Internship Report

ON

"Development Deposit Products of NATIONAL BANK LIMITED"

Submitted to:

Md. Mohedul Islam

Assistant professor of Accounting

Department of Business Administration

School of Business

Uttara University

Submitted By:

Md. Robin mia

ID No: 2171011163

Session: 2020-2021

(Major in Finance)

Department of BBA

Uttara University

Date of Submission: April 17, 2021

Letter of Transmittal

17,April , 2021
To,
Mohedul Islam
Assistant Professor of Accounting
Department of Business Administration
Uttara University

Subject: Submission of Internship Report on” Development deposit Products of NATIONAL BANK LIMITED’’.

Dear Sir,

I am very glad to inform you that it is a great achievement to work under your active supervision. I have completed my internship report on Development deposit Products of National Bank Ltd. This report is based on overall banking activities of National Bank Ltd. I have got the opportunity to work in National Bank Ltd. for twelve weeks; under the supervision of NusratJahan in SonargaonJanapath Branch, Uttara. This project gave me both academic and practical experience.

First of all I learned about the organizational culture of a prominent bank of the country. Secondly, the project gave me the opportunity to develop a network with the corporate environment.

I shall be highly obliged if you are kind enough to receive this report and provide your valuable judgment. It would be immense pleasure if you find this report useful and informative to have an apparent perspective on the issue.

Sincerely Yours,
MD Robin Mia
ID:2171011163
Batch:42

STUDENT'S DECLARATION

I am Md Robin Mia a student of Bachelor of Business Administration (BBA), in Uttara University. I am declaring that this practical report on this topic of "Development Deposit Products of National Bank Ltd." it has only been prepared for the fulfillment of internship as the partial requirement of Bachelor of Business Administration (BBA).

…………………………………………….

MD Robin Mia

ID:2171011163

Batch:42

Program:BBA
School of Business
Uttara University

SUPERVISOR DECLARATION

This is to certify that Md Robin Miais a student of BBA, ID no: 2171011163, successfully completed her internship program entitled “Development Deposit Products Of National Bank Ltd.” a study on NBL, Development Deposit Products Of National Bank SonargaonJanapath Branch under my supervision as the particular fulfillment for the award of BBA degree. She has done her job according to my supervision & guidance. She has tried her best to do this successfully. I think this Program will help her in the future to build up her career. I wish her success & prosperity.

……………………………………..

Md Mohedul Islam
Assistant professor of Accounting
Department of Business Administration.
Uttara University.

ACKNOWLEDGEMENTS

First of all, I wish to express my thanks to almighty Allah for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my faculty supervisor MdMohedul Islam for whole-hearted supervision during my organizational attachment period. I am also grateful to Imam hasan (my organizational supevisor) who helped me by providing informative instructions. I am also grateful to all staffs.

I was closely attached with them during my internship tenure. Without them this report would have been very difficult.

And finally, I express my sincere gratitude to all those participated to prepare the report. most of them were busy employees of National Bank Limited.

This report is being prepared with full Technical assistance and support from Md. SharifulAlam (Branch Manager), Syed MobasserHossain (SPO & 2nd In-Charge of Branch),

Md. Sujonmia (Sr. Officer & Remittance Management In charge), Md. Nahiduzzaman (Cash In charge), Imam Hasan (Executive Officer), Md. JasimUddin (Officer) for giving me support all the moment of my attachment time and also for make an attractive working environment which I have really enjoyed very much.

At last I feel very pleased to thank all my fellow friends for their cordial cooperation in preparing this report

EXECUTIVE

Bank provides means and mechanisms of transferring commend over resources those who have an excess of income over expenditure to those who can make use of the same for adding to the volume of productive capital. The bank provides them with safety, liquidity and profit NBL of savings.

National Bank Ltd. is scheduled commercial bank registered by the Bangladesh Bank. The functions of the bank cover a wide range of banking and functional activities to individuals. Firms, corporate bodies and other multinational agencies. The main objective of the study is to give an overview of NBL and identify the strength, weakness and critical risk factor of this bank.

Chapter one of this report consists of an introductory part which has been developed for the proper execution of the entire report.

Chapter two narrates the company profile including National Bank's history, their vision, mission and strategy, products and services, and operational network organogram.

Chapter three focus on the description of the topic. Here some important information about the topic which I took as my internship topic is given.

Chapter four is about collection and processing of data. In this chapter I described how I collected and processed data about the account opening process.

In chapter five I discussed on the study objectives. This is the main part of the project. It includes the board objective about analyzing the account opening process of National Bank Ltd. It also describes in details about the different types of account in NBL, an idea about the account opening procedure in NBL and the procedure of closing an account.

Chapter six is explanation of important outcomes and internship related special recommendations.

Lastly at chapter seven I briefed about my internship experience and there is a list of reference.

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CHAPTER-1

INTRODUCTION

Background & Description of the study Topic

A bank is a financial institution and a financial intermediary that accepts deposits and channels those deposits into lending activities, either directly by loaning or indirectly through capital markets or it can be said that a bank is the connection between customers that have capital deficits and customers with capital surpluses. Definition of a bank varies from country to country but without any prefix we deem it a “Commercial Bank” it’s mainly concerned with managing withdrawals and deposits as well as supplying shortterm loans to individuals and small businesses.

According to Law No. 10 of 1998: “Commercial Bank is a bank conducting business based on conventional or Islamic principles in its activities to provide services in payment traffic” It’s also called depository financial institutions those have ability to create money /demand deposits that lead the monetary policy to sustain a stable economy in any situation for a nation.

Our banking industry constituted of the commercial banks across the country, which provides huge cash-in-flow and reserve to the central bank that monitors the entire licensed local banks (Commercial Banks) in Bangladesh, beside that its also contributing to accelerate our economic growth for the better future in banking business. This sector is moving towards new dimension as it is changing fast due to competition, deregulation and financial reforms. Now in banking industry advance technology has taken away in every means of banking system but it was not look like before at the earlier stage of banking business, when National Bank Limited started their journey as a private bank in Bangladesh. It is the first private sector Bank fully owned by Bangladeshi entrepreneurs. In the history of Bangladesh private banking sector National Bank Limited is the pioneer at the beginning of private banking industry, since than they have a steady focus on playing very unique role in the national economic growth while the whole country was passing through a severe recession at that time some of the dynamic entrepreneurs came forward for sake of nation economy.

National Bank Limited was the first domestic bank to establish agency arrangements with the world famous Western Union in order to facilitate quick and safe remittance of the valuable foreign exchanges earned by the expatriate Bangladeshi nationals and has been operating banking business all over the country with its total 167 service locations.

Now it has been performing in all marketing segments with complete consumer satisfaction starting from Micro Credit to International Master Card service which is acceptable in many merchant outlets around the world along with the easiest and quickest on-line banking service all over the country.

Objective of the study

There are two types of objectives that are given below:

Broad Objective:

The board objective of the study is to analyze the **“Development Deposit Products of National Bank Ltd.”**

Specific objective:

The specific objectives are stated below:

- To know about the different types of NBL.
- its prosperous past, glorious present, prospective future

Major difficulties faced/ Limitation

Work load:

The employees of the bank are very busy with their daily tasks. They don’t want give time

Confidentiality:

Due to confidence of the bank, employees don’t share information.

Lack Of experience:

There was lack of experience in collecting information because I never work before in a bank.

Chapter-2:

Company Profile

Profile of NBL

National Bank Limited has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain. The members of the board of directors are creative businessmen and leading industrialists of the country. To keep pace with time and in harmony with national and international economic activities and for rendering all modern services, NBL, as a financial institution, automated all its branches with computer networks in accordance with the competitive commercial demand of time. Moreover, considering its forth-coming future, the infrastructure of the Bank has been rearranging. The expectation of all class businessmen, entrepreneurs and general public is much more to NBL. At present we have 145 branches under our branch network. In addition, our effective and diversified approach to seize the market opportunities is going on as continuous process to accommodate new customers by developing and expanding rural, SME financing and offshore banking facilities. We have opened 10 branches and 5 SME/Agri branches during 2010.

