Internship report on prospects of agent Banking in Bangladesh.(A study on AB Bank limited) Motijheel head office Dhaka

Deluwar Hossain

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

Internship Report on Prospects of Agent Banking in Bangladesh.(A Study on AB Bank Limited) Motijheel Head Office Dhaka

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Supervised by

Ahmed Imran Kabir

Adjunct faculty

School of business & Economics

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Submitted by

Name:-Deluwar Hossain

ID:- 111-153-141

Major:- Management Information System(MIS)

Trimester:- Fall

School of Business & Economics

United International University

Date of Submission:- 17th April 2021

Letter of Transmittal

17th April 2021

Ahmed Imran Kabir
Adjunct Faculty
School of Business & Economics
United International University

Subject: **Request for approval of Internship Report.**

Respected Sir, I am a student of BBA department of United International University. I have completed all my courses in last trimester. In Fall 2021 trimester I have completed my Internship in AB Bank Limited and I have finalized my report named as “Prospect of agent banking in Bangladesh, a study on AB bank Limited”. I have tried my level best to cover adequate information.

Therefore, I would like to submit my report on your very concern. I hope you will be kind enough to discover my observation during the internship period in AB Bank Limited. Rather, in case if you have any further clarification, I would welcome the opportunity to consult with you to explore how my findings could best meet your needs.

Your Sincerely,

Deluwar Hossain
ID: 111153141
United International University.

Acknowledgement

At the very beginning, I would like to express my deepest gratitude to all powerful Allah for giving me to the strength and patience to complete my BBA course and prepare this report within the schedule time. successfully completion of any type of project requires help from a number of persons. I have also taken help from different people for the preparation of this report. Now there is a little effort to show my deep gratitude to that helpful person. I want to thank my honorable faculty **"Ahmed Imran Kabir"** Adjunct Faculty of Business & Economics Schools, United International University, for helping me and providing me all the necessary supports for the completion of this report and I am very thankful to him for guiding me through this report writing. I owe my deep gratitude to my Supervisor **Mr. Syed Mizanur Rahman, SEVP** Head of agent and retail banking division AB Bank Limited, who has given me the opportunity to do internship in the AB agent banking division, AB bank limited. He has helped me enormously trough this period of internship.

I respect and thank **Mr. Md Samiul Kabir (AVP), Mr. Foyez Ahmed** Senior principal officer(SPO) and Operation Manager **Mr. Mehedi Hasan,** Senior principal officer(SPO), **Mr. Sazzad Hossain** Principal officer**, Mr. Fakrul Islam** Senior officer and **Mrs. Masuma Binte Faruque** Senior support officer who has practically showed me how to operate the AB agent banking software in AB Bank Limited and also provided a lot of required information for the compilation of my internship report. Without their help and support it would have been impossible to complete this report. Finally, my sincere feelings go to my family, friends, classmates and my colleagues who helped me whenever I was in need.

Declaration of Student

I, Mr. Deluwar Hossain, hereby declare that this report on "Agent banking division, AB Bank Limited" has been prepared as a part of my internship formalities. It is an obligatory part of our BBA program to submit an internship report. I also want to declare that this report is only prepared for academic purpose and no confidential data of the bank has been revealed in this report. Moreover, I was encouraged and instructed by my supervisor, Ahmad Imran Kabir to prepare this report.

Name:-Deluwar Hossain

ID:- 111-153-141

Major:- Management Information System(MIS)

Trimester:- Fall

School of Business & Economics

Executive Summary

The present internship report has entitled with **Internship report on prospects of agent Banking in Bangladesh(A study on AB Bank limited) Motijheel head office Dhaka.** To complete this study the report contended into six individual chapters where the very first chapter included with the introduction, background, objectives, methodologies and limitations of the study. Chapter-2 revealed the company information, AB banks more details and its mission, vision and objectives. Chapter – 3 included with the prospects and future of Agent banking in Bangladesh. This chapter has well defined the agent banking history and reason behind its popularity. Chapter – 4 express the internship experience I have achieved and how it will implement in my professional life. Chapter – 5 revealed the result and findings on the basis of the interview of officials and agents of AB bank limited. Chapter-6 is the final chapter of this report where the possible recommendations and conclusions have been expressed.

Contents

CHAPTER I: INTRODUCTION

1.0 Introduction

Agent banking could be a surprising and recent profit framework for the banking industry, but many people are unfamiliar with its processes. Agent banking is a service that provides clients with small scale banking and various budgetary and value-based services to those who doesn't not have access to or administrations from a banking division in their region. It will be provided by an operator who will act as an agent for a specific bank, providing all possible banking services. Agent banking services are banking services provided by engaged agents under the terms of a significant organization like as an understanding, profit arrangement, or similar statement. It is the owner of a store or branch who performs banking transactions for the benefit of a supplementary bank. These retailers are increasingly being used as required distribution networks for cash consideration around the world.

Agent Banking is defined as the banking services provided (outside of regular bank branches) by engaging agents under a valid agreement. An Agent is the owner of an outlet who conducts banking transaction on behalf of a Bank. It was first introduced by Bangladesh Bank (BB) in 2013. The aim is to provide financial services to the vastly unbanked segments of the population, especially those from the geographically dispersed locations. AB Agent Banking started its operation from 17th January 2018. The customers of Agent Banking Outlets are able to avail all basic banking services at all the agent outlets as well as at all the AB Bank Branches across the country.

1.1 Background of the report

The internship program is a subject that helps in gaining practical experience of professional work. Realizing a complex issue like agent banking and working on a realistic basis is extremely difficult. Through my three-month internship program, I have been able to understand this branch of banking very well.

Practical experience is necessary to learn completely about something or anything. Internship program is necessary for every individual of the B.B.A program. As I am a student of B.B.A, major in Management Information Systems, the purpose of this internship report is to complete my B.B.A program. I have proposed this topic of "Prospects of Agent Banking in Bangladesh; (A study on AB Bank Limited)." My internship **Supervisor Ahmed Imran Kabir** adjunct lecturer, school of business & economics, United International University helped me to select this topic. I have completed my internship program at AB Bank Limited from 22 Nov 2020 to 21 Feb 2021.

1.2 Objectives of the report

The main objectives of the study are to enhance practical knowledge about agent banking operations of AB Bank Bangladesh Ltd. There are some broad and specific objectives, such as:

Broad objective:

- The broad objective of this study is to be introduce with the Mothijheel branch of AB Bank, familiar with corporate world and know about operational management of this bank.

Specific objective:

- To increase knowledge about operational activities of agent banking of AB Bank Limited;
- To know the present market scenario of agent banking in Bangladesh
- To know about the products and services of agent banking
- To identify the problem and prospects of agent banking in Bangladesh
- To give recommendation regarding the agent banking activities

1.3 Scope of the study

This intern report covers the area of different departments and products of AB Bank Limited. For the project part of the report.

The present study is based on the Agent Banking Department of AB Bank Bangladesh Limited, Motijheel Branch. Products, services, functions, and prospects and MIS data of the Agent Banking in terms of Bangladesh perspective.

1.4 Methodology of the study:

The present report has followed both qualitative and quantitative methodology. Both primary and secondary data used to complete this internship report. As a quantitative report the study uses primary data and as a qualitative method, the report uses secondary data.

Sample Size:

The sample size for this report will be 30 (Officials= 20, Agent=10)

Sources of Primary Data:

Primary data collects from face-face interviews of officials and executives of AB Bank, Mothijheel Branch and agents of AB Bank Ltd.

Sources of Secondary Data:

Secondary data has collected from the relevant literature review- such as- related books, journals, articles, Annual reports of AB Bank Ltd. and related internet sites.

1.5 Limitation of the study:

The limitations of this study are given below-

- Lack of Information
- Provided data wasn't clear enough
- Lack of enough literature review on this topic

- ❖ Lacking of analytical ability and thoughts to make the best report

CHAPTER II: COMPANY AND INDUSTRY PREVIEW

2.1 Specification of the industry:

I am doing my internship at Agent Banking division of AB Bank Limited and it is under the banking industry. Bangladesh Banking Industry is now in the prolific period. Every year new private banks under the ordinance of Bangladesh Bank are being launched and existing banks are opening new branches within a year. So, it seems that banking industry is now more competitive in Bangladesh. New customers are coming every day to different banks and showing their interest to the different services provided by the banks. The banking industry is developing with new trends and these trends are making banking services prompter and more updated.

2.2 Company overview:

Agent banking has as of now been on the rise as banks are attempting to reach unbanked individuals within the provincial areas. According to specialists, 25,000 specialists managing an account outlet have to be set-up whereas there are as it were 5,791 operator bank outlets as of July – September 2018, as expressed within the quarterly report on specialist managing an account by Bangladesh Bank. Bangladesh Bank features a arrangement for operator keeping money distributed in 2013 but satisfactory operations as it were begun in 2016. As per “Guidelines for specialist keeping money (adaptation 13)" from Bangladesh Bank – an operator must give, as a least, cash store and cash withdrawal administrations and the agent's exercises would be inside typical course of managing an account trade of the planned banks but conducted at places other than bank premises/ATM booths. Operators must give administrations within the assigned trade premises. AB Bank in its effort to reach the unbanked people of the country started Agent Banking Operations from January 17, 2018. The customers of Agent Banking points /outlets will be able to carry out the basic banking services at these outlets. With the growth of Agent Banking, more and more population will be coming under banking net which will help them to become more responsible citizen.

