

Internship Report

On

**A Comprehensive Overview of General Banking Activities
and Performance Analysis of “FSIBL (First Security Islami
Bank Limited)”**

United International University



Internship Report on
**A Comprehensive Overview of General Banking Activities and
Performance Analysis of “FSIBL (First Security Islami Bank
Limited)”**

Submitted to

Ms. Ishrat Jahan

Assistant Professor

United International University

Submitted by

Maisha Mumtaz Mumu

ID: 111 171 031

Date of submission – 18th November 2022

Letter of Submission

18th November 2022

Ms. Ishrat Jahan

Internship Supervisor
School of Business & Economics
United International University
United City, Madani Avenue, Badda,
Dhaka 1212.

Subject: Submission of Internship Report.

Dear Madam,

It is a pleasure for me that, I am going to submit a report based on “**A Comprehensive Overview of General Banking Activities and Performance Analysis of FSIBL-First Security Islami Bank Limited.**”

I have prepared this report as per your given instructions and also based on the experience I had while working at **FSIBL-First Security Islami Bank Limited**. As an intern, my work was much more valuable and quite interesting. I gathered a deal of knowledge and also assembled outstanding experiences. I have tried to include all the information I gathered during the period of my internship.

Sincerely,

Maisha Mumtaz Mumu

ID: 111 171 031

Program: BBA

Major in Accounting

United International University

Acknowledgement

First of all, I would like to thank Almighty Allah for helping me to finish my internship report without any delay.

Secondly, I want to thank my Internship Supervisor **Ms. Ishrat Jahan** who helped me throughout the period to do all the steps necessary to complete this report successfully. It won't be possible for me to prepare my **Internship Report** without her instructions and proper guidance.

I want to thank all the employees of **First Security Islami Bank Limited (FSIBL)**, Rupnagar Branch. They have taught and guided me throughout my internship period in spite of their busy working schedules. I would remember this experience of working in FSIBL as a valuable and wonderful part of my entire life. I have received a great deal of support and cooperation from all of them.

Abstract

This report is based on three months' work experience of mine at **First Security Islami Bank Ltd**, Rupnagar Branch. It is prepared on **A Comprehensive Overview of General Banking Activities and Performance Analysis of FSIBL- First Security Islami Bank Limited**. This report will provide a complete idea of it.

First Security Islami Bank Ltd was incorporated in Bangladesh on 29th August 1999. FSIBL is an Islamic Bank and have been doing their all activities based on Islamic Shariah. **First Security Islami Bank** was the first Bank who introduced many new products and services associated with Islamic Shariah. The Head Office of FSIBL is situated at Gulshan Avenue, Dhaka.

In this report, I tried to cover the whole process of **General Banking** based on my experience and the performance analysis of **First Security Islami Bank**. In the section of General Banking, there are many activities done by the employee to satisfy their customer. In the part of performance analysis, I tried to figure out the ups and downs with the help of graphs, provide some idea of my observation, and the recommendation.

As an intern, working in FSIBL has been a valuable and interesting experience for me. This experience has helped me to gather knowledge for my future life, focus on the problems related to this matter and look out for solutions. All the branches of FSIBL are provided with best quality customer service to achieve customer satisfaction. Nowadays modern technology has been evolved in every sphere of life as well as in the banking system. FSIBL is also equipped with the best quality modern technology and provides online communication services.

Table of Contents

Part: One

1. Cover Page.....	Page no. ii
2. Letter of Submission.....	Page no. iii
3. Acknowledgement.....	Page no. iv
4. Abstract.....	Page no. vi
5. Table of Contents.....	Page no. vii-ix

Part: Two

Chapter One: Introduction

1.1 Introduction.....	Page no. 01
1.2 The Scope of the whole report.....	Page no. 01
1.3 The Objectives of the study.....	Page no. 02
1.4 Methodology.....	Page no. 02-03
1.5 Limitations of the whole Study.....	Page no. 03

Chapter Two: Banking Overview

2.1 The Background of FSIBL.....	Page no. 04
2.2 The Vision of FSIBL.....	Page no. 04
2.3 The Mission of FSIBL.....	Page no. 05

2.4 The Goal of FSIBL.....	Page no. 05
2.5 The SWOT Analysis.....	Page no. 06-07
2.6 Corporate Information of FSIBL.....	Page no. 08
2.7 Hierarchy Position Structure of FSIBL.....	Page no. 09
2.8 Board of Directors of FSIBL.....	Page no. 10
2.9 The Branches network of FSIBL.....	Page no. 11

Chapter Three: General Banking Activities

3.1 General Banking.....	Page no. 12
3.2 Account Opening Section.....	Page no. 12-17
3.3 Cheque Book Issuing.....	Page no. 17-18
3.4 Account Closing Section.....	Page no. 18-19
3.5 Cash Section.....	Page no. 19
3.6 The Clearing Section.....	Page no. 19-20
3.7 Foreign Remittance.....	Page no. 21-24
3.8 Online Banking (FSIBL Cloud).....	Page no. 24-25
3.9 ATM Banking.....	Page no. 25
3.10 SMS Banking.....	Page no. 25
3.11 Customer service.....	Page no. 26
3.12 My Activities in General Banking of FSIBL.....	Page no. 27-28

Chapter Four: Performance Analysis

4.1 The Ratio Analysis.....	Page no. 29-30
4.2 The Common Size Analysis.....	Page no. 30
4.3 Ratio Analysis and Graphs.....	Page no. 31-40
4.4 The Balance Sheet of Common Size Analysis.....	Page no. 41-42
4.5 The Income Statement of Common Size Analysis.....	Page no. 42-43
4.6 Performance Analysis after discussion.....	Page no. 44-45

Chapter Five: Conclusion

5.1 Findings.....	Page no. 46
5.2 Recommendations.....	Page no. 47
5.3 Conclusion.....	Page no. 48
5.4 References.....	Page no. 49

Chapter One: Introduction

1.1 Introduction

Now a days the banking sector has become a vital part for everyone's life around the world. That's the reason; everybody should have some idea about the bank and the banking system. Banking procedures should be faster and easier and the area should become wider. In recent years, because of the importance of the banking system, it becomes very faster, wider, and easier for everyone. As we are facing the competitive field of the banking sector, banking institutions are coming up with innovative and creative ideas. In the economic sector of our country, the banking sector plays a vital role.

In Bangladesh, there are lots of obstacles in the banking sector because of the group of the unemployed economy. We need to focus on the loan system and the advanced facilities of money, to cope up with the difficulty in the banking sector in this era of Globalization.

1.2 The Scope of the whole Report

The main focus of this report is to learn everything about the overall idea of the banking system. As **First Security Islami Bank Ltd (FSIBL)** is a leading bank in Bangladesh, I have decided to complete my internship at **First Security Islami Bank**, Rupnagar branch. During the period of my internship, I acquired a lot of knowledge about general banking activities such as account opening systems, transaction system, checkbook distribution, ATM section, and customer satisfaction.

The purpose of this report is to provide an overview of the banking sector, its activities, performance, and customer satisfaction.

1.3 Objectives of the Study

The objectives of the study of this report are given below;

- To get some idea of the general banking activities of FSIBL
- To maintain those activities in an effective way.
- To achieve customer satisfaction by providing services according to their needs
- To know about their products and the features of the deposit system
- To identify the performance of FSIBL
- To identify the problems which are related to the general banking activities
- Based on my findings, provide some suggestions
- To ensure a congenial working environment

1.4 Methodology

There are mainly two types of sources used for collecting information about the whole report, which are primary and secondary sources. The sources are given below;

The Primary Sources;

- Communicating with FSIBL's customers directly
- Communicating and discussing with FSIBL's respective manager and officers of the branch
- Observing numerous organizational events and structures
- Observing the banking operations and working with the officers

The Secondary Sources;

- The annual report of FSIBL
- Previous research report
- Various articles, books, and bank documents regarding general banking

- The FSIBL's website
- Different types of circulars from the head office of **First Security Islami Bank Ltd.**

1.5 Limitations of the whole Study

There were some obstacles that I found during my internship period to complete my work within a shorter period. Those are given below;

- The time of three months is very much insufficient to gather knowledge about all the activities of general banking.
- The bankers don't want to disclose all the data and information to maintain the confidentiality.
- It was tough for me to collect the proper information due to the busy schedules of the employees.