The emergence of NBL in the private sector is an important event in the Banking arena of Bangladesh. When the nation was in the grip of severe recession, Govt. took the farsighted decision to allow in the private sector to revive the economy of the country. Several dynamic entrepreneurs came forward for establishing a bank with a motto to revitalize the economy of the country. NBL was born as the first hundred percent Bangladeshi owned Bank in the private sector. From the very inception it is the firm determination of NBL to play a vital role in the national economy. We are determined to bring back the long forgotten taste of banking services and flavors. We want to serve each one promptly and with a sense of dedication and dignity.

The then President of the People's Republic of Bangladesh Justice AhsanuddinChowdhury inaugurated the bank formally on March 28, 1983 but the first branch at 48, Dilkusha Commercial Area, Dhaka started commercial operation on March 23, 1983. The 2nd Branch was opened on 11th May 1983 at Khatungonj, Chittagong. At present, NBL has been carrying on business through its 130 branches and 15 SME / Agri Branches (total 145 service locations) spread all over the country. Since the very beginning, the bank has exerted much emphasis on overseas operations and handled a sizable quantum of home bound foreign remittance. It has drawing arrangements with 415 correspondents in 75 countries of the world, as well as with 37 overseas Exchange Companies located in 13 countries. NBL was the first domestic bank to establish agency arrangements with the world famous Western Union in order to facilitate quick and safe remittance of the valuable foreign exchanges earned by the expatriate Bangladeshi nationals. This has meant that the expatriates can remit their hard-earned money to the country with much ease, confidence, safety and speed.

NBL was also the first among domestic banks to introduce international Master Card in Bangladesh. In the meantime, NBL has also introduced the Visa Card and Power Card. The Bank has in its use the latest information technology services of SWIFT and REUTERS. NBL has been continuing its small credit programmes for disbursement of collateral free agricultural loans among the poor farmers of Barindra area in Rajshahi district for improving their livelihood.

NBL focused on all key areas covering capital adequacy, maintaining good asset quality, sound management, satisfactory earning and liquidity. As a consequence, it was possible to a record growth of 175.51 percent with Tk. 8,809.40 million pre taxprofit in the year under review over the preceding year. The net profit after tax and provision stood at Tk. 6,860.34 million which was Tk. 2,070.47 million in the previous year registering a 231.34 percent rise. The total deposits increased to Tk. 102,471.83 million being 33.37 percent increase over the preceding year. Loans and advances stood at Tk.92,003.56 million in the year under report which was Tk. 65,129.289 million representing 41.26 percent rise over the preceding year. Foreign trade stood at Tk. 144,255.00 million in 2010 compared to Tk. 115,939.00 million, increased by 24.42 percent compared to that of the previous year. During 2010, the bank handled inward remittance of Tk. 49,145.30 million, 10.73 percent higher than that of the previous year. Return on Equity (ROE) registered a 77.84 percent rise over the preceding year.

NBL stepped into a new arena of business and opened its Off Shore Banking Unit at Mohakhali to serve the wage earners and the foreign investors better than before.

National Bank, since its inception, was aware of complying with Corporate Social Responsibility. In this direction, we remain associated with the development of education, healthcare and sponsored sports, and culture and during the times of natural disasters like floods, cyclones, landslides we have extended our hand to mitigate the sufferings of victims. The bank established the National Bank Foundation in 1989 to remain involved with social welfare activities. The foundation is running the NBL Public School & College at Moghbazar where present enrolment is 1140. Besides awarding scholarship to the meritorious children of the employees, the bank has also extended financial support for their education. It provided financial support to Asiatic Society of Bangladesh at the time of their publication of Banglapedia and observance of 400 years of Dhaka City.

Transparency and accountability of a financial institution is reflected in its Annual Report containing its Balance Sheet and Profit & Loss Account. In recognition of this, NBL was awarded Crest in 1999 and 2000, and Certificate of Appreciation in 2001 by the Institute of Chartered Accountants of Bangladesh.
A team of highly qualified and experienced professionals headed by the Managing Director of the Bank who has vast banking experience operates bank and at the top there is an efficient Board of Directors for making policies

Vision

Vision:

Guaranteeing most elevated standard of customer base administrations through best utilization of most recent data innovation, making due commitment to the national economy and building up ourselves immovably at home and abroad as a front positioning bank of the nation are our valued vision

Mission

National Bank's Mission:

National Bank's mission is to keep up endeavors for extension of their exercises at home and abroad by adding new measurements to their pattern of banking administrations which are being proceeded with unabated. Nearby, they are likewise putting most elevated need in guaranteeing straightforwardness, accountability, and enhanced customer base administration and also to their dedication to serve the general public through which they need to get closer and closer to the populace of all strata. Winning an everlasting seat in the hearts of the individuals as a minding sidekick in inspiring the national monetary standard through constant up gradation and enhancement of their customer base administrations in accordance with national and global necessities is the fancied objective NBL needs to reach

Commitments

- NBL is always ready to maintain the highest quality of services by upgrading banking technology prudence management banking and by applying high standard of business ethics through its established commitment and heritage.

- NBL always shows a strong and positive commitment to the services of the society. IN 1998, the bank donated Tk. 5.50 million to prime minister Relief fund for the flood- affected people of Bangladesh.

Brief profile of the company

Name of the Company	National Bank Limited.
Date of Registration	15 March, 1983
1st Branch	Dilkusha Branch, Dhaka.
Opening Ceremony	23 March, 1983
Number of Branch	166
Nature of Business	Commercial Banking
Registered Office	HeadOffice 18, Dilkusha Commercial Area Dhaka-1000 Bangladesh.
Telephone No.	716872931,95508235,95630815,9550897
Fax No.	**+880-2-956-3953, 966-9404**
SWIFT Code	NBLBBDDH
E-mail	ho@nblbd.com
Web Page	www.nblbd.com

Elaborated description of internship work-related division

There are following:

1. Fixed depositsA/C
2. Short term depositsA/C
3. Savings depositsA/C
4. Current depositsA/C
5. Call depositA/C
6. Sundry depositA/C

Chapter-3

Data Collection and Processing

Data description: Data source & variables

Datacollectionisasystemicgatheringofdataforparticularpurposefromvarioussources,which has been systematically observed, recorded and organized. Data is the basic inputs for making a decision process in business. There are two ways of data collection such as primary data secondarydata.

Primary data sources:

Primary data is the raw result that return after someone has conducted a study, questionnaire or survey.

- Observation
- Face to face conversation with thecustomers
- Face to face conversions with branch officers andcolleagues
- Practical workexperience

Secondary data sources:

Secondary data refers to data that was collected by someone other than the user. Common sources of secondary data for social science include censuses, information collected by government departments, organizational records and data that was originally collected by the investigator conducting the research.

- Online articles
- Webinformation
- DifferentBooks

Data collection methods

Sources of Information: Both primary and secondary sources of information were used to complete this report. 1.6.1 Sources of Data: This report is based on both primary & secondary source of information. For the development of this paper, data have been collected from the various sources like different publications, library sources, books, articles, etc.

The primary sources are Primary data and information were collected by interviewing relevant persons at NBL. The interviewed personnel were given their own data based on their experience. They are the employee of the NBL of Lake Circus branch.

The secondary sources are – Annual Report 2009 to 2013of National Bank Ltd. NBL website " www.nationalbankbd.com " Periodicals published by the Bangladesh Bank; 1.6.2 Data Collection Procedure: Primary Data : Primary data were collected personal observation, daily desk work ank face to face conversation with clients & employees. Secondary Data: Secondary data were collected from their Annual Report and the website " www.nationalbankbd.com " and periodicals published by the Bangladesh Bank, different publications regarding banking functions, operation, and transactions policies.

Data processing and presentation

The report is based on both primary and secondary sources of information. Interviewing the managers and officers of the bank, talking to the customers, the primary data have been collected. Further more different publications of the bank annual reports and the bank websites have been used for the purpose of collecting secondary data.