2.2Company Analysis

2.1.1 Background of AB Bank Limited

AB Bank Limited was founded on December 31, 1981, and was Bangladesh's first private sector bank. Arab Bangladesh Bank, as it was formerly known, began operations on April 12, 1982, with the aim of being the country's best performing bank. With the aim of securing its place as the leading service provider by building long-term value for its clients, shareholders, and employees, as well as the communities in which it operates, AB has created a golden heritage and an enviable legacy that few can match. Over the last 38 years, AB has achieved numerous milestones and incorporated numerous reforms, remaining true to its desire to be Bangladesh's technology-driven creative bank. AB has successfully launched internet banking, SMS banking, cutting-edge ICT, state-of-the-art network solution, 24/7 ATM operation, and many other e-products to succeed in this new age of technological triumph.

Over the last three decades, AB has significantly expanded its offerings both domestically and internationally. On April 12, 1982, the bank opened its first branch in Karwan Bazar, and it now has a successful network of 105 branches, including one overseas branch in Mumbai, India, and over 270 ATMs across the country. It has five subsidiary firms, one of which is an off-shore banking unit, as well as custodial services, that are linked to its core banking operations. The Bank established a Representative Office in Yangon, Myanmar, to expand its international operations.

2.1.2 VISION STATEMENT

"To be the trendsetter for innovative banking with excellence & perfection"

2.1.3 MISSION STATEMENT

"To be the best performing bank in the country"

2.2 The Rebranding

AB made a concerted effort to resurrect its previous name, which it has worn for the past 25 years as Arab Bangladesh Bank Limited. As a result, it chose the name AB Bank Limited, and Bangladesh Bank gave its approval on November 14, 2007. The new logo for the bank represents a combination of bonding and confidence.

It designed its logo with a contemporary theme that reflected its vision, mission, and core values. The new logo represents our cultural "Sheetal pati," as it demonstrates the company's commitment to its customers and its ability to meet their needs. As a result, AB's new spirit is "Bonding

2.3Corporate Information

Name of the Company: AB Bank Limited (ABBL)
Legal Form: Public Limited Company
Date of Incorporation: 31st December 1981
Commencement of Business: 27th February 1982
Registered Office: "The Skymark", 18 Gulshan Avenue, Gulshan-1, Dhaka-1212
GPO Box: 3522
Telephone: (+8802) 9560312
(+8802) 9564122 – 23; fax: (+8802) 9564122 – 23
ABBLBDDH is the SWIFT code.
info@abbl.com is the company's e-mail address.
www.abbl.com is the company's website.

Chartered Accountants are professionals who specialize in accounting.

Retainer Agreements

Legum Consultants

A. Rouf & Associates

2.4 Board of Directors

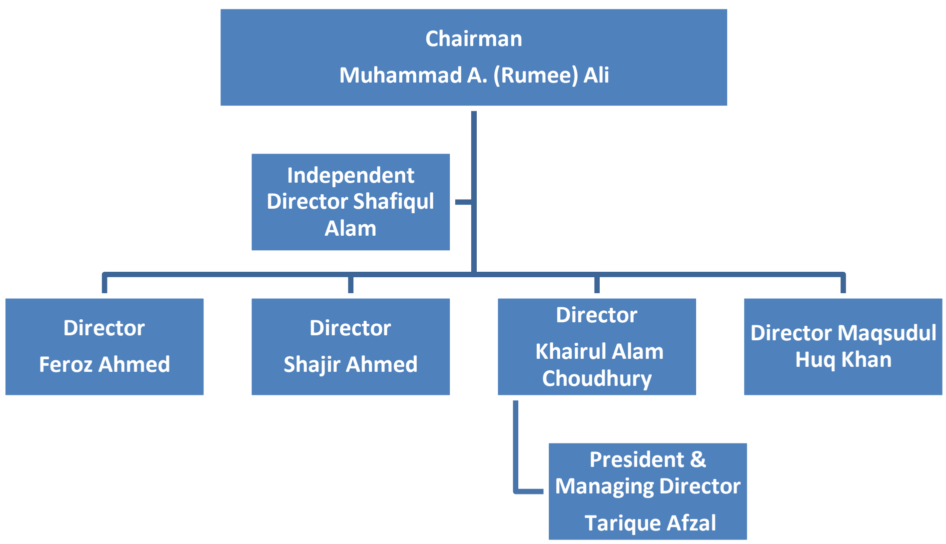


Fig-1: Board of Directors, *Source- abbl.com/board-of-directors*

2.5 Retail Banking

2.5.1 Deposit Products

AB Jonmobhumi

AB Jonmobhumi Fixed Deposit is a long-term savings for NRB wage earner individuals.

AB Nishchinto Fixed Deposit Account offers free life insurance coverage up to Taka 80 Lac which is the highest in country’s banking sector.

Profit First

This is a fixed deposit product which will enable the clients to take the interest.

AB Height

It is a transactional deposit account with inherent credit card facility.

Savings Accounts

Boost your bank balance with AB Bank's savings account.

Current Account

Suit your business needs with AB bank's current account.

FDR Account

Grow Your Money with attractive interest rate with AB Bank's FDR Account.

Deposit Double Scheme

Doubling your investment.

Monthly Income Deposit

Fixed deposit scheme with monthly returns.

Monthly Savings Deposit Scheme

Monthly installment-based savings scheme.

Millionaire Scheme Account

Monthly installment-based savings scheme with fixed maturity value.

Family Savings

Freedom to deposit any amount.

2.6 Objective of AB Bank

"To exceed customer expectations through innovative financial products & services and establish a strong presence to recognize shareholders' expectations and optimize their rewards through dedicated workforce"

AB's promise

AB's expulsion is to be the trendsetter for inventive managing an account with respectability and repletion and prospect to the finest execution bank within the nation. Our client confirmation is classified to our expulsion and intruder articulations. Some other commitments are given below:

- To vindicate a transparent vendee relationship
- To make banking easier for their vendee
- Input vendees necessity first
- To be clean and veridical in our dealings
- To maintain secrecy
- To practice a non – preferential policy
- To confirm a secure banking and retaliation system

Customer's obligation:

I. Read the terminology and provision carefully
II. The surety should read and realize his\her responsibility
III. expression of financial information
IV. You should not allow third group to make transaction at ATM machines
V. You should ascertain the amount accused after each credit card transaction
VI. Submission of lamina

2.7 Product and Services of AB Bank Limited

Transactional account

- ✓ Current Account
- ✓ saving accounts

Deposit account:

Deposit products list on AB agent bank:

- ❖ AB Nishchinto

Fixed Deposit Account offers free life insurance coverage up to Taka 80 Lac which is the highest in country's banking sector.

- ❖ profit first

This is a fixed deposit product which will enable the clients to take the interest of the intended period at the beginning of the tenure. Highest tenure of the product will be 1 year. This will be a non-cheque account.

- ❖ AB HEIGHT

It is a transactional deposit account with inherent credit card facility and attractive features aligning with the need of a segment of middle class and upper middle class people. Minimum opening balance of the account is Tk.100,000 which can only be withdrawn at the time of account closing.

- Savings account
- Current account:
- Unlimited transaction.
- Transfer of fund on Standing Instruction.
- AB bank FDR account
- Auto Renewable
- No restriction on the number of FDR.
- Loan facility against FDR.
- AB bank deposit double scheme (DDS)
  - For individuals in single or joint names.
  - Special type of fixed deposit account.
  - Minimum deposit amount is Tk.50,000 and the maximum is Tk.50,00,000.
  - Loan/overdraft facility can be availed up to 90% of the deposited amount.

- Monthly income savings deposit(MIDS)
  - Fixed deposit scheme with monthly returns.
  - Minimum deposit is Tk. 1,00,000.00 with the maximum amount being Tk50,00,000 either in a single or joint name.
  - Account can be opened for 1, 3 or 5 years.

- AB bank monthly savings deposit scheme(MSDS)

- Monthly installment based savings scheme.
- Installment of Tk.500 or its multiple.
- Can be opened for 3, 5, 7 or 10 years.
- Loan/overdraft facility may be allowed up to 90% of the deposited amount subject to minimum loan amount of Tk.15,000.

- Millionaire scheme account(MSA)

  - Monthly installment based savings scheme with maturity value of Tk.1,000,000 (One million)
  - Can be opened for 3, 4, 5 or 6 years.
  - Loan/overdraft facility may be allowed up to 90% of the deposited amount subject to minimum loan amount of Tk.15,000.

- AB bank family savings plan

- Linked Account mandatory.
- Initial deposit of minimum Tk. 5,000.
- Deposit any amount on monthly basis or at any frequency.
- Account can be opened for 3 to 20 years.
- Loan/overdraft facility may be allowed up to 90% of the deposited amount subject to minimum loan amount of Tk.15,000

2.8 Number of Agents and Outlets

The scope of managing an account administration through the Operator Keeping money operation has been expanding impressively as appeared in Table 1. In December 2019, the overall number of Operators and outlets reach at 7,856 and 11,320 individually. AB Bank number of add up to operator's outlet is 84.

2.9 Geographical Concentration

Considering the topographical concentration of Agents and Agent outlets (Figures 1 and 2), it can be attested that around 82% of the Operators and 85% of the Specialist outlets are arranged within the provincial range. In spite of the fact that the rate of provincial Agents and outlets has diminished marginally from 85% and 87% separately within the past quarter, the tall rate in country region appears that the banks are contributing altogether to advance budgetary incorporation within the provincial range.

