



Bank Asia Limited

For a better tomorrow

**INTERNSHIP REPORT ON
FOREIGN TRADE BANKING ACTIVITIES OF
BANK ASIA LIMITED**

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Internship Report
On
“Foreign Trade Banking Activities of Bank Asia Limited”

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Trimester: Spring 2021



United International University
QUEST FOR EXCELLENCE

School of Business and Economics
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Letter of transmittal

24th June 2021

MD. Qamruzzaman

Associate Professor

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Subject: Submission of Internship Report

Dear Sir,

I'm especially satisfied to introduce my internship report which was a three months internship program at Bank Asia Limited (CTSU, Eskaton Garden Paribagh). I have attempted my level best for setting up this report and to draw out a Meaningful knowledge inside the limitations. The study has allowed me the opportunity to relate heaps of hypothetical and monetary information with the pragmatic world. I have accumulated a sound information and know the fundamental activity of the bank. I have given my absolute best to form this report with the necessary details, figures, and suggested proposition. In writing this report, I have charted the guidelines that you have specified to me and I have additionally applied related ideas that I have learned all through my under graduation stage.

I want to express my heartfelt gratitude for devoting your valuable time, expertise, and support. Without your heading it will not be possible to make it happened and for this very clarification I feel amazingly lucky to have you as my faculty supervisor for the internship program. I'm thankful for the assist I with getting you.

Sincerely Yours,

Sadia Islam Mim

ID: 111 162 058

Certification of similarity index

Declaration of the student

I'm Sadia Islam Mim, and I'm writing to notify you that my report "Foreign Trade Banking Activities of Bank Asia Limited" was written for the purpose of my internship, since it is a requirement of my BBA program to present a temporary job report.

In addition, my administrator, Sir "MD. Qamruzzaman" Associate Professor, School of Business and Economics, United International University, brightened and instructed me.

.....

Sadia Islam Mim

ID: 111 162 058

Bachelor of Business Administration

Major in Finance

United International University

Acknowledgement

Close to the beginning, I am a ton of appreciative to the Almighty Allah for giving me the fortitude to complete the report properly. Without divining favors of my Almighty Allah, it could never be feasible for me to finish my internship and get an expert experience viably.

A unique thanks and appreciation goes to my supervisor the respectable faculty, Md. Qamruzzaman, Associate Professor, School of Business & Economics, United International University who guided me while setting up the report as my faculty supervisor for the internship. Without his significant oversight and headings, it would not have been possible to complete this report.

Now, with great respect I would like to thanks my supervisor Rezina Sultana Nila (FAVP), Central Trade Services Unit (CTSU) for her tireless guidance, constructive suggestions for timely completion of my internship work and preparation of my Internship Report. I am also grateful to Mr. Masumur Rahman (FAVP and Export In-charge), Mr. Iqbal Pervez (FAVP), and also other bank officers for offering me the relevant information for my report and their useful cooperation, guidelines, advice and continued support throughout the internship period. During my internship period, I was closely associated with them. They made my internship delightful and convenient.

Then I would like to express my heartfelt gratitude to the Bank Asia Limited, Corporate Branch (Centralize Trade Service Unit) CTSU for giving me a chance to complete my internship program at their branch, for allowing me to gather information and helping me every possible way in preparing the internship report.

Abstract/ Executive summary

An internship program is crucial part in providing a meaningful experience of a genuine work. To complete this program, better cooperation between hypothesis and practice may be developed. The paper is a culmination of a three-month internship at Bank Asia Limited. En route to completing an internship, I learned several banking functions and the step-by-step banking system.

The main goal of this study is to learn more about Bank Asia Limited's international activities. This study was created using both primary and secondary data.

I have discussed the fundamental section of the report in the first chapter, which has been evolved to properly complete the whole report. It likewise shows some key highlights like the objective, significance of the report to initiate the reader to understand more thoroughly.

The second chapter contains an in-depth examination of the firm and an overview of the industry. I discussed the bank's history, vision, purpose, objective, significant values, strategy, ethical principle, goods and services, SWOT analysis, and operational network organogram with "Bank Asia Limited." In contrast, I have evaluated the size, trend, maturity, and number of banks in Bangladesh from an industrial viewpoint, which characterizes the increasing nature of the commercial banking sectors in Bangladesh.

I discuss Foreign Trade Banking Activities in the third chapter. The working experience of my internship program at Bank Asia Limited – CTSU Branch, which is the most important element of my report, has been thoroughly discussed. Because it includes my work title, responsibilities, and contributions to departmental functions, as well as my observation and assessment, skills used, and new skills development, etc. The final section contains recommendations and a conclusion.

Finally, I construct an evaluation that indicates that Bank Asia Ltd. provides greater service to its clients, which plays an important role in our nation's economy.

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List of Abbreviation

UIU	United International University
BBA	Bachelor of Business Administration
CTSU	Central Trade Service Unit
BOD	Board Of Director
KYC	Know Your Customer
NCSR	National Center for Sustainability Reporting

SRA	Sustainability Reporting Awards
ICSP	Institute of Certified Sustainability Practitioners
ICAB	Institute of Chartered Accountants of Bangladesh
HR	Human Resource
A/C	Account
L/C	Letter of Credit
CSR	Corporate Social Responsibility
SOD	Secured Over Draft
B/L	Bill of Leading

CHAPTER I: INTRODUCTION

Commercial banks are prepared to provide top-notch cash-related services and products to contribute to the improvement of a country's monetary conditions through trade and exchange, expanding industrialization, raising tolls, expanding job opportunities, working in a depressed moderation, upgrading our lifestyle, and in the country's everyday monetary progression. As of now multi day's store cash region is developing its chance in various budgetary events every day. Meanwhile, the keeping cash measure is ending up speedier, less requesting and is having the opportunity to be sweeping. It might be done by proper agreement, learning and utilizations of those things. Worldwide the scope of the financial framework is changing faster due to Globalization, innovative headway, and liberation. Banking in Bangladesh needs to work top to bottom just as effectively to stay aware of the fast globalization. Banks right now should be cutthroat in the commercial center both with neighborhood establishments just as unfamiliar ones.

I.1 Background of the Report:

A short-term employment is a requirement for students pursuing a B.B.A degree. During the internship program, I worked with the affiliation title "Bank Asia Limited," and this report was created after the internship program ended for a quarter of a year. This report was prepared on my behalf on a regular monetary project, academic knowledge enhancement, and under the close supervision of my internal assistance as well as my authorized manager. "Foreign Trade Banking Activities of Bank Asia Limited" is the title of the report.

I.2 Objectives of the Report

❖ **General Objectives:**

- To apply hypothetical information in the practical field.
- To see the work space in commercial banks.
- To find out about foreign trade activities.
- To get to know rules, guidelines hypotheses and practices of a bank.
- To be acquainted with the financial guidelines and collect thought regarding functional strategies.

❖ **Specific Objectives:**

- To investigate the foreign trade activities (export, import and foreign remittance).
- To have knowledge about Letter of Credit (L/C).
- To realize how to issue and advise Letter of Credit (L/C).
- To be acquainted with the records needed for Export and Import.
- The importance cycle of Transmitting L/C, L/C correction and Lodgment frameworks.
- To get an exact information about Export method and the arrangement of foreign remittance.
- To get a framework of the issues in Foreign Trade department of Bank Asia Limited.
- To know about the company and its products/services.
- To make commendable suggestions that may assist with diminishing the issues in Foreign Trade branch of Bank Asia Limited.
- To complete my internship program and prepare an internship report.

I.3 Motivation of the Report

An internship program is a required part of the graduating process. It connects an undergrad understudy to the business world by allowing him to link hypothetical material to corporate regions. It is critical to gain knowledge and create an internship report that assembles professional limits as a successful graduating class. To meet the needs of the impermanent occupation program, everyone in any company must lead down to earth bearing as part of the BBA program. The circumstance was created with the goal of connecting undergraduate students with real-world experience, and this report is based on factual facts received from Bank Asia Limited.

I.4 Scope and limitations of the Report

Scope of learning:

With the entire temporary position time frame it was a mind blowing experience to know and got opportunity to work in the foreign exchange department. Learning and executing the entire process of export and import commerce is a great achievement for me. To be ready for the L/C opening, you'll need to verify your archives, go over

the installment dispositions register part, and learn about Bangladesh Bank details. Perhaps the most vital part is foreign remittance it likewise a piece of better comprehend to internal and outward settlement. These chances I had caught in that reasonable field and furthermore to grow information.

As an intern at Bank Asia Limited, I've completed a variety of jobs, including: given statements in excel sheet, Closing entry, Acceptance and Discrepancy date given in excel sheet like which date the agreement accepted and which date maturity end, Endorsement, Documents ready with all necessary requirements, Lien, Finding LC with the help of Advising number, Purchase file ready and given voucher and Bangladesh bank pages to the purchase file, Finding file with the help of Number, Photocopy, Scanning, how to purchase and how to work with stealer, Given dispatched number on the forwarding and So on. It is quite difficult for an intern to have a complete grasp of all financial techniques in such a short amount of time, however, when creating my entry-level employment report as well as my real work life, I tried my best to include this corporate sector.