ICT has an important and great bearing over the policies and procedures of an organization towards management of bulk amount of data, facts and figures, MIS and information processing as well. It has just been introducing some new means of developed operating system in day-to-day operation of an organization especially of a Bank. To keep track on recent development of ICT and adjustment thereon could enable a Bank to use the ICT in an efficient way. NBL is also not behind of using ICT like other contemporary Banks. Introduction of Islamic Banking Version Integrated Pc BANK 2000 software at NBL enables to provide better service to our valued clients. We facilitate our customers Online Banking Facilities through intranet using V-SAT and Radio Link Connectivity. Out of 24 Branches, we have already brought 20 Branches under the network and within 2005we would be able to bring rest of the 4 branches under online. Moreover, using of SWIFT at 9 nos. of our AD branches has added something new and improved means of overseas communication system. To expand the area of services towards the customers, NBL has joined the ATM network under the management contract of M/S Electronic Transaction Limited (ETN).There are 20 ATM booths situated at metropolitan city of Dhaka, Chittagong &Sylhet and the customers are able to enjoy 24 hours remote banking facilities through using of NBL ATM Debit Card. Above all, Management of NBL is very keen to facilitate its customers IT based banking services like Remote banking facilities , EFT(Electronic Fund Transfer) Service i,e, SMS Banking, Phone banking etc., and considering the present and upcoming setup of IT, we have established a separate ICT Department staffed with some experienced computer professionals, who are directly response NBLs for the overall management of ICT within the bank and to explore the ideas of future innovation.

The functions of the bank are now wide and diverse. Of all the functions of modern bank, lending is by far the most important. They provide both short-term and long-term credits. The customers come from all walks of life, from a small business to a multi-national corporation having its business activities all around the world. The banks have to satisfy requirements of different customers belonging to different social groups. They function as a catalytic agent for bringing about economic, industrial and agricultural growth and prosperity of the country.

Chapter-4

Discussion on the study objectives

Objective -1

The objective of the report can be viewed in two forms:
- General Objective
- Specific Objective

OBJECTIVE-2

General Objective
CURRENT DEPOSIT

Minimum Initial Deposit for Opening Account & Minimum amount for Interest Payment

Sl.	Particulars	Amount (Tk.)
1	Minimum Initial Deposit for Opening SB A/C.	Urban Tk. 4,000/- Rural Tk. 1,000/-
2	Minimum Initial Deposit for Opening CD A/C.	Urban Tk. 5,000/- Rural Tk. 1,000/-
3	Minimum Initial Deposit for Opening Special Accounts	
3(a)	School Banking Account	Tk. 100/-
3(b)	Farmer’s Account	Tk. 10/-
3(c)	Hardcore Poor A/c	Tk. 10/-
3(d)	Freedom Fighters’ A/c	Tk. 10/-
3(e)	Social Safety Net Allowance A/c	Tk. 10/-
3(f)	Food and Livelihood Security A/c	Tk. 10/-
3(g)	Poor Rehabilitation under religion ministry A/c	Tk. 10/-
3(h)	City Corporation worker’s A/c	Tk. 10/-
3(i)	RMG Workers A/c	Tk. 100/-
3(j)	Leather industry worker’s A/c	Tk. 100/-
3(k)	Account under national Service program	Tk. 50/-
3(l)	Small Life Insurance Holder’s A/c	Tk. 100/-

3(m)	PhysicallyChallengedPerson's A/c	Tk. 10/-
3(n)	Street Urchin & Working children A/c	Tk. 10/-
3(o)	Non Residence Bangladeshi (NRB)	Nil
4	Payment of interest to SB A/C.	No interest is payable if 25% or above is withdrawn from an account or if number of withdrawals is 4 or above in a particular month.
5	MinimumInterestPayabletoSB A/C.	Nointerestisgivenforanyhalfyearifinterestamountcomes below Tk.500/-
6	MinimumInterestPayableto special accounts. AccountsmentionedinSL.no.3(a- o)	ActualInterest

ScheduleofFees,Charges&CommissionsRelatingtoGeneralBankingBusinessw.e.f.01/01/2021			
Sl.	Particulars	**Rate**	
7	Account Maintenance Fee (Realizable on half yearly basis) including dormant A/c.	SB Account having average balance up to Tk.10,000/-	Tk. Nil
		SB Account having average balance above Tk. 10,000/-but uptoTk.25,000/-	Tk. 100/-
		SB Account having average balance above Tk. 25,000/-but uptoTk.2.00lac	Tk. 200/-
		SB Account having average balance aboveTk.2.00lacbut uptoTk.10.00lac	Tk. 250/-
		SB Account having average balance above Tk. 10.00 lac	Tk. 300/-
8	Account Maintenance Fee (Realizableonhalfyearlybasis) including dormantA/c.	CD - Tk. 300/- SND - Tk. 500/-	
9	Account Maintenance Fee for Special Accounts. AccountsmentionedinSL.no.3.(a- o)	Nil	
10	Account Maintenance Fee on Loan Account (Realizable onhalf yearly basis)	Nil	
11	IssuanceofChequeBook	Leaves All Area 25 Tk. 100/- 50 Tk. 200/-	
12	SupplyofStatementattheendof each halfyear	Nil	
13	Supply of duplicate statement	Tk. 200/- per instance for first 15 Pages and Tk. 10/- for next each page. (Statement can be provided by any branch.)	
14	Balance Confirmation Certificate (BCC)	Charge will not be applicable for two times in a year (half yearly & yearly). If customer wants more than two times in a year then Tk. 200/- per instance shall be charged.	
15	IssuanceofSolvencyCertificate	Tk. 500/- per instance	
16	IssuanceofB.O.Certificate	Tk. 100/-	
17	Standing instruction	Tk. 200/-	
18	Account closing charge	SB - Tk. 200/- CD - Tk. 300/- SND - Tk. 300/-	
19	EncashmentFeeofFDR&all SchemeDeposits	Nil	

ScheduleofFees,Charges&CommissionsRelatingtoGeneralBankingBusinessw.e.f.01/01/2021		
Sl.	**Particulars**	**Rate**
20	Commission on DD/TT	@0.10% (min. Tk. 25/-) Telephonecharge - Tk.40/-
21	Cancellation of DD/TT	UptoTk.1,000/- - Tk.25/- AboveTk.1,000/- - Tk.40/-
22	Commission on PO	Nil
23	Commission on SDR	UptoTk.1.00Lac - Tk.25/- Above Tk. 1.00 Lac to Tk.5.00Lac - Tk.50/- AboveTk.5.00Lac - Tk.100/-
24	Cancellation of PO & SDR	UptoTk.500/- - Tk.10/- Tk.501/-ToTk.5,000/- - Tk.50/- AboveTk.5,000/- - Tk.100/-
25	IssuanceofDuplicateinstrument	Tk. 500/- perinstance
26	Commission on e-GP(Electronic Government procurement)Service	Nil
27	Collection charges	a) Withinclearinghouse: Nil b) Outside clearinghouse @0.15% (Min. Tk. 100/- Max. Tk. 1,200/-) Postage/Courier charges - at actual (Min. Tk.20/-)
28	Cheque returned unpaid through outwardClearingHouse(BACH& OBC) Cheque bounced through inward clearing house (BACH)	For insufficient Fund: Tk. 100/-(per instance) For other reasons:Free ForinsufficientFund:Tk.300/-(perinstance) Forotherreasons:Free
29	InlandBillPurchase(IBP)	Interestatprevailingrateshallbeapplicable. Collection charges to be realized@0.15%(Min.Tk.100/- Max.Tk.1,200/-) Postage/Courier charges - at actual (Min. Tk. 20/-)
30	CommissiononIssuanceofBank Guarantee	@0.25% to 0.75% per quarter As per BRPD Circular no. 09 Dated 14.08.2018 • Ifguaranteeisissuedforonequarterorlessthanonequarter thencommissionhastobechargedforonequarter. • If guarantee is issued for more than one quarter then commissionhastobechargedonlyfortheactualdurationof theguarantee.
31	CommissiononIssuanceofBank Guaranteewhen100%cash margin isprovided.	Each year or part thereof Upto Tk.1,00,000/- Tk.500/- AboveTk.1,00,000/- Tk.1000/-
32	Locker Rent	Per Year For Customer inGeneral: Smallsize- Tk. 4,000/- Mediumsize-Tk.6,000/- Bigsize- Tk.8,000/- ForNBLStaffs&theirSpouses: Smallsize- Tk. 1,000/- Mediumsize-Tk.2,000/-
33	Security Deposit for Locker	Tk. 5,000/- (irrespective of size)
34	SMS Service	Tk. 200/- for each year from the accounts of customers. SMS Service Charge is not applicable for NBL Staff accounts.
35	Real-timeGrossSettlement (RTGS)	Tk. 100/-

ScheduleofFees,Charges&CommissionsRelatingtoGeneralBankingBusinessw.e.f.01/01/2021		
Sl.	**Particulars**	**Rate**
36	Charge on Bangladesh Electronic Fund Transfer Network (BEFTN)	Nil
37	Online Commission (Fund Transfer)	a) Within Same District –Nil b) InterDistrict UptoTk.50,000/- :NIL Tk. 50,001/- to Tk. 1,00,000/-: Tk. 40/- Tk.1,00,001/-toTk.5,00,000/- :Tk.75/- Tk.5,00,001/- to Tk. 15,00,000/- :Tk. 150/- AboveTk.15,00,000/- : Tk.200/- • Commission will be collected by the service providing branch.
38	Online Commission (Cash)	<u>Online Deposit (Cash)</u> a) Within Same District –Nil b) InterDistrict UptoTk.50,000/- :NIL Tk. 50,001/- to Tk. 1,00,000/-: Tk. 40/- Tk. 1,00,001/- to Tk. 5,00,000/-: Tk. 75/- Tk.5,00,001/- toTk.15,00,000/-:Tk.150/- AboveTk.15,00,000/- : Tk.200/- <u>Online Payment of Cheque (Cash)</u> a) Within Same District –Nil b) InterDistrict UptoTk.50,000/- : Tk. 25/- Tk. 50,001/- to Tk. 1,00,000/-: Tk. 50/- Tk.1,00,001/- toTk.5,00,000/-:Tk.100/- Tk. 5,00,001/- to Tk.10,00,000/-: Tk. 300/- Tk.10,00,001/-to Tk.25,00,000/- : Tk. 500/- Tk.25,00,001/-to Tk.50,00,000/- : Tk. 700/- AboveTk.50,00,000/- : Tk.1500/-

39	InternetBanking(IB)	Nil
40	Cheque/InstrumentClearing through BangladeshAutomated Clearing House (BACH)	1. ChargesonRegularValueCheque: LessthanTk.50,000/- : Nil Tk.50,000/-t (BACH will receive Tk. 8 + Bank will receive Tk. 2) Tk. 5,00,000/-andabove : Tk.25 (BACH will receive Tk. 20 + Bank will receive Tk. 5) 2. ChargesonHighValueCheque: Tk. 5,00,000/-andabove : Tk.60 (BACHwillreceiveTk.50+BankwillreceiveTk.10) 3. AlltypesofG2P(GovernmenttopersonCheque: 4. Cheques, utility bills of any amount received against all types of Government receipts and all cheques receivedagainsttheclaimsofCityCorporation/Pourashava:

Please Note:

1. VAT&TaxtoberealizedasperGovernmentrules(ifapplicable).
2. Waiver/reductionofcharge/commissionmayapprovedbythecompetentauthority,butVATshall realizedthereagainstasperGovernmentrules.
3. Waiver/reductionofchargewillbeapprovedonthebasisofthecustomer'spotentialities.

OBJECTIVE-3

Specific Objective:

NBL MONTHLY SAVINGS SCHEME (NMS)

BENEFITS (CONDITION APPLY)

- Monthly installments of deposit will be Tk.500/-, Tk.1,000/- , Tk1,500/-, Tk.2,000/- ,Tk.3,000, Tk.5,000/- , Tk.10,0000/- , Tk.20,0000/- ,Tk.30,0000/- ,Tk.50,0000/- ,
- An account may be opened for any installment and term, which is not changeable.
- A person is allowed to open more than one account for different installment in a Branch/ Bank.

The Revised Payment Schedule as per Revised Rate of Interest of NBL Monthly Savings Scheme:

Monthly Installment (in Tk.)	Terminal Value @ 7.50% P.A. (in Tk.)			
	3 Years	5 Years	8 Years	10 Years
500.00	20,170.00	36,265.00	65,220.00	88,330.00
1,000.00	40,340.00	72,530.00	130,440.00	176,660.00
1,500.00	60,510.00	108,795.00	195,660.00	264,990.00
2,000.00	80,680.00	145,060.00	260,880.00	353,320.00
3,000.00	121,020.00	217,590.00	391,320.00	529,980.00
5,000.00	201,700.00	362,650.00	652,200.00	883,300.00
10,000.00	403,400.00	725,300.00	1,304,400.00	1,766,600.00
20,000.00	806,800.00	1,450,600.00	2,608,800.00	3,533,200.00
30,000.00	1,210,200.00	2,175,900.00	3,913,200.00	5,299,800.00
50,000.00	2,017,000.00	3,626,500.00	6,522,000.00	8,833,000.00

MONTHLY EARNING SCHEME

Under this scheme one will deposit a minimum of Tk.1,00,000/- or its multiple up to Tk.10,000,000/-

The payment schedule of Monthly Earning Scheme of all different periods; i.e.; 1 Year, 3 Years and 5 Years will as follows:

Deposit Amount	Monthly Interest (Tk.) @ 7.50% P.A.	Net Payable After 10% Tax	Net Payable After 15% Tax
100,000.00	625.00	562.50	531.25
500,000.00	3,125.00	2,812.50	2,656.25
1,000,000.00	6,250.00	5,625.00	5,312.50
1,500,000.00	9,375.00	8,437.50	7,968.75
2,000,000.00	12,500.00	11,250.00	10,625.00
3,000,000.00	18,750.00	16,875.00	15,937.50
5,000,000.00	31,250.00	28,125.00	26,562.50
10,000,000.00	62,500.00	56,250.00	53,125.00

*Quoted amounts are indicative. Account can be opened for any amount that is a multiple of Tk.100,000.00

DOUBLE BENEFIT ACCOUNT

- The deposited amount will be doubled in **9 Years.**
- The effective rate of Interest is **8.01% P.A** (condition applied)

BENEFITS (CONDITION APPLIED)

- Deposit of Tk.1,00,000/- and its multiple without any upper limit shall be acceptable under this scheme.
- Bangladeshi citizen aged 18 years or above can open this account either singly or jointly.
- Minor citizen of Bangladesh can also open this account. In that case, his/her legal guardian will operate the A/C.
- One customer can open more than one DBA with same branch or any branches of NBL.
- Locker facilities can be availed at 50% rent for the first year subject to the availability of locker facility in the respective branch.

MILLIONAIRE DEPOSIT SCHEME (MDS

Under this scheme one will deposit a fixed amount on monthly basis for 4, 6, 9 or 12 years and on maturity he/she will be just a millionaire.

BENEFITS (CONDITION APPLY)

- Deposit of fixed monthly amount for 4, 6, 9 or 12 years. Deposit size will be based on tenure. Upon maturity the depositor will get Tk. 10,00,000/-.

- A person is allowed to open more than one MDS Account.
- The account may be opened either singly or jointly.

Monthly Installment (In Tk)	Investment Period	Terminal Value @ 7.50% (In Tk)
17,910.00	4 Years	1,000,000.00
11,060.00	6 Years	
6,550.00	9 Years	
4,350.00	12 Years	

APON THIKANA SHANCHOY PRAKALPA (ATSP)

BENEFIT FEATURES

- The maturity period of the deposit will be 5, 8 & 10 years.
- Upon maturity, the depositor either can en-cash the terminal amount, or can apply for loan facility, up to 100% of the terminal amount, for the purpose of purchasing Flat at the prevailing rate of interest of the Bank after complying with the procedures, terms & conditions of the Bank.
- Loan facility up to 80% of the amount received from the customer can he availed at the prevailing rate of the Bank during the scheme period.
- Locker facilities can be availed at 50% rent for the first year subject to the availability of locker facility in the respective branch.

Tenure	Monthly Installment (Amount In Tk.)	Terminal Value (Amount In Tk.)
5 Years	41,600	3,000,000

8 Years	27,100	3,500,000
10 Years	23,000	4,000,000

LUXURY SAVINGS DEPOSIT SCHEME (LSDS)

BENEFIT FEATURES

- The period of the deposit will be 2, 3, 4 & 5 years.
- Loan facilities up to 80% of the amount received from the customer can be availed at the prevailing rate of the Bank during the scheme period.
- Locker facilities can be availed at 50% rent for the first year subject to the availability of locker facility in the respective branch.

Tenure	**Monthly Installment (Amount In Tk.)**	**Terminal Value (Amount In Tk.)**
2 Years	96,800	2,500,000
3 Years	64,700	2,600,000
4 Years	48,600	2,700,000
5 Years	38,900	2,800,000

FC DEPOSIT

National Bank Limited gives the opportunity to maintain foreign currency account through it's Authorized Dealer Branches.