Chapter Two: Banking Overview

2.1 The Background of FSIBL

On 29th August 1999 **First Security Islami Bank** Ltd was incorporated in Bangladesh. They obtained permission from Bangladesh bank on 22nd September 1999, and started Shariah Banking on 1st January 2009. On 25th October 1999, FSIBL began its operations with a licensed capital.

In Bangladesh, FSIBL operates 200 Branches, 149 Sub Branches, 209 ATM Booths situated in major areas, 83 Agent Banking Outlets, and 27 Collection Booths. FSIBL has two foreign exchange houses which are in Italy and Canada.

For maintaining dynamic growth FSIBL working on its long-term strategic plan. With the changes in customer demand, they have improved their strategies. They provide multi-delivery channels by enhancing sub-branches, ATM booths, agent banking outlets, collection booths, mobile application services, internet banking and online services for their customers.

2.2 The Vision of FSIBL

A Vision statement of an organization reflects what they want to achieve in long run, basically in a time frame.

The vision statement of FSIBL is achieving the leading position of the financial institution. To serve their customer a marvelous manner, having up-to-date technology, and providing premium products, and fulfilling customer requirements with the help of extremely experienced manpower.

2.3 The Mission of FSIBL

The **Mission** statement refers to any organization's objectives and the approach to reach and fulfill those objectives. The missions are given below;

- They contribute to the development of the country.
- They provide customer satisfaction through the extension of services by motivating employees to attain that.
- The continuous growth of market share by maintaining quality.
- The use of ethics and transparency at all levels has been ensured.
- The sustainability of improvement and establishment of the full value of the shareholders has been ensured.
- They always try to provide significant and premium service to the national economy.

2.4 The Goal of FSIBL

The goal of **First Security Islami Bank Ltd (FSIBL)** is to upgrade the monetary system through the use of the best banking techniques, which are based on Islami Shariah, and to become strong and efficient as well.

The main goals are;

- Focus to become the most customer-friendly, and satisfy the customer through providing better service.
- The creation of modern technology for the most prestigious banking environment.
- Continuous improvement in banking has been ensured.
- A contribution to the economy has been added.

2.5 The SWOT Analysis

SWOT analysis is a method of identifying, evaluating, and analyzing a company's internal strengths, weaknesses and external opportunities, and threats.

FSIBL has also its strength, weakness, opportunities, and threats. Those are given below;

Strength:

- FSIBL is a Shariah-based bank, which can be considered a plus point for them
- They have established a customer-friendly environment
- Huge quantity of deposits
- It provides the service of online banking
- It serves ATM service
- It has wide a market share and a stable source of fund
- The principal resource of the division is the human asset
- Provide quick and exact customer service
- FSIBL provides an excellent service to their purchasers
- Provides high attention to individual performances
- For the extraordinary customer, they provide services even after the banking hours
- All of the officers are sincere, dedicated, and honest to provide their services

Weakness:

- Poor marketing and advertising strategy
- The period of loan approval is very high
- The growth of career advancement is very slow
- There are no laws against taking discrepancy charges in L/C

Opportunity:

- The business platform is developing so fast and devoted to new business people
- They charge lesser than their rivals
- FSIBL introduced the Islamic Card first time in Bangladesh
- FSIBL is provided such a holistic atmosphere
- Growing new and developed products for the customers
- The scope of developing new committed entrepreneurs
- The scope of gaining sustainable competitive advantage
- The promotional activities for SME loans and new products can be enlarged

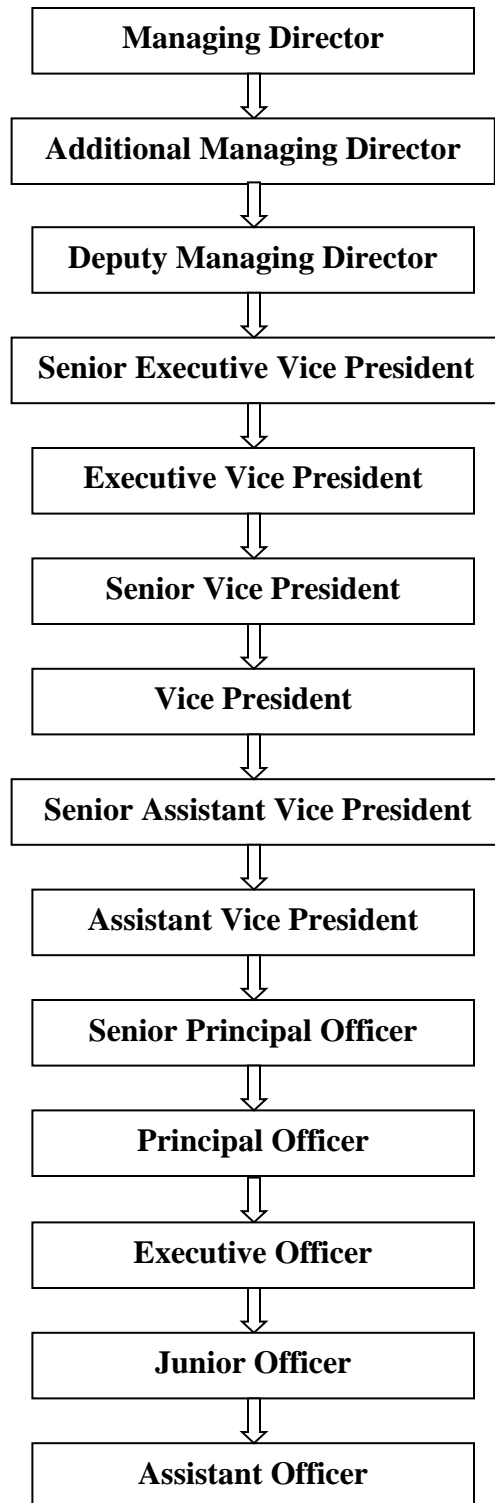
Threat:

- Many accomplished rivals are running in the business market
- The changing rules and directions of the government
- The rivals of FSIBL have better online service
- The changing customer need can be a threat to the bank
- Insufficient ATM booths compared with the competitors
- The rules and regulations of Islamic Shariah is not followed by Bangladesh's money market

2.6 The Corporate Information of FSIBL

Name of the Company	First Security Islami Bank Limited (FSIBL)
Chairman	Mohammed Saiful Alam
Vice Chairman	Mohammed Abdul Maleque
Managing Director	Syed Waseque Md Ali
Legal Status	Public Limited Company
Date of Incorporation	29 th August 1999
Date of Permission from Bangladesh Bank	22 nd September 1999
Date of Opening the First Branch	5 th October 1999
Registered Office	23, Dilkusha C/A, Dhaka-1000, Bangladesh
Head Office	Rangs RD Center Block: SE (F), Plot:03, Gulshan Avenue, Gulshan-1, Dhaka:1212, Bangladesh
Type of Business	Banking
Authorized Capital	TK. 30,000 Million
Paid up Capital	TK.10,460.08 Million
E-mail	info@fsiblbd.com
Phone	+88 02 55045700 (Hunting), 8432614-8432625 (ICT Division)
Fax	880-02-55045699

2.7 Hierarchy of Position Structure of FSIBL



2.8 Board of Directors of FSIBL

Chairman

Mohammed Saiful Alam
First Security Islami Bank Ltd.

Vice Chairman

Mohammed Abdul Maleque
First Security Islami Bank Ltd.

Directors

Mrs. Farzana Parveen	Khandkar Iftekhar Ahmed
Mrs. Rahima Begum	Jamal Mostafa Chowdhury
Mrs. Atikur Nessa	Mohammad Abdullah Hassan
Dr. Momtaz Uddin Ahmed	Mrs. Badrun Nessa
Md. Ruhul Amin	Mohammad Masum Kamal Bhuiyan

Managing Director

Syed Waseque Md Ali
First Security Islami Bank Ltd.