Limitations of the report:

- The organization keeps up with privacy about certain data so they are hesitant to reveal to all. Subsequently, the report doesn't have numerous significant data and information.
- Sometimes the concerned staff may not give sufficient time because of surge banking hours.
- All sorts of information were not feasible for access, so it was illogical to get to and summarize them appropriately. Despite the fact that I had help from various officers yet it was deficient for me due to their high work imperative in the bank. A couple of questions were made on account of confined information, so there may be some up close and personal misunderstandings.
- In reality, three months is way too short, so I did everything I could to maximize my learning capacity.

I.5 Definition of Key terms

Foreign Trade Banking: Currency pairings, which are valued in terms of one vs. the other, are used in foreign trade banking.

A	
A/C	Account
AD	Authorized Dealer
ATM	Automated Teller Machine
ABAK	Amar Bari Amar Khamar
B	
BAL	Bank Asia Limited
BB	Bangladesh Bank
C	
CSR	Corporate Social Responsibility
CTSU	Central Trade Service Unit
CRR	Cash Reserve Ratio
D	
DD	Demand Draft
DSS	Data Security Standard
E	
EVP	Executive Vice President
F	
FDR	Fixed Deposit Receipts
FDI	Foreign Direct Investment
G	
GDP	Gross Domestic Product

I	
ISMS	International Security Management System
ISO	International Organization for Standardization
IEC	International Electrotechnical Commission
IT	Information Technology
K	
KYC	Know your Customer
L	
L/C	Letter of Credit
M	
MB+	Monthly Benefit Plus
N	
NPL	Non-Performing Loan
O	
OPGSP	Online Payment Gateway Service Providers
OCAS	Online Customer Acquisition Solution
P	
PO	Pay Order
PCI	Payment Card Industry
S	
SD	Savings Deposit
SLR	Statutory Liquidity Ratio
SME	Small and Medium Enterprise
T	

TB+	Triple Benefit Plus
TD	Time Deposit
V	
VAT	Value Added Tax

CHAPTER II: COMPANY PREVIEW

2.1 Company Analysis

2.1.1 Overview and history:

From the official website of Bank Asia Ltd, Bank Asia Limited, is one of the top private sector commercial banks in Bangladesh. It is another contestant in the private financial advancement of Bangladesh. As we as a whole realize that

accomplishment of high monetary development is the pivotal reason for the present financial strategy of Bangladesh government. To accomplish this level headed, the financial area plays a significant duty and Bank Asia Limited is one of them. It likewise works in Bangladesh for quite a while as a country's one of the great quality bank. Bank Asia Limited leads a wide range of business banking exercises. The center assistance or business involves Import/Export finance, Working capital money and corporate money. Foreign exchange activity is vital exercises of the bank. It helps corporate customers build their organizations by giving monetary and vital direction and merchandise. Unfamiliar exchange contains Import and Export segment just as unfamiliar settlement office contains internal and outward settlement. Bank Asia Limited is a third era bank just as booked business Bank in the private area, which has been set up on 27th November in 1999 under the financial organization act 1991 and fuse in Bangladesh as a public restricted organization under the organization act 1994 to hold out financial business in Bangladesh. At present it has 129 Branches and in excess of 182 own and 8,523 shared ATMs the nation over.

Vision: Bank Asia's vision is to have a poverty free Bangladesh in course of an age in the new thousand years, mirroring the public dream. Their vision is to fabricate a general public where human respect and common freedoms get the most noteworthy thought alongside decrease of neediness.

Mission: To execute, create, support programs additionally measures what supplement worth to the Bank Asia Limited just as its workers, prompting upgraded representative government assistance, strengthening, development, and maintenance, while gave to the Bank's key business drivers, its administration and flourishing for its representatives, clients and partners.

Motto: The slogan of Bank Asia is "For a better tomorrow". These words are represent preciously the essence of the legend of bank's success.

Core Values:

- Place an emphasis on customer satisfaction and provide redesigned banking products and services.
- By attaining greatness in banking operations, we can add value to our partners.
- Maintain a high moral standard and be honest in your interactions.
- Become an acceptable organization by adhering to all administrative requirements.
- Make a significant contribution to the progress of the community.
- Ensure that our human resources are more inspired and have a more respectable work atmosphere, as well as a solid balance of essential and fun activities.
- Dedicated to preserving the environment and practicing environmental consciousness.

2.1.2 Trend and growth:

Being a monetary foundation participating in financial exercises, Bank Asia is an integral part of economy and work with at a major degree of financial development and social improvement of the economies. They generally accept that one of their most prominent strength is Human Resource and for quality and worth added administration to the partners, they much of the time organize preparing and advancement projects to their representatives. Bank Asia has likewise made 3.66% development in business creation from 2019. Eventually, the main results of their business exercises are commitment to financial turn of events, which they are accomplishing through productivity and the measure of profit and assessment of Bank Asia in 2020 was Tk. 6,038 million. As the Basel Capital Accord (Basel) expects banks to distribute monetary cash-flow to meet capital necessities, so Bank Asia work with designation of money to help financial development and in 2020 their reinvestment sum was Tk. 4,149 million. To secure and enhance esteem creation they had Tk. 9.8 million as natural investment funds and as monetary incorporation they are serving 1,232,500 recipients through ABAK project and 3,606,421 record holders through Agent banking program. To keep positive effects on lives they dispensed 5,427 million agri credit to 57,870 ranchers. Around 5,253 number of record with 4,932 million credits through OCAS-Diganta including Tab based

form under Diganta project. 50,453 Farmers and provincial individuals profited monetarily through their agrarian/country credit. 1,056,250 Unbanked residents of 222 upazillas go under Bank Asia's financial assistance network through Financial Inclusion and Financial Literacy program for destitution lightening. 2,960 Agent source for extending Agent banking shrouded 55 areas in most topographically scattered helpless sections. 66% money exchanges done through ATM. Bank Asia has been conceded "GOLD RANK" in Asia Sustainability Reporting Rating 2018, in the fourteenth Sustainability Reporting Awards (SRA) 2018 by NCSR (National Center for Sustainability Reporting) and ICSP (Institute of Certified Sustainability Practitioners) in Indonesia for Sustainability Report 2017. Bank Asia has accomplished Third Position under Corporate Governance Disclosure Sector classification by Institute of Chartered Accountants of Bangladesh (ICAB).

2.1.3 Customer mix:

Bank Asia Limited is a private sector commercial bank in Bangladesh with wide picture and limitless dependability including high obligations for clients, qualified and experience staff and some more. The detriments of Bank Asia are: nonattendance of legitimate organization giving mentality, nonappearance of IT activities, to some degree manual based activity, absence of workers inspiration, and relies intensely upon the corporate administrative center. The primary strength of Bank Asia Ltd are exceptionally popularity of credit, high solicitation of little undertaking financing, appeal of settlement-office and high solicitation of adventure saving. Body has taken care of 99 objections during the period and settled those reasonably and effectively. Concentrated Sanchaypatra Operation is being worked under BOD and acquired around Tk. 17.98 mln. as deals commission against offer of Tk. 4,982.44 mln esteemed Sanchaypatra. Bank Asia has been serving around 5 million clients and to guarantee better client support, presentation of versatile innovation was one of the achievement assignments in the year 2020.

2.1.4 Product/service mix:

Bank Asia has determined to provide its clients with a variety of support options in order to maximize their benefit and satisfaction. Bank Asia is steadily expanding its item list for its important clientele. Bank Asia Ltd acquired stunning prevalence as well as the bank has been fruitful in empowering store and many advance administrations. Bank Asia is doing essential advancement inside an exceptionally less period through its dynamic and enormous administration system and the presentation of the client cordial credit and store administrations. They have prevailed to support their standing for top caliber of their item and the ideal variety of their administrations. They are offering some products & schemes mentioned below-

Product & Service Category

Deposits Product	Consumer Finance	Services	Investment
1. Current Deposit Account	Auto Loan <ul style="list-style-type: none"> • Shapner Bahan 	Account Opening	Bai Murabaha Muajjal (both local & post import)
2. Savings Bank Account	House Finance <ul style="list-style-type: none"> • Shapner Abash • Griha Shaj • Shapner Kuthir • Shapner Nirman • Nijer Bari 	Debit/Credit Card Services	Hire Purchase Shirjatul Melk
3. Star Savings Account	Consumer Durable Loan	Pay order	Musharaka
4. Short Notice Deposit Account	Unsecured Personal Loan <ul style="list-style-type: none"> • Proyojon • Chuti • Sheba 	Remittance	Murabaha Import Bills

5.	Foreign Currency Account	Loan for Professionals • Shabolombi	Account Statement	Quard against Accepted Bill
6.	Account Under-privileged Section	Loan for Senior Citizens • Purnata	Internet/Mobile Banking	Quard against MTDR
7.	Mudaraba Term Deposit Account for different tenure	Green Energy Loan	Salary Disbursement Solution	Quard against Schemes
8.	Corporate Term Deposit Account for different tenure	Talent Learning & Earning	Locker Facility	-
9.	Mudaraba monthly profit sharing deposit scheme	Bicycle Loan	Utility Bill Payment	-
10.	Mudaraba deposit pension scheme	Motorcycle Loan	Passport Fee Collection	-
11.	Mudaraba Hajj Savings Scheme	Secured loan	Balance Inquiry	-

Table 1: Product & Service Category

Services offered by Bank Asia Limited:

General banking: General banking services comprise of gathering various stores all through a few kinds of records, issue and installment of interest draft, pay request, move of another asset this part comprise cash division activity, clearing house,

assortments and limiting of bills and checks and furthermore other different exercises. Types of Deposit and other account offered to meet customer need in general banking.