RESIDENT FOREIGN CURRENCY (RFC) DEPOSIT
No initial deposit is required to open the account.
The rate of interest shall be one quarter percent (0.25%) less than the rate at which interest is paid on balances of bank in their foreign currency clearing accounts maintained with Bangladesh Bank.
They will get interest on daily product basis on the credit balance (minimum balance of US$ 1,000/- or GBP 500/- at least for 30 days maintaining in the account.
NON-RESIDENT FOREIGN CURRENCY (NFC) DEPOSIT

SHADHINOTA: BI-MONTHLY INCOME SCHEME

1. BENEFIT FEATURES:

2. The period of the deposit is 2 years.
3. The Beneficiary will receive Tk.600.00 as interest in every 2 (Two) Months against every Tk. 50,000.00 initial deposit. i.e. total 12 interest payments will be made in 2(Two) Years and the initial deposit will be repaid upon expiry of the term.
4. Deposit can immediately be liquidated in FULL at any point of time. No penalty will be charged for early encashment.
5. Credit facilities up to 80% of the deposited amount will be allowed against lien on balance of the account at the prevailing rate of Interest of the Bank.
6. Bank will not impose any charge of its own. Only Government Charges will be deducted from the account.
7. This product is auto renewable.

Initial Deposit Amount (Tk.)	Bi-Monthly Interest Amount (Tk.) @ 7.20% p.a.	Net Payable after 10% TAX	Net Payable after 15% TAX
50,000.00	600.00	540.00	510.00
100,000.00	1,200.00	1,080.00	1,020.00
150,000.00	1,800.00	1,620.00	1,530.00
200,000.00	2,400.00	2,160.00	2,040.00
250,000.00	3,000.00	2,700.00	2,550.00
300,000.00	3,600.00	3,240.00	3,060.00
500,000.00	6,000.00	5,400.00	5,100.00
1,000,000.00	12,000.00	10,800.00	10,200.00
2,000,000.00	24,000.00	21,600.00	20,400.00

3,000,000.00	36,000.00	32,400.00	30,600.00
5,000,000.00	60,000.00	54,000.00	51,000.00
10,000,000.00	120,000.00	108,000.00	102,000.00

8. The payment schedule of Shadhinota Scheme with effect from **January 17, 2021** will be as follows:

*Quoted amounts are indicative. Account can be opened for any amount that is a multiple of Tk.50,000.00

2. ELIGIBILITY FEATURES:

1. Account can be opened at multiple of Tk. 50,000.00 without any upper limit.
2. Bangladesh citizen aged 18 years or above can open this account either singly or jointly.
3. Minor citizen of Bangladesh can also open this account. In that case, his/her legal guardian will operate the A/C.
4. One customer can open more than one account with same branch or any other branches of NBL.
5. The depositor must maintain a Savings A/C with any branch of NBL where the bi-monthly benefit under the scheme shall be credited.

3. ENCASHMENT FEATURES:

1. No interest will be paid if en-cashed or closed before 2 (Two) months.
2. If the account is closed after 2 (Two) months, the beneficiary will receive the initial deposit in FULL without any adjustment for the bi-monthly interest paid in the interim period.
3. Months to be counted on date to date basis from the date of opening of the account.

CENTURY DEPOSIT SCHEME

A. BENEFIT FEATURES:

1. The period of the deposit is 100 days.
2. **The revised Interest rate will be 7.25% p.a. with effective from January 17, 2021 instead of 7.50% p.a**.
3. The initial amount can be Tk.50,000.00 or above.
4. Interest Calculation is at actual day Basis (i.e.365/360).
5. This product is auto renewable (principal without interest / principal with interest).
6. Credit facilities up to 80% of the deposited amount will be allowed against lien on balance of the account at the prevailing rate of interest of Bank.
7. Bank will not impose any charge of its own. Only Government Charges will be deducted from Account.
8. Link Account of this deposit can be maintained at any Branch of NBL.

B. ELIGIBILITY FEATURES:

1. Account can be opened at Tk.50,000.00 or above without any upper limit.
2. This Account can be opened in the name of individual or organization. In case of individual, any Bangladeshi citizen aged 18 years or above can open this account either singly or jointly.
3. Minor citizen of Bangladesh can also open this account. In that case, his/her legal guardian will operate the account.
4. One customer can open more than one account with same branch or any other branches of NBL.

C. ENCASHMENT FEATURES:

1. No interest will be paid in case of premature encashment within 30(Thirty) days of opening of the account.

2. If the account is closed after 30(Thirty) days but before maturity, the depositor will get interest at the lowest savings deposit rate prevailing in our Bank at the time of encashment for the holding period.

SAVINGS DEPOSIT

National Bank Limited offers customers a hassle-free and low charges savings account through the branches all over Bangladesh.

Payment of interest to SB A/C :

Interest on Savings Account shall accrue half yearly and be applied on June and December every year.

No interest is payable if 25% or above is withdrawn from an account or if number of withdrawals is 4 or above in a particular month.

SONAR BANGLA AMANOT

BENEFIT FEATURES:

1. The period of the deposit is 45 days.
2. **The revised Interest Rate of this product will be 7.50% P.A. with effective from December 01, 2020 instead of 7.75% P.A.**
3. The initial amount can be Tk.50,000.00 or above.
4. Interest Calculation is at actual day Basis.
5. The account can be opened till 30-06-2021.
6. This product is auto renewable (principal without interest / principal with interest) within the stipulated period.
7. Credit facilities up to 80% of the deposited amount will be allowed against lien on balance of the account at the prevailing rate of interest of Bank.
8. Bank will not impose any charge of its own. Only Government Charges will be deducted from Account.
9. Link Account of this deposit can be maintained at any Branch of NBL.

Note:

1. In case of providing credit facilities against the aforementioned scheme deposit opened from December 01, 2020, above stated interest rate is to be used in determining Minimum Lending rate.
2. **Revised interest rate will be applicable for those Sonar Bangla Amanot schemes opened or renewed from December 01, 2020**.
3. Excise Duty, Vat and Income Tax are to be realized from the account as circulated by Government time to time.

HIGHER EDUCATION DEPOSIT SCHEME (HED)

Higher Education Deposit Scheme [HED]
a) Brief Description of the Product:

1. The main target groups of this deposit scheme are the students enrolled in undergraduate programs in different Universities. This deposit scheme will support in their forthcoming semester fee payments.
2. The tenure of the deposit will be 4 (four) years. The customers will deposit a specific amount while opening the account against which they will receive an equal amount in 4 (four) months interval for 4 (four) years i.e., customers' initial deposit will be exhausted after 12 installments in 4 years.
3. Repayment installment amount will be credited in the Customer's Savings Account with any branch of our Bank without any transaction charges/online charges.
4. If the customer is not maintaining any savings account with our Bank, an account needed to be opened with minimum deposit of Tk.5000.00 and account maintenance charge(s) of that account will be exempted till HED remain operational.
5. There are three different categories of the HED, i.e., A, B & C. Customers may choose their ones best suited to them. The Payment Schedule of Different Tenure and Amount of HED will be as follows:

Category	Rate of Interest	Initial Deposit for Different Catagories	Gross Amount Receivable by the Customer***
Category-A	7.02%	621,500.00	60,000.00

Category-B	7.01%	518,000.00	50,000.00
Category-C	7.00%	414,500.00	40,000.00

*** Customers account will be credited after deducting VAT, TAX, Excise Duty & Any other charges (if any) from the Gross Receivable Amount

b) Eligibility Features:

1. Bangladeshi citizen, resident or non-resident, aged 18 years or above can open the account.
2. One customer can open more than one account with the same or different branch of NBL.
3. Minor citizen of Bangladesh can also open this account. In that case, his/her legal guardian will operate the Account.

c) Encashment Features:

1. No interest will be paid if the account is closed before completion of 1st installment.
2. If the account is closed after completion of 1st installment but before maturity, the depositor will get 4.00% or lowest rate of 3 months FDR prevailing in our bank at the time of encashment or issuance, whichever is lower.
3. If the account is closed after 1st installment but before maturity, excess interest paid to the customer over the encashment rate defined above (clause-C2) to be realized from the customer.
4. Months to be counted on date to date basis from the date of issuance.

d) Others Conditions:

1. HED receipt, if any, is not transferable.
2. Changes of address must be informed immediately to the issuing branch of NBL.
3. Bank can exercise the right of set off, if necessary.
4. Excise duty, VAT & Income Tax to be realized from the account as per approved rate as circulated by the government from time to time.

5. HED is not interchangeable among categories.
6. There will not be any credit facility against HED.

It is to be mentioned here that this type of account will be treated as Scheme Deposit Account. FDR & Scheme Deposit Account opening form will be used to open the said account.

PREFERRED SERVICE ACCOUNT (PSA)

a) Features & Conditions of the Products:

1. Different Government, Semi-Government, Autonomous-Bodies, Insurance Companies, Cooperative societies, Petroleum Companies, Port Authorities, Bridge Authorities, Schools, Colleges, Universities, Multi-National Companies or any other organizations may open account under this deposit scheme for the purpose of collecting Utility bills, Govt. Duties/Taxes/Vat, Toll Collection, Insurance Premium, Institutional Fees, Subscription Fees, Salaries & Sales proceeds etc.
2. Prior Approval of the Competent Authority of Head Office through Treasury Division is to be acquired for opening the Account.
3. Competent Authority of the Bank will fix the interest rate at the time of opening of the Account considering the nature, volume & expected balance in the Account.
4. Minimum rate of Interest would be highest rate of SND.
5. Interest will be paid after each 6 (six) months on daily product basis.
6. No prior notice is required before making any withdrawal.
7. Account can be opened without issuing cheque books, subject to the contract between the Bank and the Account Holder. However, cheque books may be issued upon customer’s request.
8. Account Maintenance fee and other Bank Charges will be deducted as Circulated by the Head Office time to time. However, exceptions in deducting Bank Charges can be made subject to the approval of Head Office.
9. Excise duty, VAT & Income Tax to be realized from the account as per approved rate as circulated by the government from time to time.

***The deposit scheme was launched on May 29, 2016.

SHWAPNO

NAME OF THE SCHEME DEPOSIT:

“Shwapno”(Two Year – Monthly Deposit Scheme)

a. Monthly Installment and Terminal Value:

Tenure	Monthly Installment	Terminal Value
2 years	**Tk.3,865.00**	**Tk.1,00,000.00**

b. Benefit Features:

1. The Interest Rate of this product will be 7.50% P.A.
2. The maturity period of the deposit will be 2 years.
3. Loan facility up to 80% of the amount received from the customer can be availed at the prevailing rate of the Bank during the scheme period.
4. Loan facility can be availed after depositing monthly installments for 6 months.

c. Eligibility Features:

1. It is mandatory to have a link account (SB/CD) with this Monthly Deposit Scheme. The link account can be maintained with any branch of NBL.
2. Bangladeshi citizen, resident or non-resident, aged 18 years or above can open the account either individually or jointly.
3. Minor citizen of Bangladesh can also open this account. In that case, his/her legal guardian will operate the A/C.
4. One customer can open more than one account with same branch or any other branches of NBL.

d. Encashment Features:

1. No interest will be paid in case of premature encashment within 6 (six) months of opening of the account.
2. If the account is closed after 6 months, but before maturity, the depositor will get interest at lowest savings deposit rate prevailing in our Bank at the time of encashment for the holding period.
3. On completion of any term, payment shall be made after one month of the date of deposit of the last installment.

e. Others Conditions:

1. Monthly installment will have to be deposited by 15th calendar day of each month (in case of holidays deposit can be made on next working day). Advance installments are always acceptable.
2. This deposit scheme is not transferable.
3. Depositors may nominate one or more persons against the account as "Nominee". If there's no nominee, payment will be made to the legal heir of the deceased accountholder following the existing rule of the Bank. A Minor can also be made as Nominee; in that case the minor's legal guardian will receive on his/her behalf.
4. Changes of address must be informed immediately to the issuing branch of NBL.
5. Bank can exercise the right of set-off, if necessary, in case of lien.
6. Outstanding amount against Loan to be adjusted as per terms and conditions of the contract.
7. Excise duty, VAT & income tax to be realized from the account as per approved rate as circulated by the government from time to time.
8. In cases of lapses in depositing installments, late fee @ 2% (Tk.78) per month per installment (fallen due) shall be charged.
9. If any account holder fails to deposit 3 (three) consecutive installments, the account shall

be treated out of this scheme and interest at saving deposit rate at that time shall be paid for the holding period.

It is to be mentioned here that this type of account will be treated as Scheme Deposit Account. FDR & Scheme Deposit Account opening form will be used to open the said account.

NBL AAMAR ACCOUNT

Benefit Features:

1. Interest bearing frequent transactional account for all individual customers.
2. Interest will be calculated on daily product basis and to be credited to the account monthly.
3. The Interest Rate of this product will be 2.00% P.A.

b. Eligibility Features:

1. Any Bangladeshi citizen, resident or non-resident, aged 18 years or above can open the account either individually or jointly.
2. Minor citizen of Bangladesh can also open this account by his/her own name. In that case his/her legal guardian will operate the account.
3. The account cannot be opened in the name of Proprietary Concern, Partnership Firm, Limited Company, Club, Society or any other Organization.
4. The account may be opened on any working day of a month.

c. Operation of Account:

1. The account shall be operated like a special Current Deposit Account.
2. The initial deposit requirement for opening the account will be Tk.1,000/- only.
3. Minimum balance of Tk.500/- to be maintained in the Account.
4. Cheque Book and Debit Card will be issued against the Account.
5. Internet Banking and SMS service will be available for this Account.
6. No interest will be given for any month if interest amount comes below Tk.100/-

7. Half yearly Account Maintenance Fee shall be realizable from this Account.

d. Declaration of Nominee:

1. If the Account holder dies at any time during the period, the balance of the Account will be paid to the nominated person(s) of the Account holder. If the Account holder does not nominate any person(s), then the deposited money shall be paid to the Successor(s) on production of Succession Certificate.
2. An Account holder may fix the share payment to each Nominee by fixing the share of amount receivable by such nominee(s) in case the number of Nominee is more than one person.
3. The nomination will be cancelled if the Nominee dies in the lifetime of the Account holder. A new nominee may be nominated by the Account holder in such case.
4. In the event of Account holder's death, his/her nominee(s) will not be allowed to continue the Account.
5. A Minor can also be made as Nominee. In that case the minor's legal guardian will receive on his/her behalf.
6. Photograph(s) of the Nominee(s) duly attested by the applicant to be enclosed along with the Account Opening Form at the time of opening the Account.

e. Others Conditions:

1. Changes of address must be informed immediately to the Account Opening Branch of NBL.
2. Excise duty, VAT & Income Tax to be realized from the account as per approved rate as circulated by the government from time to time.

It is to be mentioned here that this type of account will be treated as a special Current Deposit Account. Account Opening Form for Individual Account will be used to open the said account. **This product will be launched from February 01.2021.**

PROBASHI SHWAPNO

BENEFIT FEATURES:

1. The period of the deposit will be 01(one) year.
2. The Interest Rate of this product will be 7.50% p.a.
3. The minimum amount can be Tk.50,000.00 or above.
4. This product is auto renewable.
5. Credit facilities up to 80% of the deposited amount will be allowed against lien on balance of the account at the prevailing rate of interest of Bank.

b. SPECIAL FEATURES (CASH INCENTIVE):

2% cash incentive against encashment of foreign remittance is applicable for this product as per Bangladesh Bank Circular. In case of encashment of WEDB or dollar bonds 2% cash incentive is not applicable.

c. ELIGIBILITY FEATURES:

1. The depositors must be Bangladeshi wage-earner serving abroad.
2. The source of deposit must be foreign remittance or proceeds from en-cashed Wage-Earner Development Bond or dollar bonds.
3. The wage earners can open the Account either individually or jointly.
4. The beneficiary of a wage-earners' remittance can open the Account in his/her own name if he/she produces sufficient proof to the effect that the remittance has been made by the wage-earners out of their own earnings in foreign exchange or in Taka currency received against foreign exchange remittance and the remittance is adequate to cover the deposit amount.
5. The wage earners can open the Account favoring minor (citizen of Bangladesh residing home or abroad) with legal guardian.

One customer can open more than one account with same branch or any other branches of

NBL.ELIGIBILITY FEATURES:

d. ENCASHMENT FEATURES:

1. No interest will be paid if en-cashed or closed before 01 (one) month.
2. Interest will be paid at the lowest Savings Deposit rate prevailing in our Bank at the time of encashment for the holding period if the deposit is en-cashed/closed after 01(one) month

but before maturity.

