



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড  
**Mutual Trust Bank Ltd.**

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MTB

**"General Banking Activities and Market development initiatives of Mutual Trust  
Bank"**



**United International University**  
*QUEST FOR EXCELLENCE*

Internship Report on

**"General Banking Activities and Market development initiatives of Mutual Trust Bank"**



Submitted TO:

**Sarker Rafij Ahmed Ratan**

Assistant Professor  
School of Business and Economics  
United International University

Submitted By:

**Novera Zerine Mohua**

**111 163 126**

BBA Program

School of Business and Economics  
United International University

Date of Submission: April 26, 2022

## Letter of Transmittal

April 26, 2022

To,

Sarker Rafij Ahmed Ratan

Assistant Professor

United International University

Respected Sir,

I am grateful to present my Internship Report as a part of my BBA program curriculum to you which I am assigned to prepare under your supervision on the topic named “General Banking Activities and Market development initiatives of Mutual Trust Bank limited” (Motijheel Branch). This internship program has given me the opportunity to work in the general activities of Mutual Trust Bank Limited (Motijheel Branch)”. I have attempted to include important data with the goal of this report that the principal destination can be perceived. Additionally, I assembled real-life working experience, which provided me with the platform to develop a good network within the corporate environment. I shall be highly obliged if you are kind enough to receive this temporary job report and provide your valuable judgment. I will be thankful if you will consider my internship report sufficiently pertinent to satisfy my necessity. I will be glad to explain any inquiries if necessary.

Sincerely Yours,

Novera Zerine Mohua

111 163 126

BBA Program

School of Business and Economics

United International University

## Student Declaration:

I am Novera Zerine Mohua, Id: 111 163 126 students of Bachelor of Business Administration (BBA), under the University of United International University declaring that this Internship report on the topic of "General Banking Activities and Market Development Initiatives" have only been prepared for the fulfillment of my BBA program after completing of 3 months internship at Mutual Trust Bank Limited.

I also ensure you that, the internship report is only prepared by me, also my analysis and findings are for my academic requirement.



# MTB

Yours sincerely

Novera Zerine Mohua

ID: 111 163 126

Department of Bachelor Administration

## ACKNOWLEDGEMENT

At the beginning, I would like to express my gratitude to Allah for giving me the opportunity, capability, and the ability to complete the report within 3 months. I am very grateful to Mutual Trust Bank Limited confined for permitting me an especially opportunity to work in their field. I also want to thank my internship supervisor, Sarker Rafij Ahmed Ratan, Assistant Professor, United International University.

I am additionally grateful of the general banking department of Mutual Trust Bank Limited for permitting me to work in the Motijheel branch. I would like to thank Farzana Sharmin and Fahmida Nishi officers of the general banking department for supervising me and also want to thank Muslima Akter Tania and Md. Eyachin Arafat officers of the credit department for giving me key information to write a fruitful report. I am also grateful to Mohammad Shaheen Khan manager, our deputy manager Md. Mostafizur Rahman and also our Md. Mohiuddin Chowdhury, Sr. Asst. The Vice president of the Mutual Trust Bank, Motijheel branch. I might want to thank every individual who cooperated with me to make my temporary job program an effective and essential one. It was an extraordinary chance to perform a temporary job in such an association. The knowledge I have assembled will be a benefit for my upcoming professional arranging.

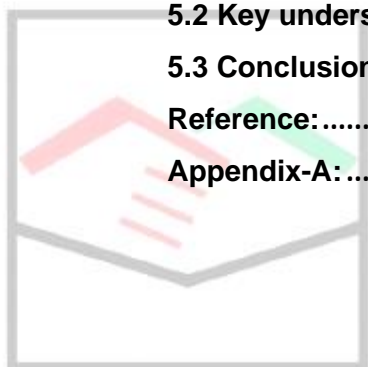
## Executive Summary

Banks are the most important one in the financial sector as they play a very crucial role in the economy. The banking business mainly maintains the flow of funds from depositors to investors. This report is the very effective outcome of three months internship program. It tells the picture of General Activities that followed by The Mutual Trust Bank Limited (MTBL). MTBL is a private Commercial Bank in Bangladesh, which plays a vital role in the financial sector. During the Internship Period, I was assigned responsibility in the various departments of MTBL and finally involved general banking activities sector and observed the Operations of MTBL. The main objective of this report is to attain practical knowledge of the general banking activities performed by Mutual Trust Bank Limited. General Banking activities mainly include A/C opening and closing, cheque book issue and delivery, giving customers account statements, pay orders etc. The Bank is using the SWIFT communication system for up-to-date information. The study requires a systematic procedure from the selection of the topic to the preparation of the final report that encompasses five chapters. In the first two chapters a brief overview of the background, company analysis, and industry analysis, organization profile its vision, mission, objective are discussed. The third chapter shows a brief description of internship experiences. In the fourth chapter, I analyze the entire Market Development Initiatives. In the fifth chapter, I ended this report with give some recommendations and conclusions.

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MTB



CHAPTER 1  
INTRODUCTION



MTB



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## 1.1 Background of the Report:

This internship report is an important partial fulfillment of four years BBA program. Through this internship program, I can establish my contacts and networking. Contacts may help to get a job in practical life. The student can train and prepare themselves for the job market. A poor country like Bangladesh has an overwhelming number of unemployed educated Graduates. As they have no internship experience they have not been able to gain normal professional experience in establishing a networking system, which is important in getting a job. Therefore, it is obvious that the significance of an internship is clearly justified as the crucial requirement of four years of BBA graduation. And I prepared this internship report after the completion of three months of Internship time in Mutual Trust Bank Ltd (Principal Branch). My report titled is "General Banking Activities and Market development initiatives of Mutual Trust Bank" in this topic I complete my report. My report topic is recommended by my supervisor and now I have completed my three months internship. My report's primary concern is the General Banking issues of Mutual Trust Bank Limited, which will allow me to understand practical life. This is important for every BBA graduating student because it helps them to acquaint themselves with a real-life business situation. I have done my internship at Mutual Trust Bank because MTBL is the most important financial intermediary in our country and one of the leading banks in the banking sector.

MTBL creates an opportunity for doing an internship for the graduating students. Students can train their selves for real-life experiences.

## 1.2 Objective of the Report:

The first objective of writing this report is to fulfil the requirement of the BBA program.

There are several objectives behind this report, they are;

- ❖ To complete the requirement of the internship report.
- ❖ To determine the overall general activities of Mutual Trust Bank Limited.
- ❖ To learn about the activities of different sectors of the bank.
- ❖ To recommend ways to improve market development initiatives.
- ❖ To learn to work under pressure and learn how to work in a corporate sector.
- ❖ To gain knowledge about banking terms and more about their customer service satisfaction.
- ❖ To understand how our country other Banks operated their business.



## 1.3 Motivation of the Report:

My internship report is the most important part of this four years BBA program. Theory and practice make perfect my knowledge and learning of this BBA graduation program. In these 3 months, I introduce myself to many new people and make many networks. For getting a new job these contacts may help in practical life. That's helped me to prepare myself for the job market. In our country a number of educated graduates are unemployed, some of the reason is internship experience, because of this less experienced and also couldn't introduce themselves to new people and new environment that is very important for getting a new job. That's why, internship is important requirement for 4 years of BBA graduation programs.

