Internship Report

on

“General Banking Activities of Al-Arafah Islami Bank PLC.”

Md. Sinatur Rahaman

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

General Banking Activities of Al-Arafah Islami Bank PLC.

Submitted to:

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Accounting

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School of Business and Economics

United International University

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Letter of transmittal

Date: July 27, 2026
Dr. James Bakul Sarker
Professor
School of Business and Economics
United International University
Dhaka – 1212

Subject: Submission of Internship Report on “General Banking Activities of Al-Arafah Islami Bank PLC.”

Dear sir,

I am Sinatur Rahaman, bearing ID No. 111 211 057, and I hereby submit my internship report on “General Banking Activities of Al-Arafah Islami Bank PLC.” During my internship I gained valuable insights into the organization’s culture and operations.

This report presents my observation, analysis, and recommendations based on secondary data. I appreciate your guidance as my internship supervisor and the support of Al-Arafah Islami Bank PLC throughout this period.

I hope the report meets your expectations and remains informative. Thank you for your consideration.

Sincerely,

Sinatur Rahaman
ID: 111 211 057
Department of Accounting
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Certification of similarity index

Declaration of the student

I, Sinatur Rahaman, hereby declare that this internship report titled **"General Banking Activities of Al-Arafah Islami Bank PLC."** has been prepared by me and is submitted for grading as a partial requirement for the degree of Bachelor of Business Administration in Accounting at United International University.

I further certify that this report is my original work and has not been submitted, in whole or in part, for the award of any other degree or qualification at this or any other academic institution. All sources of information used in this report have been duly acknowledged and referenced following the APA referencing style.

____

Sinatur Rahaman
Id: 111 211 057
Date: July 27, 2026

Acknowledgement

First and foremost, I would like to express my heartfelt gratitude to the Almighty Allah, whose blessings have enabled me to complete my internship program and prepare this report successfully.
I would like to express my sincere thanks to my honorable internship supervisor**, Dr. James Bakul Sarkar, Professor, School of business & Economics, United International University,** for his/her continuous guidance, valuable suggestions, and kind supervision throughout the preparation of this report. His/her constructive advice and encouragement have been of immense help in completing this work.
I am also deeply grateful to the authority of Al-Arafah Islami Bank PLC for granting me the opportunity to complete my internship in their esteemed organization. My special thanks go to Manager 0and all the officers and employees of the branch for their cordial cooperation, guidance, and support during my internship period.
Finally, I would like to thank my family members, friends, and classmates for their continuous inspiration and encouragement throughout my academic journey.

Abstract

This report is submitted as a partial requirement for the completion of a bachelor of business administration degree in accounting at United International University. It covers the internship experience of three months at Al-Arafah Islami Bank PLC, focusing on a comprehensive General Banking Activities of the bank. The internship was conducted at AIBL Notun Bazar Branch, where the primary objective was to apply theoretical knowledge in financial management and performance analysis to actual banking operations.

Al-Arafah Islami Bank PLC is among the prominent Islamic Bank in Bangladesh which conducts banking activities according to the Islamic Shariah. The bank's aspiration is to offer modern services of banking along with ethical and Islamic values. Over the years, the bank has occupied a strong position and offered diversified banking products and services such as General Banking, Investment Banking, Foreign Exchange (Forex) Remittance and Digital Banking services.

I spent three months' internship in the General Banking Department in Al-Arafah Islami Bank PLC, Notun Bazar Branch. General Banking Department, which directly interfaces with the customers and its daily banking operations, is one of the most crucial departments of a bank. This internship provided me hands on experience on various banking activities like account opening procedures, customer service activities, deposit activities, withdrawal activities, Cheque clearing, documentation, record management and other operational activities.

The report offers a brief introduction of Al-Arafah Islami Bank PLC, its history, mission and vision, products and services, banking activities and role in the banking sector of Bangladesh. It also explains the characteristics of the banking sector, technological advances, competition and banking industry problems.

The internship experience enabled me to acquire professional skills like communication skills, teamwork, time management, problem solving and discipline in the workplace. Being a student of Accounting, I could practically use knowledge I gained from school pertaining to financial transactions, documentation and record keeping and internal control systems in banking.

During the internship period, I noticed that the Al-Arafah Islami Bank PLC has a professional working environment and is customer oriented. The bank staff members guided and counseling me making me more aware of the responsibilities and procedures of banking.

This report also contains some suggestions on how to make the department more efficient such as: increase awareness of digital banking, lessen customer wait times, increase automation, and keep employees continually trained. The following ideas could be used to improve the quality of services and efficiency of operations.

In short, the internship program at Al-Arafah Islami bank PLC was a great experience. It established an effective link between the academic knowledge and the professional activities.The overall experience helped me to gain knowledge about the banking industry and it helped me in my future career in accounting and finance.

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List of Abbreviations

Abbreviation	Full Form
AIBL	Al-Arafah Islami Bank PLC
BB	Bangladesh Bank
AML	Anti-Money Laundering
CFT	Combating the Financing of Terrorism
KYC	Know Your Customer
CDD	Customer Due Diligence
NID	National Identity Card
TIN	Taxpayer Identification Number
ITD	Investment Term Deposit
PTD	Profit Term Deposit
MTDR	Mudaraba Term Deposit Receipt
SND	Short Notice Deposit
MSIS	Marriage Savings Investment Scheme
HPSM	Hire Purchase under Shirkatul Melk
RTGS	Real-Time Gross Settlement
BEFTN	Bangladesh Electronic Funds Transfer Network
BACH	Bangladesh Automated Clearing House
EFT	Electronic Fund Transfer
ATM	Automated Teller Machine
SMS	Short Message Service
POS	Point of Sale
SME	Small and Medium Enterprise
LC (L/C)	Letter of Credit
FC	Foreign Currency
SWIFT	Society for Worldwide Interbank Financial Telecommunication
GDP	Gross Domestic Product
CPI	Consumer Price Index
USD	United States Dollar
QR	Quick Response
ICT	Information and Communication Technology
CSR	Corporate Social Responsibility
HR	Human Resources
MIS	Management Information System

CHAPTER 1: INTRODUCTION

1.1 Background of the Report

Internship is an important part of the Bachelor of Business Administration (BBA) course which gives the students a chance to get hands-on experience in a professional setting. Usually, academic education concentrates on theory, concepts, principles, and models, and an internship allows them to gain a better understanding of how these concepts are applied in real organizational contexts. It provides a link between learning in class and real work.

Banking sector is a vital sector of Bangladesh economy. Banks serve important functions in the collection of deposits, in the provision of investment facilities, in the facilitation of financial transactions, in the provision of services to business and in its contribution to economic development. Technological advancement, rising customer expectations and competition among financial institutions have brought about considerable changes in the banking industry of Bangladesh in the recent years.

Islamic banking has now been playing an important role in the financial system of Bangladesh. Islamic banking is different from conventional banking in which all transactions are made based on Islamic Shariah principles and the idea of profit sharing. There has been an upsurge of customer demand for Islamic banking products and services from customers who prefer Shariah-based financial services.