3. Encashment proceeds of the Account will be payable in BDT only.

e. DECLARATION OF NOMINEE:

1. If the Account holder dies at any time during the period, the balance of the Account will be paid to the nominated person(s) of the Account holder. If the Account holder does not nominate any person(s), then the deposited money shall be paid to the Successor(s) on production of Succession Certificate.
2. An Account holder may fix the share payment to each Nominee by fixing the share of amount receivable by such nominee(s) in case the number of Nominee is more than one person.
3. The nomination will be cancelled if the Nominee dies in the lifetime of the Account holder. A new nominee may be nominated by the Account holder in such case.
4. In the event of Account holder's death, his/her nominee(s) will not be allowed to continue the Account.
5. A Minor can also be made as Nominee. In that case the minor's legal guardian will receive on his/her behalf.
6. Photograph(s) of the Nominee(s) duly attested by the applicant to be enclosed along with the Account Opening Form at the time of opening the Account.

f. OTHERS CONDITIONS:

1. Accountholder will be given an Instrument/Receipt which is not transferable. In case the Instrument/Receipt is lost, the accountholder must report to the Branch at the earliest possible time to receive a duplicate Instrument/Receipt after complying with the due process.
2. Savings/ Current/ NBL Aamar Account of depositors shall be maintained at any branch of NBL as link account.
3. Changes of address must be informed immediately to the Account Opening Branch of NBL.
4. Outstanding amount against Loan to be adjusted as per terms and conditions of the contract.
5. Bank can exercise the Right of Set-Off, if necessary.
6. Excise Duty, VAT, Income TAX or any other Government charges are to be deducted from the depositors' Account as circulated by NBR or any other Government Authority time to time.

<u>* “NBL Meet & Greet Service” on Arrival at HazratShahjalal International Airport, Dhaka:</u>

Depositors having “**ProbashiShwapno**” more than **Tk.10.00 lac (Cumulative)** will get **“NBL Meet & Greet Service”** on arrival at HazratShahjalal International Airport, Dhaka. Branches will provide necessary information of wage-earners and beneficiaries of “**ProbashiShwapno**” to the International Division in the prescribed format. The International Division will prepare a list of eligible wage-earners and provide the list to the Exchange Houses as well as time to time update the list. Eligible wage-earners will contact with the Exchange House 03 days before his/her arrival at HazratShahjalal International Airport, Dhaka to get **“NBL Meet & Greet Service”** as exit assistance on arrival.
*Subject to the approval from the competent authority.

It is to be mentioned here that this type of account will be treated as Scheme Deposit Account. FDR & Scheme Deposit Account opening form will be used to open the said account.

Chapter-5

Conclusions & Recommendations

Now a day banking sector is more competitive. To achieve a proper reward about performance, it is essential to satisfy its customer by providing them different valuable and dynamic services. Because a satisfied customer will talk to others about the services those he/she is very justifiable enjoying and a satisfied customers statement is more effective than a thousand of commercial advertisement. People depend on the people – is the mode of human civilization. Therefore, the importance to satisfy customer is increasing day by day in the private commercial sector especially in the private banks. As all the activities those are required to provide valuable services to its customers to make them satisfy, are related with the retail banking system, NBL is fairly careful about its overall operating system. NBL always try to give its utmost attention in monitoring and managing the bank function and financial activities, which is consists of fund management, capital, reserve, deposit, loan and advance.

At present NBL is highly capable in generating newly banking concept or unique ideas that can give new dimension in today's banking business, also successful in managing its core issues which is very essential to improve and left a milestone in the private banking arena. In spite of that, in order to keep its success continue and reach at the peak of all private banks, its managers, board of directors and employees must have the comprehensive and clear idea about their reserve, fund, loan, capital, deposit and liquidity regarding the smooth control of bank and continue its imperative operation toward country's economic development.

It is also very difficult for me to give any recommendation with my little working experience but I have tried as my best to give best recommendation above shortcomings (its may be its not sweet able for NBL)

- NBL should give more freedom to their branches for taking decisions and their head office should take decision more quickly.
- NBL should build separate loan recovery division if it happed then their classified loan amount will reduce and they can invest more.
- NBL, Inter Bank Transaction is made by advice but it is unsecured for bank so NBL have to build net working system between branches and head office.
- NBL should go through the online banking as early as possible for better service to the customer.
- NBL should increase own investment in different sectors as like Islami Bank Ltd. if they can increase their own investment then their cost of capital will reduce.
- NBL, Human Resources Department should train their employees with computer knowledge and their Human Resources Department should arrange training program

frequently.

- NBL, management should take decision more quickly.
- NBL should use group incentives so that employee can share their experience, strength and can work smoothly.
- Their statement should be computerized which is cost effective and safe.
- It has been seen that NBL marketing activates are not sufficient but now a day's proper marketing is important for creating good image in target customer mind. They should increase promotion campaign and they should participate in social activities for creating good image in target customer mind.

Conclusions/Explanation of important outcomes

Conclusion

Now a day banking sector is more competitive. To achieve a proper reward about performance, it is essential to satisfy its customer by providing them different valuable and dynamic services. Because a satisfied customer will talk to others about the services those he/she is very justifiable enjoying and a satisfied customers statement is more effective than a thousand of commercial advertisement. People depend on the people – is the mode of human civilization. Therefore, the importance to satisfy customer is increasing day by day in the private commercial sector especially in the private banks. As all the activities those are required to provide valuable services to its customers to make them satisfy, are related with the retail banking system, NBL is fairly careful about its overall operating system. NBL always try to give its utmost attention in monitoring and managing the bank function and financial activities, which is consists of fund management, capital, reserve, deposit, loan and advance.

At present NBL is highly capable in generating newly banking concept or unique ideas that can give new dimension in today's banking business, also successful in managing its core issues which is very essential to improve and left a milestone in the private banking arena. In spite of that, in order to keep its success continue and reach at the peak of all private banks, its managers, board of directors and employees must have the comprehensive and clear idea about their reserve, fund, loan, capital, deposit and liquidity regarding the smooth control of bank and continue its imperative operation toward country's economic development.

- The low compensation package of the employees from mid level to lower level position threats the employee motivation. As a result, good quality employees leave the organization and it effects the organization as a whole.
- As previously mentioned, the world is advancing towards technology very fast. Through NBL taken effort to join the stream, it is not possible to complete the mission due to the poor technological infrastructure of our country.
- All sustain multinational banks and upcoming foreign private banks with pooled ATMs/POS posse's enormous threats to National Bank Limited.
- Slow down in global economy is also being a threat of National Bank Limited.National Bank Limited 64
- Other bank use new technology which make a difference.

Internship related special notes/recommendations

It is quite difficult for me to identify any inadequacy of NBL with in this very period of working experience about 3 months. Some are the following parts that I have tried to provide a few inadequacies which I have observed in my entire internship program of NBL Lake Circus Branch.

Converting Threats into Opportunities

NBL has to expose its international nature of trade more efficiently. It has to recover costs and maintains margins over long periods of time. The new technology has to use to protecting the currency value & use options for better credit rate earnings. NBL has to come to with other sort of criterion that's why the competitor have to fight very long to copy that exposure. NBL has to give a better deal in the banking fees & charges for the customers for the retail banking sector.

Converting Weakness into Strength

NBL has to focus equally to both ranges of customers either retail or corporate. It has to build up a proper strategy that's why the corporate customers can be interested to open more of corporate account in NBL. NBL also has to give higher interest rate for various products & services to gain more market share in banking business. They have to advertise their brand name more .They can sponsor their name for various social activities which will bring up NBL value more to the local customers. They can also make social awareness to the local customers.

Some of suggestions are mention below:

- NBL should adopt both customer-centric and product-centric model for their luminous future in order to sustain in the competitive market.
- NBL should use latest IT software for operating actual online-banking service in this 21st era; otherwise they remain lagging behind their entire potential competitor's.
- National Bank should pay lots of attention in branding, promotion activities as much as they can.
- NBL should put some additional features with their lucrative products and services as BRAC Bank or others.
- NBL hard copy annual reports should be available in their branches.
- NBL should hired skilled, qualified and highly educated employees in their every branch around the country.
- All branches should provide with all the facilities in NBL, it means services are properly allocated in every branches of NBL.
- Make a good and well equipped HR program for each and every branch.
- Make a better model of organization's organogram, mentioned each and every officers name and post with chronological from.