2.9 The Branches network of FSIBL

First Security Islami Bank Ltd. has Two Hundred (200) branches throughout the Country. They are situated in Fifty two (52) districts in Bangladesh. The numbers of the distinct branches based on division; are given below;

The Dhaka division has Fifty-Five (55) branches of First Security Islami Bank Limited.

The Chittagong division has Fifty Three (53) branches of First Security Islami Bank Limited.

The Rajshahi division has Twenty (20) branches of First Security Islami Bank Limited.

The Khulna division has Twenty Eight (28) branches of First Security Islami Bank Limited.

The Barisal division has Thirteen (13) branches of First Security Islami Bank Limited.

The Sylhet division has Eleven (11) branches of First Security Islami Bank Limited.

The Cumilla division has Twenty (20) branches of First Security Islami Bank Limited.

Chapter Three: General Banking Activities

3.1 General Banking

The General Banking function is the operational function of the bank. It is the most important section of any bank because it includes account opening, clearing department, remittance, cash, foreign exchange, loan, investment, internet banking, and customer services.

There are many departments included in general banking. The departments are given below;

- Account Opening Section
- Cheque Book Issuing
- Account Closing Section
- Cash Section
- The Clearing Section
- Foreign Remittance
- Online Banking (**FSIBL Cloud Banking**)
- ATM Banking
- SMS Banking
- Customer Service

3.2 Account Opening Section

By opening an account in a bank a customer enters into the banking activities. Through this account opening department, the connection between the bank and the client starts. Mainly the department is the foundation of the banker and the client relationship.

The account opening procedures are given below;

At first, the client has to fill up the specific form which is given by the bank. The form should be filled up by the account holder himself. The applicant must submit two copies of passport-size photographs, one copy of the national ID card/ birth certificate/Passport, and one photocopy of the house electricity bill.

Applicant must have to show one person as the nominee who has blood relation with him/her. The nominee's one copy of passport-size photograph and one photocopy of the national ID/Passport must be submitted with the form.

Applicant must give him/her signature on the given form. The customer's signature and the account number will be verified by the authorized officer. Then, the officer will accept the application.

The account holder must deposit a minimum cash amount to the bank. Then, the officer will write the information to the specific register and open the account. Then, the officer sends requisition of the cheque book and ATM card for the account holder to the authorized body.

Types of Deposit Accounts

There are various types of deposit accounts of FSIBL. Lists of the accounts are given below;

- Mudarabah Saving Deposit Scheme (MSD)
- Al-Wadiah Account/ Current Account (CD A/C)
- Mudarabah Monthly Deposit Scheme (MMDS)
- Mudarabah Term Deposit Account (MTDR)
- Mudarabah Monthly Profit Scheme (MMPS)

Mudarabah Saving Deposit (MSD)

There are various schemes under Mudarabah Savings Deposite (MSD). They are given below:

- i. Savings Deposit
- ii. Projonmo
- iii. Onkur
- iv. Probin
- v. Mehonoty

Al-Wadiah Account/ Current Account (CD A/C)

Al-Wadiah account/ Current account refers to the fund which is deposited to the bank with the account holder's permission to use or make investments.

There are some features are visible. They are;

- Any person who is an adult and has a sound mind can open this account in his name. He can open a single account or a joint account with others.
- Any partnership organization, limited company (private/public), educational institution, club, association, or social economic organization can also open this account.
- The minimum balance of account opening is TK. 1,000 only.
- The account holder achieves unlimited transaction facility by opening a bank account.
- The facility of Online Banking.
- The facility of FSIBL VISA debit card.
- The Internet Banking facility.
- The SMS Banking facility.
- FSIBL apps (FSIBL Cloud) facility.

Eligibility:

The minimum age is 18 years considered to be eligible to open this account. The customer should be a citizen of Bangladesh.

Mudarabah Monthly Deposit Scheme (MMDS)

The MMDS process is to create the opportunity for financial security and the welfare of the depositor in the future. This account is opened for a particular period individually or jointly. This type of account is opened for the account holder with a fixed installment which is payable monthly.

Mudarabah Term Deposit Account (MTDR)

The minimum balance for Mudarabah Term Deposit Account (MTDR) is TK. 10,000 only.

Serial No.	Scheme	Period	Profit Rate (Provisional)
1	MTDR	1 Month	3.50%
2	MTDR	3 Month	5.60%
3	MTDR	6 Month	5.60%
4	MTDR	12 Month	5.60% (Up to 10.00 Crore)
5	MTDR	12 Month	5.75% (Up to 10.00 Crore and Above)

Note: From the profit amount, the tax and other levies will be deducted.

Eligibility:

The minimum age is 18 years considered to be eligible for eligible to open this account. The customer should be a citizen of Bangladesh.

Mudarabah Monthly Profit Scheme (MMPS)

The key features of the Mudarabah Monthly Profit Scheme are given below;

- The deposit for one time which is start from 25,000/-
- The periods are 1, 2, and 3 Years.
- The profit amount will be paid on monthly basis.
- The account holder has to manage a savings account because; the profit will be shifted automatically to a savings account monthly.
- The profit rates are more attractive.
- For all the account holders, they have to apply after the maturity of the scheme

For early encashment, if any customer closed his account before **One Year**. No profit will be provided.

The Profit breakdown:

The time of **One Year** tenure profit amount is given below:

- The approximate amount is TK. 485/- profit per month. Which is against TK. 1,00,000/- deposit.

The time of **Two Year** tenure profit amount is given below:

- The approximate amount is TK. 495/- profit per month. Which is against TK. 1,00,000/- deposit.

The time of **Three Year** tenure profit amount is given below:

- The approximate amount is TK. 495/- profit per month. Which is against TK. 1,00,000/- deposit.

Note: From the profit amount, the tax and other levies will be deducted.

Pay Order

A pay order is a financial instrument for every bank. Pay order refers to the time when a bank issued an order to give a particular amount to a particular person on behalf of the customer and that particular person should be in the same city. Mainly it's a written order which is issued by a branch of a bank.

In a pay order, there are two parts; the 'advise' and the 'cheque'.

Account Statements Issuing

An account statement is a document that is summarized based on all the transactions has been made by the customer for a given period. Basically, it's a record of all the transactions including the savings and expenses of a particular customer.

3.3 Cheque Book Issuing

The cheque book requisition slip has to be filled up by the account holder for cheque book collection. The account holder must provide his signature on the requisition slip for insurance of the cheque book. The in-charge officer will verify the signature on every slip of requisition.

The cheque book issuing officer should check the computer section before sending the requisition slips are;

- The account number of the applicant is correct or not
- In the account the average number of balance is maintained
- The previous check book leafs are properly consumed by the cheque book holder
- Cheques are not continuously returned for insufficiency of balance.

The process of Cheque book should in this given way:

- In every cheque book, the client's name and his account number is written with the date will get registered.
- The name of the account holder and his account number will be recorded on every cover page of the check book.
- It is a must that every requisition slip should have the applicant's signature.
- The account number and the routing number should be written on every leaf of the cheque book.
- When the cheque book is delivered to a client, it is mandatory to cross check the signature of the client and maintain the signature in the register of the cheque book.

An account holder has to pay a certain amount as a cheque book issuance is charged by the bank.

The cheque book charges are:

- 10 pages, the charge is 50 taka
- 25 pages, the charge is 125 taka
- 50 pages, the charge is 250 taka

3.4 Account Closing Section

Close any kind of account is a general right for an account holder at any time if he doesn't want to continue for any inconvenience. But for that, they have to follow some required formalities.

When the customer wants to close any premature account, he needs to apply for an application to the branch manager of the specific branch. He has to mention the reason why he wants to close the account, the date when he would like to close, and his signature on the application. He has to pay a specific amount as an account closing charge.

For Al- Wadiah Current Deposit Account, the account closing charge is 300 taka and for Mudaraba Savings Deposit Account, the account closing charge is 200 taka.

When the account gets matured a customer has to close his specific account. The bank will inform the customer that his account gets matured then the customer will close it with the help of the bank. The officer of the branch will provide him with an account statement and match the statement with the deposit slip. The total amount will be calculated by the officer and he will bring the previous form of an account opening of the specific account holder from the vault for verifying the photo and signature.