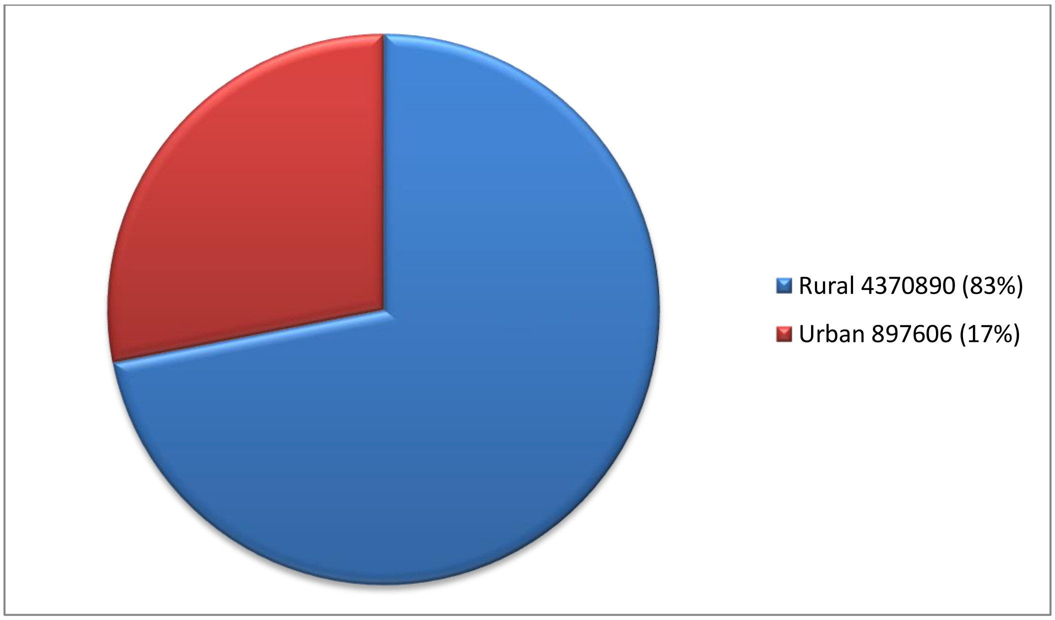


Figure-3 Geographical concentration:

2.10 Growth of Agents and Outlets

Figure 1: Number of Agents

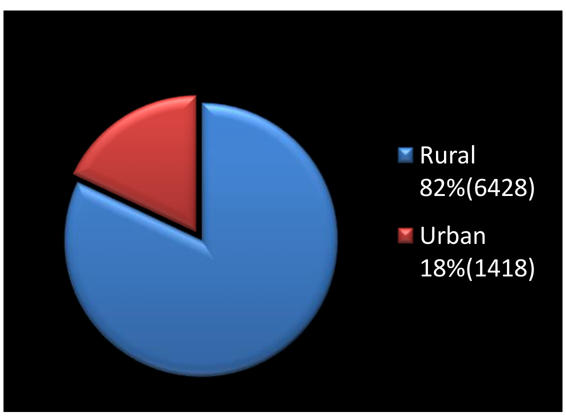
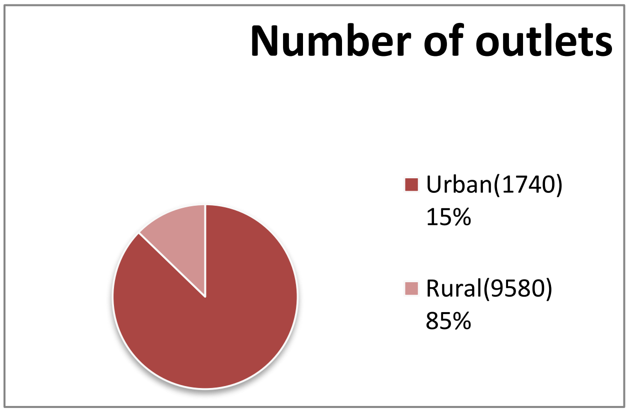


Figure 2: Number of outlets



It can be watched from the Figure 3 and 4 that both the number of Agents and outlets has been expanding at a unfaltering rate, particularly, in rustic zone. The quarterly development rate of number of Specialists in 3rd quarter of 2019 is 8.61% which is 20.29% within the 4th quarter. The fast development can be found in case of the number of Agent outlets too where the growth is 12.24% higher within the 4th quarter than that of 3rd quarter of 2019. The substantial increment within the number of outlets within the country zone could be a sign of the extension of the money related administrations among the mass individuals who are presently getting formal money related administrations more helpfully.

2.11 SWOT Analysis

Strength:

- AB Bank is the first private bank in Bangladesh
- Faithful
- Working environment is comfortable
- High Quality services in different areas of banking Operations
- Bank acquired confidence and trust of the public

- High Brand Image

Weakness:

- ✓ Slow progress in new system
- ✓ Product and services are lower than other bank, example- ATM card
- ✓ Some banking process are too long and have too much formalities

Opportunities:

- ✓ Do fast in competition market
- ✓ Develop product and services than other bank
- ✓ Going on faster progress in new system

Threats:

- ✓ New generation banking system
- ✓ The competitors
- ✓ Money launder

CHAPTER III: PROBLEMS & PROSPECTS OF AGENT BANKING IN BANGLADESH

3.1 Agent Banking as Alternative Delivery Channel

Imagine a time when banking is at your doorstep what if you can open a bank account within 10 minutes, how about receiving a loan within a week of loan application for your business the future of banking solutions can be that simple through agent banking. Agent banking can bring banking services to last mile in through these small businesses access to financial services particularly banking solutions is imperative for individuals as well as small businesses. Phoenix data 2017 shows that half of the adult population of Bangladesh do not have a bank account which is lower than the South Asian average affordable financial services do not reach millions of unnerved and underserved small businesses due to limited delivery channels in the rural areas to mitigate these challenges alternative delivery channels are essential and now is the time to act on the remarkable progress of agent banking for Financial Inclusion over the last five years promises great potential to become one of the successful delivery channels now 19 banks provide agent banking services through four thousand four hundred and ninety three agents with 6933 outlets. 31 million taka's was deposited and almost, 2-billion-taka credit was disbursed through the Asian banking Channel in 2018. Deposits collected through Asian banking rose a whopping 122 percent from 2017 to 2018 also the number of Asian banking account holders stand at two point four 6 million in 2018 of them 87% were opened in rural areas through which 25 billion taka was deposited BFP. Agent banking is also contributing to this progress by co-investing in businesses that are working towards the convergence of them SES and formal financial institutions be partnered with to increase agent outlet numbers and efficiency this resulted in additional 5600 agent outlets mobilizing seventeen thousand eight hundred and twenty million taka, savings and disbursing 842 million taka loans to more than two thousand 500 clients agent banking has come a long way but there are many hurdles yet to be resolved to enjoy the full benefit of this alternative delivery channel. Currently a master agent cannot enter into banking contract with more than one bank. Large scale master agents such as mobile network operators with thousands of retail agents and MF eyes with many branches are constrained by this exclusive arrangement to fully utilize their distribution network. Thus, agents may be allowed to serve multiple banks where each agent point will have one bank presence allow non exclusivity of Master agents because of such policy changes agent network expansion may increase by 30 percent and create a level playing field for new entrants in agent banking. At present banks need to select agents ensure a physical location for the agent's outlet with all required documents for individual agent to seek approval from Bangladesh Bank. This takes three to four months to obtain agent approval which increases significant cost for potential agent. This turnaround time may be reduced by allowing banks to provide minimal documents banks will provide detail information particularly proof of possession of the outlet to the regulator within a specific time after commencing operations. Furthermore, banking regulations and policy Department BRPD can make an effort to reduce their turnaround time by improving internal verification and approval process reduce turnaround time for approval of agents and ration approval conditions. This change has the potential to reduce possible early stage drop out of prospective agents by approximately 25%.Also help banks in better business planning setting up agent outlets and reducing agent acquisition cost by 30%.Banks have been cautious in providing credit through their agent banking outlets and two-thirds of outlets in rural areas are collecting deposits only while banks such as AB Bank have been able to disburse credit effectively. Others have not been very confident in allowing their agents to work as a channel for credit disbursement. This is resulted in overall unfavorable deposit to credit ratio for this channel as 16 as 21 compared to industry optimal ratio for banks is one is 2.85. Bangladesh Bank can encourage banks to utilize certain portion of the fund from the existing 200 core taka refinancing scheme which could be channelized through agent banking outlets to improve deposit to credit ratio. Allocate a certain portion of existing refinancing scheme for banks to provide credit through AB Bank's channel and improve deposit to credit ratio. For example, if deposit to credit ratio can be improved to 10 is to 1 then 39% additional rule of clients which means 3715 clients will get one point three-billion-taka additional loans. Currently to open an account through AB Bank's outlets a customer has to fill up the form along with other required documents this manual KYC process is lengthy and can be improved through E-KYC, using customer's digital signature and biometric fingerprint to open a paperless account helps to verify customer details from national database or mobile network operator database in a secure and transparent manner and thus reduce operating cost significantly introduced e-kyc for account opening through agent banking to expedite customer on boarding activities with E-KYC process enacted the manual KYC storage. Cost an account opening time may be reduced by 50% with these changes in action banks can take banking solutions to last mile through agent banking channel much effectively and proliferate agent banking by approximately 30 percent.