Chapter-7:

Internship Experience & references

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Experience related to work, workflow and people met

NBL started its journey with a bright prosperous past, now they are one of the reputed banks in the modern private banking era, plus consistently performing well than any other competitive banks and marching toward its prospective future with distinct goal. To succeed in future, NBL has stepped up with a very lucrative product line that has focused on its targeted customer. At the very inception, they firmly determined to contribute in the national economy, bring back the long forgotten taste of banking services and flavors (traditional banking flavor) and with a sense of dedication and dignity.

Now, NBL has been sophisticated and financially strong enough to face any kind challenges and have the ability to fulfill any target or setup goal with complete devotion. Once they promise to serve promptly to their customers, they always follow one-step forward upon their commitment and potentially perform throughout their journey.

NBL has performing their banking activities through the retail banking products and services with full dignity and complete loyalty. There retail banking package encompasses with lots of products and services as I briefly describe in NBL's Retail Banking Program. According to there retail banking program we can say that to accomplish their commitment, that "serve their customer the long forgotten taste of banking services and flavors" NBL has created completely Product Centric business model rather than Customer Centric and yet performing in this rock-hard competitive market. So it has been clear that all actions are taking on behalf of NBL that basically focused to feel the customer that ever used traditional banking style and in such convenient way they present there retail products or serves their clients that truly any one have to admit that NBL has the first owned private bank in Private Banking Business of Bangladesh.

So, analytically if we see the NBL's banking activities, it primly focused on product segmentation instead of customer segments, where in the market all its competitors are concerning only on customer–centric business model (means customer segmentation). Yet, it has been said that NBL performing well in the market but with its speed of efficiency and effectiveness other banks are moving fast to achieve the leading position in the upcoming competitive banking market and flourishing their luminous and glorious future. It is most important to know why or how does the product-centric model or customer-centric model influence banking system of a reputed bank or move toward success.

SIGNIFICANT PLEASANT AND/OR UNPLEASANT INCIDENCES WITH CLIENTS, COMPANY SUPERVISOR & COLLEAGUES

NBL	National Bank Limited
CCH	Cash Credit Hypothecation
CIB	Credit Information Bureau
DD	Demand Draft
ECC	Export Cash Credit
ERC	Export Registration Certificate
FDBP	Foreign Documentary Bills Purchased
FDR	Fixed Deposit Receipt
L/C	Letter of Credit
LDBP	Local Documentary Bills Purchased

LIM	Loan Against Imported Merchandise
PO	Payment Order
STD	Short Term Deposit
TR	Trust Receipt
TIN	Tax Identification Number
SS	Substandard
DF	Doubtful
BL	Bad or Loss
SOD	Secured Overdraft
BRPD	Banking Regulation & Policy Department

WORK-INTERNSHIP TOPIC LINKAGE

My internship topic is " Development deposit Products of NATIONAL BANK LIMITED ". I am working in the front side where Development deposit Products. As my topic is Development deposit Products. So, I worked here with interest.

Every day come different types of people to open different types of deposit Products account, Savings account, Fixed deposit, Joint account etc.

As an internship student I went to bank to know the banking activities and try to do and gain practical knowledge about the banking sectors.

Practical knowledge that I gained from internship on the National Bank Ltd. that given below:

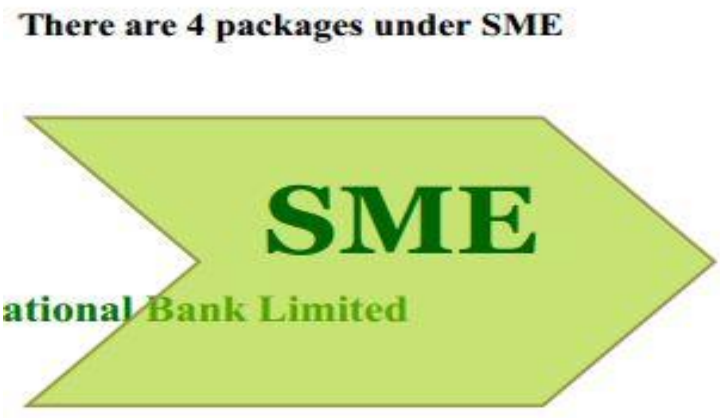
SME

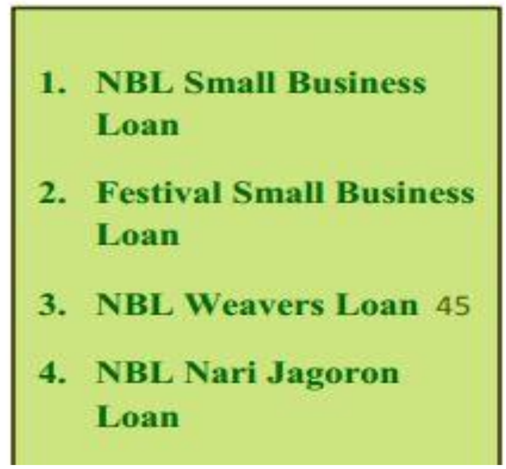
Small and Medium Enterprise Financing is the most popular and highly selling product in retail banking department of NBL, also a key product according to their consumer demand. There are different categories SME Loan that provides pure privileges to their consumers. It has some purpose

- To encourage people to operate small business
- To identify potential entrepreneurs and provide financial assistance to the

newly challenged entrepreneurs of Bangladesh

- To create channel for credit expansion and explore employment opportunity
- To contribute in the socio-economic development of the country through strengthening economical activities





Brief Discussion on SME Loans

1. NBL Small Business Loan

- With “zero” or free collateral
- Limit up to / Maximum Tk. 5.00 lac.
- Tenure – Maximum 5 years (1 Month grace period)
- Rate of Interest 16% p.a – 17% p.a

2. Festival Small Business Loan

- Collateral Free
- Loan Limit up to / Maximum Tk. 3 Lac.
- Loan Disbursement Period: 3 to 15 Months but days before of the beginning of any festival
- Rate of Interest: 16% p.a – 17% p.a
- Tenure – Maximum 3 Months (Its days of post festival)

3. NBL Weavers Loan

- Collateral Free up to Tk.5.00 Lac. (Above Tk. 5.00 Lac. – Tk. 50.00 Lac. registered mortgage will be required)
- Rate of Interest: 15% p.a at quarterly rest
- Tenure – Maximum 5 years
- Loan Repayment Procedure: Installment Basis and Revolving (Revolving loan can be renewed after 1years)

4. NBL NariJagoron Loan

- Collateral Free up to Tk.5.00 Lac. (Above Tk. 5.00 Lac. – Tk. 5.00 Lac. registered mortgage will be required)
- Rate of Interest: 10% p.a at quarterly rest
- Tenure – Maximum 5 years
- Loan Repayment Procedure: Installment Basis and Revolving (Revolving loan can be renewed after 1years)

DEPOSIT

NBL has different deposit schemes all around its branches in Bangladesh. Except that two common types of deposit items Saving Deposit and Current Deposit, they have 6 distinctive deposit items.

1. Term Deposit
2. Foreign Currency Deposit
3. Monthly Saving Scheme (NMS)
4. Monthly Income Scheme (MIS)
5. Double Benefit Scheme (DBS)
6. Millionaire Deposit Scheme (MDS)

Brief Explanation on Deposit

1. Term Deposit

Under this Term deposit there are two deposit schemes available.

- Special Notice Deposit
- Fixed Deposit

Special Notice Deposit

It is a special account based on the savings of any account holder they offers different interest toward their customers, minimum maintenance charge on this deposit scheme is half yearly BDT 500.

All these things are fully linkage between with my internship topic and I gained this knowledge from this part. Besides, I also learn about more things that occurred in th

Fixed Deposit

The bank need not maintain cash reserves against these deposits and therefore, the bank offers higher of interest on such deposits. In the case of FDR it is clearly mention that when this amount will be withdrew account holder receive principle amount plus interest. FDR account holder gets a FDR slip that is provided by the NBL officer. FDR slip contains name of account holder, deposited amount, and interest rate, and time of maturity. Duration of FRD is maximum 1year and auto-renewal also maximum interest rate 12.50%. If depositor withdraws his money before maturity date he does not get any interest.