Al-Arafah Islami Bank (AIBL) is one of the leading Islamic bank of Bangladesh which began operations with the goal of banking services following Islamic laws and principles. The bank offers several services such as General Banking, Investment, Foreign Exchange, Remittance and Digital Banking facilities. The bank has established a good position in the banking sector due to customer oriented services and its commitment to Shariah compliance.

I did my three months' internship training in Al-Arafah Islami Bank PLC. Notun Bazar Branch as a part of my BBA curriculum. I was posted in General Banking Department which is one of the crucial operational departments of a bank. This department is directly responsible for customer related activities and provide basic banking services.

As an intern, I was given a chance to see and do a variety of banking operations. I got to know about how to open an account, how the customer information was verified, how they made deposits and withdrawals, how cheques were cleared, how documents were maintained, how they communicated with customers and other day to day operations. I also noted the workers' accuracy, confidentiality and professionalism in executing their duties in the bank.

Through my internship experience, I learned that banking doesn't just depend on having technical know-how but it also involves a person to be patient, responsible, attentive to detail and have good communication skills. For instance, when I worked with customers and their accounts, I learned the value of having information and developing a positive relationship with customers. Likewise, when I saw the documentation process, I knew that accuracy was of paramount importance in financial institutions.

This report has been written to discuss my overall experience during the internship program, what I learned during the internship and observations during the work of Al-Arafah Islami Bank PLC. Major attention is given to the General Banking Department and the report discusses how various banking functions are conducted in an actual working environment.

1.2 Objectives of the Report

The primary aim of this report is to discuss the real working of Al-Arafah Islami Bank PLC. and to submit what I have learned throughout my internship period. Specific objectives for this report are:

General Objectives

- To provide hands-on experience of banking activities and working environment in a financial institution.
- To make students connect learning of Accounting with activities of banking.
- To comprehend the importance and function of General Banking Department in banks.

Specific Objectives

- To give an overview of Al-Arafah Islami Bank PLC, its history, services and activities.
- To be familiar with the various roles of General Banking Department.
- To investigate customer service and account opening processes.
- To appreciate the procedures of deposit, withdrawal, cheque clearing and documentation.
- To see how the employees, deal with customers and banking.
- To determine the strengths, weaknesses, opportunities and threats of the bank.
- To assess my learning experience and professional development in the internship.
- To give suggestions to enhance banking system and the quality of customer service.

1.3 Motivation of the Report

The prime reason for preparing this internship report is to get exposure to the banking sector, to learn about the functioning of financial institutions in real time. I was an Accounting student, and I wanted to get a sense of what Accounting, Financial Management concepts and record keeping systems look like when they are in use at a workplace.

Before my internship, I had a rather theoretical knowledge about what banking was, from texts and lecture notes. But when I worked in Al-Arafah Islami Bank PLC, it gave me practical experiences and understandings about the working of banking.

My internship experience was to know that all banking activity demands accuracy, responsibility and proper decision making. For instance, the proper handling of customer records, account details, and financial transactions is crucial, as errors or oversimplification can pose challenges for customers and the financial institution.

One other key reason was to refine my skills at work. I was able to learn professional communication, workplace discipline, teamwork and customer handling skills from experienced bank employees. It was through customer interaction that I learned the value of patience and good communication for delivering a good service.

This report will enable me to record my learning in practice and reflect on the value of my internship in developing myself as an individual and as a professional.

1.4 Scope and Limitations of the Report

Scope of the Report are as follow:

The scope of this report primarily is confined to the activities and the experiences obtained in this internship in Al-Arafah Islami Bank PLC, Notun Bazar Branch.

The major areas covered in this report are:

- Al-Arafah Islami Bank PLC- Overview and history.
- Organization activities and banking services.
- General Banking Department activity.
- Account opening procedures.
- Customer service activities.
- The process of depositing and withdrawing.
- Cheque clearing process.
- Record keeping and documentation.
- Hands-on training and growth through internship.
- Analysis of the banking industry environment.

The report primarily focuses on my observations and experiences in the General Banking Department as my internship assignment was related to this department.

limitations of the Report are as follows:

I attempted to make a full report, but there were some limitations encountered while preparing the report. The main drawbacks are:

- Three months was not a sufficient internship period to learn about all the departments of the bank in detail.
- Certain internal financial information and operational data were not available, due to confidentiality policies.

- Much of the content of the report comes from my own observations, discussions with staff and information.
- I was given some autonomy as an intern to do some banking work on my own.
- Time constraints had an impact on the in-depth analysis of some banking operations.

But, I gained valuable practical knowledge and made this report using my learning and observation.

1.5 Definition of Key Terms

Islamic Banking: Islamic banking is a banking system which is based on Islamic Shariah. It does not involve any interest based activities, but rather emphasizes ethical financial activities and profit-sharing methods.

Al-Arafah Islami Bank PLC: Al-Arafah Islami Bank PLC. is an Islamic bank of Bangladesh which offers a number of financial services following the principle of Islamic banking system.

General Banking: General Banking is the basic business unit of a bank which is involved in carrying out day- to-day banking activities, such as opening and closing of accounts, depositing and withdrawing money, clearing cheques, etc., and assisting customers.

Account Opening: Account Opening is the establishment of a banking relationship with a customer by obtaining the information and completing the documentation.

Customer Service: Customer service is the process that a bank's personnel undertake to help solve the customer's problems and to provide the bank's service to the customer.

Deposit: Deposit is the funds held in a bank account that a customer deposits for safekeeping, transactions, or other financial reasons.

Investment: Investment, in the context of Islamic banking, is the process of giving financial support, related to Islam, to a person or a business.

Clearing: Clearing is banking procedure for settling and processing the cheques and other banking instruments between banks.

Shariah Compliance: Shariah compliance refers to the making sure that every banking activity is in accordance with Islamic law and Islamic principles.

CHAPTER 2: COMPANY AND INDUSTRY PREVIEW

2.1 Company Analysis

2.1.1 Overview and History of Al-Arafah Islami Bank PLC.

Al-Arafah Islami Bank PLC (AIBL) is one of the prominent private commercial bank in Islamic Banking system in Bangladesh. The bank is to be based on Islamic banking principles and to offer banking services without interest along with its share in the economic and social development of the country. Over the years the bank has earned a good name for ethical banking, customer satisfaction and financial stability.

Al-Arafah Islami Bank PLC was established as a public limited company in accordance with the Companies Act on 18th june1995. It officially began its commercial banking operations on 27th September 1995 with the vision of building a modern banking system in line with Islamic Banking in Bangladesh. The founders thought that banking services should be based on fairness, honesty, transparency and Islamic banking principles. So, the bank adopted the concept of interest free banking and introduced Shariah-compliant financial products and investment methods.

Since its inception, the bank has been committed to offering high-quality financial services to individual clients, businesses, and corporate clients. Gradually Al-Arafah Islami Bank spread its branch network throughout the country as the demand of its customers grew. Currently, it provides banking services through its various branches, sub-branches, ATM outlets, agent banking services and online banking to the customers from various locations of Bangladesh.