## 1.4 Scope & Limitations of the Report:

This report is covered to providing a complete idea about General Banking System and Market development initiatives of Mutual Trust Bank". Mutual Trust Bank Limited is one of the new generation banks in Bangladesh. The scope of the study is limited to the Motijheel Branch only. The report covers the organizational structure; background, functions, and the performance of the bank have mainly worked in the general banking sector so my report covers all the activities of general banking in the Motijheel branch. MTBL didn't give permission to the interns to use their software. But there are other valuable scopes for their interns such as; creating good communication skills, form fill-ups, a fantastic office environment, a good amount of information available, and many more. The readers of this report will understand the banking sector's general banking activities procedures and the relationship of the customers with the bank and the performance of Mutual Trust Bank Ltd.



### Limitations of the study:

As an intern, I had to face some limitations in my internship period. Like: lack of time, seniors' busy schedules, restricted information, Data limitations, the secrecy of their information, etc.

There are a few limitations are given below –

- **Lack of time:** time limitation is a big issue for me because in that short period of time it is taught to be familiar with all the activities of the bank. So many things left to know about.
- **Restricted Information or secrecy of information:** MTB maintains certain privacy about their institution. So of their internal information's that the bank officers did not share with us. Due to security and other corporate obligations, some of the information they kept secret.

- **Senior's Busy Schedule:** I completed my internship in a Mutual Trust Bank Principal Branch and because of that bank officers are very busy doing their banking activities. That's why at some point I couldn't gather as much as information I think I can.
- **Data collection** is another big issue because they didn't allow me to get access to their software. Although the general banking area is very large and there were lots of customers here. Because of that reason, all the information is not easy to collect.

## 1.5 Definition of Key terms:

- Market development

Market development is a growth strategy that is taken to develop the existing market rather than concerned with a new market strategic steps are taken by any company for running their business successfully.

- General banking:

General banking is a banking sector that is considered the direct customer service center. General banking activities are new accounts, remittance, clearing section, cheque book delivery, issuing bank draft, taking deposits, etc.

CHAPTER – 2  
COMPANY AND INDUSTRY ANALYSIS



MTB



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## 2.1 Company Analysis:

The Company was incorporated on September 29, 1999 under the Companies Act 1994 as a public company limited by shares for carrying out all kinds of banking activities with Authorized Capital of Tk. 10,000,000,000 divided into 10,000,000,000 ordinary shares of Tk.10 each.

The Company was also issued Certificate for Commencement of Business on the same day and was granted license on October 05, 1999 by Bangladesh Bank under the Banking Companies Act 1991 and started its banking operation on October 24, 1999. As envisaged in the Memorandum of Association and as licensed by Bangladesh Bank under the provisions of the Banking Companies Act 1991, the Company started its banking operation and entitled to carry out the following types of banking business:

- 
- 
- (i) Retail banking
  - (ii) Wholesale Banking activities.
  - (iii) SME Banking.
  - (iv) NRB Banking.
  - (v) Card Services.
  - (vii) Internet Banking.
  - (viii) Treasury Operation

The Company (Bank) operates through its Head Office at Dhaka and 41 branches. The Company/Bank carries out international business through a Global Network of Foreign Correspondent Banks.

Mutual Trust Bank started its banking procedure and formulate the following type of banking business;

- They invest in merchant banking activities
- To put money into financial activities
- Spend money on company activities
- Investment in Financial intermediary services.

### **2.1.1 Overview and history:**

In the '90s Bangladesh's economy has been experiencing rapid growth in agriculture development, food processing, international trade, industrial development, remittances, communication, and many more economic activities. For this economic development, everyone's lifestyle changed and it created a demand for banking services and products to support the new changes and also to create channel consumers investment profitably.

The company conducts its banking activities through Wholesale, Retail, and SME banking segments. The company was founded on September 29, 1999, and they're headquartered in Dhaka, Bangladesh. MTB Ltd conducts through its Head Office at Dhaka, Gulshan and 119 branches and 33 Sub-Branches.

#### **Company's Vision:**

MTB vision is known as MTB3V and they are:

- 1) One of the best performing banks in Bangladesh,
- 2) The Bank of choice and
- 3) A truly world-class bank.

#### **Mission:**

MTB's main goal is to be the most admired financial institution within the nation. They always give priority to their clients, they want to be recognized as a customer's-oriented bank, energetic, dynamic, unique bank that always gives their best arrangement of product and services in the look for high quality and to generate a grand profit-making worth.

**Slogan:**        ***"You can bank on us"***



## 2.1.2 Trend and growth:

Mutual Trust Bank had gained in risk assets and customer liability (7.46% and -0.43%) growth over 2019, during 2020. In this pandemic situation, MTBL credit–deposit ratio was 83.90% at the end of the 2020. Also in that bad situation the number of branches increases, ATM booth increases, open new sub-branches, and also they expanded their Internet Banking, and SMS Banking services.

The Growth rate of Mutual Trust Bank in terms of Capital, Liability and Assets;

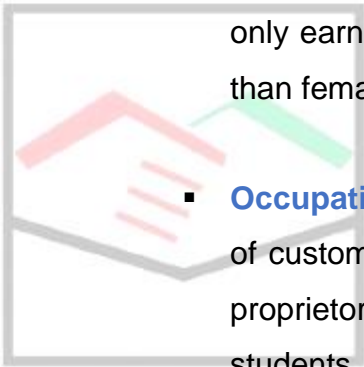
SL	Items	2020	2019	2018	2017
1	Authorized Capital	10,000	10,000	10,000	10,000
2	Paid-up Capital	7,386	7,035	5,734	5,097
3	Shareholder's Equity	17,011	16,290	13,327	11,762
4	Total Capital	25,200	24,200	21,000	19,000
5	Total Assets	269,269	256,913	222,464	201,754
6	Total Liability	252,258	240,623	209,137	189,992
7	Total Deposits	190,120	190,948	166,160	151,776

### 2.1.3 Customer mix:

Customers are a vital role in any organization. Without customers, no business can run. In the banking sector, customer satisfaction is very much important. So the satisfaction of this vital part is equally essential for organizational growth. Satisfaction defines when one feels that one has fulfilled a desire, need, or expectation.

Customers mix define that sale driven by the particular type of customers segments, such as Gender, Occupation, Age, Education, Income, etc.

- **Gender:** In my observation, I noticed that the male customers are greater than female customers. Because in our country perspective, gender discrimination is always on the top and most of the family thinks that male person has to be only earning person. So that's why the percentage of male customers is high than female customers.
- **Occupation:** In that 3months, I saw that among 40% of customers, around 20% of customers were service holders, around 10% of customers were business proprietors, almost 7% of customers were housewives and the rest of them are students. So, we can say that most of the customers are service holders.
- **Age:** Most of the customer's age approximately 25 to 45 and the lowest are the senior citizens and around the middle are 15 to 25 aged people.
- **Income:** Around most of the customer's income range is in between 50,000 to 100,000 BDT. And lowest income range is between 15,000 to 25,000 BDT.



MUTUAL TRUST BANK

## 2.1.4. Products and Services Offered by MTBL:

MTBL always tries to serve their best to all their customers, whether how big or small customers are. Their company is engaged with various commercial banking and related services. These products and services include current accounts, savings accounts, fixed deposits, short-term deposits, loan products, home equity, locker services, consumer assets, and liability products. MTBL main objective is to provide a diverse range of products and services and has already introduced several consumer banking products to popularize banking and provide a larger return to its clients.

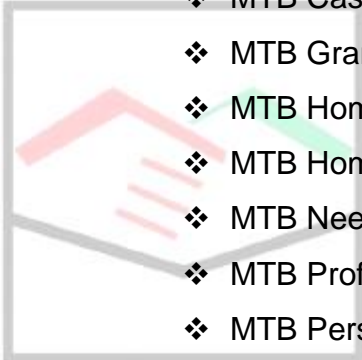
### 2.1.4.1 Retail Banking:

MTBL has created a variety of retail banking solutions to fulfill the demands of a wide range of customers. The following are the list of retail banking services and product lines:

- ❖ Retail Deposit products
- ❖ Savings Accounts
- ❖ MTB Regular Savings Account
- ❖ MTB Extreme Savings Account
- ❖ MTB Care
- ❖ MTB Inspire
- ❖ MTB Senior
- ❖ MTB Shahacay
- ❖ Current Account
- ❖ MTB Current Account
- ❖ Deposit Scheme
- ❖ MTB Brick by Brick
- ❖ MTB Kotipati
- ❖ MTB Millionaire Plan

- ❖ MTB Fixed Deposit
- ❖ MTB Double Saver
- ❖ MTB FDR In Days
- ❖ MTB Fixed Deposits
- ❖ MTB Monthly Benefit Plan
- ❖ MTB Instant
- ❖ MTB Quarterly Benefit Plan
- ❖ MTB Shield
- ❖ MTB Other
- ❖ MTB Gift Cheque
- ❖ MTB Loan products
- ❖ Retail Loan
- ❖ MTB Auto Loan
- ❖ MTB Cash Line
- ❖ MTB Grameen Griho Reen
- ❖ MTB Home Equity Loan
- ❖ MTB Home Loan
- ❖ MTB Neer
- ❖ MTB Professionals Loan
- ❖ MTB Personal Loan
- ❖ MTB Student Banking
- ❖ MTB Children Education Deposit Scheme
- ❖ MTB Educational Plan
- ❖ MTB Yaqueen
- ❖ Retail Banking
- ❖ Deposit Products
- ❖ Investment Products
- ❖ SME Banking
- ❖ Deposit Products
- ❖ Investment Products
- ❖ Corporate Banking
- ❖ Deposit Products
- ❖ Investment Products

MTB



- ❖ MTB Yaqeen Cards
- ❖ NRB Savings Accounts
- ❖ NRB FDR
- ❖ NRB DPS A/C
- ❖ NRB Savings A/C
- ❖ MTB Cards
- ❖ MTB Debit Cards
- ❖ MTB Credit Cards
- ❖ MTB Contactless Credit Cards
- ❖ MPay
- ❖ MTB Prepaid Cards
- ❖ MTB Co-branded Cards
- ❖ MRewardz Online
- ❖ MTB Delight
- ❖ Complimentary Companion Dining
- ❖ FlexiPay
- ❖ MTB Instalment Purchase Program
- ❖ MTB Protection Plan
- ❖ Useful Information About MTB Credit Card
- ❖ Schedule of Charges
- ❖ Use & Protection of MTB Cards
- ❖ SME Products
- ❖ MTB Air lounge

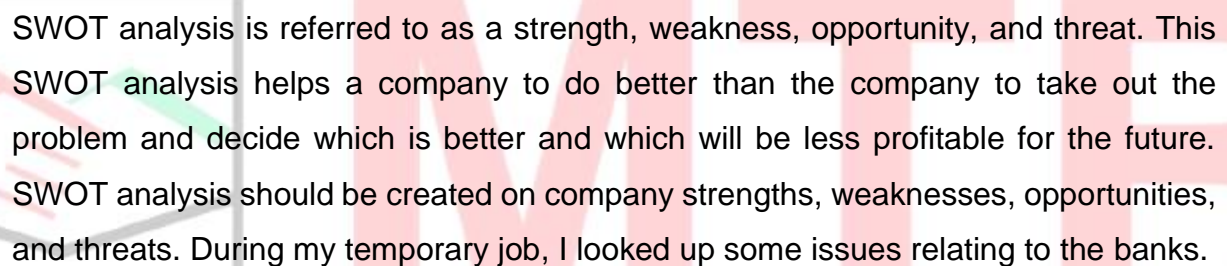
MTB



### **2.1.5 Operation:**

The company's operating segment includes all kinds of commercial banking activities including Main operation and money market operation, Off-shore Banking Unit, Investment in Merchant Banking Activities and company activities, MTB Securities Ltd., MTB Capital Ltd, Financiers, Promoters, Capitalists, Financial Intermediary Services, MTB Exchange (UK) Ltd and any other related financial services. They generate maximum revenue from the Main operation segments. Mutual Trust Bank Ltd operates its banking activities through its Head Office at Dhaka.

### **2.1.6 SWOT analysis:**



SWOT analysis is referred to as a strength, weakness, opportunity, and threat. This SWOT analysis helps a company to do better than the company to take out the problem and decide which is better and which will be less profitable for the future. SWOT analysis should be created on company strengths, weaknesses, opportunities, and threats. During my temporary job, I looked up some issues relating to the banks.

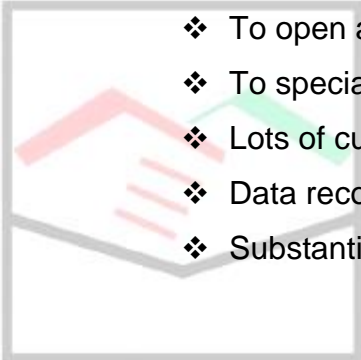
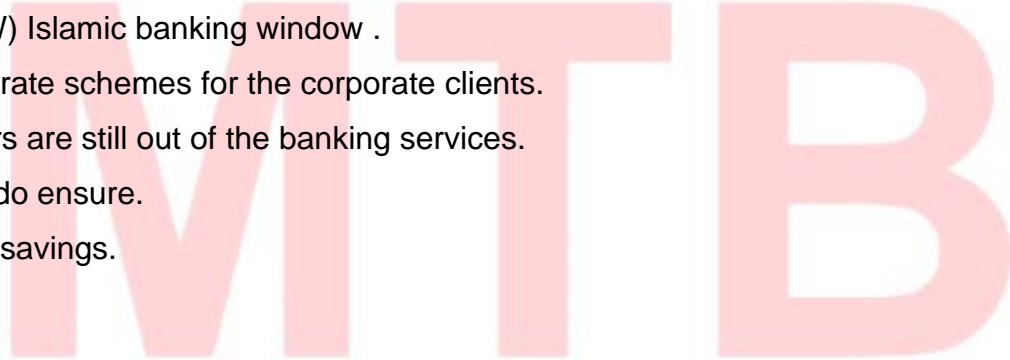
#### **2.1.6.1 Strengths:**

- ❖ To better communicate with clients in face-to-face and mobile confirm systems.
- ❖ Employees are friendly and solve problems for each other.
- ❖ The banking industry is reputable.
- ❖ Skilled in the management team
- ❖ Proper service, give the clients a better idea and gives a good advantage.
- ❖ High growth rate.
- ❖ Highly branch network interacts.

### **2.1.6.2 Weakness:**

- ❖ Service quality is good of the bank but customers keep us more expectations.
- ❖ The promotion sector is low and some groups of employees are not satisfied.
- ❖ ATM booths are limited.
- ❖ Each branch is so long-distance then customers are unsatisfied.
- ❖ Fewer facilities for rural people.

### **2.1.6.3 Opportunities:**

- 
- 
- ❖ Opportunity in retail banking.
  - ❖ To open an (IBW) Islamic banking window .
  - ❖ To special corporate schemes for the corporate clients.
  - ❖ Lots of customers are still out of the banking services.
  - ❖ Data records to do ensure.
  - ❖ Substantial cost savings.

### **2.1.6.4 Threats:**

- ❖ To coming into new competitors with the new technology of the banking facilities.
- ❖ To have high technology banking services of other banks.
- ❖ At the corporate level high acceptance of other banks.
- ❖ To problems within the agency, risks, and fraud.
- ❖ Security systems attack and delay transactions.

## 2.2 Industry analysis

### 2.2.1 Specification of the industry

Mutual Trust Bank Ltd. (MTB) is one of the third generation private commercial banks, founded in Dhaka, Bangladesh. They received the award for the first-ever best “SME Bank of the Year” and best “Women Entrepreneurs’ Friendly Bank of the Year” by Bangladesh Bank and SME Foundation. Also, they have been considered as the Best Financial Institution of 2014 at the DHL-Daily Star Business Awards in 2015. And recently they have been awarded for the Best Presented Annual Report-2018 (3rd position) in the Private Banks category by The Institute of Chartered Accountants of Bangladesh (ICAB). Mutual Trust Bank is admired to be one of the most admired banks in the nation and is also recognized as an innovative, creative, and client-focused company. Their main focus is to achieve success via their worker’s performance. MTBL is one of the highest-paid banks to their worker. They always evaluate their employee’s performance and by finding gaps, they develop a strategy to close those gaps by doing training or by giving motivation in order to achieve success.

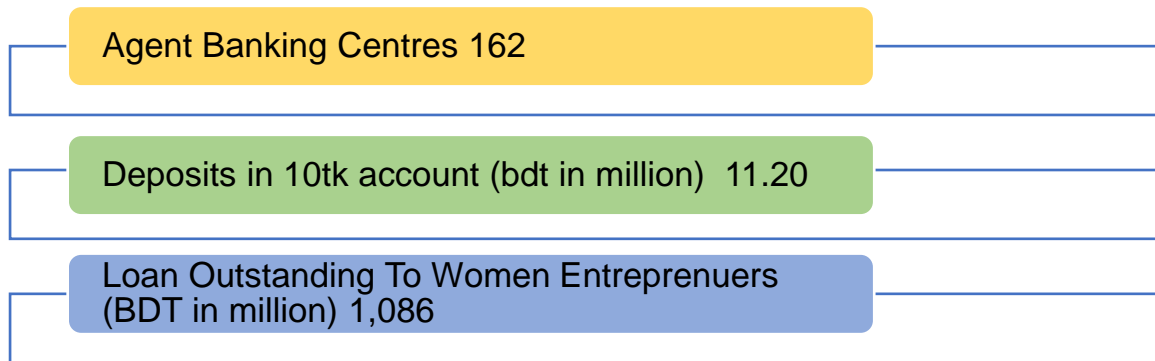


#### Performance 2020

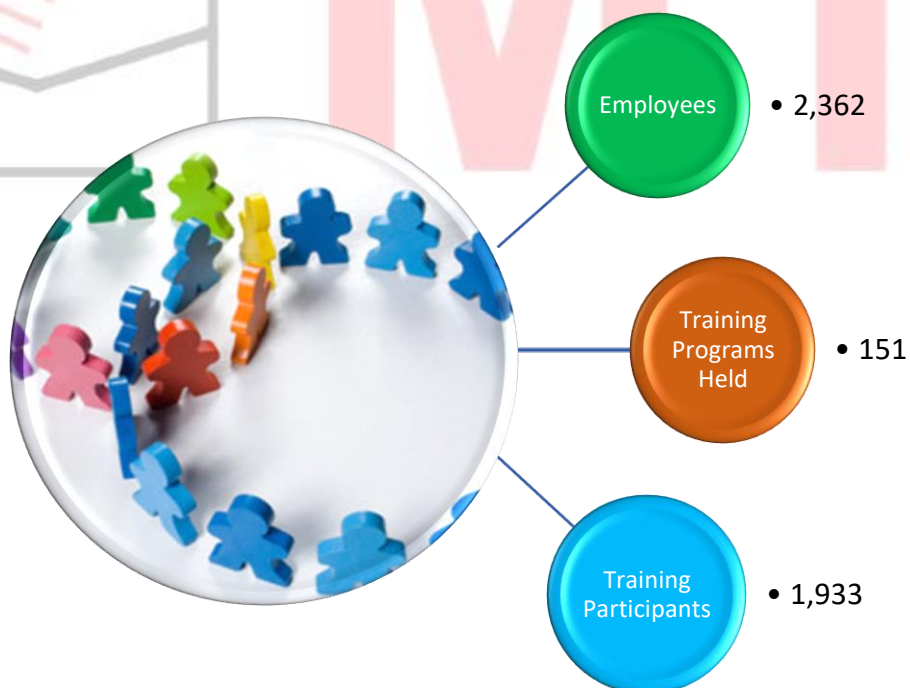
- MTBL total Branches and sub-branches are 145
- Their point of Sale (POS) Machines are 3,137
- Total ATM Network are 306
- The number of total Debit Card are 373,128
- The number of total Credit Card are 75,071
- Customers are 981,587
- SMS Banking Customers are 404,384
- Number of Internet Banking Customers are 40,009.



## Financial inclusion

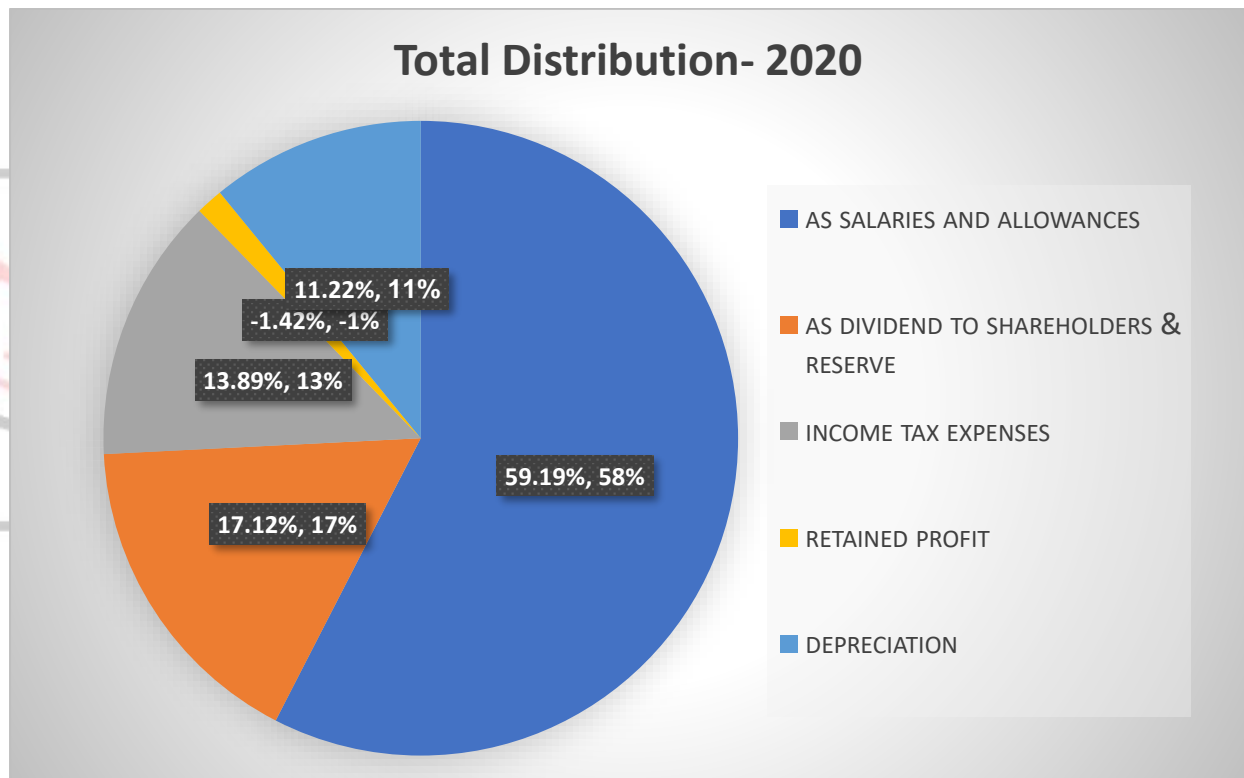


## Employee Engagement

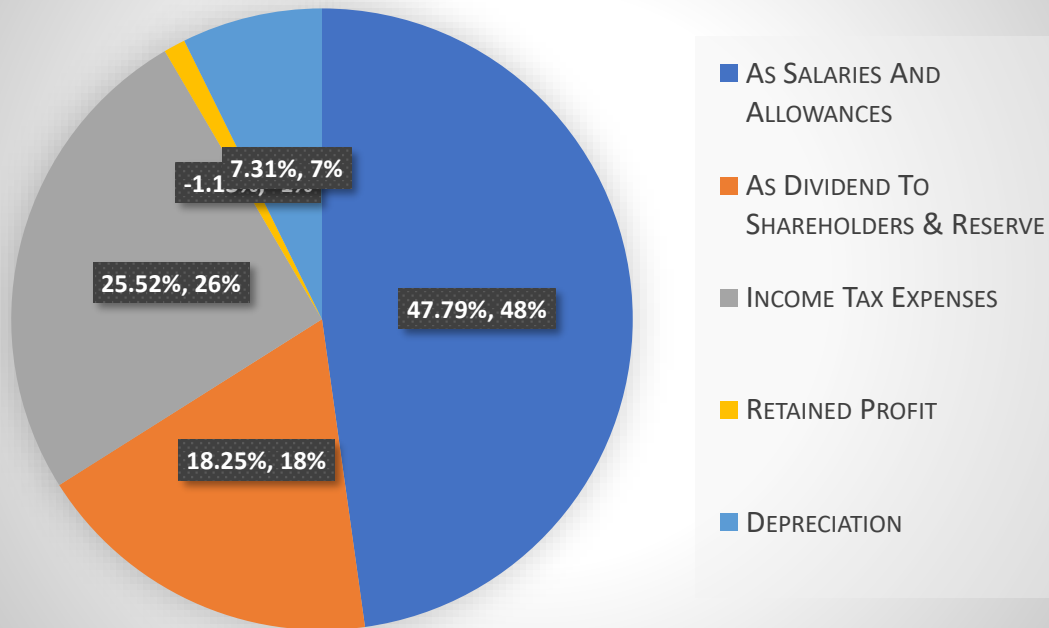


## 2.2.2 Size, trend, and maturity of the industry:

Mutual Trust Bank has a current network of 119 branches & 33 Sub-branches, 200 Agent Banking Centers, 18 kiosks, 310 modern ATMs including 6 CRM Booths, 4 Air Lounges, over 3,220 Point of Sales (POS) machines, located in Prime commercial, urban and rural areas, MTBL give their customers full-time Online Banking Services, Internet and SMS Banking to their clients through a committed team of experienced Relationship Managers and Alternate Delivery Channels (ADC).”



### Total Distribution- 2019



### 2.2.3 External economic factors:

Mutual trust bank is always concerned about their economic factors. MTBL always rapidly developing its SME, corporate and retail sectors and in government bond investing, where their margin is still higher. Mutual Trust Bank is providing job opportunity for the unemployed.

### 2.2.4 Technological factors:

MTBL has done significant technology investments and they are in the process of upgrading to a cutting-edge core banking system. In Bangladesh, Mutual Trust Bank has installed approximately 150 ATMs, with 70 in Dhaka alone. It offers a wide range of services to its valued customers, including Online Banking such as internet banking, and a variety of other Value-Added Services such as Mobile Financial Services, SMS

Banking, VISA Card, Internet Banking, and so on, all of which are very safe. MTBL also offers an MTB app, which simplifies the entire online process for customers.

### **2.2.5 Barriers to entry:**

Entry into a banking industry is not that easy but some common barriers that any bank faces are strong brand identity, patent protection, customer loyalty then high customer switching costs. That's are some common facts, but many other challenges that bank faces. But one thing that I noticed in that 3 months internship observation was that MTBL gives its best to its customers. Customers are highly satisfied with their service that's why they couldn't switch.

### **2.2.6 Supplier Power:**

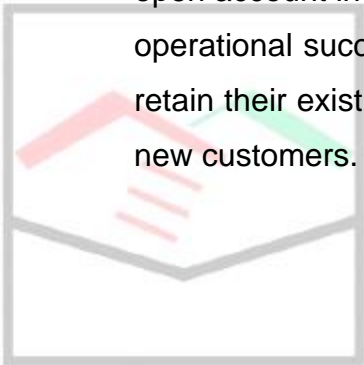
It refers to the companies that give bank inputs such as deposits, equipment, and occasionally services. It's an essential part of the microenvironment. Large banks, such as MTB, must deal with hundreds of suppliers to keep their banking operations running smoothly without interruption, and having suppliers with their bargaining power has an impact on a bank's operations.

### **2.2.7 Buyer Power:**

Without customers, no bank can survive. Customers are the ones who purchase the bank's services. The goal of a bank is to acquire and retain customers, and they are at the centre of marketing. Consumer demand, tastes, and buying habits should all be taken into account by the bank. MTB strives to provide the best service possible to its customers. They give 24-hour customer support to create a one-stop shop for their loyal customers around the clock.

### **2.2.8 Threat of Substitutes:**

The banking industry is very competitive. Competition arises when numerous banks offer comparable services in the same market. It is very difficult to conduct thorough research on the competitive scenario to thrive and avoid threats from competitors. Most Private Commercial Banks (PCB) compete with Mutual Trust Bank Limited, including Southeast Bank Limited, BRAC Bank Limited, City Bank Limited, Dutch-Bangla Bank Limited, and others. Mutual Trust bank is one of the best bank in the terms of giving their best customer service and also MTBL customers are satisfied. They always try maintain a good relationship with their clients. Also their old customers come here to open new different types of account for their own, or referred others to open account in that bank. They also invest in technology upgradation to achieve the operational success. Most of the customers are their existing customer, they always retain their existing customer. They can update their current product matrix to attract new customers. Their main target is to deliver best services in a best way.

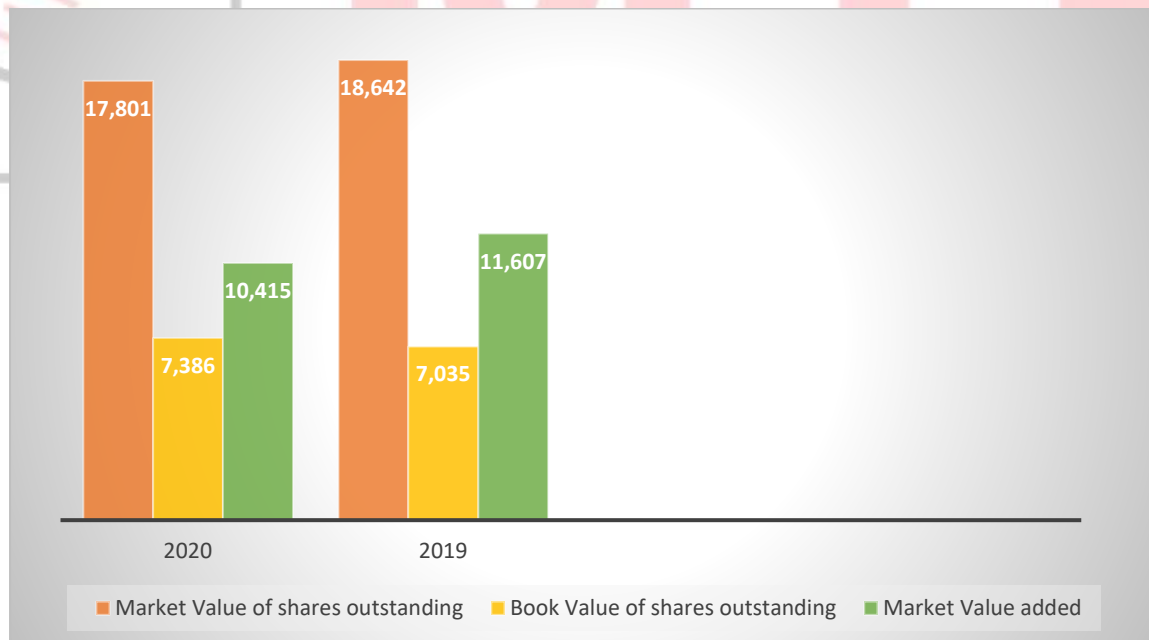


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## 2.2.9 Industry rivalry:

Mutual Trust Bank is one of the leading banks in this competitive banking industry with a number of strong rivals like Prime Bank, City Bank, Mercantile Bank, and Eastern Bank Limited. MTBL is running well in this race for the last 24 years. The competitors of other Banks with MTBL are quite high.

A variety of obstacles are there for the brand-new entrants to happen in the banking industry. Just a couple of banks be successful in this industry as there is a need to understand the customer's need which requires time and management, while recent competitors are well aware and have progressed with consumer loyalty over their service with time. There is a low risk of new entrants to Mutual Trust Bank as it has quite a big reputation in this banking industry, running with a well-reputed image.



## CHAPTER - 3

### INTERNSHIP EXPERIENCE



# MTB



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### 3.1 Position, duties, and responsibilities:

Throughout my three-month internship period, I did a lot of work at Mutual Trust Bank. In the Principal Branch, I work in almost every sector. I had to perform there from 10:00 a.m. until 6:00 p.m. I learned a lot about discipline in the offices. In addition to the desire to work hard, this organization emphasizes the discipline level of each person separately. For example, I've been well managed here so far. I'm still holding my office time. During these three months my internship duty helps to identify more about banking. I don't have any fixed responsibilities as an intern. Here's what I've got to do:

Description of duties:

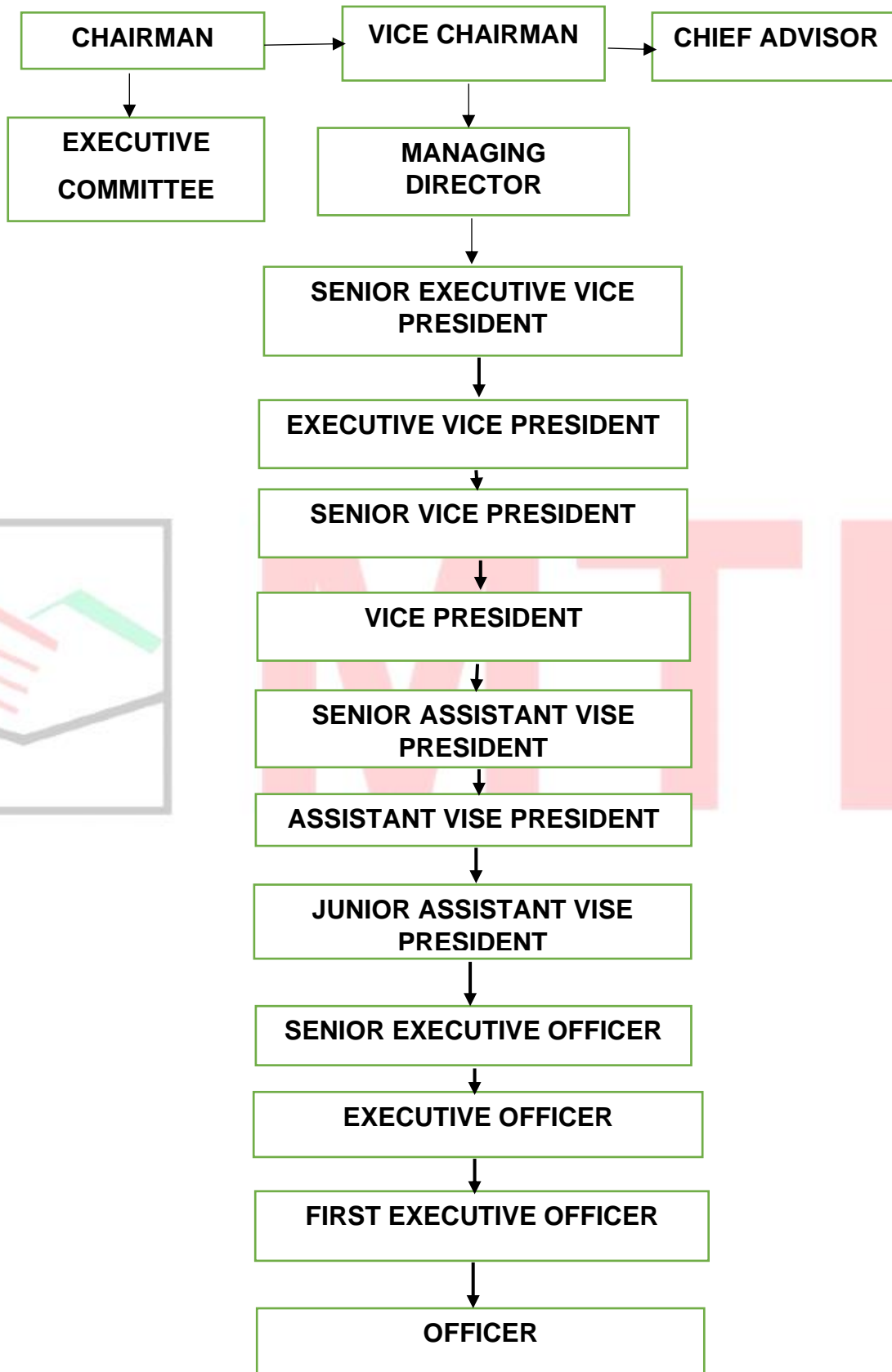
- Accounts opening/closing
- Account Statement
- Payment order
- Cheque Book Requisition & Delivery
- ATM Card Delivery
- Deposit schemes

Name of Supervisor and their position:

1. Branch Manager: Mohammad Shaheen Khan
2. GB: Account Opening Farzana Sharmin (Customer Service Officer)
3. GB: Account Closing Amzad Hossain (Customer Service Officer)
4. Islamic Banking: Md. Shahidul Islam (Customer Service Officer)
5. Credit: Md. Jahirul Islam (Customer Service Officer)



## Management Hierarchy of MTB:



## My responsibilities

### General Banking Activities:

- **Account opening:** Initially, I worked in the account opening area for non-individuals and individuals. I was assigned the responsibility of opening accounts for various consumers. Firstly, I verified that the customer had brought all of the required documents (National ID card, 2 copies of the account holder's passport-size photo, 1 copy of the nominee's passport size photo, TIN Certificate if applicable, current bill document for address verification, and birth certificate) to open the account. Then, following the officer's instructions, I filled out the account form paperwork. It is needed to recognize various sorts of accounts, such as current accounts, savings accounts, fixed-term deposit accounts (FDR), and so on.
- **Give customer accounts statement:** Client sometimes wants to know their accounts statements and request for a printed copy of them monthly, yearly, weekly, and daily transactions from the bank, despite the fact that MTB Inspire software allows customers to review everything linked to their account.
- **Cheque book issue and delivery:** In that 3months I have also learned how to process a cheque book. I have learned the process of the cheque book requisitions and other formalities and also learned the cheque book delivery processes;
  1. Firstly, in the register book put a cheque book entry with serial number, a/c name, and a/c number.
  2. Secondly, I had to take the signature from a customer in the cheque register book and check if it matches the account signature.
  3. Lastly, by verifying the signature, I had to deliver the cheque book to the customer.

- **Making calls to the clients:** Sometimes I had to call the clients for necessary purposes. I had to call the clients if –
  1. To inform customers that their cheque book is ready so that they collect them or it may destroy.
  2. Any document needed for opening the account.
  3. To inform the customers about the debit card.
- **Pay Order:** To send customers money, I deal with the payment order. Many customers visit daily in our bank to place business Pay orders with their suppliers and creditors. So I give service to several consumers in completing their pay order forms and also I created a pay order cheque book. After entering all of the pay order cheque books, I had to write the Serial number in the registration book.
- **Complete forms:** I find some forms were incomplete so I complete that forms. Some forms had some missing information and documentation and then I updated them by my supervisor's instructions.
- **Thanks Letter:** For verification of the customer's address, I wrote lots of thanks letters.

### **3.2 Training:**

MTBL understands the need for employee training, in every sector of an industry training plays an important role. For developing the skills, and capabilities of an employee, training is very essential. Also, employees agreed that training can enhance their skill of being detail-oriented. During my internship period, I saw that many of the officers doing their online training sessions. In my office, most of the officers agreed that after taking the training sessions they are more skilled in their work and their performance has become well. But one thing that I felt that MTBL should conduct a software-based training for their employees because some of the employee are less skilled in technology. It is important to know about new technology that are used by other banks, so to compete with them employees need to train in modern technology system. Gradually Mutual Trust Bank is increasing their training budget, so it means MTBL are more concerned about achieving the organization's goals by giving their employee training.

### **3.3 Contribution to departmental functions:**

Activities of the General banking department of Mutual Trust Bank are as follows:

- Accounts opening/ closing
- Account Statement
- Cheque Book Requisition & Delivery
- ATM Card Delivery
- Payment Order
- Deposit schemes

### **GB: Account Opening**

Farzana Sharmin (Customer Service Officer) instructed me on what type of papers to open an account!

### **GB: Account Closing**

Amzad Hossain (Customer Service Officer) I learned from him what the requirements for closing different types of accounts are.

### **GB: Cheque Book Requisition & Delivery**

Muslima Akter Tania (Customer Service Officer) instructed me that how to process the chequebook requisitions and other formalities and also learned the checkbook delivery processes;

### **Islamic Banking:**

Md. Shahidul Islam (Customer Service Officer) described to me Different types of Islamic Banking accounts and the document required to open them.

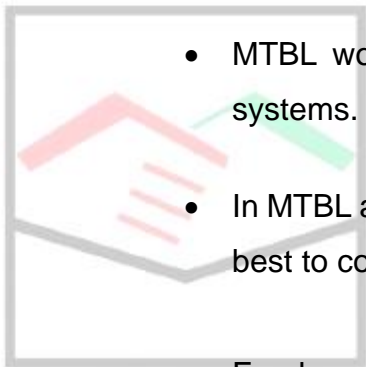
### **Credit:**

Md. Jahirul Islam (Customer Service Officer) I learned from him how to give account statements and solvency certificates along with the document needed to get debit or credit cards.

### 3.4 Evaluation

This internship experience at MTBL was a life-changing experience in my life. Throughout this 3months internship, I was prepared to master a variety of skills. The internship allows me to learn about the real working world and gain real-world experience. I saw a few things during my internship, and based on my little expertise, I submitted a recommendation to the bank.

- My senior officers are very friendly with me and they are very helpful. They didn't make me feel like I was just an intern, not an employee.
- MTBL work processes are very faster with better computers and operating systems.
- In MTBL all the employees are so sincere about their work, they always try their best to complete their assigned work on time.
- Employees perform their duties properly and so sincerely.
- Employee work is always divided separately. So, they maintain that discipline and do their job well. Also, I noticed that some of the officers motivate their colleagues to complete their assigned work on time.



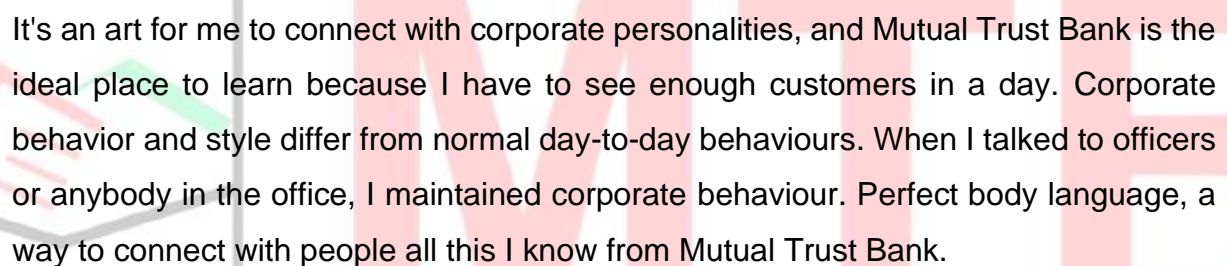
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### 3.5 New skills developed:

- Gaining experience

I think MTB is the ideal place to gain experience, MTB experience is a positive thing to develop my confidence level. This bank gives me enough opportunity to gain experience. Also, my seniors are very supportive in this position to provide enough feedback to gain experience.

- Corporate Behaviour and Interact with Corporate People



It's an art for me to connect with corporate personalities, and Mutual Trust Bank is the ideal place to learn because I have to see enough customers in a day. Corporate behavior and style differ from normal day-to-day behaviours. When I talked to officers or anybody in the office, I maintained corporate behaviour. Perfect body language, a way to connect with people all this I know from Mutual Trust Bank.

- Initiative

Officers always appreciate me taking initiative for work challenges & help those with all resources for achieving their goals. I have adapted a way of working from my seniors, and now I have enough confidence to take initiative on my one.

- Discipline

Maintaining discipline in the office is the important thing that I developed in my skills. I have been well managed here so far.