Savings account: This is an interest-bearing document that can only be opened by specific individuals. The cost of financing varies from one bank to the next. Bank Asia is now providing a 6% premium on its SB accounts. This might be called a bank's bare-bones expenditure account. On a quarterly basis, interest is applied to the account.

Product Description and Feature:

1. Eligibility	<ul style="list-style-type: none"> • Any resident Bangladeshi individuals • Age is 18+
2. Identification Documents	<ul style="list-style-type: none"> • Complete account opening form • Complete KYC form • Complete Customer Information Form • Complete Transaction Profile Form • Photocopy of NID/Passport/Driving License/Utility Bill copy
3. Availability	All Bank Asia limited Branches
4. Currency	BDT (Taka)
5. Individual/Joint Applicant Option	The account can be opened by jointly subject to the resident being the sole operator or jointly the resident or non-resident.
6. Minimum/Initial Deposit	BDT 1000 during opening the account
7. Debit and Credit Policy	As per Bangladesh Bank's guidelines.
8. Fees and charges	In case of closing the account then the account holder needs to pay BDT 200.
9. Cheque Book	Available. Free for new account holder
10. Debit Card	<ul style="list-style-type: none"> • Provide the visa debit card • Free for new account holder • Micro-Chip based
11. ATM Transaction Limit	As per ATM policy
12. Bank Statement Frequency	<ul style="list-style-type: none"> • Half-Yearly • No charges for them who is having their account on the same branch
13. Dormancy	The account will be dormant if the account holder not doing transaction for 1 (One) year.

14. Account for Minors	Opened on behalf of the minor by his/her parents or natural guardian.
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Table 2: Product Description of Savings Account

Interest Rates on Savings Account

No.	Types	Interest Rates
1.	Balance below BDT 1 (One) Lac	3.50%
2.	Balance BDT 1 (One) lac and above but below BDT 1 (One) Crore	3.50%
3.	Balance BDT 1 (One) Crore and above	4.00%

Table 3: Interest Rate of Savings Account

Current account: Current Account is a well-known term. This type of record can be opened in the name of any individual, organization, or corporation. This is a not-for-profit record. As a result, the bank has a cost-free shop. Clients, on the other hand, have the option of making as many wire withdrawals as they like.

Current Account Features:

- Account that does not pay interest
- Maintaining a running account
- There are no limitations on the number of withdrawals or deposits that can be made.
- Can be used at any moment during the working day.
- Generally, several business associations run it.

Short Term Deposit (STD) Account: This has been opened and worked on for the purpose of the present time and for a specific cause. It isn't a premium-bearing record, and the rate of revenue is often lower than the reserve funds rate. Interest is paid on

a daily item basis on a regular basis. This record can be accessed by individuals, businesses, corporations, and associations. Bank Asia's current interest rate for this shop is 5%.

Fixed Deposit Receipt (FDR) Account: These types of accounts are kept for a specific period of time, such as one month, two months, three months, six months, a year, and so on. The following are the features of the FDR account:

- Provide high rate scheme
- Premature encashment
- It's renewable before the date of maturity

Interest Rate of FDR

No.	Tenure	Interest Rate
1.	1 (One) Month	6.00%
2.	2 (Two) Month	6.00%
3.	3 Month (Below 1 Crore & Below 5 Crore)	6.00%
4.	3 Month (Below 10 Crore)	7.00%
5.	3 Month (above 10 Crore)	10.00%
6.	6 Month (Below 1 Crore)	7.00%
7.	6 Months (BDT 1 crore and above but below 5 crore)	8.50%
8.	6 Months (BDT 5 crore and above but below 10 crore)	9.00%
9.	6 Months (BDT 10 core and above)	10.00%
10.	1 Year (below 1 crore)	7.50%
11.	1 Year (BDT 1 crore and above but below 5 crore)	9.00%
12.	1 Year (BDT 5 crore and above but below 10 crore)	9.00%
13.	1 Year (BDT 10 core and above)	10.00%

Table 4: Interest Rates of FDR Account (from 1 month to 1 year)

Deposit Pension Scheme plus (DPS+): DPS Plus is a 3, 5,7,10 and 12 years term store conspire. Store regularly scheduled payment going from Tk. 500/ - to Tk. 10,000/ - and on development you get a mass sum. Portion will be consequently saved from your Savings Account. Credit office will be accessible up to 90% of the saved sum.

Double Benefit plus (DB+): DB+ is a 6 years term store plot. Store your cash in this record and get DOUBLE cash in 6 years.

Features of this product are:

- This account may only be opened by one person.
- In 6 (six) years, money placed in this account will be doubled.
- The minimum deposit shall be Tk. 1, 00,000/- or a multiple of that, with a maximum deposit of Tk. 25, 00,000/- under a single name and Tk. 40, 00,000/- under a joint name.
- A loan facility of up to 90% of the deposited amount will be available.

Triple Benefit plus (Triple+): TRIPLE+ is a nine-year, six-month deposit plan. Put money in this account and you'll get back three times the amount you put in after nine years and six months.

Features of this product are:

- This account may only be opened by one person.
- Money will be tripled in 9 (nine) years and 6 (six) months if we put it in this account.
- The minimum deposit amount is Tk. 1, 00,000/- and the maximum deposit amount is Tk. 25, 00,000/- under single name and Tk. 40, 00,000/- under joint name.
- A loan facility of up to 90% of the deposited amount will be available.

Monthly Benefit plus (MB+): MB+ is a 3 years and 5 years term scheme deposit that lets you earn monthly benefit of Tk. 975/- and Tk. 1,000/- respectively for deposit of Tk. 1,00,000/-.

Features of this product are:

- This account may only be opened by one person.
- Individuals must have a bank savings account to which the monthly reward will be automatically applied.
- The minimum deposit shall be Tk. 1, 00,000/- or a multiple of that, with a maximum deposit of Tk. 25, 00,000/- under a single name and Tk. 40, 00,000/- under a joint name.
- For a deposit of Tk. 1, 00,000/- or its multiple for 3 years term deposit, the depositor would receive a monthly benefit of Tk. 975/- or it's multiple.
- For a deposit of Tk. 1, 00,000/- or its multiple for 5 years term deposit, the depositor would receive a monthly benefit of Tk. 1,000/- or it's multiple.
- A loan facility is provided based on the amount deposited.

Personal Finance Scheme: People on a fixed income can utilize these services to purchase household products, consumer goods, remodel their homes, and so on.

Product Description

1. Investment Size	<ul style="list-style-type: none"> • Minimum BDT 50,000/- • Maximum BDT 5,00,000/-
2. Profit	As per the bank's rule at 18%
3. Fees	At 1% of investment amount or BDT 1,000/-
4. Tenor	<ul style="list-style-type: none"> • Minimum 6 months • Maximum 48 months
5. Investment to price ratio	Up to maximum 70% of cost
6. Age of the client	<ul style="list-style-type: none"> • Minimum 25 years • Maximum 57 years
7. Minimum monthly income of the client	2.5x of the installment size

Table 5: Product Description of Personal Finance Scheme

Rural Development Scheme: Rural Development Scheme has been advanced for the rustic individuals of the nation to make them independently employed through financing different pay creating exercises. This plan is worked through the country parts of the Bank.

Islamic Banking: Muslims make up the majority of the population in Bangladesh. In any event, according to the Muslim arrangement, there is one heating method that is prohibited. For this reason, Islamic banking provides a method of overcoming this stumbling block. Shariah law is used to maintain Islamic authority.

Bank Asia's Islamic banking activities include:

- Collection of Deposit.
- Investment.
- Fund Transfer.
- Foreign Remittance.