The bank provides a variety of services such as General Banking, Investment Banking, Foreign Exchange, Remittance, SME Financing and Digital Banking. It offers a variety of deposit plans as well, which are aimed at bolstering savings and financial security. All these services are carried out based on Islamic Shariah principles with a Shariah Supervisory Committee.

In this internship experience, I found the working environment of the Notun Bazar Branch of the bank was professional and customer friendly. Staff give speedy services, have proper documentation and make sure that customers are given the correct information about banking procedures. The management of the branch also focuses on teamwork, discipline and ethics, assuring customers and adding to the bank's reputation.

Al-Arafah Islami Bank PLC's journey of continuous growth is a testament to its dedication to innovation, customer satisfaction, and sustainable development. The bank has adopted the modern technology and customer oriented services and thus has become one of the respected Islamic financial institution in the country.

Table 2.1: Historical Development of Al-Arafah Islami Bank PLC.

1995	Incorporated as a Public Limited Company
27 September 1995	Started Commercial Banking Operations
2000–2010	Expanded Branch Network Across Bangladesh
2011–2020	Introduced Digital Banking and Agent Banking Services
2021–Present	Continued Expansion Through Technology and Customer-Centered Services

2.1.2 Mission and Vision of Al-Arafah Islami Bank PLC.

Vision

- To be a pioneer in Islamic Banking in Bangladesh and contribute significantly to the growth of the national economy.

Mission

- Achieving the satisfaction of Almighty Allah both here and hereafter.
- Proliferation of Shariah Based Banking Practices.
- Rendering quality financial services by leveraging latest technology.
- Fast and efficient customer service.
- Maintaining high standard of business ethics.
- Balanced growth.
- Steady and competitive return on shareholders' equity.
- Innovative banking at a competitive price.
- Attract and retain quality human resources.
- Extending competitive compensation packages to the employees.
- Firm commitment to the growth of national economy.
- Involving more in Micro and SME financing.

2.1.3 Trend and Growth of Al-Arafah Islami Bank PLC

Al-Arafah Islami Bank PLC (AIBL) has been consistently growing in the Banking sector of Bangladesh since its inception in 1995. The bank has grown its business with the growth of its branches, customers, deposit portfolio, investment portfolio and digital banking. The long term growth plan is in the direction of sustainable business development, customer satisfaction and Shariah compliant banking.

In terms of business performance for the year 2025, Al-Arafah Islami Bank PLC maintained its market position in spite of the difficult economic situation in the year. Thanks to its business strategies and enhanced customer confidence, the bank was able to sustain a steady increase in deposits and investments.

At the end of **2025**, the bank's **total deposits reached approximately BDT 50,071.60 crore**, compared with **BDT 47,735.32 crore** at the end of 2024. This represents an annual **deposit growth of 4.89%**. During the same period, the bank's **total investments increased to BDT 50,456.61 crore** from **BDT 48,897.61 crore**, achieving an **investment growth of 3.19%**. These figures indicate that customers continue to place confidence in the bank's Shariah-based banking services.

The bank has also been steadily growing its branch network. At the end of 2025, Al-Arafah Islami Bank PLC had **226 branches** distribution that helped it serve customers from both urban and rural areas of Bangladesh. The growth of its branches underscores the bank's efforts to enhance financial inclusion and accessibility for its customers.

The bank has focused on digital transformation, as well as physical expansion. It is still enhancing the internet banking, mobile banking, ATM banking, agent banking and other tech-based financial services. These developments have led to more convenience for customers, faster transaction time, and greater efficiency for the business. Digital transformation is in line with the bank's mission to provide modern banking services with Islamic banking principles.

As part of my internship at Notun Bazar Branch, I found that many customers used digital banking facilities regularly for checking their bank balance, fund transfers, and bill payments. But for the opening of accounts, cash transactions, cheque clearing and other important banking services, the customers used to visit the branch. The practical experience demonstrated the successful integration of conventional banking services and modern electronic banking.

Table 2.2: Business Growth of Al-Arafah Islami Bank PLC (2025)

Growth Indicator	**2024**	**2025**	**Growth**
Total Deposits	BDT 47,735.32 crore	BDT 50,071.60 crore	**4.89%**
Total Investments	BDT 48,897.61 crore	BDT 50,456.61 crore	**3.19%**
Number of Branches	226	226	Stable

2.1.4 Customer Mix

The Al-Arafah Islami Bank PLC clients are from various strata of the society. The bank creates its products and services to cater to the financial demands of the people, business organizations, and institutions. Having a diversified customer base is important for the bank to sustain stable growth in its business and minimize business risk.

The major customer groups of the bank are discussed below.

Individual Customers: The individual customers are one of the bank's largest groups of customers. They make use of a range of banking facilities like savings accounts, current accounts, fixed deposits, debit cards, ATM services, remittance facilities and internet banking. Another factor which is why many customers make their choice of bank is that they prefer banking services that are Shariah compliant.

Business Customers: The bank offers financial services to small and medium enterprises (SMEs), wholesalers, retailers and entrepreneurs. Customers are engaged in conducting their business activities through business accounts, investment facilities, trade finance and payment services.

Corporate Customers: The bank offers tailored financial services to large companies, industries and corporate organizations. Corporate banking services are comprised of investment facilities, payroll management, foreign exchange services, and cash management solutions.

Institutional Customers: The bank also has accounts with educational institutions, hospitals and charitable organizations, as well as government agencies and other institutions, and provides various financial services.

In Notun Bazar Branch, I found that majority of customers are individual account holders and businessmen. The branch was visited by a considerable number of customers daily for opening accounts, cash operations, cheque deposit etc. and for different banking enquiries. Always employees were striving to serve very quickly and efficiently with professionalism to satisfy the customers.

Table 2.3: Customer Mix of Al-Arafah Islami Bank PLC

Customer Category	Major Services
Individual Customers	Savings Account, Current Account, ATM, Debit Card, Remittance
Business Customers	SME Investment, Business Account, Trade Finance
Corporate Customers	Corporate Banking, Payroll Service, Foreign Exchange
Institutional Customers	Financial Transactions, Deposits, Payment Services

2.1.5 Product and Service Mix

Al-Arafah Islami Bank PLC. provides various banking products and services to cater to the financial needs of various types of customers. All products/services are based on Islamic Shariah and are intended to offer safe, sound and customer friendly banking services. The bank constantly launches new services to meet the development of technology and customers' needs.

Bank's key products and services are outlined below.

General Banking Services

General Banking forms the backbone of the bank's day-to-day activities. It offers services to the customer and performs most of the routine banking operations.

The main services are:

- Opening different accounts (e.g., savings, checking, credit, and debit)
- The cash deposit and withdrawal of funds.
- Cheque book issuance
- Cheque clearing
- Fund transfer
- Pay order and demand draft services are available.
- Customers' information and support.
- Account statement services

I worked in this department the majority of the time while I was an intern. I noticed the way customer service representatives treated every customer and made sure that they had all the necessary documentation in order before providing any service.

Deposit Products

The bank's primary funding source is deposits. Al-Arafah Islami Bank PLC has different deposit schemes to promote savings among its clients.