3.2 Overview of Agent Banking

An afterward think approximately on Administrator overseeing an account, found that Administrator keeping cash is uncommonly viable in Latin America & Africa. Other made like as Joined together Kingdom, Australia etc. countries are in addition consistently passing on administrator keeping cash since it diminishes the gotten of working of the bank. Most of the organizations of a bank can be given through administrators. People in the most remote parts of a nation can be taken under genuine budgetary arrangement by master holding money in this way. Agreeing to the specialist managing an account rule the computer program of any person operator will be associated to the center program of the bank, so exchanges that will take put in specialist premises will be appeared within the managing an account framework real-time and those value-based explanations can be utilized anyplace and all over for diverse purposes of the client. (Siddiquie, Jul-Aug. 2014) Following that, a survey revealed that the majority of customers were pleased with professional bank organizations, giving them a pitiful score of over 2.0. Clients expressed a preference for going to administrator bank outlets rather than the bank itself. (Kitale, June, 2015) Patricia-Nezianya & Daniel, 2014) Expert account management has become a fundamental hone of financial institutions in getting their administrations closer to the people at the grass roots, according to research. There is no address that an administrator monitoring an account can give assistance to shape strides banks advantage if guided into Nigerian overseeing an account system. A study revealed that the Director overseeing an account benefit is relatively unknown in this region, and it is still not widely used. The primary goal of a master managing an account is to introduce and demonstrate cash management to citizens of all socioeconomic levels through a professional where a bank's physical structure cannot be set up. (Adib,2016) The sum of cash exhausted by money related benefit suppliers to serve a destitute client with a little balance and conducting little exchanges is basically as well extraordinary to create such accounts practical. In expansion, when money related benefit suppliers don't have branches that are near to the client, the client is less likely to utilize and execute with their benefit. In any case, we see Prospects of Operator Managing an account in Bangladesh: A Think about on AB Bank Ltd. The development of unused conveyance models as a way to definitely alter the financial matters of keeping money the destitute. By utilizing retail focuses as cash vendors (characterized here as specialist keeping money), banks, telecom companies, and other suppliers can offer sparing administrations in a commercially reasonable way by lessening settled costs and empowering clients to utilize the benefit more regularly, subsequently giving get to extra income sources. (Veniard,November2010) There's an expanding ought to advance innovative and organization development as a implies to grow budgetary framework get to and utilization, counting tending to framework shortcomings and enabling commerce ventures by creating budgetary education and budgetary capability programs to bring all individuals on board and all to take part in financial advancement of a nation, maybe operator keeping money will offer an arrangement to moderate pace of people endeavor improvement particularly from the rustic zones

3.3 Historical Background of Agent Bank in Bangladesh

Agent Managing an account infers giving confined scale keeping cash and financial organizations to the underserved masses through bolted in masters underneath a significant office attestation, rather than a teller/cashier. It is the proprietor of an outlet who conducts keeping cash trades on purpose of a bank. Concurring to Bangladesh Bank administrator keeping cash rule 2013, Agent keeping cash might be a obliged scale keeping cash and budgetary advantage for those living in inaccessible areas over the country through individuals underneath a considerable organization understanding, rather than a teller or cashier. Professional supervising an account has made a imperative commitment to the common economy over the past few a long time and it's getting to be powerfully well known. Individuals are getting settlements from overseas and they can by and by pay their utility bills through this channel. A number of youth are as well finding present day openings of work as administrators. Openness of convenient phones and web workplaces in nation locales have made it less complex for administrator keeping cash organizations. Banks inside the country are by and by centering on master keeping cash for its ubiquity among people, especially in blocked off zones.

3.5 Agent Banking Model

At the client conclusion point, a retail outlet or sub pro of an administrator can talk to and sell holding cash organizations of as if it were for a single bank. The written agreement between the bank and the pro must be carefully characterized and firmly verified. The agreement must also include provisions concerning the confidentiality, safety, soundness, and precision of all trades. The pro's complete financial disclosure, honesty, and responsibility must all be guaranteed. The bank might consign one of its branches/offices to be reliable for the administrator working inside the allotted extend of the department. The masters are to be arranged with IT contraption like point of bargain (POS) with biometric highlights capturing and examining workplaces, card peruse, convenient phone, standardized tag scanner to check bills for charge installment trades, Person Recognizable confirmation Number (Adhere) pads and may have Person Computers (PCs) that are to be related with their bank's server utilizing a person dialup or other data affiliations. Clients may utilize appealing stripe bank card or flexible phone to urge to their bank account. Recognizable proof of clients might be done through Pin/ biometrics.

The exchange should take place at the customer's end using ICT devices that are constantly and consistently coordinated with the bank's frameworks. The transactions should be carried out in real time. At the end of the day, the customer may receive visual (screen-based, such as SMS) and paper-based (debit or credit slip) confirmation of their transaction. Additionally, the bank may brand the operator by holding money commerce in such a simple manner that the client will understand that the agent is providing services for the bank's benefit. The concerned bank's agent must either keep a certain amount of cash on hand or have a credit limit with the bank, up to which the professional will conduct business with clients. If a transaction is attempted above that stage, the system will automatically halt the transaction.

3.6The rapid growth of agent banking in Bangladesh:

Inside fair one-and-a-half a long time of its start, pro overseeing an account has been able to drag in a colossal number of clients, driving most commercial banks to require up this elective outline of budgetary advantage in extension to branch-based managing an account. According to Bangladesh Bank administrator holding cash run the display 2013, a required scale keeping cash and budgetary advantage for those living in more remote zones over the country through individuals under a significant organization understanding, rather than a teller or cashier, could be a required scale keeping cash and budgetary advantage for those living in more distant zones over the country through individuals under a significant organization understanding. An operator might be a third-party owner of a store who handles cash transfers, deposits, small-value credit dispensing and repayment of advances, store exchanges, paying bills through the government's social security net services, and account requests on behalf of a bank. Although the central bank issued an agent banking guideline in 2013, the first banks started full-fledged agent operations in 2016. The business took off almost immediately, with 544,536 accounts opened with deposits of Tk380.68 core opened between October and December that year.

According to Bangladesh Bank's latest report, the number of agent banking accounts stood at 1,468,797 at the end of March this year, with deposits totaling Tk1,634.36core.

Dutch-Bangla Bank Limited (DBBL), AB Bank, Al-ArafahIslami Bank, Social Islami Bank Limited, Modhumoti Bank Ltd, Mutual Trust Bank Limited, NRB Commercial Bank, Standard Bank Ltd, Agrani Bank Ltd, Midland Bank, First Security Islami Bank, The City Bank, Islami Bank Bangladesh Ltd, The Premier Bank Ltd, and AB Bank LTD are among the 16 commercial banks that run agent operations.

3.7Secret behind the growth

Because of its simplicity for clients and cost-effectiveness for banks, agent banking has been able to gain such popularity. According to a Bangladesh Established of Bank Organization research paper titled "Elective transport channel: Openings and challenges of the cutting-edge holding cash world" (BIBM) mastering account management has become well-known as a result of its advantages for both banks and customers, as well as the country's economy, which benefits from budgetary coordination. The banks have been able to increase client number, improve cash related appearance, lower working costs, improve exchange, increase store collection, improve bank branding, and expand their spreads, according to the report. Customers have benefited from agent banking because it has provided full-fledged banking services at their doorsteps in remote areas, making remittance channeling convenient and fast. Tk2,674 in inward remittances is channeled through 4,905 agent banking outlets across the country until March 31, 2018. The banks also started giving out small loans through the agent banking channels, which were previously restricted to services such as cash deposits, cash withdrawals, and remittance payment. Six banks had disbursed Tk122.25 core in credit through their agent banking outlets as of March 31, this year. (According to the Annual Report)

3.8Challenges

Despite the fact that there has been substantial progress in the area of master account management in terms of the number of managers, account holders, and stores, there are a number of obstacles that are impeding the advancement of this modern account management device. Banks face seven problems, according to the BIBM research report.

The difficulties include specialist selection and monitoring, cheque book issue and clearing cheque, limited exchange period, control disappointment, cash carrying or administration risk, physical and cyber protection, and complaint resolution.

Service lending is still absent in agent banking outlets, according to a BIBM research paper titled "Agent Banking: Effectiveness in Financial Inclusion."

“According to the central bank's plans, the operators are expected to provide the largest number of services to clients. As a result, they should not refrain from encouraging account access to clients or exchanging money,” it says..

Agent banking is concentrated in two banks, according to central bank statistics, with DBBL and AB Bank covering more than 86 percent of agent banking accounts.

By the end of March 2018, DBBL had opened 884,680 accounts and AB Bank had opened 380,936 accounts.

According to Bangladesh Bank official, the central bank is working on a revised version of the current agent banking guideline, which will be finalized and approved soon.