Mudaraba Hajj Savings Scheme: People who want to perform Hajj but cannot save money for it. Bank Asia provides them this sort of scheme. Because of this scheme an individual can save their money and perform Hajj on appropriate time. Monthly installment amount are in follows:

Tenure Year	Installment Size (In Taka)
Year 1	29,000/-
Year 2	15,800/-
Year 3	11,000/-
Year 4	8,600/-
Year 5	7,500/-
Year 6	6,600/-
Year 7	5,900/-
Year 8	5,500/-
Year 9	5,300/-

Year 10	5,200/-
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Table 6: Installments of Mudaraba Hajj Savings Scheme

Business: Business is an essential bit of an economy of a country. Which nation is more evolved in the business area it shows that the country's economy additionally so Solid. Therefore Bank Asia chose to offer many chance and offices to the business area. They principally give four sorts of administrations to the business area, such as:

- Account and deposit
- Trade Finance
- Import Finance
- Export Finance

Small Medium Enterprise (SME): Bank Asia Ltd invests in small and medium businesses with the goal of creating a vibrant and balanced industrial sector with a strong SMEs base across the country. By Bangladesh bank's instruction, the SME division has authorized term loans in the small, medium corporate-industries sector from the bank's inception of industrial credit finance. Bank Asia has long offered SME services to help small and medium-sized businesses across the country.

Merchant Banking: Bank Asia is in charge of merchant banking policies as well. They concentrate on international financing, business loans for a variety of businesses, and underwriting in this area. They even keep track of problem and portfolio management. Bank Asia frequently offers advice and strategies for starting an overseas business.

Deposit Pension Scheme: Deposit monthly installments ranging from Tk. 500 to Tk. 10,000, and the holder will get an appealing sum at maturity.

Shanchay Plus: In this anyone can deposit BDT 1, 00,000/-or its multiple customer will receives and attractive amount of interest from their deposited amount.

Beside these Bank Asia also have Agent banking, Corporate banking, Off-shore banking, Treasury product & services, capital market services etc.

Hierarchy of Bank Asia Ltd:

Chairman of Bank Asia

MD- Managing Director

DMD-Deputy Managing Director

SEVP-Senior Executive Vice President

EVP-Executive Vice President

SVP-Senior Vice President

VP-Vice President

FVP-First Vice President

AVP-Assistant Vice President

FAVP-First Assistant Vice President

SEO-Senior Executive Officer

EO- Executive Officer

SO-Senior Officer

JO-Junior Officer

AO-Assistant Officer

BO- Banking Officer

TO- Trainee Officer

2.1.5 Operations:

Overall Operational Goal

The important goals from an operational perspective as follows;

- Bank Asia needs to set out better open doors to kill neediness and more pay openings for the denied individuals of the countries and improve the impending age of effectively advantaged ones.
- Contributing to the economy will bring agreement and give social insurance to the overall population.

2.1.6 SWOT analysis

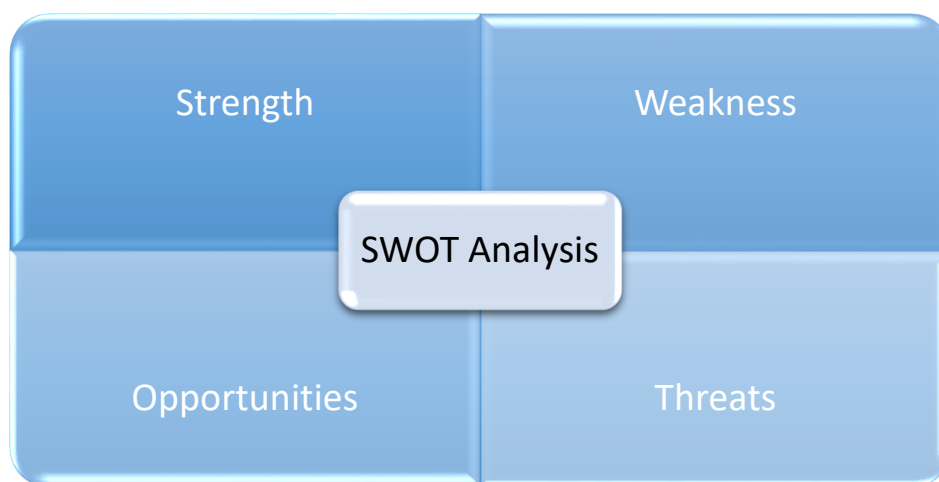


Figure 1: SWOT Analysis of Bank Asia Limited

Strengths:

- Pioneer in guaranteeing monetary consideration and responsibility towards monetary strengthening line up with the Banks vision and mission.
- Strong Asset and Capital Base where the Bank effectively kept up with CRAR of 17.16% and figured out how to diminish cost to pay proportion to 54% from 42%.
- The Bank's brand image was authorized by a gathering of four national accolades and three international awards for its distributions, including the top prize winner among all private banks in South Asia.

- Significant settlement development of the bank which is practically 22% against country development of 18%.
- Strong inclusion through countrywide diverting of bank offices, Agent outlets, ATM's and furthermore presence in worldwide exchange through foreign correspondent Banks.
- Exchange Houses and auxiliary organizations at home and abroad.
- Enriched Human Capital through appropriate preparing and workshop of 1, 17,224 worker hours to 19,051 members in 2020.
- State of the Art Banking Software guarantees inventive and client arranged items and administrations.
- Leveraging the Online Channels through Online Banking, MyApp, Shadhin card for specialists, OPGSP like Payoneer, OCAS for the retail and CMSE sections.
- Maintaining an agreeable and consistent Credit Rating for most recent 5 years continuously for example 'AA2' for Long Term and 'ST-2' for present moment.
- The Bank chose to get PCI DSS (Payment Card Industry Data Security Standard) accreditation to keep up with secrecy, integrity, and accessibility. • Certified with ISO/IEC 27001: 2013 for its consistency with International Security Management System (ISMS) and to ensure Cyber dangers Fraudulence action of Card Management Environment, the Bank chose to get PCI DSS (Payment Card Industry Data Security Standard) accreditation to keep up with secrecy, integrity, and accessibility.
- Strong reasonable business structure by establishing an incentive for partners agreeing with environment issues.

Weakness:

- Lack of incorporated vision, worker mindfulness and conduct driven projects on innovation.
- Dependence on the business culture which required further R and D to present new roads of procuring.
- Careful assessment and further activities to be required for default advance administration.

Opportunity:

- To increment the cash supply on the lookout, Bangladesh Bank brought down the Repo Rate and CRR which sets out greater speculation open doors.
- Increase ADR and IDR to produce assets for the improvement bundles for smooth activity of the business.
- Following Covid-19, banks have the opportunity to transition to digitalization in order to satisfy the legitimate needs of their customers.
- Financial inclusion may be a particular advantage during a moment of reduced profit for banks, when around one-third of Bangladeshi households have yet to contact banks or other financial institutions.
- Because Bank Asia has the largest Agent Banking organization, it may be a good opportunity to bring the unbanked into the financial system.
- Digital change sets out tremendous freedom in IT Sector.
- The government's two refinancing initiatives have aided the agricultural sector's growth.

Threats:

- Single Digit Interest Rate may shrivel the productivity of the financial area as the Depositors may choose government reserve funds devices in light of their better return and would search for roads to put resources into foreign countries.
- Amount of NPL adversely sway the productivity makes difficulties to keep up with administrative prerequisites.
- Digitalization of the banking and monetary area keeping up with enormous partners yet most banks have no arrangement to deal with digital assault.
- Covid-19 incited financial emergency has influenced the unfamiliar exchange business of Bangladesh by enormous edges and adverse consequence over new speculations as the conveyance of the capital hardware from outside country intruded.
- 6% Deposit Rates and 9% loaning rates mount extra pressing factors on monetary areas in Bangladesh during Covid-19 pandemic considering the expense of assets, characterized advances, overhead expense, administrative issue, and so forth as securing store at 6% is as yet testing and therefore banks are creating lean acquiring.

- Because the government must spend more to deal with the pandemic's antagonistic effects, the budget deficit may increase, posing a serious threat to Bangladesh's microeconomic security.
- Rising trade rates put focus on expansion as the cost of imported products will increment. Conversion scale Fluctuation will make the unfamiliar trade market more unpredictable in the coming days.
- 39% decay of FDI Inflow of the country in FY20 over FY19 contrarily affected the work age and creation limit too.

2.2 Industry analysis

2.2.1 Specification of the Industry

Bangladesh is a striving agricultural nation where banking conditions, specifically, are simply not generally excellent; they are powerless as far as client assistance offered by government banks. In a real sense, one of the critical clarifications for this perspective is country's political emergencies. Private Banks, however, came and made a decent attempt to help the financial circumstance in Bangladesh, yet we were frustrated by some administration constraints, organization, unpracticed stuff, absence of innovation, etc. In any case, the gatekeeper's bank is endeavoring to adapt to Bangladesh Bank and rigorously track the whole financial circumstance Bangladesh is emerging as an arising country. The financial sector will play an important role in the country's economic growth. The financial structure of a country can be seen as a barometer of its economic progress. For today's commerce and exchange, the banking system is essential. Banks are now important as large specialists for assisting a country's sound budgetary situation, in addition to serving as guards of opening money. Nationalized Commercial Banks were established in Bangladesh in 1972, completely completed with the association of twelve business banks that were operating in the country prior to 1972. Allowing the powerless to return, reducing capital excursion to distant countries, and improving family adventure were all important aspects of this communization. This created a population with a riche that was distributed as equitably as could be expected. Regardless, those banks have modified their strategies and systems over time, since they were not meeting the requirements of the organization's class banking methodology. An examination of the

actions of several commercial banks revealed that the monetary industry's progress after nationalization has been unappealing. The state-owned banks could not have anticipated playing such an important role in the execution of government projects and methods. As a result, during the 1980s, a trend of bank denationalization emerged. As a result, the method of the organization to the financial industry in terms of money linked business altered later in 1976. When compared to the previous year, the private sector was reliant on the economy to provide a greater capacity. Similarly, private banking was created to provide additional loans to close financial backers. Despite the presence of state-owned commercial banks throughout the country, the government opted to allow the establishment of neighboring Private Commercial Banks.

Types of Banks:

In our list, there are a total of 57 banks, with 48 and 9 being private and public banks, respectively. Here are 54 commercial banks, as well as 3 banks in a specialized category. In Bangladesh, 9 foreign viable banks are now cooperating with 48 local banks. Those banks that have been imported are currently functioning as parts of banks that are based outside of the nation. (Bangladesh's Top Banks - An Overview, 2021)

<input type="checkbox"/> Private Banks in Bangladesh
<input type="checkbox"/> Public Banks in Bangladesh
<input type="checkbox"/> Local Banks in Bangladesh
<input type="checkbox"/> Foreign Banks in Bangladesh
<input type="checkbox"/> Commercial Banks in Bangladesh
<input type="checkbox"/> Specialized Banks in Bangladesh

2.2.2 Size, trend, and maturity of the industry

Commercial banking industry one of the quick and stable development of financing area on the planet. People are intrigued to include with the business banking financing framework. As the outcome, the size of the business banking industry is developing quick, extended quickly. They keep up with their development at in excess of 10% more than thirty years in explicit nations as well as in every one of the nations. The

business banking framework is turning out to be such a lot of famous that some broad bank or non-business changes over their financial framework into business bank financing framework.

The market size of an industry may be regulated in a variety of ways, such as total revenue, size of production, number of consumers, and so on. However, if a banking event occurs, the market size segment is highly unusual since both the total amount of stores and advances are considered. Bangladesh's financial sector is now in the early stages of development.

In a sense, today's banking sector isn't simply open to those who live in cities. People in the province are also eager to recall this part. As a result, the scale of the warming business is still growing.

In fact, the monetary sector and its organizations have undergone significant changes. In the past, monetary balances were meticulously maintained, and there was a great deal of office labor involved in keeping track of and processing bank transactions. Nowadays, every bank makes use of the internet to maintain track of customer information, and they may easily utilize electronic banking.

They can even purchase with cards or send money to anyone without having to go to a bank. Existing and new banks are both working to develop strategies that take into account the online example.

The use of flexible banking as an example is a common practice nowadays. Bangladesh has granted permission to 28 banks to establish new compact cash-related entities, of which 19 have already begun operations. Bank Asia Mobile Banking, for example, has partnered with commercial banks such as U-cash and others. Nagad/Rocket is another good example of how popular this idea has become across the country. Flexible banking has made money transfers simple and has aided businesses. Indeed, just a few banks began specialist banking in only a few regions.

E-banking, for example, is the most contemporary and useful channel for financial businesses. Clients may access retail banking companies through PC, TV, and Wi-Fi

using this E-Banking. Following this example, they can pay for tabs or costs and even send money to another country. These are some instances of Bangladesh's banking industry along these lines.

Bangladesh's financial sector is now in the early stages of development. We can see that the financial business is in the creating stage between each of the stages of the business life cycle, despite the fact that the shakeout stage is still a long way off. A portion of the transition stage's features is now self-evident. It is obvious that the premium in financial institutions in Bangladesh has increased day by day over the years. The growing number of banks has a significant impact on this fact.

2.2.3 External Economic Factors

The banking industry is a financial institution, so there should be the factor of economic which impacts are straightforwardly. A wide range of economic factors affect the banking industry. Such as: Inflation-Deflation: for the value of money can affects the economic.

- ❖ GDP: For increment or reduction the GDP banking areas are generally influences since they are monetary industry.
- ❖ Income-Expense: A nation's kin pay and costs are likewise influencing the outside banking financial.
- ❖ Export-Import: Based on export and import the economic additionally be influenced. Since banks can include there by the LC arrangement.
- ❖ Government rules-regulation: Govt. makes rules dependent on industry. For banking industry govt. has likewise rules and guideline like VAT, TAX. These likewise influences the outer financial.
- ❖ All affect the banking industry. In the COVID-19 pandemic, the economy tumbles down so the impact of monetary the bank saving and store rate diminishes too.

2.2.4 Technological Factors

In the advancing period of advancements, Technology has an indispensable impact in banks of the development of innovations buyers presently distantly can deal with their records. Various bank is offering various kinds of utilization to their customer so they can deal with their record distantly. Bank from one end and customer from another can inspect checks all the while. Check cards are likewise developing now as opposed

to swiping the cards can be installed into the charging machine and exchange happens "tap decision"- where exchange of charge happens even without requiring a pin. These movements simplify it for the customer to make purchases without required break from banks. Customers can likewise take care of their various bills with the assistance of a portable application from the ledger.

Banks are likewise exploiting development and putting in new advances in their workplace. For example, chiefs from various branches are taking part in online gatherings with the hand of mechanical headway. It replaces the requirement for in-person gatherings. These days' banks are also using SMS and the Internet as the significant wellspring of progressions and giving staggering utility to their customers. Movement of mechanical advancement has offered 24X7 keeping cash in reality giving speedier and got benefits. Each and every bank utilizes a product to keep up with the standard a wide range of exercises. Toward the start of records opening, data check, store, withdrawal, credit measure, LC, settlement trade or unfamiliar trade, and end with bookkeeping shutting a wide range of errand use by programming. Then again, actually all bank has now site and portable application which is exceptionally successful for customers. Individuals are currently working their records from home.



2.2.5 Barriers to Entry

In Bangladesh, the business banking industry is as yet in a developing stage. Thus, the risk of likely new contestants is amazingly high. By and large, an association that exists as of now attempts to set section of boundaries to debilitate likely competitors to enter their industry. A few factors that make hindrances for new participants in an industry. The variables are unwaveringness towards the brand, the expectation to absorb information impact, economies of scale, supreme expense, and guidelines by the Government. The dependability of the clients in the business banking Industry is genuinely clear, on the off chance that one holds a record in any of the banks of this industry, they don't like to open a record in some other business banks. This makes obstructions for new passages. Due to the spread climate of the business, no bank gets an outright expense advantage. Accessibility of the impact of expectation to absorb information additionally the size of economy is obvious for most of the bank in the business. Since the majority of the banks working for quite a while presently, they have had the option to open branches all over and furthermore gather encounters for working it effectively. Government rule is extremely consistent towards the turn of events and action of new banks which prompts a lower danger for new participants. New participants come into the market with the chance of a superior nature of item at a lower cost and commitment assets. To forestall new participants to enter the business, existing firms need to zero in on and attention to the present and coming circumstance of the business.

2.2.6 Supplier Power

Investors are viewed as a vital provider of assets for the financial business. Chiefs likewise go about as wellsprings of assets for the banks. Here the couple of elements that show the strength of the providers:

1. **Number of Supplier:**

In the economy of Bangladesh, most people like to save reserves thus banks are constantly found with an overabundance of the asset. Along these lines, in the financial business bartering force of providers is low.

2. **Threat of forwarding Integration:**

Now and again banks may confront risk from the provider of the asset as well. Enormous associations have dangers for banks by shaping another bank to store their assets. Bank produces cash by putting away other cash.

Subsequently, this can provoke an escalated contention for the bank while the obtaining of assets. Along these lines, banks should give inclination for better client care while finishing their everyday exercises.

2.2.7 Buyer Power

With regards to the banking industry, buyers are those customers who take a loan from the bank. The accompanying variables are known as the dealing force of those buyers:

1. The number of Loan Applicants:

In the economy of Bangladesh, there are not adequate possibility for business credits. For bunches of factors, venture is additionally not growing. Thus, banks are utilizing their inert money by giving for the most part close to home advances. The diminished number of advance candidates expanding the business competition among the banks.

2. Switching Cost:

Switching cost in the banking industry is extremely small. So if the moneylenders don't get discover reasonable agreements for their credit they can successfully change one bank to another as the greater part of the banks giving at a similar pre-decided financing cost. Seriousness among the banks is high as the moneylenders are effectively transforming one bank to another looking for lower financing costs or for some different reasons.

3. The threat of Backward Integration:

Now and again enormous organizations make terrorizing for banks. They have a dread of shaping another bank from which they can acquire cash at a much lower rate. Therefore, this industry is a consistent pressing factor for in reverse reconciliation from the tremendous organization of the country.

2.2.8 Threat of Substitutes

The danger of substitute things has extended inside the business of banking. The business has begun to propose particular cash related offices which were standard as they were available from banks as the organizations outside. Paid early charge cards, and online advance experts offer an enormous number of decisions that got and other significant banks an amazing amount of pay. Banks have exercises that join a division that focuses on little exchange loaning. Besides, it can develop unused case progressed wallet benefits.

2.2.9 Industry Rivalry

As the quantity of banks is arising step by step it is expanding the power of competition among the associations. To support and fill in the present circumstance every one of the banks endeavoring to acquire an upper hand over their opponent's banks. In this firm cutthroat climate, banks are attempting to remain solitary by offering alluring bundles and offers to their clients. The bank is likewise spending on statistical surveying to acquire an unmistakable understanding into the help they give to their customers.

The components that impacted these contentions are given beneath:

Competitive Structure of the Banking Sector:

Our banking industry has qualities of a lower section hindrance and a similar sort of item offering which is known as divided in nature. Cost is the lone factor that separates one bank from another as all work through pre-decided loan fees. A frightful value war as a rule begins after the passageway of another contender regularly prompts a situation of excess breaking point. Our financial industry should confront huge costs inside quite a long while. As a general rule, a partitioned industry fabricates competition, and it similarly moves somewhere near and huge modern benefit.

Demand Conditions:

By and large interest for the banking industry is expanding at a pleasing rate. The increment popular means less contention as one bank is selling more without eliminating the piece of the pie of the other. Yet, it's anything but very certain the example for request will continue as before throughout the year.

Exit Barriers

Exit barriers are monetary, vital, and enthusiastic variables. High leave obstructions mean organizations are secured unfruitful conditions. For some, individual's bank has become a delicate association of their normal everyday lives. In this way, numerous banks are as yet running notwithstanding confronting steady misfortune throughout the long term. Not many banks are huge to the degree that end any of them will hurt the whole economy as it's anything but an effect on unfamiliar and homegrown exchange. Consequently, Exit obstructions for our financial industry are very high.

CHAPTER III: INTERNSHIP EXPERIENCE

4.1 Position, duties, and responsibilities

For three months, I worked as an intern at the CTSU branch of Bank Asia. It is totally different forthcoming in my life to get a genuine encounter about corporate life. During my internship, I am doing a ton of things that assist me with getting diverse thought that no one but books can't give. Controlling the whole foreign banking activity over this little period is quite challenging for an intern. But I did my best to manage and take on these tasks in order to finish my internship program on time. My core duty was to assist Mrs. Rezina Sultana Nila, First Assistant Vice President for the Department and all the officers of Foreign Trade and Exchange.

My primary obligations of the work as follows:

- ❖ Entry the information of exchange in registers
- ❖ Updating the upsides of the exchange worker and register
- ❖ Construction L/C issue articulation structure
- ❖ Compliance with officials in their normal action.
- ❖ Assist customers with Export and Import documents
- ❖ Maintaining the chronic quantities of checks
- ❖ Filters of check and vouchers
- ❖ Maintenance of Customer
- ❖ Enlisting a few records
- ❖ Working with L/C related paper

4.2 Training

The internship program should be a 'task learning program,' so there isn't any traditional preparing allowed by the bank for the entry level position, yet every one of the authorities of the branch were enough kind to rapidly exhort me the procedure for the distributed work. The Bank Asia has been one of everything about least complex banks and it's an amazing business sector position. I used to be incredibly lucky enough to have a temporary job position there. Directly from the beginning of my three-month entry level position period, I used to be given a few guidelines and brochures

to explore the vital activities of the bank. They generally resolved each and every inquiry I posed and eliminated every one of my ambiguities. Whole divisions are useful actually. Across the loaded with my whole entry level position period, I have gotten the opportunity to see such a ton of people and furthermore figure out how to talk with different people and the best approach to adapt to various settings. Thusly, I could say that the total time of three months was an instructive program for my benefit of me.

In this report I have divided my activities into the accompanying parts as Foreign Trade Banking Activities of Bank Asia Ltd CTSU Branch, Paribagh, Dhaka and furthermore I have communicated my experience that I have been acquired from my internship period in the underneath:

Import Section

Export Section

The Inward Foreign Remittance &

The Outward remittance.

Import Section: It denotes the acquisition of administrations and wealth from several countries. When the government makes a decision, it is known as a policymaker. Import is the process through which Bangladesh or any other entity obtains goods from another nation to meet their basic needs. In a nutshell, the import is the transfer of wealth and administrations from one nation to the next through financial intermediaries.

The L/C issuing It is the first stage in the process of importing the Letter of Credit. The L/C is the most accessible source for getting the correct result at the right moment. When an exporter in the United Kingdom and a shipper in Bangladesh make an offer, this type of agreement is formed. This arrangement addresses all essential problems such as the number of goods or their value, the specific date of transmission, the process used to arrive at a conclusion, and so on.

To open a Letter of Credit it needs a few papers which are depicted beneath:

- ✓ The Letter of Credit claim forms contain all of the crucial information about the candidate and the receiver. The framework of a Letter of Credit offer contains

all of the essential information about the candidate and the receiver. Sums, products, and administrations, as well as the country of origin, which includes the manufacturing areas and the result technique, such as CFR, FOB, and so on.

- ✓ The import structures store the HS code, which opens the item's scope. The quantity of items, the receipt value, and the Letter of Credit award structure enrollment number with the Bangladesh Bank are all tied together. The shipper should make an acceptable offer to the import structures.
- ✓ In the case of imported goods, the Letter of Credit Authorization structure has a distinct framework and standard. The merchant's bank will provide this LCA.
- ✓ The customer's express bond will be mentioned in the understanding structure.
- ✓ The documents in question are the Charge papers.

Now they have to fulfill other documents which are given beneath:

- ✓ They must meet the requirements for a Business License and have the IRC.
- ✓ They must file an Income Tax Declaration using their TIN number.
- ✓ They must be in possession of a Membership Certificate.
- ✓ They must comply with the MOA.
- ✓ The Registered Formula should be available to them.
- ✓ They must have the necessary photograph.
- ✓ They should have a duplicate of the genius forma receipt.

The Transmitting L/C the Letter of Credit will be communicated to the prompting bank threefold. The first is message, the subsequent one is dispatch and the third one is quick. Quick is the most utilized strategy by Bank Asia Ltd when Letter of Credit make in the given manner:

- ✓ The recipient's advising bank will receive the first two copies, and the advising bank will keep the third copy.
- ✓ One copy will be sent to the main office, and another will be sent to the importer.
- ✓ The Bangladesh Bank will receive one copy.
- ✓ One copy will be sent to the primary import and export regulator.
- ✓ One copy will be maintained as an office copy.

The Amendments it will be expected to change a portion of the states of the credit or to eliminate or to collect something after the advance will be given. A similar bank which really exhorted the advance will impart every one of the adjustments have been taken. The restorative will be more than one to the advance.

The remedial activity should be possible differently and the causes are given underneath:

- ✓ The stretch of shipment date.
- ✓ The stretch of draft sum in the Letter of Credit limit.
- ✓ The order in amount or value, wares which will import ought to be modified.

After all the above exercises the exporters will show the accompanying papers for interlocution which are given beneath:

- ✓ The bill of trade
- ✓ The bill of possessions
- ✓ The Insurance flair
- ✓ The Inspection certifications
- ✓ The Commercial transfer
- ✓ The Packing outlines.

The Document checking it's a different type of letter of credit. They must verify the documents for one extra cycle. The following documents must be completed by the relevant bank:

- ✓ The head office sanctions.
- ✓ The Pro forma receipt.
- ✓ The Letter of Credit offer structure.
- ✓ The form of a Letter of Credit offer necessitates the use of a Guarantor's signature.
- ✓ It is necessary to agree on the import structure.
- ✓ The LCA fills the space exactly.
- ✓ The charge enrollment authentication was added by the esteem.

- ✓ The personal expense authentication should work out well.
- ✓ The items should be examined to see if they are embargoed.

The Lodgment It denotes the outcome of import bills. Here, the Letter of Credit issuing bank will set up to produce a result that is opposed to the Letter of Credit quickly. SWIFT will send a wire message to the responding bank, ensuring that the result was received. The bank will recognize it after inspecting all of the documents connected to import and finding no flaws. However, if a few flaws are identified, the bank will inform the merchant as to whether or not the bank will accept the claim.

The Retirement & Reports This is the final advancement to assess. The branch then creates the retirement vouchers to sparkle the cost measure, which occurs when the import charge is paid.

Steps ought to be continued in retirement are:

- ✓ There ought to be an estimation of personal circumstance.
- ✓ Should Entry in the book.
- ✓ The endorsement ought to be made on the rear of bill of trade as acknowledged result.
- ✓ From the merchant the expense update of office copy ought to be acknowledged and perceived.
- ✓ Should fill up the office copy.

Export Section: The process of moving items from one location to the next is referred to as export. On anything traded, an exporter shall charge a duty. The exporter must enlist with the central regulator office as a condition of doing business. The import and fare control legislation of 1950 will examine the nation's fare practices. The exporter will keep track of the number of customs.

The Advising L/C A bank's first step in export is to advise a Letter of Credit. In terms of advance results and paper assortments, it is not needed to educate Letter with regard to Credit. To complete the commercial understanding, the exporter will request L/C terms of fare and outcome from the buyer. The bank will then send an encouraging letter to the receiver indicating that a Letter of Credit has been issued, which may

occur when a fare Letter of Credit is transferred. After that, the issuing bank will send two replicas of the Letter of Credit.

The Issuing of Export It is the second step of export. The fares should be declared on the fare from which the branch to their clients busy with admission trade supplies. Then, at that point the branch will ensure that the exporter will be enrolled with the CCI and E prior to affirming any charge from. An export structure should have the given criteria:

1. The approved merchant's name and contact information.
2. Specifications of the merchandise to be given out through code.
3. Goal-oriented nation.
4. The goal's port.
5. In distant money, a letter of credit is valued.
6. The conditions of the offering.
7. The shipper's name and contact information.
8. The name of the vessel that is in charge of keeping an eye on everything.
9. The bill for replenishment.
10. The date and the number.
11. The shipper's port.
12. The customs post on the land.
13. The delivery date.
14. The exporter's name and contact details.

The Collection of Document The exporter ships the products and keeps track of the plan as specified in the attestation. Within fourteen broad stretches of shipping, the exporter must present all copies of the fare from nearby replacement reports covering the admissions to the branch. In such limit, the Exporter prepares the appropriate reports indicated in the Letter of Credit:

- The Bill of trade: The bill of trade is a way of collecting and sending out payments to the shipper.
- The Bill of Lading: A bill of replenishment is a record given by the conveyance company or its subject matter expert, indicating the receipt of items.
- The Certificate of origin: A certificate of origin specifies the location of the authentic maker or improvement of the products.

- The Inspection endorsement: These validations guarantee that the item is accurate, as evidenced by the Letter of Credit.
- The Commercial receipt: A list that contains the item's overall description.
- The packing list: This list would cover the finer points of the items included in specific bundles. This helps differentiate the substance of decided bundles and, as a result, may facilitate customary assessment.
- The whole transportation archive: the documents that will be acquired from or adopted by the traditions house.

All of these documents should be delivered to the bank for processing. Every above record must be double-checked by the particular officer to confirm that the terms are valid or incorrect. The designated bank then sends the whole archive to the merchant bank.

The Realization of Export Proceeds When all reports have been forwarded to the merchant bank, they may simply send the funds. Within 100 days, the toll profits were understood by the named bank. If the securing of the entire proceeds of any shipment is granted past the time without a spectacular master from the Bangladesh Bank, this season implies that the exporter should obtain whole distant exchange proceeds of exporter 4 months.

The Reports Following receipt of the part, the branch confirms the transformation of the three-fold copy of the form that they have on hand and sends it to the Bangladesh Bank with the standard return. The branch keeps the quadruplicate copy for the record. Within fourteen significant lengths of shipping, the chosen bank must transmit a duplicate fare form to the Bangladesh Bank.

The Issuing Proceeds Realization Certificate It is the most recent advancement in charge measurement. The exporter will get a Proceeds Realization Certificate from the designated bank. The exporter must create bank certification when the charge proceeds are observed. PRC should be reported using the standard plan provided by Bangladesh Bank, which allows an exporter to deduct a percentage of their remuneration evaluation.

The Inward Foreign Remittance: It covers the purchase of remote currency such as outside the T, DD, and charges, among other things, transferred from another country to assist a recipient in Bangladesh. Toll progress denotes the time between receiving the items and paying the toll. The following is the motive for internal unfamiliar settlement:

- The Family is in charge.
- The commission for indenting/repeating specialists.
- The acknowledgment of fare is still going on.
- The commission paid to the export merchant.

The T.T. (Telegraphic Transfer): It is a request for a part of money to be delivered by wire or cable. In general, resources are paid to the recipient in the external concentrate about the same time. There is no interest or stamp commitment expense deficit, for example.

The M.T. (Mail Transfer): It is an instrument given by a communicating bank to the paying bank teaching recorded as a hard copy to make portion as for certain amount to specific beneficiary.

The F.D.D. (Foreign Demand Draft): It is a questionable instrument given by a bank composed on another manage an account with the direction to pay of certain amount to the beneficiary of premium.

The T.C. (Travelers Cheque): People when in doubt use TC to meet their expenses for abroad endeavors. It diminishes the risk of passing on cash notes. These are drawn in wholeheartedly interchangeable money.

The Outward remittance: It includes offers of far-off cash in the form of T.T. Drafts, etc., as well as offers of outside exchange. The offer of a remote exchange is made to Bangladesh's Excel control department on a T/M outline.

The following are the reasons behind the outward settlement:

- ✓ Learning purpose
- ✓ The Import Purpose
- ✓ Exam charges.

4.3 Contribution to Departmental Functions

The principle jobs and duties were to transfer every day exchanges online in Bangladesh Bank to catch the yearly fare and import information of Bangladesh. So if those information were transferred precisely, inside the data set as shown by its code, it'll be recorded inside the Bangladesh Bank online framework. This assumes a major part on the grounds that with this, the govt. of the country will be ready to determine what amount fare and import have been done yearly.

4.4 Evaluation

I was not an accomplished worker nor been arranged formally but rather I needed to figure with other experienced officials of the bank. I will not term my experience as "Work" rather it'll be more reasonable as "Preparing". I have given my total specialization in my work, and my work has to be sure been appreciated by everybody, they praised me as an intense laborer and reliable. They regularly propelled me, notwithstanding my couple of blunders. Be that since it might, whatever I did I have acquired a decent arrangement of affirmation from the Branch Head of CTSU and Executive Vice President likewise as branch experts for my honesty and essential information about banking and the board and my speedy learning limit. I'd express that these 3 months help to develop a form between my instructive foundation and valuable corporate world.

Performance Evaluation	Poor	Fair	Good	Excellent
Attendance (punctuality)				
Productivity (volume, promptness)				
Quality of Work (accuracy, completeness, neatness)				
Initiative (self-starter, resourceful)				
Dependability (thorough, organized)				
Attitude (enthusiasm, curiosity, desire to learn)				
Interpersonal Relations (cooperative, courteous, friendly)				

Table 7: Performance evaluation of Bank Asia

In table, my supervisor listed me with great participation, Quality of Work, drive, and relational abilities she was likewise set apart as brilliant usefulness, demeanor, and steadfastness. I'm really happy with my assessment and searching for an approach to defeat my blemishes.

4.5 Skills applied

From the internship experience in the Bank Asia Ltd. I have gotten a reasonable number of abilities. To make reference to a couple, how the managers efficiently execute work and carefully. The following are given a portion of the new abilities which I gained from my experience working at Bank Asia Ltd.:

- I have figured out how to speak with clients successfully from this temporary position insight. Every client is a person who needs different kinds of administrations and help. I have figured out how to give those particular necessities to those clients.

- I have fostered the act of working 8 hours every day, which is the overall custom of any corporate culture. Thus, from here I acquired the information on how a partnership runs on schedule.
- I also learned how to continue the affiliation with supervisors and also the customers for the long term. This is a crucial part of any corporate life and bears significance for adjusting there.
- I have figured out how to think better from this temporary job insight. As I needed to complete work inside a specified time, so I needed to give my full focus on it.
- I learned how the individual branches of any corporation play a big role in the overall banking industry.
- I have fostered the ability to help out my associates from filling in as an intern at Bank Asia Limited.
- Working as an intern at Bank Asia Limited has supported my certainty to finish any work appropriately.

4.6 New skills developed

Each experience brings about a way of advancement. All through my whole temporary position period, I have innumerable new aptitudes that will go about as building squares to my future. Prior to going into the bank, I have minimal comprehension of the bank, and presently I have a decent arrangement of data on the bank which will bring about a more grounded future. My senior officials and in this manner the Deputy Executive Vice President were so useful and that they engage me all the time which assisted me with gathering endless new capacities.