Major products deposited are:

- Mudaraba Savings Deposit Account
- Mudaraba A non-profit account that is available to all clients.
- Mudaraba Term Deposit
- Mudaraba Monthly Savings Scheme
- Mudaraba Hajj Deposit Scheme
- Mudaraba Pension Savings Scheme
- Mudaraba Education Savings Scheme

These products enable customers to save money and at the same time abide by Islamic banking principles.

Investment Products

The Al-Arafah Islami Bank PLC does not offer conventional loan facilities but offers Shariah investment facilities. Common modes of investment are:

- Bai-Murabaha
- Bai-Muajjal
- Hire Purchase under Shirkatul Melk (HPSM):
- Musharaka
- Mudaraba
- SME Investment

Such investment facilities are provided to businesses, entrepreneurs, and individual customers.

Foreign Exchange Services

The Foreign Exchange Department offers foreign exchange related services in connection with foreign trade and overseas transactions. These services include:

- Import financing
- Export financing
- Foreign remittance
- Foreign currency accounts
- Letter of Credit (L/C)

Digital Banking Services

In today's day and age, technology plays a vital role in banking. To enhance the convenience of customers, Al-Arafah Islami Bank PLC offers different digital services. These include:

- Internet Banking
- Mobile Banking
- ATM Services
- Debit Cards
- SMS Banking
- Online Fund Transfer
- Agent Banking

These services enable the customers to do banking transactions without visiting the branch.

2.1.6 Operation of Al-Arafah Islami Bank PLC.

The Al-Arafah Islami Bank PLC operates mainly in retail banking. The efficiency of a bank in carrying out its daily activities is an important factor in determining its success. Al-Arafah Islami Bank PLC operates its banking operations via different specialized departments in order to get smooth and efficient services. The key operational departments are outlined below.

General Banking Department: The top-occupied department in all the branches is the General Banking department. It is the initial touch point with customers. Its principal functions are:

- Account opening
- Cash transactions
- Customer service
- Deposit collection
- Cheque clearing
- Issuing cheque books
- Maintaining customer records

I was an intern in this department in the Notun Bazar Branch and during this time, it was seen that almost all customers visit this section before availing of other services.

Investment Department: Investment Department offers Shariah compliant investment facilities to the individual and business entities. Staff members research investment opportunities, check on customer details and track the performance of investments.

Foreign Exchange Department: This department is responsible for the import, export and foreign remittance business. It also books foreign currency transactions based on the regulation of Bangladesh Bank.

Accounts Department: The Accounts Department handles financial bookkeeping, daily account statements, account reconciliation and accurate reporting.

Information Technology (IT): The IT Department provides support for all the digital banking activities. It handles banking software, ATM services, cybersecurity, and online banking systems.

Figure 2.1: Operational Departments of Al-Arafah Islami Bank PLC.

```
                 Branch Manager
                       |
________________________________________
|           |            |          |
General  Investment  Foreign   Accounts
Banking                Exchange
                       |
                 Information Technology
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Figure 2.2: Major Operational Departments

2.1.7 SWOT Analysis for Al-Arafah Islami Bank PLC.

SWOT analysis is a strategic tool that is used to assess an organization's Strengths, Weaknesses, Opportunities, and Threats. Helps to discover the capabilities within the organization and external challenges.

Strengths

- A good standing in Islamic banking.
- Carries out the activities based on Islamic Shariah principles.
- Broadly distributed branch network in Bangladesh.
- Knowledgeable management and proficient staff.
- Customer-oriented services.
- Development of Digital Banking facilities.
- Positive customer confidence and reputation.

Weaknesses

- Manual documentation still exists in the banking processes.
- Extended wait for customers during peak hours.
- There is a lack of awareness amongst the public about some Islamic banking products.
- Reliance on the branch-based services for certain transactions.

Opportunities

- Growth in the demand for Islamic banking.
- Fast growth of digital banking.
- Increasing of SME financing.
- Increasing financial inclusion in rural areas.
- Growing use of mobile banking and agent banking.

Threats

- Strong competition from other Islamic and conventional banks.
- Cybersecurity threats.
- Any amendment of the rules and regulations of Bangladesh Bank.
- Uncertainty and inflation in the economy.
- Rapid technological changes.

Overall Analysis

From my internship experience, I think that Al-Arafah Islami Bank PLC is now in a good position in the banking industry of Bangladesh due to their ethical banking activities, customers' trust, and their continuous improvement of banking services. Despite the challenges it has to deal with, including growing competition and swift technological change, the bank's customer-centric approach, digital transformation, and Shariah-conforming banking practices offer great prospects for future expansion. Overall, my stay at the Notun Bazar Branch was a valuable learning experience that gave me insights into the strengths and weaknesses of the bank and their impact on the bank's day-to-day activities and future growth.

2.2 Industry Analysis

2.2.1 Specification of the Industry

Bangladesh Bank, the central bank of the country, supervises and regulates the banking industry in Bangladesh. Bangladesh Bank is tasked with maintaining monetary stability, supervising financial institutions, implementing banking regulations and with ensuring the safety and soundness of banking system. All banks must follow the Bank Company Act, 1991 (as amended), the guidelines and directions of Bangladesh Bank, anti-money laundering (AML) rules, and other laws. These rules help to foster transparency, financial discipline and trust in the financial services sector. Bangladesh banking sector has been divided into various types of banks according to their ownership and objectives. As per Bangladesh Bank, the industry comprises:

- State-Owned Commercial Banks (SOCBs)
- Specialized Banks (SBs)
- Private Commercial Banks (PCBs)
- Foreign Commercial Banks (FCBs)

In the private commercial banks, there are several banks that perform their business based on Islamic Shariah. These Islamic banks run their business without any interest (Riba) and without charging any interest. They rather rely on financing modes that are permissible in Shariah which include Murabaha, Musharaka, Mudaraba, Bai-Muajjal, Bai-Salam, Istisna and Hire Purchase under Shirkatul Melk (HPSM). Al-Arafah Islami Bank PLC is among the prominent banks that provide the banking service under this banking model.

Figure 2.2: Structure of the Banking Industry in Bangladesh

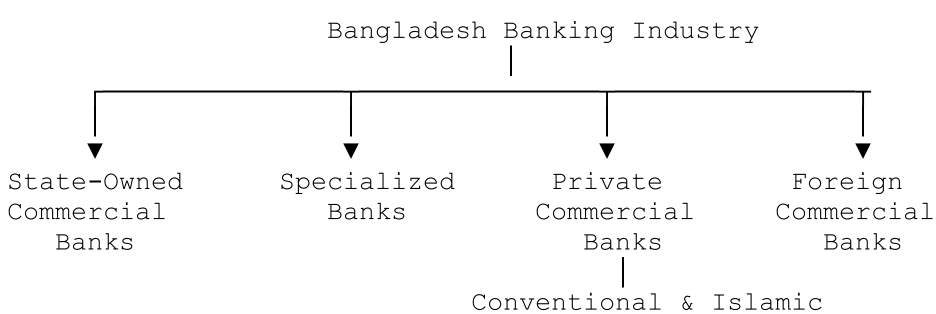

Figure 2.2: Categories of Banks in Bangladesh

2.2.2 Size, Trend, and Maturity of the Banking Industry

Banking sector is one of the most important and significant industry of the economy of Bangladesh. It is very useful for depositing funds, giving credit facilities, in trade and industry, in remittance and for economic development. Driven by population growth, urbanization, digital financial services and the growing financial inclusion, the industry has grown considerably over time.

Size of the Industry

As per the latest information from the Bangladesh bank, there are 62 scheduled banks in the formal banking sector in Bangladesh. These banks can be divided into state owned commercial banks, specialized banks, private commercial banks and foreign commercial banks.

Figure 2.3: Total Number of Bank

Figure 2.3: Number of Bank

Among these, 43 banks are private commercial banks, while 7 are state-owned commercial banks. The remaining banks consist of specialized and foreign commercial banks.

New Banks Established in the Last Five Years

The number of completely new commercial bank licenses issued during the last five years has been very limited. In light of the concerns regarding financial stability, governance and asset quality, Bangladesh Bank has taken a cautious stance on granting new banking licenses.

Recent trends have been towards bank mergers and restructuring of banks, rather than the establishment of numerous new banks. In 2024 and 2025, for instance, some weak banks were merged and Sammilito Islami Bank PLC was established by merging some troubled Islamic banks. Hence, the total number of scheduled banks has remained fairly constant at about 61-62 Banks.

Trend of the Banking Industry

As a whole, the banking sector is moving towards growth, but this growth rate has been slowed down than the previous years. The industry is still growing as demonstrated by several indicators:

- Customer deposits continue to increase.
- The number of digital banking transactions is exploding.
- The number of mobile and internet banking customers is growing annually.
- Agent banking is growing in the rural regions.
- The number of customers for Islamic banking is increasing.

For instance, Al-Arafah Islami Bank PLC has increased its deposits and investments in 2025, mirroring the general trend of Islamic banking activities in Bangladesh. This trend of technology based banking services, cashless transactions and customer centric banking is now taking a stronger step in the banking industry.

Maturity of the Industry

The banking industry of Bangladesh is in the mature stage due to:

- It has a well-established regulatory framework under Bangladesh Bank.
- The majority of banking products and services are already available.
- Competition among banks is very strong.
- Banks are constantly making technology and customer service investments.
- There are several banking options for customers.

In a mature industry, banks compete mostly on the capability to provide a high quality service, digital innovation, customer satisfaction and operational efficiency, and not on new banking concepts.

2.2.3 External Economic Factors

Banking industry's performance is very closely related to the overall economic condition of a country. Inflation, growth and exchange rate fluctuations are macroeconomic variables that can have a direct impact on banks' deposit levels, investments, profitability, liquidity and asset quality. The Bangladeshi economy has also faced various difficulties over the past five years (2021-2025), such as high inflation, lower growth rate and depreciation of Bangladeshi Taka against US Dollar. All these developments had huge impact on banking industry.

Inflation

One of the factors which has impact on industry is inflation and it is one of the factors which has impact on banking industry also. In Bangladesh, average consumer inflation rose from around 5.6% in FY2021 to approximately 6.1% in FY2022, 9.0% in FY2023, 9.7% in FY2024, and remained close to 10% in FY2025.

Inflation had several impacts on the banking sector. First, increased living expenses lowered households' saving capacity and thus dampened deposit growth in many banks. Secondly, businesses were subjected to higher production costs, which made them more in need of working capital financing, but also put greater risk on the potential inability of some borrowers to repay loans. Thirdly, Bangladesh Bank's monetary policy stance became more restrictive and hiked the policy interest rates which consequently put pressure on the cost of funds for banks and impacted their lending. Finally, the continued inflation eroded the buying power of consumers, creating more carefulness among customers in borrowing and investment. Overall, high inflation put pressure on profitability, liquidity management and credit quality across the banking industry.

Economic Growth

The other significant aspect affecting the banking industry is economic growth. As the economy grows, the business activities expand, employment rises, and consumer income rises. Typically, these changes result in increased bank deposits, improved loan repayment capabilities, and increased loan demand. Bangladesh had a strong recovery from COVID-19 with its real GDP growth rate at 6.9% in FY2021 and 7.1% in FY2022. Growth was, however, moderated in FY2023 by inflationary pressure, tight monetary policy, reduced private investment and uncertain external economic conditions, to 5.8%, 4.2% and approximately 3.7–3.8% in FY2025, respectively.

The banking industry was impacted in a number of ways by this slowdown. Business expansion slowed down, resulting in lower investments and financing demand. Private sector credit expansion slowed as businesses grew warier of expansion. The banks also tightened their credit risk assessment to safeguard asset quality. Meanwhile, economic growth was slower, which raised the risk of some loans going bad. Therefore, although the banking industry continued to grow, the pace of growth became slower than in previous years.

Exchange Rate

Another factor that is important for the banking industry is the exchange rate. In the past five years, the Bangladeshi Taka has been devalued considerably in terms of the US Dollar. Due to foreign exchange shortages, dwindling forex reserves, additional foreign exchange payment obligations and exchange rate adjustments, the exchange rate rose from BDT 85-86 per USD in 2021 to BDT 122-123 per USD by 2025.

The depreciation of the taka had a number of implications for the banking industry. Importers had to use more of the local currency to buy foreign goods, thus increasing the need for trade finance and foreign exchange services. There was an increase in foreign exchange risks and liquidity pressures for banks that provided import financing. Imported raw materials increased production costs for businesses, which in some instances decreased their ability to pay back. However, exporters and remittance recipients benefited from receiving more taka for every dollar earned through exporting or remittance, which boosted export-related industries and remittance inflow. As a result of the increased exchange rate volatility, banks were faced with opportunities and challenges.

2.2.4 Technological Factors

Technology has transformed the banking industry by making financial services faster, safer, and more convenient. Modern customers expect banking services to be available anytime and anywhere. Banks now use:

- **Internet Banking:** Internet banking enables the customers to access banking services using a secure online platform eliminating the need to visit a bank branch. It enhances convenience, cuts down on transaction time, and boosts banking efficiency.

- **Mobile Banking:** Mobile banking enables customers to perform financial transactions using smartphones anytime and anywhere. It has led to a huge improvement in financial inclusion and reliance on brick-and-mortar banks.

- **ATM Services:** ATM services enable customers to withdraw cash, check their account balance and do other basic banking functions any time after hours. They offer enhanced convenience and ease to the customer while simultaneously relieving strain on branch operations.

- **Debit and Credit Cards:** Debit and credit cards are the ones that enable customers to do cash-less payments, online shopping, and withdrawal cash from ATM. They foster safe transactions online and help to decrease the usage of physical cash money in the economic system.

- **Online Fund Transfer:** Online fund transfer services allow customers to instantly transfer money from one bank account to another via electronic means. All of these services speed up, enhance the accuracy of, and make transactions more convenient for individuals and businesses.

- **SMS Banking:** Customers can get immediate alerts on their account balance, money deposited into their account, money withdrawn from their account and other banking activities through SMS banking. It enhances transparency, account monitoring and prevents unauthorized transactions.

- **QR Code Payments:** The QR code payment technology enables customers to securely pay using a digital banking application by scanning the QR code. Such a system can foster the development of cashless transactions and further improve the efficiency of payments.

- **Digital Customer Service:** Digital customer service allows banks to provide support to their customers via online chat, email, mobile apps and automated support systems. It helps to make services better, shorten response times and increase customer satisfaction.

Al-Arafah Islami Bank PLC has invested in digital banking technologies to improve customer convenience and operational efficiency. During my internship, I observed that many customers preferred ATM services, internet banking, and mobile banking for routine transactions instead of visiting the branch. This reduced customer waiting time and improved service efficiency. However, technological development also increases cybersecurity risks. Therefore, banks must continuously strengthen their security systems and protect customer information.

2.2.5 Barriers to Entry

It is not easy to enter the banking sector, as before new banks can begin operations they have to fulfil certain stringent requirements. Major barriers include:

- Large capital investment.
- Bangladesh Bank approval.
- Obedience to banking legislation and banking regulations.
- Advanced technology infrastructure.
- Skilled employees.
- Good reputation with customers and trust.

In view of these burdens, only well-financed organization can start new commercial banks.

2.2.6 Supplier Power

Suppliers in banking are primarily software vendors, technology vendors, ATM vendors, payment network providers and office equipment vendors. The suppliers power is moderate because banks have several alternative suppliers. But it's expensive and time-consuming to change banking software or technology providers.

Banks are relying heavily on technology and it has become even more critical that they maintain positive relationships with reliable technology suppliers.

2.2.7 Buyer Power

Customers are the buyers in the banking industry. They have a lot of options as to which banks they could go to and therefore have strong bargaining power. Customers compare:

- Service quality
- Banking charges
- Digital banking facilities
- Branch locations
- Customer support

- Investment opportunities

People can easily move from one bank to another if they are not happy with the services of one bank. Hence, banks consistently work towards enhancing their offerings with the aim of attracting and retaining its clientele.

I find that during the time I interned, it was always the employee's objective to try and resolve customer issues in the shortest time possible as customer satisfaction directly translates to customer loyalty.

2.2.8 Threat of Substitutes

Competition from alternative providers of financial services is growing in the banking industry. Major substitutes include:

- Mobile Financial Services (MFS)
- FinTech companies
- Digital payment platforms
- Electronic wallets
- Online payment gateways

These are the services that enable quick and easy financial transactions without customers going to the bank branch. While much of what banks offer is still necessary for substitutes to take over, it is vital for banks to continue enhancing their e-services to stay competitive.

2.2.9 Industry Rivalry

The level of competition among banks in Bangladesh is very high. Private commercial banks, Islamic banks, state banks and foreign banks are in competition to gain the attention of customers and market share. The biggest areas of competition are:

- Customer service quality.
- Digital banking facilities.
- Deposit and investment products.
- Branch network.
- Technology.
- Brand reputation.
- Service speed.

Islamic banks also compete by providing Shariah-compatible financial products and by practicing banking in a good moral character.

From my internship experience, I have noticed that Al-Arafah Islami Bank PLC competes in the following ways: (a) Professional Customer Service (b) Bank's Islamic Banking Standard (c) Digital Banking Facility. The bank keeps its clients' trust and its competitiveness in the banking sector thanks to these strengths.

Table 2.4: Porter's Five Forces Analysis of the Banking Industry

Force	Level	Explanation
Threat of New Entrants	Low	High capital requirements and strict regulations make entry difficult.
Supplier Power	Moderate	Banks depend on technology and software providers but have several alternatives.
Buyer Power	High	Customers can easily choose among many banks.
Threat of Substitutes	Moderate to High	Mobile financial services and fintech companies provide alternative financial services.
Industry Rivalry	High	Strong competition exists among Islamic, private, state-owned, and foreign banks.

CHAPTER 3: GENERAL BANKING ACTIVITIES

General Banking is the most fundamental operational department of Al-Arafah Islami Bank PLC, as it is the first department where the customers contact the bank. This department provides service to nearly all customers who don't come to any other part of the branch. The department carries out regular banking operations like opening of accounts, cash handling, clearing cheques, remitting funds, handling customer enquiries and keeping customer records. Good general banking operation is essential to ensure the customer satisfaction, operational efficiency and adherence to the Bangladesh Bank directives.

I did my internship at the Notun Bazar Branch and there I was assigned to the General Banking Department. This was an opportunity to gain experience in the practical work of banking, gain knowledge of banking documentation, and customer interaction. I learned how the bank delivers Shariah-compliant banking services while maintaining professional standards and regulatory compliance.

3.1 Functions of the General Banking Department

The General Banking Department performs the following major functions:

Figure 3.1: Major Functions of General Banking

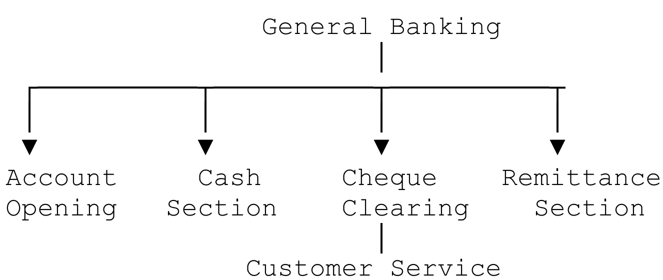

Figure 3.1: major function of general banking

3.2 Account Opening Section

The Account Opening Section is one of the key sections in General Banking Department. It is responsible to open various deposit accounts based on the financial requirement of the customer and all the procedure of opening is in accordance with the guideline of Bangladesh Bank KYC (Know Your Customer) and AML/CFT (Anti Money Laundering/Counter Funding Terrorism).

Al-Arafah Islami Bank PLC has a number of Shariah deposit banking products such as Al-Wadiah Current Deposit, Mudaraba Savings Deposit, Mudaraba Term Deposit, Monthly Savings Schemes, Hajj Deposit Schemes, Pension Schemes and other specialized deposit products. These products facilitate the bank to mobilize deposits and grow its retail banking. The bank's Annual Report for 2024 highlights the growth in deposit accounts and retail banking activities, demonstrating the growing confidence of customers in the bank.

Account Opening Procedure

Typically, the account opening process involves the following steps:

- The customer fills in the mandatory form for opening an account.
- The required documents are submitted including National ID photocopy, two passport size photographs, nominee information (one passport size photography and NID card photocopy), proof of address etc.
- KYC and Customer Due Diligence (CDD) is used by the bank to verify the identity of its customers.
- The account is approved by the authorized officer.
- Customer information is entered into the Core Banking System.
- Account number is created and activated.
- Minimum balance is deposited (only cash is accepted)
- If customers demand, a cheque book, a debit card and internet/mobile banking facilities are issued.

Information collected to open Account

Accounts opening information that is collected by the Al-Arafah Islami Bank PLC varies for each type of account.

Individual:

- Name
- Present and permanent address
- Date of Birth and Age
- Nationality
- Tax information number (TIN-if available)
- Passport or certificate provided by the employer
- Photograph of the account holder
- Signature
- One photograph of the nominee duly attested by the account holder
- Nominee declaration form
- Money laundering leaflet

Partnership Firm:

- All the required information mentioned for Individual Accounts; along with,
- Copy of partnership Dead

- Mandate from the partners is essential- indication who will operate the account

Limited Company:

- All the required information mentioned for Individual Accounts; along with,
- Certificate of Incorporation
- Copy of Memorandum and Article of association
- Certificate of Commencement
- Copy of resolution of the Board of Directors

My Practical Experience, as a part of my internship, I helped customers to fill up account opening forms, verified supporting documents, organized customer's files and learned how KYC verification is done. This experience gave me insight into the value of due diligence and compliance in financial institutions.

3.3 Cash Section

The Cash Section is regarded as the busiest section of the General Banking Department as it deals with all the cash receipts and payments. This area is crucial to the efficiency of the banking sector as majority of customers go to the banks for cash businesses.The Cash Section conducts the following activities:

- Cash deposits
- Cash withdrawals
- Payment verification
- Daily cash balancing
- Vault cash management
- Cash register maintenance

The cashier checks the account information, amount of the transaction, customer's signature (if required), and documents before accepting or paying cash. All cash transactions are balanced and reconciled with the system records at the end of every working day.

Cash Deposit Procedure

- The customer fills in a deposit slip.
- The cashier checks the number of the account and the amount.
- Manual and machine counting of cash.
- The money is transferred to the banking system.
- A customer copy is stamped and sent back to the customer as proof of deposit.

Cash Withdrawal Procedure

- Customer provides cheque or withdrawal slip.
- The officer checks the signature and the balance of the account.
- Cashier counts and pays the cash.
- The transaction is reflected in the Core Banking System.

As part of an internship, I observed cash deposits and withdrawals on a daily basis. I found out how the cash officers access the client's documents, how they count the cash carefully, how they can identify the fake currency and how they record the cash in the bank to ensure that the banking process is safe and secure.

3.4 Cheque Clearing Section

The Cheque Clearing Section clears and collects cheques from other banks. The Bangladesh Automated Clearing House (BACH) is the operation of Bangladesh Bank which facilitates electronic cheque clearing among scheduled banks in Bangladesh. This section primarily carries out the following duties:

- Receiving clearing cheques
- Verifying cheque details
- Preparing outward clearing schedules
- Processing inward clearing
- Returning dishonoured cheques
- Maintaining clearing records

Types of Clearing

Outward clearing: Outward clearing is the clearing of cheques drawn by Al-Arafah Islami Bank customers but on other banks. These cheques are sent to the bank for collection via BACH.

Inward Clearing: Clearing of cheques drawn on Al-Arabia Islami bank deposited in other banks. The bank checks the validity of the cheque and accepts or rejects it, depending on the account status and other factors.

In my internship experience, I saw the officers verifying cheque dates, checking signatures and account numbers, endorsements, and checking the balance before sending cheques for clearing. I also got to learn about how returned cheques are processed and recorded.

3.5 Remittance Section

The Remittance Section provides facilities for transferring money safely from one place to another. The services are vital for individuals, businesses, and institutions that have to make or receive payments within or from outside Bangladesh.

Al-Arafah Islami Bank PLC offers domestic and foreign remittance services on modern electronic payment system. The Annual Report also emphasizes on remittance services and digital banking initiatives of the bank. All the major remittance services are as follows:

- Pay Order (PO)
- Demand Draft (DD) (If applicable)
- BEFTN (Bangladesh Electronic Funds Transfer Network)
- RTGS (Real-Time Gross Settlement)
- Foreign Inward Remittance
- Online Branch Fund Transfer

Pay Order: Pay Order is a safe mode of payment issued by the bank for payments within the country (Bangladesh). It can be used for government payments, education and business transactions.

BEFTN: BEFTN facilitates fund transfer from one bank to another in different bank in Bangladesh. It is popular for the payment of salaries, payment to suppliers, and fund transfer to customers.

RTGS: RTGS is a system through which the customer can transfer a huge sum of money to participating banks in real time. Used for urgent business transactions as settlement is real-time.

Foreign Remittance: Bangladeshi expatriates working abroad send their remittances to the bank via authorized money exchange houses and its banking partners. These remittances play a major role in the economy of the country and customers.

In my internship, I saw the customers asking for Pay Orders, BEFTN transfers, receiving foreign remittances. I acquired knowledge about the verification of the customer's information, making transaction documents, and following Bangladesh Bank's rules for each remittance by the bank officers.

CHAPTER 4: INTERNSHIP EXPERIENCE

As a part of my internship training, I have selected Al-Arafah Islami Bank PLC, Notun Bazar Branch, to experience their system. I spent my three months' internship in the General Banking Department at Al-Arafah Islami Bank PLC, Notun Bazar Branch. It was at this time that I acquired first-hand experience of banking, acquired professional skills and also understood how theory is utilized in banking**.**

4.1 Duties and Responsibilities

While I was on internship, I worked under the supervision of the branch officers. I was not authorized to engage in any transactions on my own, but helped employees with other general banking activities.

1. Assisting in Account Opening

- Assisted customers with filling out account opening forms.
- Revised necessary documents prior to submitting.
- Verified the availability of KYC documents.
- Helped officers with the organization of Account Opening files.

2. Customer Service Support

- Proactively welcomed and directed customers to the correct service desks
- Answered basic enquiries from customers.
- Assisted customers in collecting banking forms.
- Assisted with customers to understand banking procedures.

3. Documentation Management

- Screens customers' files in an organized manner
- Kept the records of account opening.
- Organized papers following banking practices.
- Helped to update customer data.

4. Cheque Book Management

- Prepared cheque books for delivery.
- Ensured customers records were complete before distributing chequebooks.
- Kept cheque book issue registers.
- Helped customers to collect cheque books.

5. Cash Section Observation

- Observed cash deposit procedures.