CHAPTER IV: INTERNSHIP EXPERIECNE

4.0 Position, duties, and responsibilities

4.1 Position

I have joined as an intern employee within the Agent Banking office of AB Bank Limited. Agent banking department performs data collection, data input in software work of the bank. They collect information from diverse outlets; at that point prepare the information and sends it to the essential goal. They moreover keep up the unwavering quality and productivity of the information. So, to memorize how they perform their assignments within the division; I always tried to be present and observe their work. My instructor and all other employees helped me a lot throughout the internship period. But I also faced some constants while working in there; because access of all data was not given to me. But I gained a lot of experience while doing internee in there. The works that I've learned in the organization are:

- How collect weekly report of different outlets through AML software
- How collect monthly report of the outlets
- How to make report for the Bangladesh Bank
- How to get CIP verification
- How to Anti money laundering(AML) data input in the software

4.2 Training

For the intern students, AB Agent Banking department arranged a short-termed training. It is compulsory for every intern student to attend to this training. In the training they trained me about MISYS of agent banking, how agent banking works and its workflows.

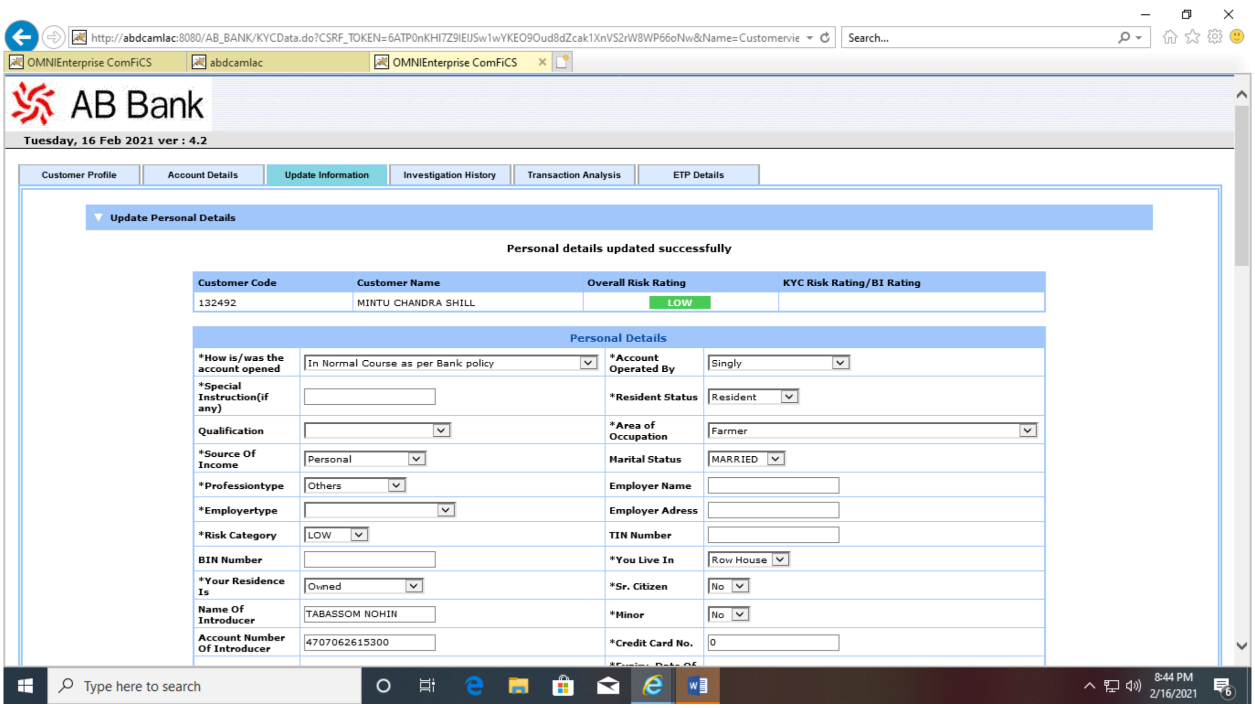
Connections and communications maintaining with the agents and data collections and analysis. They also informed me about Anti money laundering data input system.

4.3 Contribution and Departmental Function:

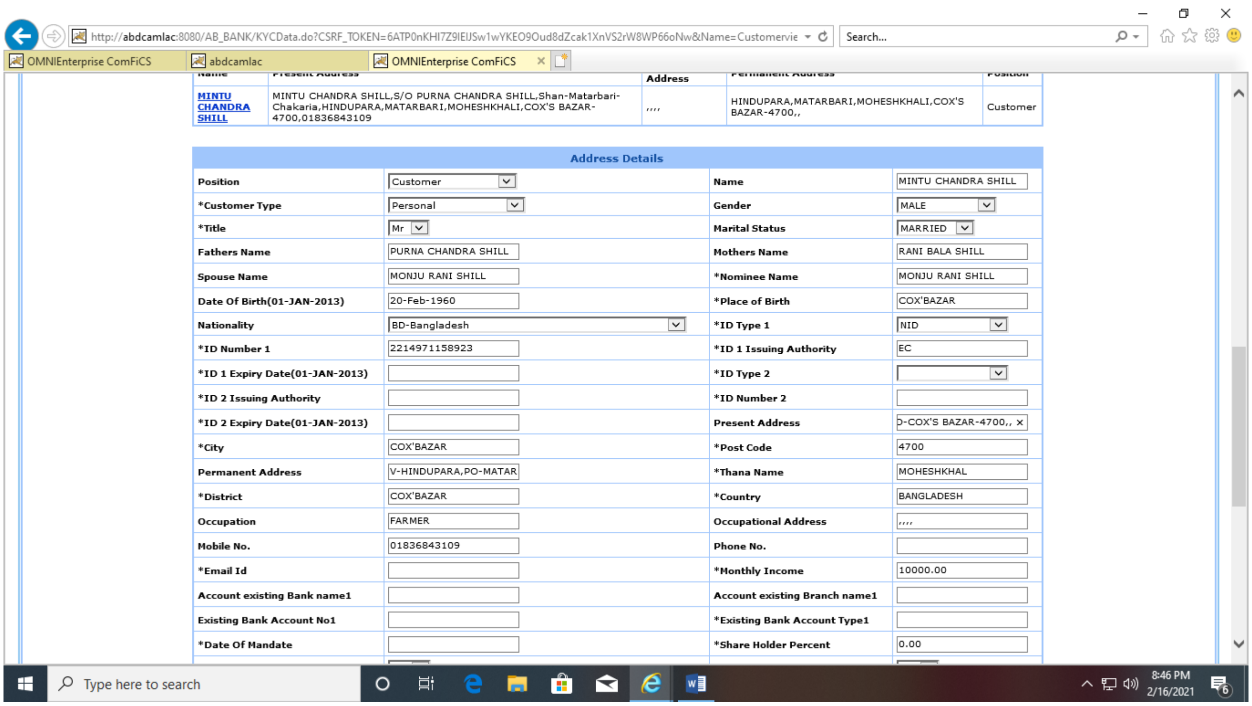
Every intern student should have to work with their relevant department. Being an intern, I also done various work in AB Agent banking division of AB Bank Limited. Those contributions are written below:

Data input:

The department of MIS is all about handling data from several sources. Inputting data for the creation of many reports and forms was one of my contribution for the department. I tried my level best to properly input data and make reports from them. Its Anti-money laundering part from MISYS software of AB Agent Bank Division. I worked update customer information.



The figure-9 I did input customer personal data information and updated.

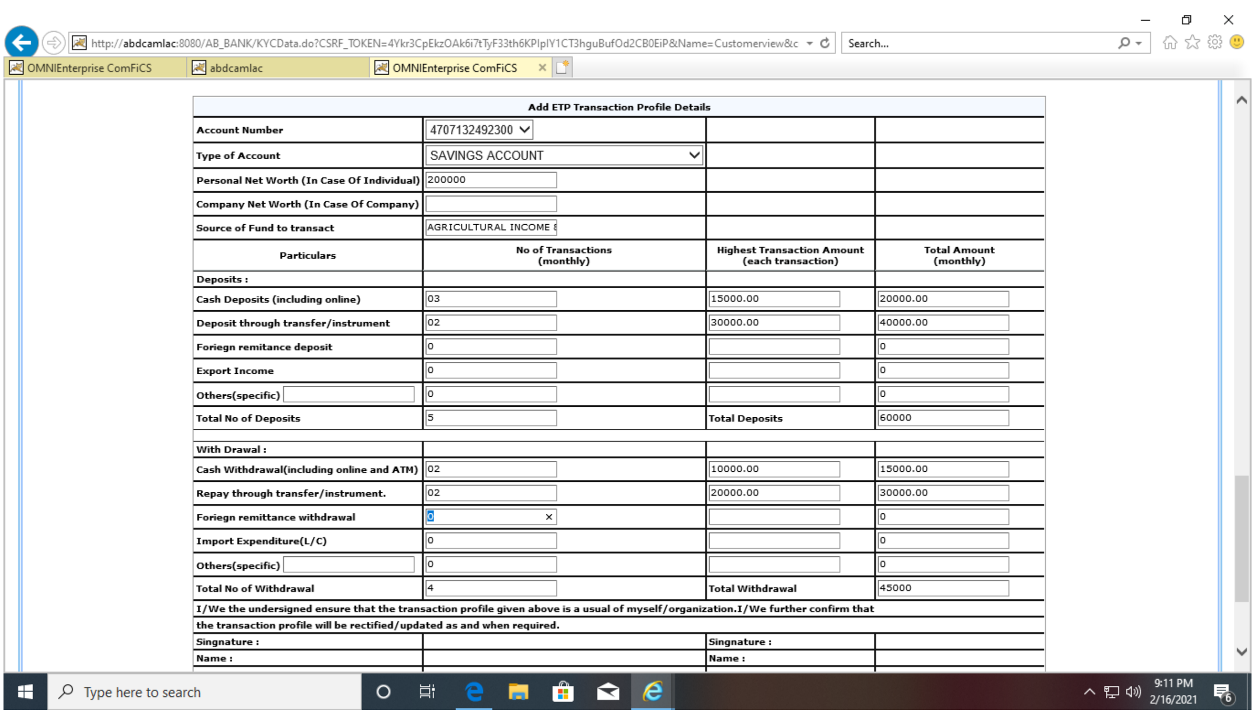


Name	Present Address	Address	Permanent Address	Position
MINTU CHANDRA SHILL	MINTU CHANDRA SHILL,S/O PURNA CHANDRA SHILL,Shan-Matarbari-Chakaria,HINDUPARA,MATARBARI,MOHESHKHALI,COX'S BAZAR-4700,01836843109	,,,,	HINDUPARA,MATARBARI,MOHESHKHALI,COX'S BAZAR-4700,,	Customer