In three months of my internship with Bank Asia, CTSU branch, I had the inspiration to know housekeeping, record the executives, customer exchanging, monetary announcing, new PC stunts, business correspondence, and so forth I understand that this kind of expert advancement will help me inside the close to profession way, regardless of as a representative or a business visionary. With the standards of my senior officials, I could house my inadequacy that may positively help in my not so distant future.

4.7 Application of academic knowledge

During my academic period, I had obtained knowledge of banking, management, finance, accounting, etc. sector, which assisted in my practical training during the internship period. I had to adjust to branch officials on the opening, closing, issuing of cheques, cash management, processing of loans, and documentation that required basic banking knowledge. On the opening day of the month, we had to manually calculate the interest of a number of the deposit and loan accounts on a sample basis that required financial knowledge. To touch the instruction one has to have management knowledge. Accounting knowledge could be a must to figure and understand banking operations.

CHAPTER IV: CONCLUSIONS AND KEY FACTS

5.1 Recommendations for improving departmental operations

Bank Asia is without a doubt one of the greatest and most well-known banks in our banking market. As a result, making comments or ideas to this bank is quite tough for me. But from my internship experience, I am indicating some recommendations which Bank Asia Ltd. can follow for their betterment and it will help them to reach as a top performer to this bank that I think.

To sustain and compete as the best of the industry, here are some recommendations Bank Asia Ltd. may prompt to adapt:

- As one of the powerful banks, Bank Asia Ltd. should expand its regard for every one of the divisions.
- Because of mechanical progression, Bank Asia Ltd. requires introducing the most recent PC and a satisfactory number of workstations for real activity.
- They needs to further develop their client benefits moreover. To rival different banks, client assistance ought to be improved as online help, network access, 24 hours client care and furthermore incorporate new innovation for powerful assistance.
- They should increase the branches of all over the city so the client can enjoy the foreign trade from their own city.
- However I was working in CTSU (Centralize Trade Service Unit), I have discovered that bank should expand their number of representatives. Some of the time representatives can't focus on their customers in light of expanding work pressures. Bank can enlist more representatives and gap their work similarly.
- Bank Asia Ltd. need to fortify their showcasing exercises to get more clients.
- The administration needs to zero in on the advancement of the bank around its tasks. For checking and evaluating of this current status of the relative multitude of divisions for separated from their blunders.
- Bank Asia Ltd. should distinct its services embracing technological innovation and diversified products.

- To accomplish the target, a bank should shape up and follow satisfactory methods, enhances, and strategies for assessing the quality and also the adequacy of loan provision and reserve.
- To upgrade the image of the bank and to expect social responsibility, the bank needs to interact with numerous social programs sort of an allowance to improve however worthy students, strengthening of the youngsters in degrading financial condition, Campaign against dowry and alternative social diabolical, etc.
- They should move frontward the harmonization among the branches and Head Office.
- Dynamism and rapidity must be enhanced on the performance of its operation.

5.2 Key understanding

During my three months internship in the Bank Asia Ltd, CTSU Branch, Paribagh, Dhaka following positive things and furthermore scarcely negative things are found from my perception:

- A sometime in the past, Bank Asia has come into rivalry with the other Bank.
- Head of CTSU branch invests enormous amounts of energy to accomplish the principle targets and appropriately knows.
- Step by step instructions to spur representatives and how to address the Bank appropriately in the nearby local area.
- As the bank began to utilize some cutting edge innovation, for example, PC, Printer, Scanner, Photo copier and other electronic gadgets, subsequently its administration destined to be in per with different banks.
- The senior officers are viable in giving required direction and backing to the branch.
- The system and strategy of the branch head are successful and effective. Hence regardless of ferocious contest, the bank has a set up solid situation in the cutthroat environment.
- Employees are not very friendly about their customer in CTSU branch of Bank Asia Limited.

- Sometimes customers are not treated equally. Employees are often misbehave with their customers and messengers of other banks.
- Bank Asia Limited isn't redesigning themselves with market. While fresher banks are accompanying more up to date system of banking. It may impact other bank remove its position.
- With the progression of time, numerous new impending banks are accompanying many progressed administrations, which are a danger for Bank Asia Limited.

5.3 Conclusion

With the increment in the monetary improvement in Bangladesh, the monetary foundations' jobs are very significant. Bank Asia Limited is a third-generation bank that is also contributing to the country's financial development. Despite the fact that Bank Asia Limited has a few difficulties to resolve, it is progressing and has a greater potential to develop in the future. They need to make critical commitment to the public economy which will improve clients' trust and riches, quality venture, representatives' worth and quick development in investors' value.

Bank Asia Ltd consistently attempt to offer quality types of assistance to clients. Furthermore, set elevated expectations of honesty. So it would make quality speculation. I have figured out how play out a commonsense functioning area moreover, I comprehend that bank is an extraordinary wellspring of income for the nation and the public authority. Bank Asia is truly giving significance in Foreign Trade segment and slowly turning out to be increasingly more had practical experience in import and fare exercises. By working in the CTSU branch, I have encountered that this area is turning into the foundation of this branch and contributing a ton in acquiring a great deal of income. Bank Asia consistently keeps up with their center targets and they attempt to satisfy their objective to keep up with their qualities and client fulfillments. The unfamiliar exchange is the most ideal method of getting unfamiliar money thus viable compute are to be given towards these areas so they are not thwarted in their everyday exercises and thusly they accommodate the country.

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Appendix-A:

Bank Asia

LIMITED

People Management Division

March 16, 2021

BA/CO/PMD/2021/145/2543

Mr. Manjurul Haque Khan

Director

Career Counseling Center

United International University (UIU)

United City, Madani Avenue, Badda, Dhaka-1212

Dear Sir/ Madam,

Acceptance of Internship Program

With reference to your letter dated February 03, 2021; we are pleased to inform you that the Management of Bank Asia Limited has accepted the Internship Program of Ms. Sadia Islam Mim, student of BBA, ID No# 111162058, Major in Finance, United International University at our CTSU, Corporate Office for a period of 03 (Three) months with effect from March 21, 2021 to June 20, 2021.

Ms. Sadia Islam Mim must submit an internship report to People Management Division within 07 (Seven) days on completion of the internship program.

Kindly note that she will get an honorarium of Tk. 8,000.00 (Taka Eight Thousand) only per month.

The copy of her joining report should be forwarded to PMD, Corporate Office.

This is for your kind information and necessary action.

Faithfully yours,



M. Esamul Arephin

SVP & Head of People Management Division

Copy:

1. Mr. Md. Ekramul Hossain, EVP & Head of CTSU, Corporate Office.
2. Ms. Sadia Islam Mim, student of BBA, ID No# 111162058, Major in Finance, United International University. She is advised for reporting to Mr. Md. Ekramul Hossain, EVP & Head of CTSU, Corporate Office, Unique Heights, Borak Tower (3rd Floor), 117, Kazi Nazrul Islam Avenue, Eskaton Garden (Paribagh), Dhaka-1217 at 09.30 AM on March 21, 2021.
3. Office copy.

Corporate Office : Rangs Tower, 68 Purana Paltan, Dhaka-1000, Bangladesh

Tel : +88 02 9515106, +88 02 9515128, +88 02 47111038, +88 02 47110247

e-mail : bankasia@bankasia-bd.com, Web : www.bankasia-bd.com



LIMITED

Ref: BA/CO/CTSU/2021/12428

Date: July 12, 2021

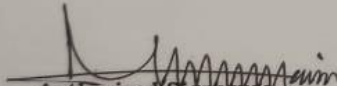
TO WHOM IT MAY CONCERN

This is to certify that **Ms.Sadia Islam Mim**, D/O- Shahidul Islam & Anowara Begum, a student of BBA, ID No# 111162058, Major in Finance, United International University (UIU), Dhaka, Bangladesh. She has successfully completed her 03 months period internship training program from Bank Asia Ltd, Central Trade Services Unit(CTSU), Corporate Office, Dhaka as per Corporate Office Offer letter no# BA/CO/PMD/2021/145/2543 dated March 16, 2021. During the internship period commenced from March 21, 2021 to June 20, 2021. She was placed mainly in department's viz. Import & Export Trade Operations. Although the duration was not lengthy, her interest and dedication made her versatile in gathering practical knowledge about the stated department.

While conducting internship we found her sound in communication skill and very enthusiastic to learn, hardworking, sincere and well disciplined to her assigned jobs.

This certificate is issued upon her request on completing the internship training program for whatever legal purpose it may serve her best.

We wish success in each and every endeavor of her life.


Authorized Signature

Md. Ekramul Hossain
Executive Vice President & Head of
Central Trade Services Unit
Bank Asia Limited
Corporate Office, Dhaka.

Central Trade Services Unit (CTSU), Unique Heights 3rd floor,
117, Kazi Nazrul Islam Avenue, Eskaton Garden (Paribagh), Dhaka-1217, Bangladesh. IP Phone: (02)
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