- Witnessed cash withdrawal procedures.

- Developed skills in verifying a learner's vouchers.
- Helped with arranging transaction vouchers.

6. Cheque Clearing Section

- Witnessed inward and outward cheque clearing.
- Gained knowledge on Bangladesh Automated Clearing House (BACH).
- Verified cheque dates and endorsements.
- Organized clearing documents.

7. Remittance Section

- Observed BEFTN transactions.
- Learned RTGS procedures.
- Advised customers about applications for Pay Order.
- Witnessed the inwards remittance processing.

8. Office Administration

- Organized daily files.
- Photocopied customer documents.
- Assisted officers in maintaining records.
- Assisted the branch staff with regular office duties.

4.2 Internship Training Received

No formal classroom training was set-up but I was given on the job training by experienced officers of the General Banking Department. Training Areas are:

1. General Banking Operations

- Introduction to branch operation.
- Understanding departmental functions.
- Getting to know about banking workflow.

2. Account Opening Procedures

- Customer identification process.
- KYC and Customer Due Diligence (CDD).
- Document verification process.
- Opening of deposit accounts.

3. Cash Operations

- Cash receiving procedures.
- Cash payment procedures.

- Cash balancing concepts.
- Security aspects in cash handling.

4. Cheque Clearing

- Inward clearing process.
- Outward clearing process.
- BACH operation.
- Returned cheque procedures.

5. Remittance Services

- BEFTN transactions.
- RTGS transactions.
- Pay Order preparation.
- Foreign remittance procedures.

6. Digital Banking

- Internet Banking services.
- Mobile Banking services.
- Services of ATM and Debit Cards.
- SMS Banking registration.

7. Customer Relationship

- Professional communication.
- Customer complaint handling.
- Service etiquette.
- Confidentiality maintenance.

8.Banking Software

- Introduction to the Core Banking System.
- Customer information management.
- Account searching procedures.
- Transaction inquiry functions.
- Business skills and knowledge acquired.

4.3 Skills and Knowledge Gained

The internship significantly improved both my technical and professional skills.

1. Banking Knowledge

- Expertise with practical aspects of general banking.
- Understanding of the Islamic banking concepts.

- Knowledge about deposit products.
- Knowledge of cheque clearing process.
- Knowledge about remittance services.
- The knowledge of banking documents.
- Understanding of KYC/AML requirements.
- Knowledge of Bangladesh Bank Regulations.

2. Professional Skills

- Communication skills.
- Customer service skills.
- Time management.
- Teamwork.
- Professional behavior.
- Office discipline.
- Problem-solving ability.
- Organizational skills.
- Attention to detail.
- Responsibility and accountability.

3. Technical Knowledge

- Banking documentation.
- Core banking software.
- File management.
- Digital banking services.
- Office equipment handling.
- Record maintenance.

CHAPTER V: CONCLUSIONS AND KEY FACTS

5.1 Recommendations for Improving Departmental Operations

From my observation in the General Banking Department of Al-Arafah Islami Bank PLC during the course of three months' internship in the Notun Bazar Branch, I have found some areas where General Banking Department may improve the efficiency of its operations and customer service.

1. Enhance awareness of Digital banking among customers:

The bank should promote more customers to use the Internet Banking, Mobile Banking and QR payment services through campaigns and customer guidance. This will help to decongest the branches and make service more efficient.

2. Customer Waiting Time is reduced:

People have to wait a long time to be served during time of the peak banking hours. The speed of service can be enhanced by providing more personnel or a token management system.

3. Improve Digital Documentation:

Manual documentation would be replaced with electronic document management systems, which would decrease paperwork, errors and enhance the efficiency of operations.

4. Strengthen Customer Service:

Employees should be given regular customer service training to enhance their communication and service skills and create customer satisfaction.

5. Enhance Employee Training:

Regular training should be arranged on new banking technologies, Bangladesh Bank regulations, anti-money laundering (AML) and customer relationship management by the bank.

6. Promote Islamic Banking Products:

Many of the customers are not well aware of Islamic banking products and investment schemes. The bank needs to conduct brochures, seminars, and awareness programs for its customers to enhance the understanding.

7. Digital Banking Facilities to be expanded:

Based on the customer's expectations which are also changing, the bank should continue investing in digital banking services like mobile apps, online account services, digital customer service etc.

8. Improve Branch Facilities:

More comfortable banking would be achieved by adding more seating, better waiting areas for customers, and better information displays.

9. Strengthen Cybersecurity:

The bank needs to regularly upgrade its cybersecurity systems and implement employee awareness training, given the growing importance of digital banking and the need to safeguard customer information.

10. Increment courses of financial literacy:

The bank can have financial literacy campaigns to teach customers how to save, invest, digital banking and how to prevent fraud.

5.2 key Understanding

The internship was a great opportunity for hands-on experience and learning beyond the classroom. During the internship I learnt a few important things regarding banking and working environment.

Key Understandings

- The basic banking business is called General Banking.
- Satisfied customers are necessary to keep long-term relationships with customers.
- Documentation is required for complying with the rules and regulations of Bangladesh Bank.
- KYC and AML procedures are crucial in the fight against financial crimes.
- There are a number of factors which depend on teamwork and coordination for efficient banking.
- Digital banking has become an important part of modern banking services.
- Islamic banking is based on Shariah and not on interest.
- One of the key duties of a bank staff member is to act in a professional, ethical, honest and confidential manner.
- Better communication is a tool that enhances customers' trust and services.
- Discipline and time management is a must in a banking setting.
- Banking technology has made a huge difference in banking efficiency and customer convenience.
- Banking regulations and technologies evolve regularly – this means continuous learning.

5.3 Conclusion

I can say that the internship period has been a great learning experience for me as it enabled me to combine theory with practice at Al-Arafah Islami Bank PLC, Notun Bazar Branch. The experience in General Banking Department helped me to gain knowledge about the day to day activities of a Commercial Islamic Bank such as account opening, cash management, cheque clearing, remittance, customer service and banking documentation.

The internship enabled me to notice that Al-Arafah Islami Bank PLC has a robust sharia banking, customer satisfaction, operational efficiency and regulatory compliance. The bank is further fortifying its services by improving the digital banking, diversifying its products and enhancing customer support.

The internship also gave me the opportunity to polish my professional skills like communication, team work, problem solving, time management and discipline in the workplace. All of these experiences helped build my confidence and gave me the edge in my banking and financial career.

Lastly, I think this internship is one of the most beneficial aspects of my BBA studies. The hands-on experience and insights I acquired at Al-Arafah Islami Bank PLC will prove invaluable in my future career and help me develop professionally in the banking sector.

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Appendix-A

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আল-আরাফাহ্ ইসলামী ব্যাংক পিএলসি.
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Ref: AIBPLC/HO/HRD/2026/ 194

February 08, 2026

Nahid Hassan Khan
Director
Career Counseling & Students Affairs
United International University
United City, Madani Avenue, Badda, Dhaka-1212.

Internship

Muhtaram,
Assalamu Alaikum.

With reference to your letter dated 07.02.2026 on the captioned subject, we are pleased to inform you that the Management has agreed to accommodate **Mr. Md. Sinatur Rahaman** bearing ID no. 111211057 as an Intern in AIBPLC at its **Natun Bazar Baridhara Branch, Dhaka** under the following terms & conditions:

1. He will get no financial benefit/allowance from the Bank for the internship.
2. He will maintain all secrecy about the affairs of the Bank.
3. The Intern is to obtain prior permission from the competent authority in connection with any report to be submitted by him in regards to his internship with a copy to the branch authority & the undersigned.

Ma-Assalam.

Yours faithfully,

Sd/-
M. Amir Hossain
SVP & Head of HRD

Copy for information and necessary action:

1. The Vice President, AIBPLC, Natun Bazar Baridhara Branch, Dhaka
2. Office file.

08 FEB 2026
SVP & Head of HRD

মনে রেখো-"নিশ্চয়ই আল্লাহ্ তোমাদের সকল কাজের প্রতি দৃষ্টি রাখেন"। (সূরা ২ আল-বাকারা ঃ ২৩৭)