Address Details

Position	Customer	Name	MINTU CHANDRA SHILL
*Customer Type	Personal	Gender	MALE
*Title	Mr	Marital Status	MARRIED
Fathers Name	PURNA CHANDRA SHILL	Mothers Name	RANI BALA SHILL
Spouse Name	MONJU RANI SHILL	*Nominee Name	MONJU RANI SHILL
Date Of Birth(01-JAN-2013)	20-Feb-1960	*Place of Birth	COX'BAZAR
Nationality	BD-Bangladesh	*ID Type 1	NID
*ID Number 1	2214971158923	*ID 1 Issuing Authority	EC
*ID 1 Expiry Date(01-JAN-2013)		*ID Type 2	
*ID 2 Issuing Authority		*ID Number 2	
*ID 2 Expiry Date(01-JAN-2013)		Present Address	D-COX'S BAZAR-4700,,
*City	COX'BAZAR	*Post Code	4700
Permanent Address	V-HINDUPARA,PO-MATAR	*Thana Name	MOHESHKHAL
*District	COX'BAZAR	*Country	BANGLADESH
Occupation	FARMER	Occupational Address	,,,,
Mobile No.	01836843109	Phone No.	
*Email Id		*Monthly Income	10000.00
Account existing Bank name1		Account existing Branch name1	
Existing Bank Account No1		*Existing Bank Account Type1	
*Date Of Mandate		*Share Holder Percent	0.00

Figure-10 I did input customer address information& updated



Add ETP Transaction Profile Details

Account Number	4707132492300		
Type of Account	SAVINGS ACCOUNT		
Personal Net Worth (In Case Of Individual)	200000		
Company Net Worth (In Case Of Company)			
Source of Fund to transact	AGRICULTURAL INCOME		
Particulars	**No of Transactions (monthly)**	**Highest Transaction Amount (each transaction)**	**Total Amount (monthly)**
Deposits :			
Cash Deposits (including online)	03	15000.00	20000.00
Deposit through transfer/instrument	02	30000.00	40000.00
Foriegn remitance deposit	0		0
Export Income	0		0
Others(specific)	0		0
Total No of Deposits	5	Total Deposits	60000
With Drawal :			
Cash Withdrawal(including online and ATM)	02	10000.00	15000.00
Repay through transfer/instrument.	02	20000.00	30000.00
Foriegn remittance withdrawal	0		0
Import Expenditure(L/C)	0		0
Others(specific)	0		0
Total No of Withdrawal	4	Total Withdrawal	45000

I/We the undersigned ensure that the transaction profile given above is a usual of myself/organization.I/We further confirm that the transaction profile will be rectified/updated as and when required.

Singnature :		Singnature :	
Name :		Name :	

Figure 11 I did customer ETP info. update

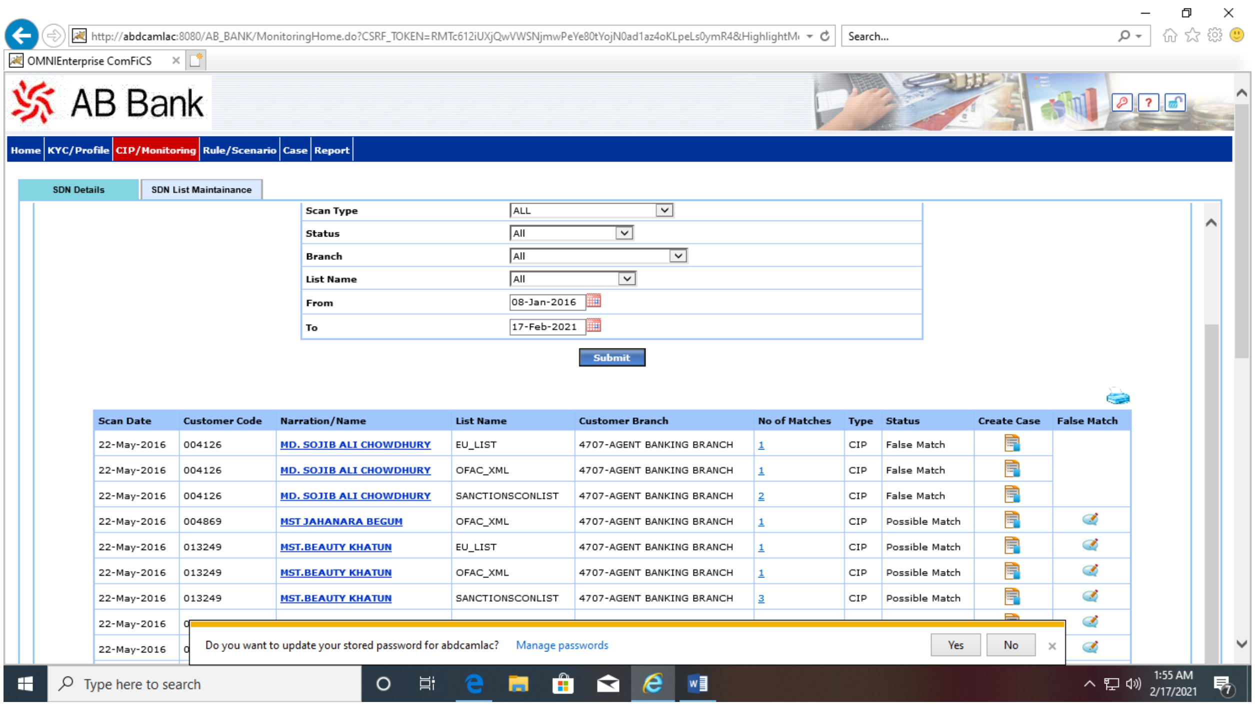


Figure 12 I did customer CIP verification.

Paper Based Work:

Different kinds of the works are done in the server and anti-money laundering form updated, Customer CIP verification. But there are also some paper based works also.

Report Management:

Entry everyday work report updating on spreadsheet was also a part of my work.

Provide Assistance:

As an internee I continuously attempted to be display there and offer assistance them at whatever point they required me. I made a difference them whereas when required any sorts of work as I know. I made a difference them to fill up Diverse sorts of client account shapes upgraded in MISYS computer program.

4.4 Evaluation:

To evaluate my performance during the internship period I had to ask myself some questions. And with the answer of those questions, I am able to evaluate my performance.

- Am I good in time management?
- How capable am I in completing my given task?
- Can I communication properly with others?
- How good I am in tasking responsibilities?
- Am I keep in learning new things?
- Am I good enough to make any contribution in the organization?
- Am I good brain storming?

4.5 Skills applied:

Schooling doesn't assure employment but skill does." The skills which I've learned in my whole student life; I tried to implement those skills in the organization. The skills are described below:

- ✓ Skill of Communication:

  the period of my internship, I tried to implement the communication skills that I have learned in my graduation period. I also tried to learn better skills from my supervisor and other employees of the organization.

- ✓ Management of Time:

  Time management is continuously a vital work in each work field. Without time administration individuals cannot wrap up their given assignments appropriately.

So, it is exceptionally imperative to do legitimate planning. I attempted to appear my abilities of time administration in my internship period. I attempted to be display within the office at the right time conjointly attempted to wrap up all my works inside the given time of period.

- ✓ Skill of technical Proficiency:

A lot of specialized abilities were instructed in our college classes, so that we may execute them in our proficient life. I attempted to appear of those aptitudes in AB Bank Constrained. Those aptitudes made a difference me a part in my internship period. I too learned whereas preparing was given within the bank.

- ✓ Skill of Professionalism:

Any individual can make a gigantic effect on one's intellect with his impression. So, I continuously attempted to be display on the proper time within the office. And continuously attempted to stay better than average and communicate in a legitimate way.

4.6 Skills Developed:

AB Bank Limited provided me with a variety of skills during my internship. A lot of training were given for different software uses and also to handle many type of tasks. Those skills added some value to my future professional life. Those skills are written below:

- **Skills of taking Responsibility:**

During my internship period in AB Bank I had to a part of assignments. I had to handle a part of information conjointly assignments like; making report for the clients and others. Doing those works appropriately were a awesome duty for me. So, I learned this extraordinary ability from them.

- **Skills of critical thinking:**

Brain is raging isn't a straightforward assignment to do for anyone. But within the proficient life, everyone must do this assignment. Representatives of the bank faces a part of basic issue whereas making the enormous reports and numerous other works. In that time brain raging makes a difference them to total that difficult portion of the work. I moved forward this awesome aptitude amid my internship period.

