittance facilities. Following are the types of foreign remittance facilities offered by UCBL New Market Branch.

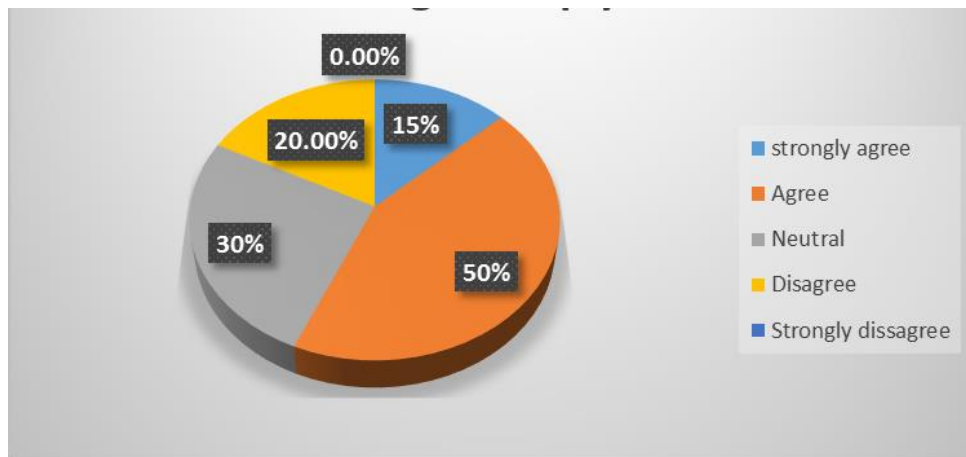
- Issuance of Foreign Demand Draft.
- Collection of FDD
- Open foreign currency account.
- Issuance of travelers Cheques.
- Endorsement

Chapter Four

Analysis and finding

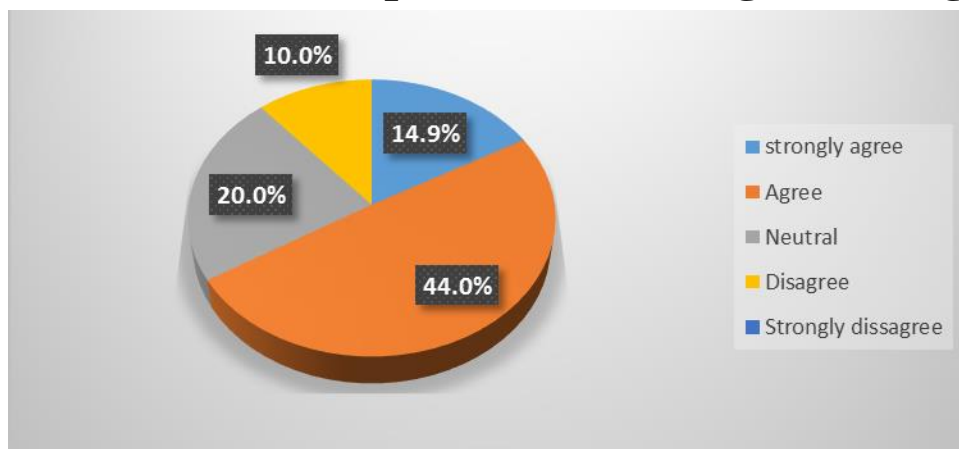
4.1 Analysis:

1. Do you know about foreign exchange?



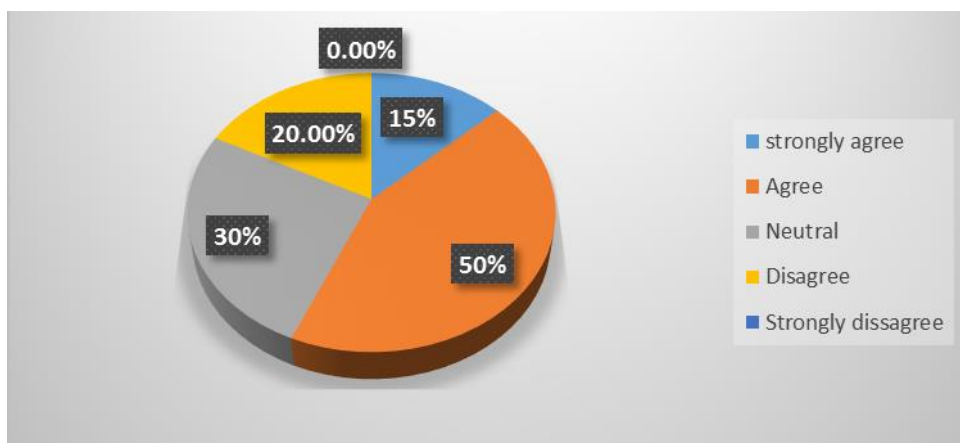
In this chart 50 percent respondent are agree with the statement beside that 50 percent are negative perception which is 30 have no comment, 20 percent disagree and 15 percent are strongly disagree. So in this case need to promote about foreign exchange.

2. UCBL better perform for foreign exchange?



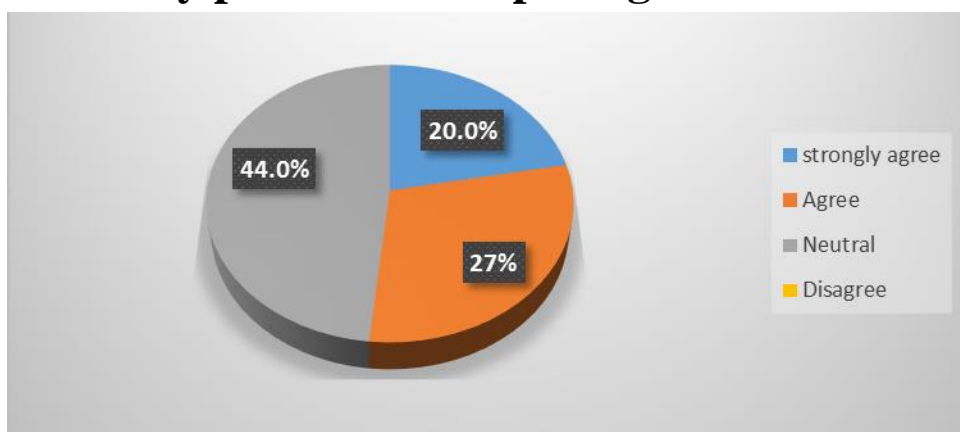
This flowchart represents that 44% respondent are agree with the statement which is bank provide better perform as well as 14 percent respondent strongly agree with the statement and rest of the respondent are disagree they thing that organization need to increase step.

3. Employee always willing to help opening L/C?



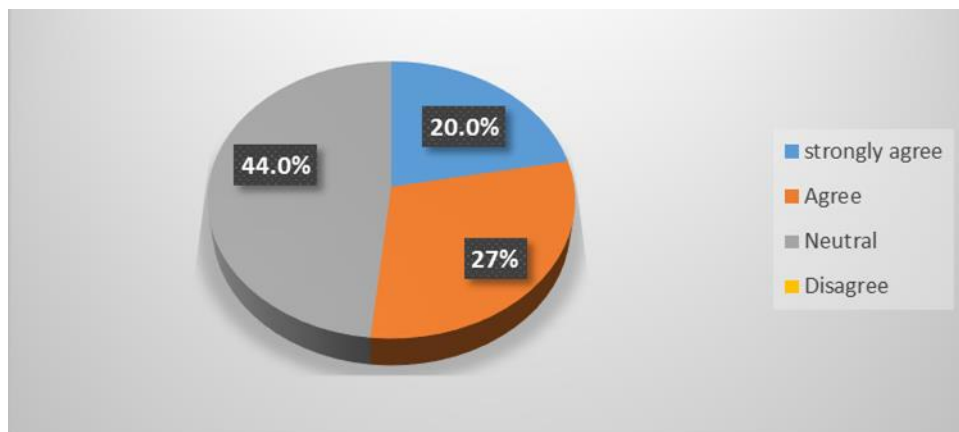
In this chart 50 percent respondent are agree with the statement beside that 50 percent are negative perception which is 30 have no comment, 20 percent disagree and 15 percent are strongly disagree. So in this case need to motivate employees.

4. Easy procedure to opening L/C?



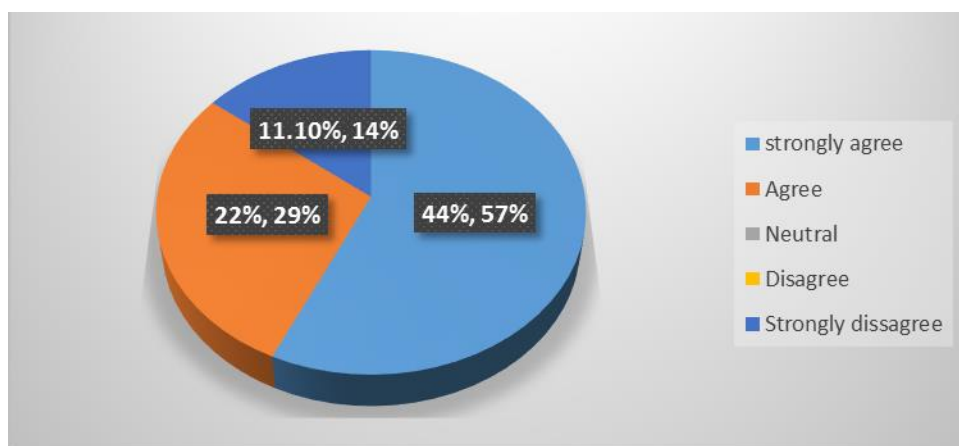
In this chat most of the respondent are represent negatively this percentage more than 50 percent and beside that 20% strongly agree as well as 27 percent agree with the statement. So we need to more easy way to opening L/C.

5. Organization L/C charge clear to the Customer?



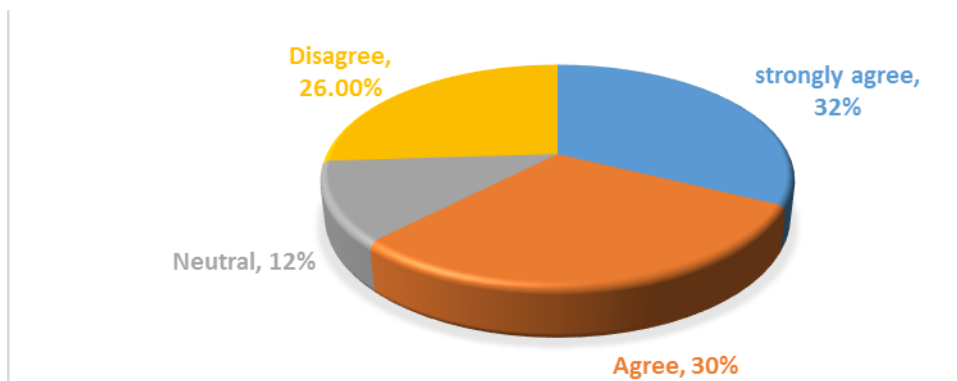
In this chart most of the respondent are strongly agree which percentage is 20 and 27% respondent are agree with the statement. And beside that rest of the respondent are negatively represent. So we need to clear about charge.

6. UCBL perform widely to the market place as a foreign exchange service provider?



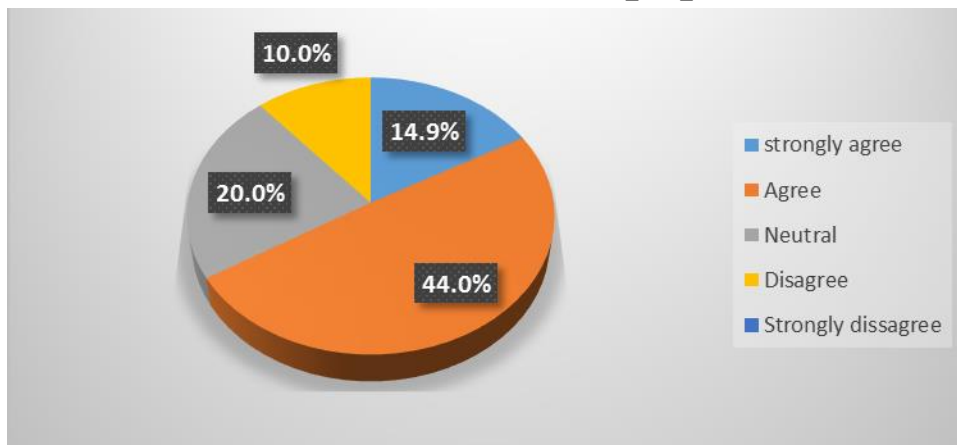
In this chart most of the respondent are strongly agree which percentage is 44 and 22% respondent are agree with the statement. And beside that 11 percent respondent are negatively represent. Rest of the respondent are neutral.

7. Employees of your bank have enough knowledge to answer your questions?



Here the major number of respondents are positive response which is 32% are strongly agree as well as 39 percent agree with the statement. Beside that rest of the respondent are negative response. They feel need to more training for their employees.

8. Your bank has modern equipment's?



This flowchart represents that 44% respondent are agree with the statement which is bank provide best interest as well as 14 percent respondent strongly agree with the statement and rest of the respondent are disagree they thing that organization need to increase step.

4.2 Findings:

1. Problem of modern technology in foreign exchange department.
2. Some of businessmen unknown about this as well as this procedure.
3. Lengthy procedure to opening L/C
4. L/C related charge not cleared to the customer.

Chapter Five

Conclusions

5.1 Conclusions:

Banks are very important and important economic development for the integration of capital and other resources. UCBL is also contributing to the development of socio-economic conditions in the country. UCBL is using various strategies to keep up with the current market and deliver new products and services to its customers. The bank should maintain well-structured communication from top level to lower level. UCBL has a strong position in the competitive market. It is one of the fastest growing banks. As Bangladesh's economy grows, foreign trade and UCBL Bank have always played a role in ensuring that this national situation is going well. The bank is trying its best to provide better import, export and remittance services to the customers. Exports show a positive trend even after the global challenge of imports, but the bank has to improve its remittances. The management of foreign trade through banks has increased in recent years; This may be due to the opening of new branches in different business centers.

5.2 Reference:

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 2. Barker S. & Cole R. Guide to Project Management: Getting it right and achieving lasting benefit. 3rd edition (2010), USA.
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 6. Svejvig P, Anderson P. Rethinking project Management: A structured Literature Review with a Critical Look at the Brand-New World, Aarhus University, Denmark.
 7. Nguyen, N.M., Killen, C.P., Kock, A. The use of effectuation in projects: The influence of business case control, portfolio monitoring intensity and project innovativeness,

Appendix:

FOREIGN EXCHANGE UCBL

Dear valued respondents,

This is Nayon Chandra Karmaker and I am conducting a survey on “**Customers’ Perceptions on the Foreign Exchange Operations of UCBL.**” which will be used for my academic Internship purpose. Please read each question carefully and answer it based on your personal opinions. My heartiest thanks to you for spending your valuable time to complete this questionnaire.

Name:

1. Do you know about foreign exchange?
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
2. UCBL better perform for foreign exchange?
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
3. Employee always help to opening L/C.
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
4. Easy procedure to opening L/C
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
5. Organization L/C charge clear to the customer.
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
6. UCBL perform widely to the market place as a foreign exchange service provider
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
7. Employees of your bank have enough knowledge to answer your questions
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree
8. Your bank has modern equipment’s.
a. Strongly agree b. Agree c. Neutral
d. Disagree e. Strongly disagree