### 3.6 Application of academic knowledge:

To learn something in the classroom and to learn something in the workplace are two different things. The internship is very instructive to me because I think my practical qualities and capabilities are increasing a lot here and also I use my theoretical knowledge here. If you want to succeed in your job life then, we need expertise in both practical work and academic learning. Practical work and academic knowledge go hand in hand and each has its importance. As a BBA student, in that four years of BBA time I have gained a lot of academic knowledge and experience. But this internship period's experience and my academic learning time experience is quite different. During my university time, I don't need to think much about my time. My faculties have given me enough time to complete my course assignment. But in my professional life, their punctuality should be maintained. In academic learning I learned how to communicate, for course purposes, I build up my confidence by giving presentations all those are the same in both academic learning and practical work because in professional life I have to deal with my clients, so that academic knowledge I applied in my internship period.





## CHAPTER- 4

### MARKET DEVELOPMENT INITIATIVE

# MTB



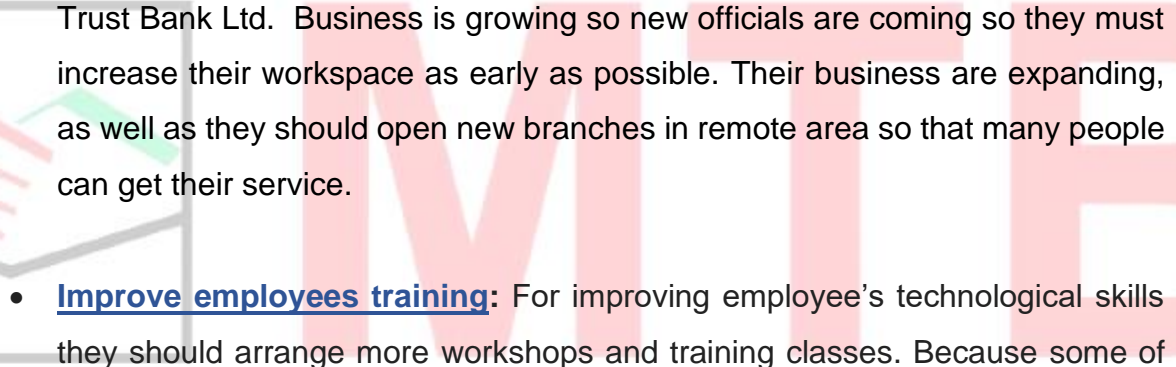
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## 4.1 Market Development Initiatives of the Mutual Trust Bank Limited;

The internship period was a great time for me, working at Mutual trust Bank Limited was a life-changing experience for me. In my internship, I was prepared to master a variety of skills. The internship gives me the opportunity to learn about the real working world and gain real-world experience. I saw a few things during my internship and based on my little expertise, I feel that they should take these initiatives for their market development.

- 
- **Open more branches:** As the banking sector is growing as well as Mutual Trust Bank Ltd. Business is growing so new officials are coming so they must increase their workspace as early as possible. Their business are expanding, as well as they should open new branches in remote area so that many people can get their service.
  - **Improve employees training:** For improving employee's technological skills they should arrange more workshops and training classes. Because some of the employees are unknown with many new software banking system so that training is much needed.
  - **Improve online services:** I think they should improve and also should develop their online services because sometimes clients came with some objection that they didn't get transaction statement SMS on their phone. So, that to make banking easier for their customers they should improve their online services.

- **Increase ATM booths:** Customers need more ATM booths in a remote areas. So, that they can use their cards anywhere easily. Customers are suffers a lot from having fewer ATM booths. Therefore, they should open more ATM booths.
- **More concern about their competitors:** In every business sector competition is rising. Banking industry competition is also rising and many new banks are coming. MTBL should be concerned about their competitors and should work harder for their future growth.
- **Deal with Political instability:** Sometimes Political instability affects the whole banking activities. To maintain this instability, the directors of the bank should take some initiative.
- **Recruit more employees:** For some sectors, MTBL need some more employees to deliver values to the client. So, the authority should take responsibilities to recruit some expert and knowledgeable employees for their bank. Also they can recruit newly graduates.
- **More involved with Social activities:** Social responsibility create and improve corporate image. For maintain this reputation MTBL needs to involve in some more social activities. Like some N.G.O activities, poverty elevation etc.



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## CHAPTER- 5

### CONCLUSION & KEY FACTS



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## 5.1 Recommendation for improving departmental operations:

- They should increase the ATM and bank branch withdrawal limit,
- Mutual trust bank Limited does not give remuneration for the interns as they come from different places in Dhaka city. They have to spend their own money in order to come to their workplace.
- They should open an online app where customers can share their problems.
- They should increase employee training programs.
- Customers are the insuperable part of service and profit generation is largely depends on customer satisfaction. So Mutual Trust Bank needs to concentrate on customers.
- College students and university students demand some different types of deposit schemes, so MTBL should offer some deposit schemes.
- They should design low-cost, innovative digital communication services.
- They should take initiatives to share or cut operational costs like agent salaries and ATM fees.
- Supportive managers can make their employees happy and can motivate them to work harder. So, MTBL managers should be more concerned about their employees to give them more motivation and reward also.

## 5.2 Key understanding

This MTB Principal branch which is located at the Motijheel branch has more women employees compared to males and has made an important statement that women are also good as men in order to operate the banking business. So, as a woman, I get motivated to look at them. Therefore, I preferred to work in the banking sector. After completing my internship period, I analyze that the banking sector has many opportunity and also employees' salary is good enough, so I am preparing myself to enter the banking sector. Also, I found that also there is a work-life balance because I can get 2 days off and some other facilities, which will give me enough flexibility to work. So, that 3months of experience encourages me to work in the banking sector. My supervisor and my co-workers encouraged me a lot to work hard and also they appreciated my work. Now I feel more confident & motivated than I ever was. So, that is the reason that it will be my pleasure to join any other reputed bank or Mutual Trust Bank Limited.

## 5.3 Conclusion:

Mutual Trust Bank limited is doing great among other competitors like Prime Bank, City bank, etc. MTBL is now one of the top banks in Bangladesh. Accordingly, they have a significant number of customers, and to tackle those customers they also have a good number of employees. In my observation, they are doing very well and they are prospering day by day with a good number of improvements. In terms of learning and experience, I would say that I benefited significantly from my 3months work program. This three-month internship period at the Mutual Trust Bank Limited Motijheel Branch will undoubtedly assist me in determining my potential career path. It was a great experience for me to join this branch and got the best from my supervisors and seniors and learned a lot through this. I hope that Mutual Trust Bank will improve even more to provide even more satisfaction to the employees and gain their trust of them within the short time possible.

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## Appendix-A:

	<b>Acronyms and Abbreviations</b>
<b>FDR</b>	<b>Fixed Deposit Receipt</b>
<b>DPS</b>	<b>Deposit Pension Scheme</b>
<b>SME</b>	<b>Small and Medium Enterprise</b>
<b>NRBs</b>	<b>Non-Resident Bangladeshis</b>
<b>BBB</b>	<b>Brick By Brick</b>
<b>SOWT</b>	<b>Strength, Opportunity, Weakness, Threat</b>
<b>ATM</b>	<b>Automated Teller Machine</b>
<b>ICAB</b>	<b>Chartered Accountants of Bangladesh</b>
<b>CRM</b>	<b>Customer Relationship Management</b>
<b>POS</b>	<b>Point Of Sales</b>
<b>ADC</b>	<b>Alternate Delivery Channels</b>
<b>NPLs</b>	<b>Non-performing loans</b>
<b>PBC</b>	<b>Private Commercial Banks</b>
<b>NBFI</b>	<b>Non-Banking Financial Institution</b>
<b>TIN</b>	<b>Taxpayer Identification Number</b>
<b>NGO</b>	<b>Non-Government Organisation</b>