- **Skills of analytical & Problem solving:**

In AB Agent banking division, a parcel of expository works are worn. Out my internship period I learned a part of explanatory aptitudes from the representatives of AB bank Restricted. They instructed me how to do the fast considering within the basic time.

- **Ability of Working Under Pressure:**

While working in AB bank Limited I learned a very important skill; and that is working under pressure. There is a lot of time when the employees have to work under enormous pressure because of the time period they are given to complete their given task. I learned this great skill from them practically.

- **activities:**

The most important thing that anyone has to learn from their childhood is that how to work ethically. Every company tries to maintain an ethical working environment in their office. This helps their employees work with a peaceful mind. So I also tried to very honestly during my internship period.

- **Real life working Knowledge:**

Every student learns a lot of skills during their educational life. But those skills are implemented in their professional life. They gather practical knowledge from their office. I learned this practical knowledge from AB bank limited during my internship period.

CHAPTER V: DATA ANALYSIS AND FINDINGS

5.1 Statistical Analysis:

5.1.1 Gender of the respondents

Gender	No. of Respondent	Percentage (%)
Male	21	81.7%
Female	9	19.3%
Total	**30**	**100%**

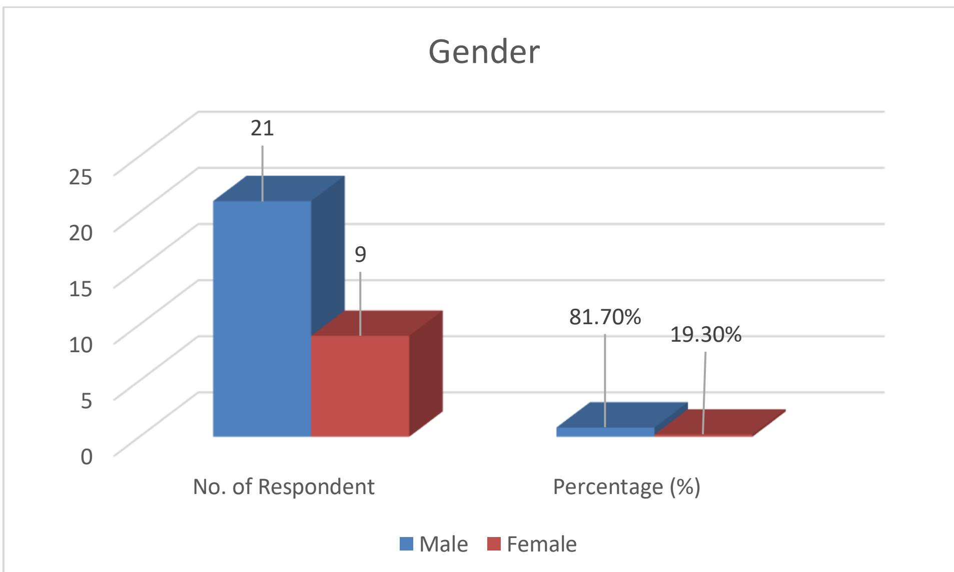


Figure-1: Gender Analysis

The data table and figure show that, highest 21 respondent including with the AB bank's officials and agents were found 81.7% of male respondents and rest of 19.3% found female respondents.

5.1.2 Profession of the Agents

Profession	**No. of Respondent**	**Percentage (%)**
Business`	3	30.0%
Service	1	10.0%
Teacher	2	20.0%
Others	4	40.0%
Total	**10**	**100%**

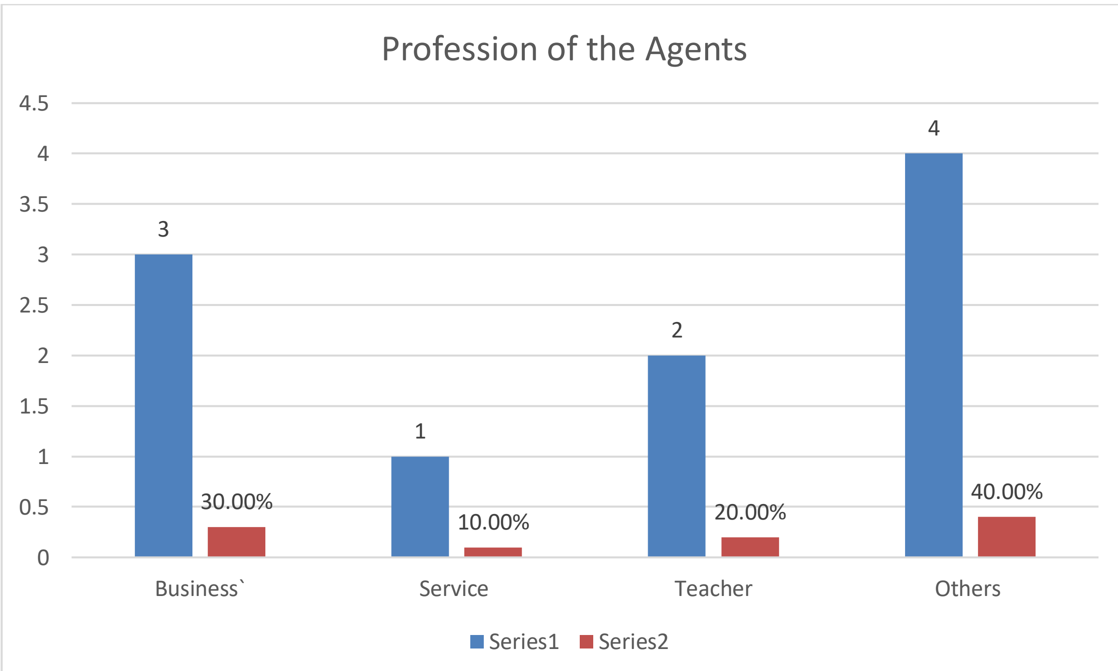


Figure-2: Profession of the Agents

The data table and figure show that, highest 4 respondents that means 40.0% of the total respondent found their professions were others, 30% found business, 10% found service and 20% found teachers.

5.1.3 Do you have account in AB Bank limited?

Answer	No. of Respondent	Percentage (%)
Yes	22	83.7%
No	8	17.3%
Total	**30**	**100%**

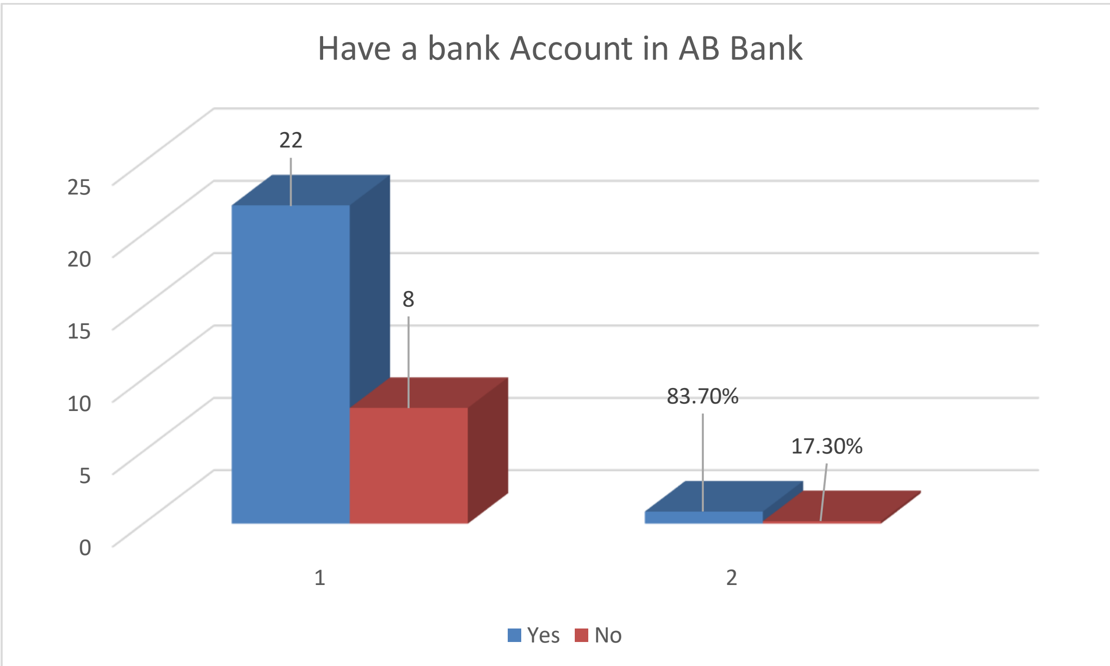


Figure-3: Bank account information

The analysis shows that, 83.70% of the total respondents have a bank account in AB Bank. Rest of 17.30% says they no Bank account.