3.5 Cash Section

For every bank, the cash section is a very important and busiest section. It is the most critical segment as well. So, this section has such importance in **First Security Islami Bank** as well. The Rupnagar branch maintains several cameras in this section to detect the usual and unusual movement of all persons. As the cash section is the busiest, so time factor is very much vital here.

The cash section is opened at the beginning of the banking hour. The department's in-charge officer starts the transaction activity by bringing money from the vault; the process is called the opening cash balance. The opening balance is reported in the register as a number on a daily basis. The excess amount of money after a whole day's transaction, the receipt in the cash section is kept in the vault; this process is called the closing balance.

3.6 The Clearing Section

The Clearing Section refers to a process through which a bank collects a customer's funds from one bank to another with the help of the clearing house. Every bank has a clearing department and several job responsibilities. This section plays a vital role in General Banking. The clearing house starts in a day for two several periods on all the working days and both times of clearings are pre-determined. In this branch, the clearing is done in the morning and in the afternoon.

▪ **Inward Cheque Clearing**

When any branch receives the instrument which is sent to them from other member banks for collection; this process is known as Inward Clearing. When a branch of **First Security Islami Bank** receives a cheque from another bank for the collection of the money; then the branch sends the specific cheque to the Head Office. From the Head Office, they arrange that cheque according to that bank and branch name and send it to that respective bank for its clearing.

▪ **Outward Cheque Clearing**

When a bank's specific branch collects the instrument which is drawn from the other banks, which are in the area of clearing, the collection of the instruments which are from the other branches; the clearing arrangement is called Outward Clearing for that particular branch. The opposite situation is created in Inward Clearing. When **First Security Islami Bank** sends a cheque to another person of another bank; they follow the same procedure to claim the money from FSIBL. There is a Clearing department charge for clearing service which is TK 100.

▪ **Parties of a Cheque**

There are four parties; they are,

- a) An individual who is paying the cheque
- b) An individual who is receiving the cheque
- c) The payee
- d) A customer who is identified by his commands to the bank for paying the money

3.7 Foreign Remittance

- **Western Union**

Western Union money transfer is the largest global money transfer service provider and FSIBL has a remittance drawing association with Western Union. The service is a faster, authentic, and safest method of money transfer. This Electronic based money transfer organization achieves a reliable image for transferring money from another country shortly and effectively. FSIBL has built an arrangement for their products which is Instant Cash.

- **Zenj Exchange**

First Security Islami Bank is associated with them. Thousands of people in Baharain choose Zenj Exchange to transfer their money reliably. FSIBL has built an arrangement for their products which are Turbo Cash and Bank Transfer.

- **The MoneyGram brand**

MoneyGram is one of the leading money transfer services. FSIBL has a remittance drawing association with the MoneyGram. More than 192 countries, MoneyGram provides quick money transfer services around the world. Now many Bangladeshi people live in different parts of the whole world and transmit money quickly and reliably to their beneficiaries whose live in Bangladesh. FSIBL has built an arrangement for their products which is Instant Cash.

- **RIA**

FSIBL has a remittance drawing association with the RIA. RIA tries to provide reliable and simple money transfer services. They started their journey in 1987 in New York and with more than 292,000 locations in the world they provide money transfer service. RIA is the world's third largest money transfer service which is simple, friendly, and reliable.

- **The Xpress Money**

There are around 125 countries and over 135,000 agents of Xpress Money that spread and provide reliable money transfer services. **First Security Islami Bank** is associated with Xpress Money. Through this, people who live in another part of the world can easily and reliably transfer their money. They are one of the global leaders in money transfer services. FSIBL has built an arrangement for their products which is Instant Cash.

- **TRANSFAST**

TRANSFAST was set in 1988 and provides an affordable and safe money transfer service. They provide over 200,000 points of payment security around the whole world. FSIBL had a remittance drawing association with the TRANSFAST since 8th December 2015. The process of exchanging money through TRANSFAST is more efficient.

- **Placid Express**

Placid Express was founded in 1996 and provides affordable money transfer services in over 30 countries. **First Security Islami Bank** is associated with the Placid Express. Bangladeshi people who live in a different country can remit their money through Placid Express. They provide their services which are also available via networks in U.A.E, UK, and Spain.

- **IME (International Money Express) Ltd.**

International Money Express Ltd. started its journey about 15 years ago and provides its services in more than 25 countries and 100,000 payout locations around the world. They have an efficient workforce and around 1000 employees who serve their customers with a reliable money transfer service. **First Security Islami Bank** is associated with the International Money Express.

Bangladeshi immigrants can use IME service safely and affordably for receiving and sending money.

- **Aftab Currency Exchange Limited (ACE)**

Since 2002, The Aftab Currency Exchange Limited provided its money transfer service to customers in the North West of England. ACE is a part of the renowned Aftab Group of Companies and a UK-incorporated company. This company always tries to fulfill the demand and expectations of their customers by transferring money around the world. With 30,000 locations in 30 countries, customers can receive and send their money safely with the Aftab Currency Exchange Limited. First Security Islami bank is associated with them. FSIBL has built an arrangement for their products which is Instant Cash only.

- **Wall Street Finance LLC**

In the US, one of the money transfer services is Wall Street Finance LLC. They provide the service of money transfer and currency exchange. They not only provide the service to commercial clients but also the individuals. **First Security Islami Bank** is associated with them. FSIBL has built an arrangement for their products which are Account Credit and Instant Cash.

- **BRAC Saajan Exchange Ltd**

BRAC Saajan Exchange Ltd is a money exchange company formed through acquisition, which is incorporated in England and is a subsidiary of BRAC Bank Ltd Bangladesh. They mainly provide money transfer services to Bangladeshi communities who live outside Bangladesh. Apart from the Bangladeshi community, this company also provides its service to other communities such as the Sri Lankans, Pakistanis, and Indians. First Security Islami bank has associated with them. Their main goal is to expand their remittance service network globally.

- **Al Muzaini Exchange Co.**

Al Muzaini Exchange Co. was founded in 1942 to start the business of money exchange and the name of the company was ABDUL AZIZ AND ALI AL YOUSIF ALMUZAINI. In 1995, they transformed their name to Al Muzaini Exchange Co. They had started from limited branches over 93 countries and provide quality service to the customers. First Security Islami Bank has been associated with them. FSIBL has built an arrangement for their products which are Account Credit and Instant Cash.

- **Prabhu Money Transfer P. Ltd.**

First Security Islami Bank has associated with Prabhu Money Transfer P. Ltd. This company provides safe and affordable money transfer service to the customer. FSIBL has an arrangement for their products which is Instant Cash.

3.8 Online Banking

First Security Islami Bank has introduced its online banking services for customers to fulfill their customer's needs. First Security Islami Bank has also set up a Wide Area Network (WAN) and provides various communication media in their branch for their honorable customers. Through this, a client of a branch can do his banking transaction at any other branch of the bank through the internet. FSIBL's online banking is a reliable, easy, and secure method of banking. They provide this service around 24/7 week.

FSIBL has launched an application named **FSIBL Cloud Banking**. Through this service they provide their customer;

- Get the information about the profile account
- Fund transfer facility for own account and another account within FSIBL.
- Payments of utility bills such as; DESCO, Dhaka WASA, DPDC
- For the merchant account, the payment should be a QR payment

- They provide mobile recharge service through online banking to all TELCO in Bangladesh

3.9 ATM Banking

FSIBL provides ATM banking facilities to its customers. The customers can utilize the ATM card which is provided by the bank from their ATM booth.

Customers, who have a Mudarabah Savings Account or Al-Wadiah Current Account, are eligible to use the FSIBL card. First of all, the customer has to visit his branch and write an application form which is provided by their bank. Then, in the shortest possible time, they will be notified through SMS that they can collect the ATM card from their designated branch. The cash withdrawal limit in ATMs is BDT 50,000 per day.

3.10 SMS Banking

The service of SMS banking gives a customer a straight update about his transaction. It notifies a customer that he can keep an eye on his account within 24 hours constantly. FSIBL launched the service of SMS banking, on 17th December 2007. All kind of debit and credit transaction score that reaches a limit of a customer will be informed through SMS instantly. Also, SMS banking provides the customer with mini statements by sending SMS.

There is a charge for SMS service which is TK. 75.00 per instance. As all transactions desired amounts will be notified, that means a customer will be up to date with his recent account balance. This service helps a customer to avoid the hassle of waiting in line for his money in a specific bank.

3.11 Customer Service

First Security Islami Bank Ltd (FSIBL) always tries to deliver premium customer support to achieve customer satisfaction. The employees effectively operate the bank. They identify customer's need and their perception toward fulfilling all the requirements. They train and develop their employee for enhancing their ability to provide the best customer service. They always try to ensure a congenial working environment.

3.12 My activities in General Banking of FSIBL

I have done my three months internship at First Security Islami Bank Limited (FSIBL), Rupnagar branch. Through the internship period, I have achieved many more expertise in an incorporated atmosphere. The report I have prepared is based on my experience in FSIBL.

During this period I mainly worked in General Banking Department. The bank is not following any kind of fixed or specific responsibility for the intern students. I have done much pending work and recent work on the account opening section. I have worked at different desks as well whenever they assign me.

First of all, I have started my work in the account opening department. From there I learned many more things related to how to open a bank account. My bank supervisor guided me about all the procedures of opening an account and my specific tasks. They had given me a brief idea on how to deal with the clients, the amount of interest rate, the different categories of account schemes, how to place listed cheque books, and ATM cards from the bunch according to the specifications of the clients, how to input information into inward register book and many more.

The works which I have done during this period, are given below;

I have given the information to the customers about what kinds of documents are required to open accounts. I told them to bring 2 copies of passport-size photos of the account holder and the nominee, one copy of the NID card or passport of the account holder and the nominee, and one photocopy of the house electricity bill.

I have filled sequence-wise different types of account forms in the different files. The current account and the savings account forms I had to arrange serially, which are 111,121,131, and the MTDR, account series are 241,242,343,245.

I have corrected many more incomplete account opening forms which are spotted by the internal audit. Such as there were some forms which haven't mentioned the account name, the proper address, TIN, organization's name. My responsibility was to complete the information and attached the required document copies.

I have filled up the form of KYC- Know Your Customer form for the personal accounts and the business accounts. My assignment was to find out the proportion of the risk rating.

My task was to make phone calls for cheque book and ATM cards to those customers who had not collected them yet. I also called those customers who didn't submit their National ID copy, TIN, or any other documents required. And also those customers who didn't collect their cheque book for the last 3 or 4 months.

I have distributed desired cheque books to the customers by asking for their names and account numbers, verifying them, and also taking a signature in the register book for the cheque book.

I had to maintain the inward register book which was my daily task. In the inward register book, I had to record the date of receipt, from which the documents were collected, and the date. There I had to record all of the documents which had come from outside the branch, such as from the head office or any other branch of FSIBL.

I have separated the voucher of the debit and the credit and registered the whole voucher in the book of the register.

I had stamped various kinds of documents with endorsement seals.

Chapter Four: Performance Analysis

Performance Analysis for **2017, 2018, and 2019**, using Ratios and Graphs of First Security Islami Bank Limited are given below;

4.1 The Ratio Analysis

The analysis of ratio refers to the connection between money-related causes and is called proportion investigation. The process depends on the functional and monetary execution of an organization. The arrangements of the proportion dimension ratio analysis are given below;

i. Liquidity Ratio

The liquidity ratio reflected the capacity of a firm to fulfil the short-term needs of the properties. It helps to forecast the capital inflows and potential implementation of prospects. The main ratios which are considered during analyzing the liquidity ratio are;

- a) The Cash Ratio
- b) The Cash to Assets
- c) The Cash to Deposits
- d) The Loan to Total Deposits
- e) The Loan to Total Assets

ii. Activity Ratio

The activity ratio refers to the statistics which determine a firm's capacity to transform monetary information into profit. The main ratios which are considered during evaluating the activity ratio are:

- a) Turnover in Total Assets
- b) Turnover in Equity

iii. Efficiency Ratio

The ratio of efficiency introduces how an organization is profitable by investing funds.

Ratios which are considered during evaluating the efficiency ratio are:

- a) The Operating Expense to Revenue
- b) The Profitability Ratio
- c) The Interest Income to Expense
- d) The Operating Expenses to Assets

iv. Credit Risk Ratio

The ratio of credit risk reflects the threat of declining the rate of paying back the amount of advance. The main ratios that are considered during evaluating the credit risk are:

- a) The Equity to Assets
- b) The Equity to Net Loans

4.2 Common Size Analysis

The analysis of common size reflects a method of evaluating individual monetary objects. For common size inspection, common size clarifications are needed. The individual common size clarifications are; common size rates. The rates are;

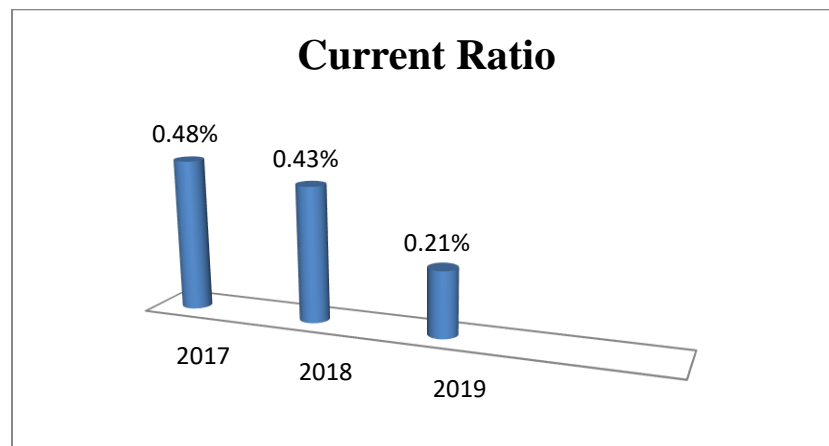
- I. The Common Size of Balance Sheet
- II. The Common Size of Income Statement

4.3 Ratio Analysis and Graphs

- **Current Ratio**

The current Ratio of First Security Islami Bank Ltd for 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Current Ratio	0.48%	0.43%	0.21%

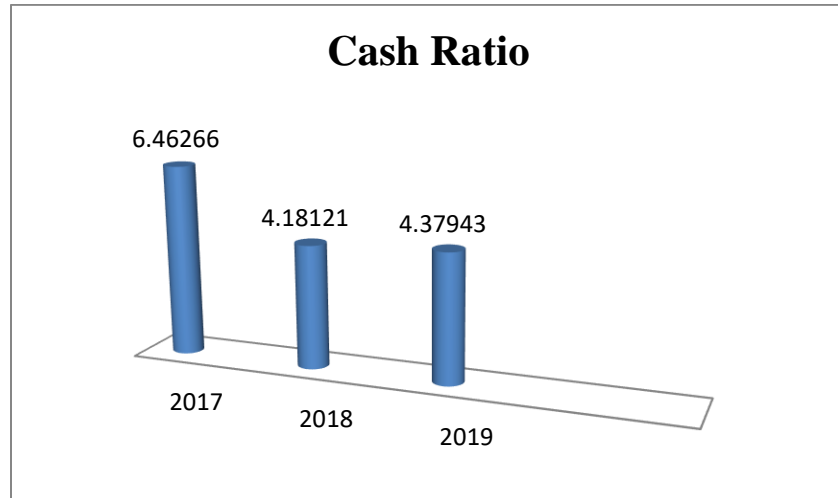


In 2017, the money percentage was 0.48%, in 2018, the percentage decreased to 0.43%, and in 2019, the money percentage also declined to 0.21%. In this graph, we can demonstrate that the percentage was declining repeatedly. So, this situation is not good for FSIBL.

- **Cash Ratio**

The Cash Ratio of First Security Islami Bank Ltd for 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Cash Ratio	6.46266	4.18121	4.37943

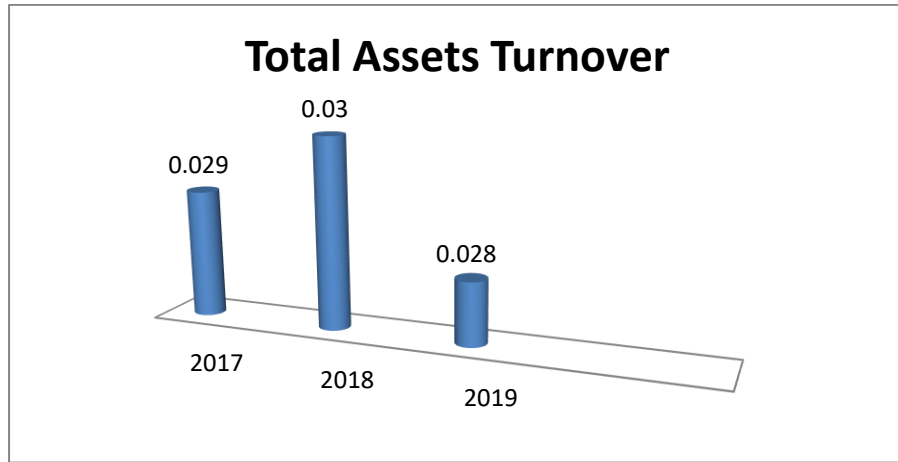


In 2017; the cash amount was 6.46266, in 2018; the amount decreased to 4.18121, and in 2019; the amount increased to 4.37943. In this graph, we can demonstrate that the amount has ups and downs repeatedly. So, this situation may create a vital breakdown for FSIBL.

- **Total Assets Turnover**

The total turnover of assets of First Security Islami Bank Ltd for 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Total Assets Turnover	0.029	0.030	0.028

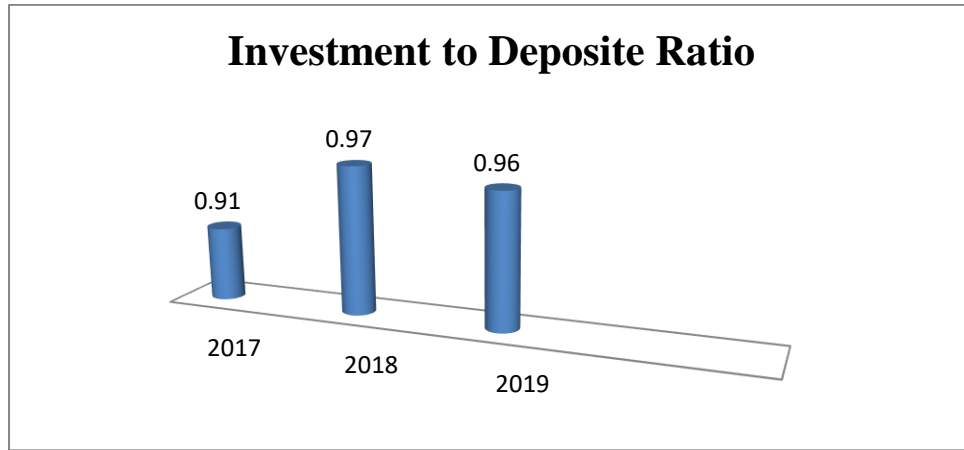


In 2017; the amount of total assets turnover was 0.029, in 2018; the amount increased to 0.03, and in 2019; the amount decreased to 0.028. In this graph, we can demonstrate that the amount has ups and downs repeatedly. So, this situation may create a vital breakdown for FSIBL.

- **Investment to Deposit Ratio**

Investment to Deposit Ratio of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Investment to Deposit Ratio	0.91	0.97	0.96

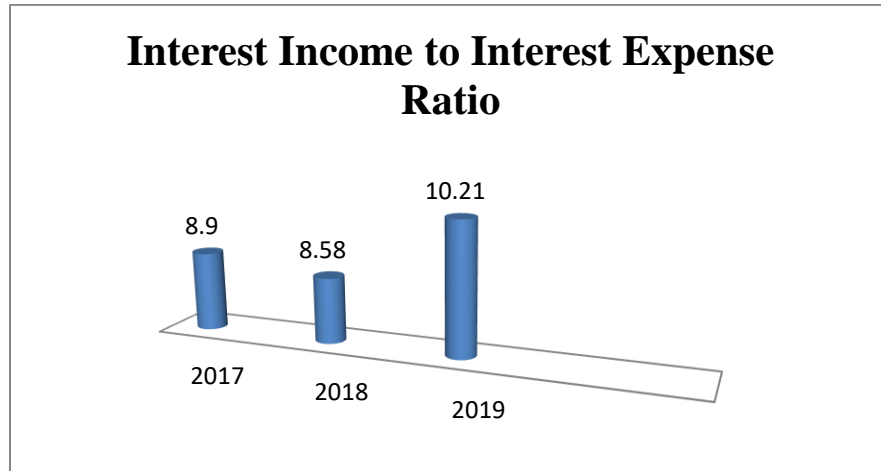


In 2017; the amount of investment to deposit ratio was 0.91, in 2018; the amount increased to 0.97, and in 2019; the amount decreased to 0.96. In this graph, we can figure out that the amount has ups and downs repeatedly but in a small amount.

- **Interest Income to Interest Expense Ratio**

The Interest Income to Interest Expense Ratio of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Interest Income to Interest Expense Ratio	8.90	8.58	10.21

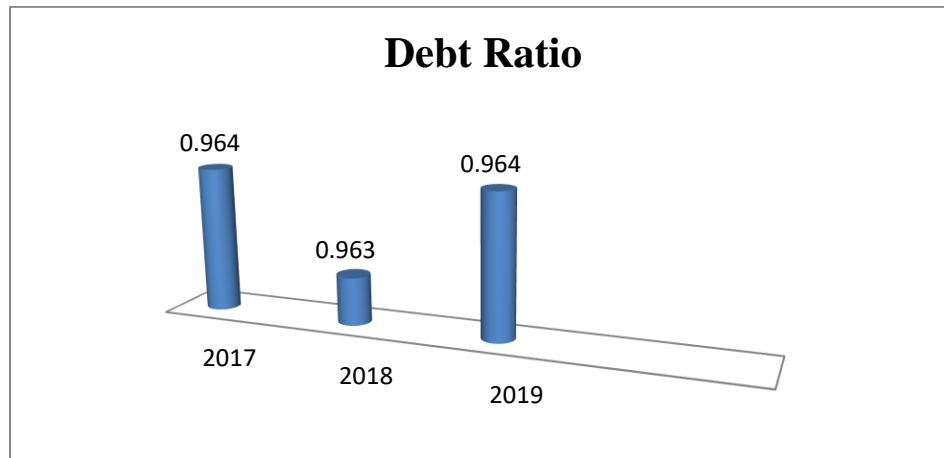


In 2017; the amount was 8.9, in 2018; the amount decreased to 8.58, and in 2019; the amount increased to 10.21. In this graph, we can figure out that the amount has ups and downs repeatedly. This situation reflects that the increase in income is greater than the increase in expenses.

- **Debt Ratio**

Debt Ratio of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Debt Ratio	0.964	0.963	0.964

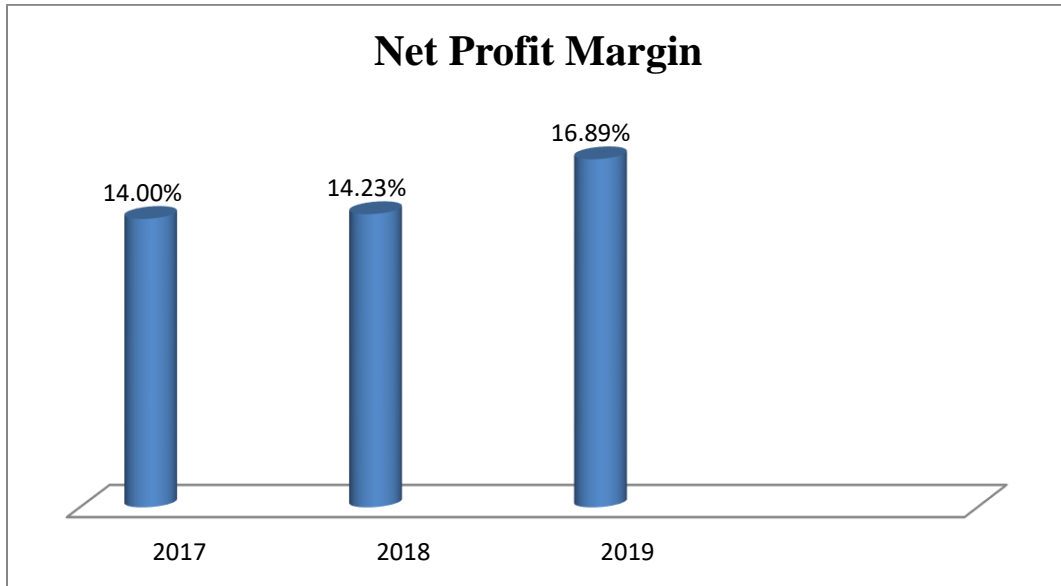


In 2017; the ratio amount was 0.964, in 2018; the amount decreased to 0.963, and in 2019; the amount increased to 0.964. In this graph, we can figure out that the amount has ups and downs repeatedly. This situation reflects the calculation of FSIBL's net assets, which are filled up by the creditors.

- **Net Profit Margin**

Net Profit Margin of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Net Profit Margin	14.00%	14.23%	16.89%

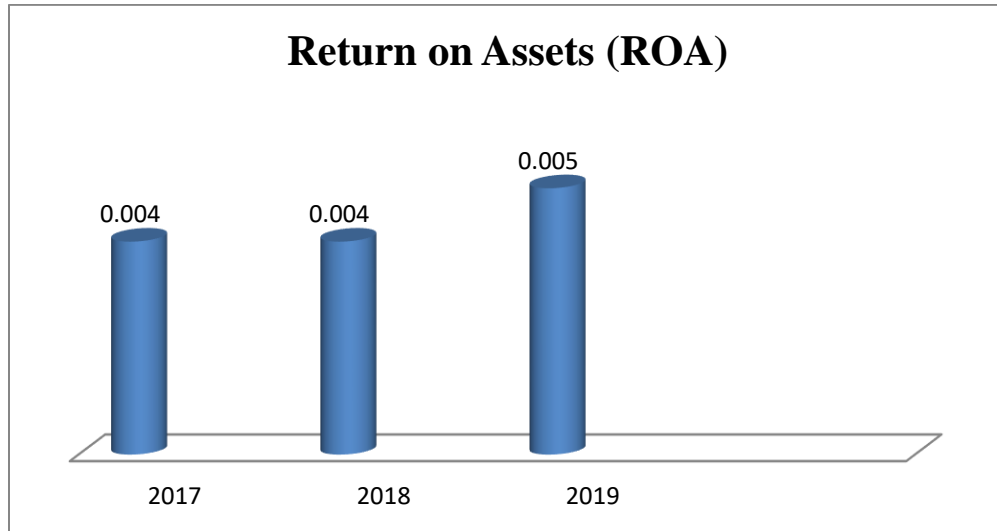


In 2017; the profit margin was 14.00%, in 2018; the percentage increased to 14.23%, and in 2019; the amount also increased to 16.89%. In this graph, we can figure out that the percentage has repeatedly increased. This situation reflects the increasing profitability of FSIBL.

▪ **Return on Assets (ROA)**

Return on Assets of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Return on Assets (ROA)	0.004	0.004	0.005

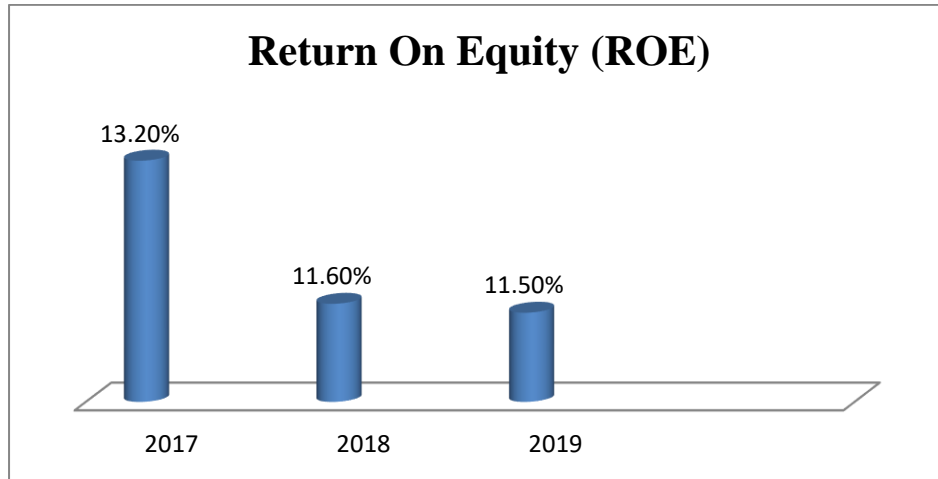


In 2017; the ROA was 0.004%, in 2018; the amount was 0.004% repeatedly, and in 2019; the amount also increased to 0.005%. In this graph, we can figure out that the percentage has repeatedly increased. This situation reflects the overall performance of FSIBL. The increasing percentage of ROA is a negative sign for the bank.

- **Return on Equity (ROE)**

Return on Equity of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Return on Equity (ROE)	13.20%	11.60%	11.50%

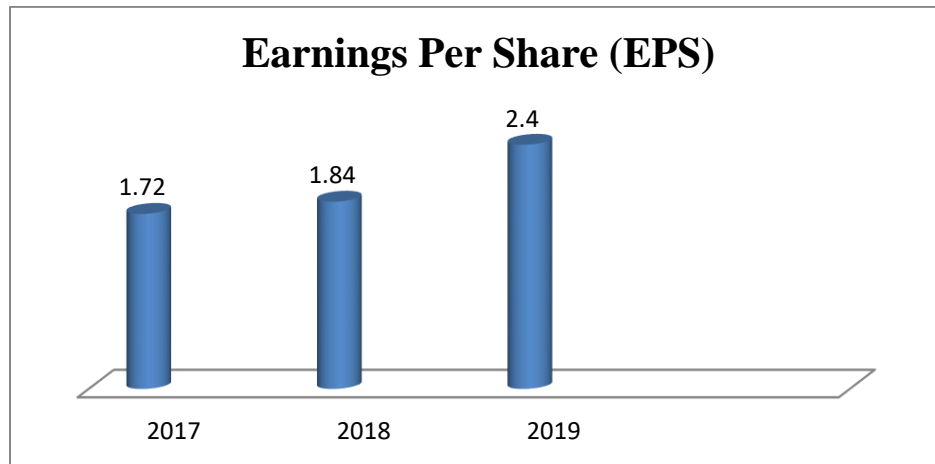


In 2017; the ROE was 13.20%, in 2018; the amount decreased to 11.60%, and in 2019; the amount also decreased to 11.50%. In this graph, we can figure out that the percentage has repeatedly decreased. This situation reflects the overall performance of FSIBL. The decreasing percentage of ROE is a positive sign for the bank.

- **Earnings Per Share (EPS)**

Earnings Per Share of First Security Islami Bank Ltd of 2017, 2018, and 2019 are given below;

Years	2017	2018	2019
Earnings per Share	1.72	1.84	2.4



In 2017; the EPS amount was 1.72, in 2018; the amount increased to 1.84, and in 2019; the amount also increased to 2.4. In this graph, we can figure out that the percentage has repeatedly increased. This situation reflects the overall performance of FSIBL. The increasing percentage of EPS is a positive sign of profitable growth for the bank.

4.4 The Balance Sheet of Common Size Analysis

The balance sheet for 2017, 2018, and 2019 are given below;

First Security Islami Bank Limited			
Balance Sheet			
As on DEC 31, 2017 to 2019			
Particulars	2017	2018	2019
Cash	7%	5%	7%
In hand	1%	1%	1%
Money at call and short notice	4%	4%	3%
Investment in shares & securities	5%	4%	4%
Government	4%	4%	4%
Loans, cash credits, overdrafts/General Investments	81%	84%	83%
Bills discounted and purchased	0%	0%	0%
Total	81%	84%	83%
Land, building, furniture, and fixtures	1%	1%	1%
Non-Banking Assets	0%	0%	0%
Other assets	2%	2%	1%
Total assets	100%	100%	100%
Borrowings from other banks, financial institutions, and agents	3%	5%	3%
Current /Al-Wadeeah current and other deposit accounts	6%	6%	6%
Bills payable	1%	0%	1%
Savings deposits/Mudaraba Savings Deposits	8%	9%	9%
Mudarabba/ Term and Fixed deposits	58%	55%	51%
Other Deposits/ Mudarabba Deposits	15%	16%	20%
Total Deposits	88%	86%	86%
Other liabilities	4%	4%	5%

Particulars	2017	2018	2019
Subordinated Debt/Mudaraba bond	2%	1%	3%
Total liabilities	96%	96%	96%
Capital /Shareholders' Equity	3%	4%	4%
Paid up capital	2%	2%	2%
Statutory reserve	1%	1%	1%
Total Equity	4%	4%	4%
Total liabilities and shareholders' equity	100%	100%	100%

4.5 The Income Statement of Common Size Analysis

The following Common Size Income Statement for 2017, 2018, and 2019;

First Security Islami Bank Limited			
Income Statement			
For the Ended of The DEC 31,2017 to 2019			
Particulars	2017	2018	2019
Interest income	100%	100%	100%
Interest paid on deposits and borrowings	70%	73%	74%
Net interest income	30%	27%	26%
Income from investments	1%	1%	2%
Commission, exchange, and brokerage Income	3%	2%	2%
Other operating income	2%	2%	2%
Total operating income	35%	33%	32%
Rent, Taxes, Insurance, Electricity, etc.	2%	2%	2%
Salaries and allowances	9%	9%	9%
Stationery, Printing, Advertisement, etc.	1%	0%	0%

Particulars	2017	2018	2019
Depreciation and Repairs to Bank's Assets	2%	1%	2%
Other Expenses	3%	3%	3%
Total operating expenses	18%	17%	16%
Operating Profit	17%	16%	15%
Profit before provision	17%	16%	15%
Off balance sheet items	7%	7%	5%
Total provision	7%	7%	5%
Profit for the year before taxation	10%	9%	10%
Current Tax	5%	5%	5%
Provision for tax	5%	4%	5%
Net profit after tax for the year	5%	5%	5%

4.6 Performance Analysis after discussion

The Ratio analysis is the most critical method for any organization's determining visibility and liquidity. Here, some problems were detected during the performance analysis. The problems and the recommendations through which FSIBL can solve those are given below;

In 2017, the Current ratio percentage was 0.48%, in 2018, the percentage decreased to 0.43%, and in 2019, the money percentage also declined to 0.21%. Through this, we can demonstrate that the percentage was declining repeatedly. So, this situation is not good for the bank.

First Security Islami Bank's industry average is greater than the current ratio. To cover all the terms and conditions; the overall assets should be increased over the current liabilities.

In 2017; the Debt ratio amount was 0.964, in 2018; the amount decreased to 0.963, and in 2019; the amount increased to 0.964. Through this, we can figure out that the amount has ups and downs repeatedly.

This situation reflects the calculation of FSIBL's net assets, which are filled up by the creditors. It's an indicator for the bank the position of debt could be diluted.

In 2017; the Cash ratio amount was 6.46266, in 2018; the amount decreased to 4.18121, and in 2019; the amount increased to 4.37943. Through this, we can demonstrate that the amount has ups and downs repeatedly.

This situation may create a vital breakdown for FSIBL. Over the years, the cash ratio of FSIBL has been limited. For this, the bank should have a low cost of funds, expenses, and an increasing level of cash supply.

In 2017; the ROA was 0.004%, in 2018; the amount was 0.004% repeatedly, and in 2019; the amount also increased to 0.005%. Through this, we can figure out that the percentage has repeatedly increased. The increasing percentage of ROA is a negative sign for the bank.

This situation reflects the overall performance of FSIBL. They should invest their resources thoughtfully. If the total income of a company rises, the number of net earnings rises similarly.

In 2017; the ROE was 13.20%, in 2018; the amount decreased to 11.60%, and in 2019; the amount also decreased to 11.50%. Through this, we can figure out that the percentage has repeatedly decreased. The decreasing percentage of ROE is a positive sign for the bank.

This situation reflects the overall performance of FSIBL. When the debt capital amount increases; the return on equity increases similarly.

In 2017; the Net Profit Margin was 14.00%, in 2018; the percentage increased to 14.23%, and in 2019; the amount also increased to 16.89%. Through this, we can figure out that the percentage has repeatedly increased. This situation reflects the increasing profitability of FSIBL.

First Security Islami Bank Should tries to decrease the other expenses for saving money which will help to provide their customer with better service.

Chapter Five: Conclusion

5.1 FINDINGS

First Security Islami Bank (FSIBL) is one of the leading banks in the banking sector. I have done my Internship at the Rupnagar branch of FSIBL, which is a quite small branch. As an intern my experience was wonderful. The employees of the bank were very much helpful to me during my three months period of internship. During a short period, it is tough to evaluate everything but I want to share my observations for helping the bank to upgrade the banking service and make the customers satisfied. The following observations I have found during my internship period;

- There is a lack of proper division of manpower. If one person is absent then the extra burden will fall on another person
- The highly favorable and unfavorable employee action recording system is not visible here
- The proper process of files organization is not satisfactory
- There is a shortage of machinery, and for this reason, when one department's machine stops working then the load shifted to another department
- There is an unsatisfactory performance of the software. **First Security Islami Bank** uses the **Ultimus** software which is hanged most of the time during work and it is time-consuming
- The advertisement and marketing promotion is not much effective
- The dynamic customer service is poor
- There is no locker system in the Rupnagar Branch
- The scale of rating is very high for understanding the employee
- Lack of innovative facilities rather than the traditional ones
- Before evolution, HRD doesn't inform or guide the employee
- Performance appraisal and employee performance have a positive relationship
- The regular performance appraisal helps the employee to develop their performance

5.2 Recommendations

I would like to share some suggestions based on my findings during my Internship period which may help to grow or enlarge the activity and the service of **First Security Islami Bank Ltd.**

The recommendations are given below;

- FSIBL should expand its advertising and marketing strategy to provide the customer with a dynamic service
- The authority of the bank can take initiative to use advanced software for the bank
- Develop more deposit schemes for their customer
- The flexibility of account opening regulations and restrictions for the customer should be an increase
- The process of form fillup is completely a lengthy process. Sometimes it may cause disturbance for the customer. The bank authority should do something about this problem
- The expansion of online banking area. Because in recent days most of the activities are based online
- They need to extend the network of branches throughout the country
- Introduce more financial products for their clients
- They should build a locker system in the Rupnagar branch
- Proper measures should take to reduce the failure of the system
- The working environment should be enhanced and enriched
- The training and the technology should be used in a proper way for risk reduction
- The cash payment and cash receiving service should be faster
- The charges should be decreased
- They should more strict while proving SME loan
- For the improvement of the employee skill, informal training can be a beneficial way
- More manpower is needed for continuing the activities smoothly
- Try to more focus on their existing services and the innovation of the products

5.3 Conclusion

The experience of doing an internship at **First Security Islami Bank Ltd. (FSIBL)** which is a leading bank in Bangladesh is a wonderful experience for me. The experience of my internship period will help me in future in the banking sector.

First Security Islami Bank Limited recognizes its efficiency with a strong position and customer service. In every organization, the human resource department is an asset. This department should take great focus on hiring appropriate candidates for their future success.

Customers always want services that are more beneficial for them. The marketing department should come up with new and innovative ideas for satisfied their customers.

As an upgrading bank, **First Security Islami Bank Ltd.** is doing fantastic performance and I feel satisfied to get the opportunity to work with them. In Bangladesh, the banking sector is very much competitive and **First Security Islami Bank Limited** tries it's level best.

I hope **First Security Islami Bank Limited (FSIBL)** will be one of the fundamental private banks in near future.

5.4 References

1. <https://fsiblb.com/>
2. <https://fsiblb.com/mudaraba-term-deposit-account-2>
3. <https://fsiblb.com/wp-content/uploads/2021/11/Schedule-of-ChargesJune-2021.pdf>