5.1.4 Do you have enough knowledge on product and services of agent banking of AB Bank?

Answer	No. of Respondent	Percentage (%)
Yes	25	90%
No	5	10%
Total	**30**	**100%**

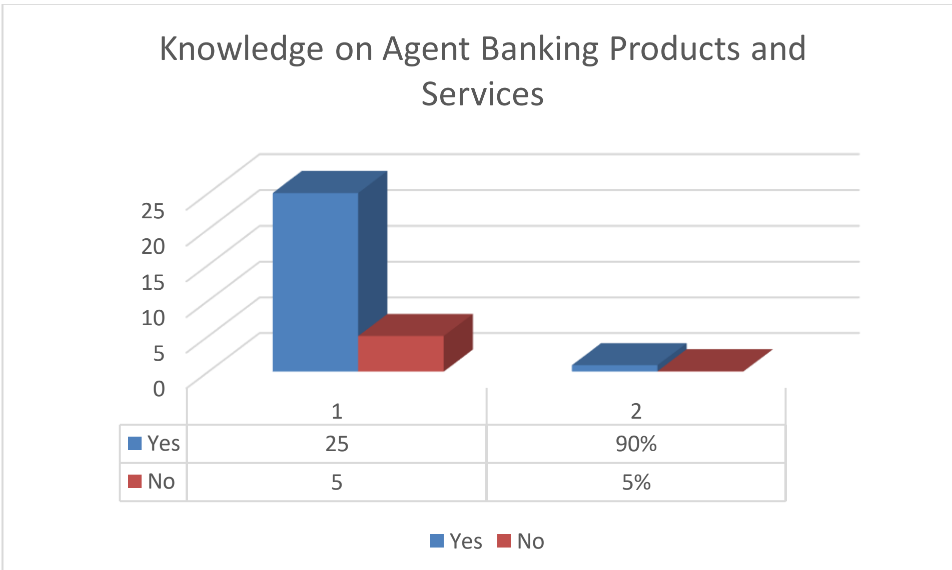


Figure-4: Knowledge on Agent Banking Products and Services

The data shows that, 90% of the total respondents have enough knowledge on Agent Banking products and services as well and rest of 10% have no idea of Agent Banking.

5.1.5The products of agent banking of AB Bank Ltd. are enough to satisfied customer needs

Answer	No. of Respondent	Percentage (%)
Yes	20	76.25%
No	10	24.75%
Total	**30**	**100%**

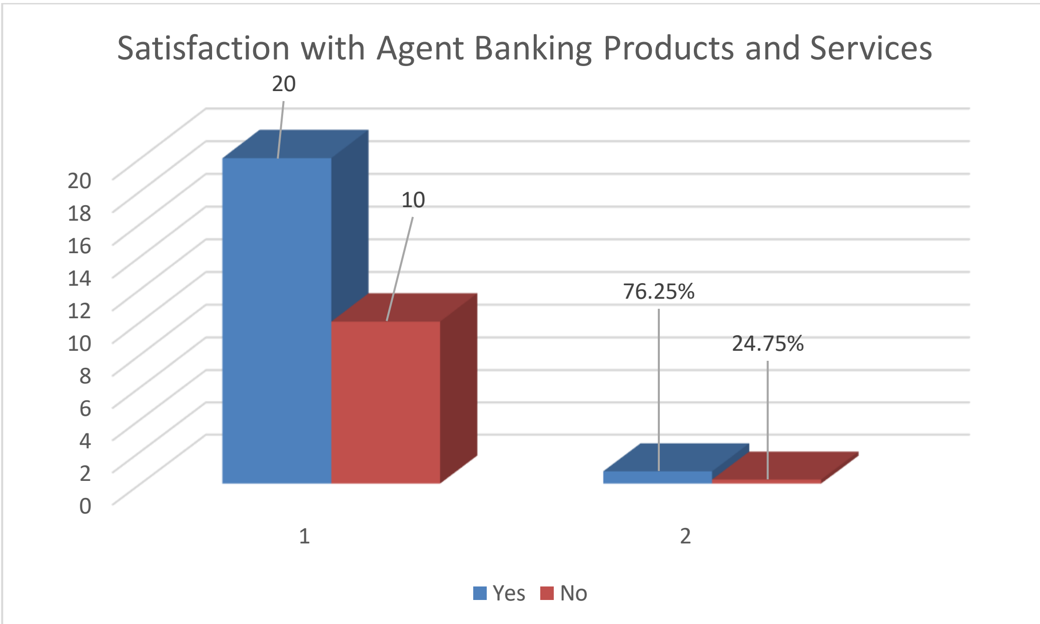


Figure-5: Satisfaction with Agent Banking Products and Services

The data analysis shows that, 76.25% of the total respondents were satisfied with the agent banking products and services. Other 24.75% were not satisfied.

5.1.6 The cost for the services of agent banking of AB Bank Ltd. is reasonable

Answer	No. of Respondent	Percentage (%)
Yes	20	76.25%
No	10	24.75%
Total	**30**	**100%**

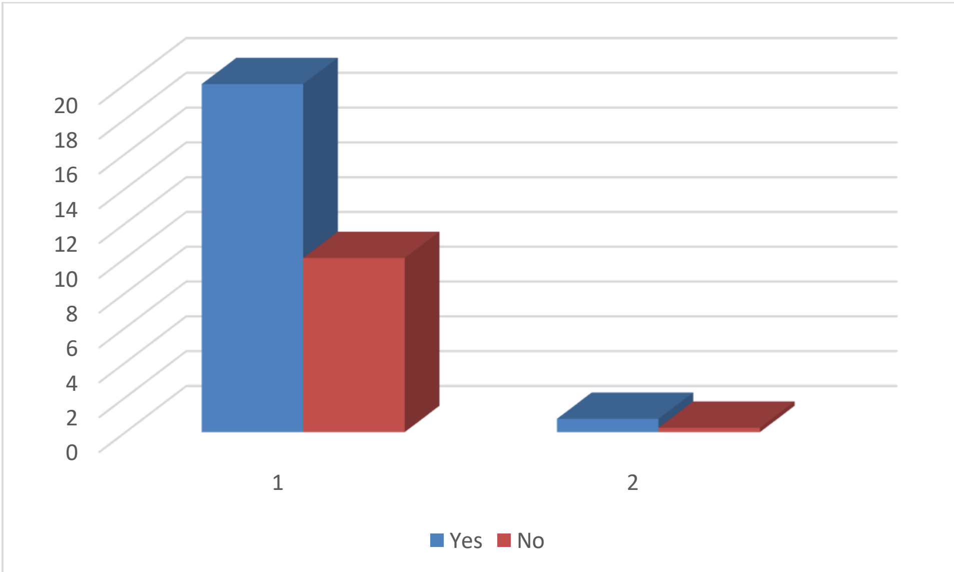


Figure – 7: Cost of Agent Banking is reasonable

The data analysis shows that, 76.25% of the total respondents were satisfied with the agent banking reasonable costs. Other 24.75% were not satisfied.

5.2 Result and Findings

The data table and figure show that, highest 21 respondent including with the AB bank's officials and agents were found 81.7% of male respondents and rest of 19.3% found female respondents.

The data table and figure show that, highest 4 respondents that means 40.0% of the total respondent found their professions were others, 30% found business, 10% found service and 20% found teachers. The analysis shows that, 83.70% of the total respondents have a bank account in AB Bank. Rest of 17.30% says they no Bank account.

The data shows that, 90% of the total respondents have enough knowledge on Agent Banking products and services as well and rest of 10% have no idea of Agent Banking. The data analysis shows that, 76.25% of the total respondents were satisfied with the agent banking products and services. Other 24.75% were not satisfied. The data analysis shows that, 76.25% of the total respondents were satisfied with the agent banking reasonable costs. Other 24.75% were not satisfied.

CHAPTER VI: CONCLUSIONS AND KEY FACTS

6.1 Recommendation:

After result and findings, the report will be intended to provide some possible recommendations:

- ✓ Should attempt to create it completely robotized benefit of Agent Banking operations.
- ✓ Need to join expert programmers and use strengthen server to direct agent banking operations.
- ✓ interacts with customers.
- ✓ Reinforce the require for staff to start contact with clients and to recognize their presence, indeed in the event that by body dialect in case not verbally. “Showing Clients, You Care”.
- ✓ Recommend the staff of the necessity to wear a title identification within the working environment which is unmistakable to customers.
- ✓ Pay proper direction to staff almost giving trade cards to clients amid the service delivery. This is being insufficiently practiced in some branches as not earlier, but this is a part of Customer Care standards.
- ✓ ABBL should invest more for IT and AB Agent banking division is automated to facilitate customer services in the rural areas.
- ✓ They need to move to T24 software as fast as they can.
- ✓ ABBL needs to increase their number of ATM booths.
- ✓ ABBL needs to improve their online banking system.
- ✓ They need to train their employees to the new software versions.

6.2 Conclusion:

Presently a day's agent Banks play an extraordinary part for the improvement of a nation. All the organizations of the nation's moreover offer assistance the development of the country's economy. The open and private companies are contributing within the same pace that's why their competition is additionally expanding. AB Bank Limited is one of the biggest and the primary private bank in Bangladesh. It has made a difference the development of the financial framework in numerous ways. Because it is one of the primary private banks of Bangladesh that's why AB Bank is additionally part show for numerous banks within the nation. It was a great experience to do internship in AB Bank Limited. In the report I tried to express my experiences as much as I could. I mainly to cover the activities of Agent bank department of AB Bank Limited and how will be became automatic system. AB Bank has earned the ubiquity of best banking administration in Bangladesh. The Affiliation is a complete with extra organized as opposed to a few other cash related affiliation running neighborhood or exterior in Bangladesh. AB bank takes favorable position of any hazard within the keeping money division with the incredible confirmed and gifted human. Like American express credit card, Uncommon Budgetary foundation account and organization within the overseeing an account region of our country, it is pioneer in displaying various unused financial things.

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Appendix: