Deposit Management of Exim Bank Limited

UTTARA UNIVERSITY

Internship Report

on

"Deposit Management of Exim Bank Limited"

Supervised by

Sonia Rezina

Assistant Professor of

Uttara University

Prepared By

Shanewaz

ID: 2171011034

Batch: 42(A)

Program: BBA

Major: Finance

Date of Submission: 25/08/2021

Letter of Transmittal

To

Sonia Rezina
Assistant Professor
Uttara University

Subject: Submission of report on "Deposit Management of The Exim bank Limited"

Dear Madam,

With due respect, I have much honor to present my internship report on "Deposit Management of the Exim bank limited". I am submitting the report as the report of my Internship program in Exim Bank LTD. This report provides me a valuable experience about working environment in corporate world. The experience I have gathered during the period will remain as an invaluable asset of immense useful in my life. I have work hard to prepare this report and hope that it will fulfil my degree requirement.

So, I there for pray and hope that you will accept my report and give proper guidance to prepare this report.

Sincerely Yours,

____

Shanewaz

ID: 2171011034

Batch: 42(A)

Major: Finance

Student’s Declaration

I am Shanewaz student of Business Administration, Uttara University, do hereby that the internship report entitled **“Deposit Management of Exim bank Limited”.** Presented to the department of Business Administration, Uttara University is the outcome of the Dissertation report performed by me under the supervision of Sonia Rezina, Assistant Professor of Uttara University. I also confirm that, the report is only prepared for my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the corporation.

____

Shanewaz

ID: 2171011034

Batch: 42

Major: Finance

School of Business

Uttara University

Letter of Authorization

This is to certify that Shanewaz is a student of BBA Program, School of Business, Uttara University, ID: 2171011034, Session 2017-2021. He has successfully completed his internship program on "**Deposit Management of Exim Bank Limited**". He has submitted this internship report. This report has been prepared and submitted, which is seemed to be original to me.

I wish him every success in life.

____

Supervisor

Sonia Rezina

Assistant Professor

Dept. Of Business
Administration

Acknowledgements

The submission of this report **"Deposit Management of Exim Bank Limited"** is a great opportunity for me. The success of this assignment depends on the contributions of number of people especially who have shared their thoughtful guidance's and suggestions to improve this report.

I obviously would like to give a special thanks to the almighty for giving me such patience and power for completing this assignment smoothly.

I would like to thank our honorable course instructor **Sonia Rezina,** assistant Professor of Uttara University for her proper guidance and care, without her guidance and suggestions I couldn't have completed this assignment properly. She has instructed me how to prepare a report correctly.

Lastly, I can say that, I have enjoyed in preparing this assignment and presented it for kind judgment.

Executive Summary

An internship program is very crucial & essential for acquiring experience through learning and extending the scope of Knowledge. I have done my internship program in Exim Bank Limited. This internship report is aimed at providing a comprehensive picture to the areas of Deposit Management activities of Exim Bank Limited. The report has been divided into different parts. At first, I have given an introduction about the report, Background the report, objectives of the report, limitations of the report, scope of the Report. After that, I started with the historical background of Exim Bank limited, its goals, profile, function and other information about the bank. Sources of data, data collection, then I described objective of the Report, data analysis, Findings, Conclusion and Recommendations of the report.

The information of the report has collected from secondary sources like books, published reports, annual report 2020 and website of the Exim Bank Limited. It includes source of existing/published data, such as Operational manual, official website, Banking journals, Research papers and financial statement. After analyzing data, it was found that customers have chosen Exim Bank Limited for its goodwill. I also mention the findings of my report and describe the recommendation to overcome the limitation. I have taken all the reasonable care to ensure the accuracy and quality to make the report standard. And I believe that it has included all the necessary information to be relevant.

Table of Contents

CHAPTER: ONE

Background of the Study

1. Introduction

The company I have been assigned is Exim Bank Limited, Uttara Dhaka. This is one of the best banks and a largest and oldest banking and financial institution in our country. As a compulsory course of Bachelor of Business Administration (BBA) program under the Department of Business Administration at Uttara University of business, this report entitled "**Deposit management of Exim Bank Limited"** is a scheme description of the three months long internship program in the Exim Bank Limited.

Generally, by the word "Bank" we can easily understand that the financial institution deals with money. But there are different types of bank like; Central Banks, Commercial Banks, Savings Banks, Investment Banks, Industrial banks, Co-operative Banks, etc. But when use the name term Bank without any prefix, or qualification it refers to the commercial banks. Commercial Banks are the primary contributor to the economy of a country. So we can say Commercial Banks are a profit making institution that holds the deposit of the individuals & business in checking & saving account and then uses these funds to make loans. For these, people and government are very much dependent on these banks as the financial intermediary. As banks are profit earning concern; they collect deposit at the lowest possible cost and provide loans and advanced higher cost. The differences between two are the profit for the bank. Banking sector is expanding its hand in different events every day. At the same time the banking process is becoming faster, easier, and the banking area becoming wider. As the demand for better service increases day by day, they are coming with different innovative ideas and products. In order to survive in the competitive field of the banking sector, all banking organization are looking for better service opportunity to provide their fellow clients. As a result, it has become essential for every person to have some idea on the bank and banking procedure.

1.1 Objective of the Study

The objective of the report can be viewed in two forms:

- Broad Objective
- Specific Objective

1.1.1 Broad Objective:

To know about Deposit Management process of Exim Bank Limited.
This analysis will have a reflection on the Deposit Management activities of the mentioned company.

1.1.2 Specific Objectives:

- To describe the deposit operations of Exim Bank Limited.
- To describe the different deposit products of Exim Bank Limited.
- To analyze the performance of deposit mobilization of Exim Bank Limited.

1.2 Major Difficulties Faced / Limitations:

The following limitations are apparent in this report:

- Time is the first limitation as the duration of the program was of three months only.
- Insufficient supply of relevant books and journals.
- As the officers are very busy with their daily work, they could provide very little time. Audit from Bangladesh Bank and Head office made difficult to collect data, talk with bank's employees and other parties.
- Another limitation of this report is bank's policy of not disclosing some data and information for obvious reason which could be very much useful.
- Another main reason the bank personnel were very busy, they couldn't provide me much time.

CHAPTER: TWO

2.0 Historical Background of EXIM Bank Ltd.

Export Import Bank of Bangladesh Limited was established in the year 1999 under the leadership of Late Mr. Shahjahan Kabir, Founder Chairman who had a long dream of floating a commercial bank which would contribute to the socio-economic development of our country. He had a long experience as a good banker. A group of highly qualified and successful entrepreneurs joined their hands with the founder chairman to materialize his dream. Indeed, all of them proved themselves in their respective business as most successful star with their endeavor, intelligence, hardworking and talent entrepreneurship. Among them, Mr. Nazrul Islam Mazumder who is an illuminated business tycon in the Garments business in Bangladesh became the Honorable Chairman after the demise of the honorable founder chairman.

The Bank starts functioning from 3rd August, 1999 with its name as Bengal Export Import Bank Limited. On 16th November 1999, it was renamed as Export Import Bank of Bangladesh Limited with Mr. Alamgir Kabir as the Founder Advisor and Mr. Mohammad Lakiotullah as the Founder Managing Director respectively. Both of them have long experience in the financial sector of our country. By their pragmatic decision and management directives in the operational activities, this bank has earned a secured and distinctive position in the banking industry in terms of performance, growth, and excellent management. Under the leadership of Mr. Lakiotullah, the Bank has migrated all of its conventional banking operation into Shariah Based Islami Banking in the year July 2004.

2.1 Capital.

The bank is started with an authorized capital of TK. 1000 million while its initial paid up Capital was TK. 225.00 million subscribed by the sponsors in the year 1999. The Capital and Reserve of the Bank as on 31st December 2011 stood at Tk. 16,109.56 million including paid up capital of Tk. 9223.56 million. The Bank also made provision an unclassified investment which is amounted to Tk. 99699.63 million.

2.2 Nature of Business

- The bank conducts all types of commercial banking operations.
- The core business of the bank comprises of trade finance, term finance, working capital finance and corporate finance.
- The Bank is also providing individual credit, facilities related to local and foreign remittances and several products related services.
- The outline of the Bank, which is considered to support the fixed income group in nurturing the standard of living is competitively priced and has been widely appreciated by the customers.

2.3 Profile of the Bank

Name of the Organization	Exim Bank Limited
Years of Establishment	3rd August, 1999
Head Office	SYMPHONY, Plot No.SE (F)-9, Road No-142 Gulshan Avenue, Dhaka-1212, Bangladesh
Nature of the Organization	Private Limited Company
Product and Services	Deposit Product, Investment products, Corporate and Institutional services and Foreign Exchange Operations
Number of Branches	62 (Including SME/Agriculture)
Number of Employees	1724 (Approx.)
Customer	Corporate and Individual Customers
Deposits	107881.21
Earnings per share	16.79

Table 1: Profile of the bank

2.4 Objectives of EXIM Bank Limited:

Based on their mission and vision, Exim Bank has come up with few objectives, which they believe will help them reach their desired destination. They are:

- **Gaining a larger market share:** Exim Bank currently has a quite low market share of less than 6%. They want to increase their market share in the coming years.

- **Strengthening brand image:** Exim wants to establish them as a bank providing excellent service in the minds of the customers. This will help them strengthen their brand image.

- **Provide technologically advanced services:** Exim wants to provide technologically advanced services for the convenience of their customers. They were the first bank in the country to introduce Money link ATM cards. Now they have introduced Phone-banking, Internet banking and sms/ online banking.

- **Making banking comfortable and convenient for customers:** Exim wants to retain their customers by making customers feel comfortable while they are at the banking premises. For this reason, they have arranged for adequate seating facilities. Now customers do not have to wait for long hours in queues, they can sit with their token until their token number appears on the screen and they are called to the counter.

- **Encourage and motivate customers so as to increase sales and profits:** Exim wants to retain their previous customers by keeping them motivated by providing them with gifts for extensive use of ATM cards and Credit Cards and by providing higher interest rates to customers who open their accounts with a higher initial balance. This will also help them to attract new customers.

- **Ensuring customer satisfaction:** Standard Chartered Bank has made use of different means of getting feedback from customers so as to understand their level of satisfaction, based on which they can take the necessary actions to ensure customer satisfaction.

2.5 Vision & Mission

2.5.1 Corporate Vision of Exim Bank

The gist of EXIM Bank Limited vision is “Together towards Tomorrow”. EXIM Bank Limited believes in togetherness with its customer, in its march on the road to growth and progress with services. To achieve the desired goal, there will be pursuit of excellence at all stages with a climate of continuous improvement, because, EXIM Bank Limited believes the line of excellence is never ending. Banks strategic plans and networking will strengthen its competitive edge over others in rapidly changing competitive environment. Its personalized quality service to the customers with the trend of improvement will be cornerstone to achieve our operational success.

2.5.2 Corporate Mission of Exim Bank

The Bank‘s mission gives emphasize to: -

- To provide quality financial services especially in Foreign Trade
- To continue a contemporary technology based professional banking environment
- To maintain corporate & business ethics and transparency at all levels
- Sound capital base
- To ensure sustainable growth and establish full value to the honorable stakeholder
- To fulfill its social commitments and
- Above all, to add positive contribution to the national economy.

2.6 Commitments

Carrying Ourselves at Work	In Serving the Bank	In Serving Customers
• Discipline	• Loyalty	• Customer-first
• Integrity	• Total commitment & dedication	• Quality-focus
• Sincerity	• Excellence through teamwork	• Credibility & secrecy
• Caring		
• Creativity		

Table 2: Commitments

2.7 Corporate Slogan of EXIM Bank-

“Together Towards Tomorrow”

2.8 Logo of Exim Bank

2.9 Organizational structure of EXIM Bank Limited:

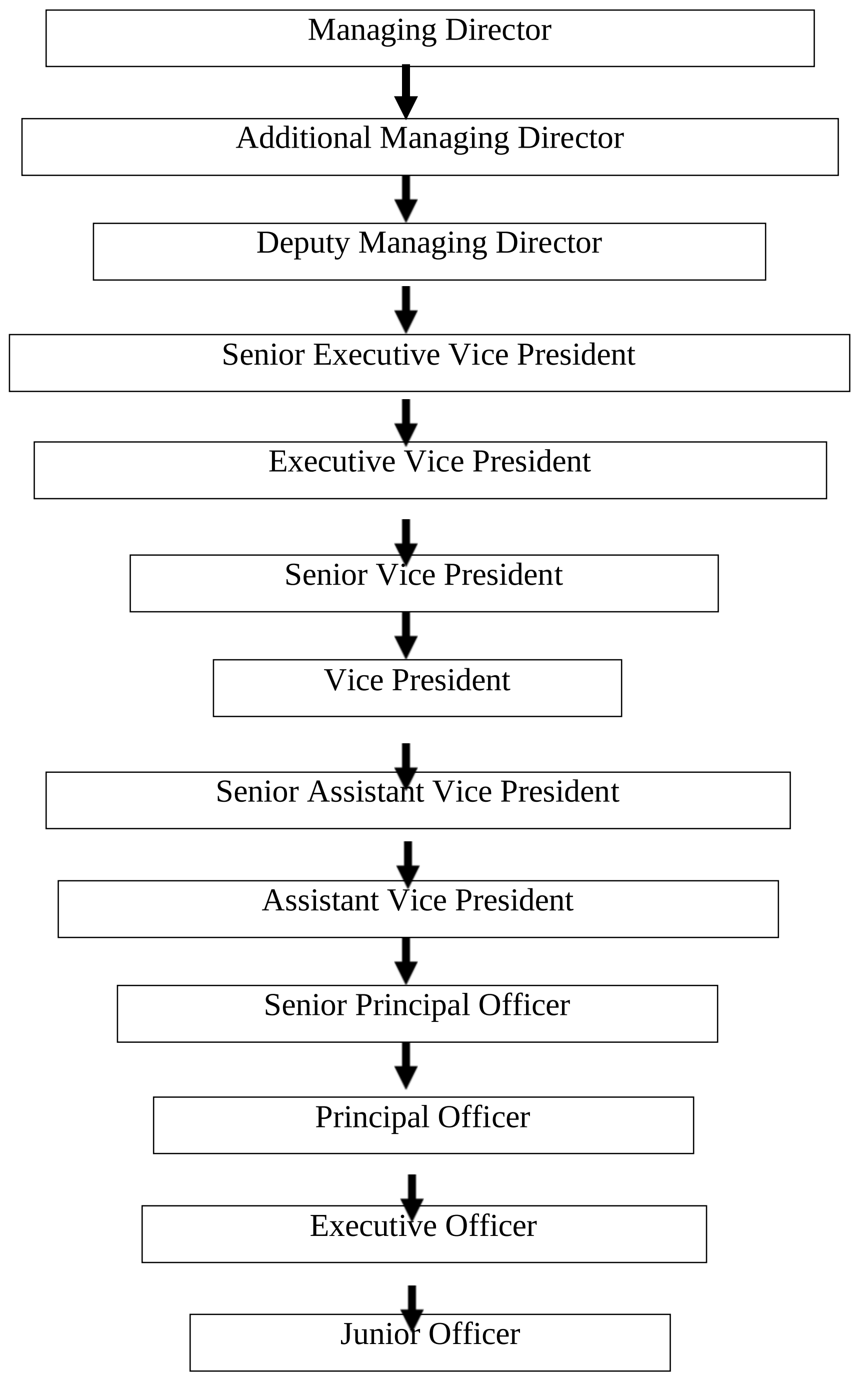


Figure 1: Organizational Structure

2.10 Product of EXIM Bank as the Islamic Bank:

The EXIM (Export Import Bank of Bangladesh Ltd.) offers their clients' general managing an account office, which guarantees the wellbeing of their cash and in addition the reasonable and brilliant return of their cash. Finishing are the manners in which Banks gathers their stores from the customers:

Investment/ Finance:

- Corporate Finance
- Industrial Finance
- Project Finance
- Syndicate Investment
- Mode of Investment
- Bai Murabaha
- Bai Muazzal
- Izar aBilBaia
- Wazira tBil Wakala
- Quard
- Local Documentary Bill Purchased
- Foreign Documentary Bill Purchased.

Foreign Exchange:

- Non Resident Foreign Currency Deposit account (NFCD)
- Foreign Currency Deposit Account

Deposit:

- Al-Wadia Current Deposit
- Mudaraba Savings Deposit
- Mudaraba Short Term Deposit
- Mudaraba Term Deposit
    - One Month
    - Three Months
    - Six Months
    - Twelve Months
    - Twenty Four Months

- Thirty Six Months
- Foreign Currency Deposit
- Mudaraba Savings Scheme
- Monthly Savings Scheme (Money Grower)
- Monthly Income Scheme (Steady Money)
- More than double the deposit in 6 years (Super Savings)
- More than triple the Deposit in 10 years (Multiples Savings)
- Mudaraba Hajj Deposit.

2.11 Performance over the years of EXIM Bank

Sl.	Particulars	2016	2017	2018	2019	2020
1	Authorized Capital	2000.00	2000.00	2000.00	2000.00	2000.00
2	Paid-up Capital	1283.86	1412.25	1412.25	1412.25	1412.25
3	Statutory Reserve Fund	686.99	784.64	888.55	972.09	1070.60
4	Deposits	22506.45	24854.04	28402.61	30078.66	35581.65
5	Investment (General)	19631.14	22215.53	25380.34	30503.61	34328.74
6	Investment (Shares & Securities Exclude. Subsidiaries)	1719.39	1606.33	2112.42	2353.14	4208.96
7	Foreign Exchange Business	30226.64	30546.57	33970.12	36653.34	37791.07
	a) Import Business	15270.33	15393.05	17904.03	18953.04	20080.15
	b) Export Business	14579.64	14750.87	15558.22	17173.13	17065.26
	c) Remittance	376.67	402.65	507.87	527.17	645.66
8	Operating Profit	634.86	590.33	585.65	686.39	691.99
9	Investment as % of total Deposit	87.22%	89.38%	89.36%	*93.78%	*89.55%

Table 3: Performance over the years of Exim Bank

2.12 Market:

Exim bank of Bangladesh limited, one of the leading private commercial banks. The bank has arrived at a strong financial and business position by expanding its market share compared to contemporaries and to some extent to the 2nd even 1st generation banks sector. In addition, the bank has also made a significant contribution to the national economy sector under the prudent leadership and steady support of the member of the Board of the Directors, who are leading business personalities and reputed industrialists of the country.

The progress of Exim Bank LTD is very rapid with the concern of profit making and growth of its operation within the country towards the country's economy.

2.13 Department where intern worked

In the time of internship period I was worked in all the section of Exim bank Ltd. From there I have collected information about Deposit Management of Exim Bank Ltd.

CHAPTER: THREE

3.0 Methodology

This report has been prepared on the basis of experience gathered during the period of internship. For preparing this report, I have also get information from annual report and website of the EXIM Bank Ltd. I have presented my experience and finding by using different charts and tables. Which are presented in the analysis part.

The details of the work plan are furnished below:

3.1 Data collection method

Relevant data for this report has been collected primarily by direct investigation of different records, papers. Documents operational process and different personnel. No structured questionnaire has been used. Information regarding office activities of the bank has been collected through.

3.1.1 Sources of Data

I collected both primary and secondary data for my internship report purpose.

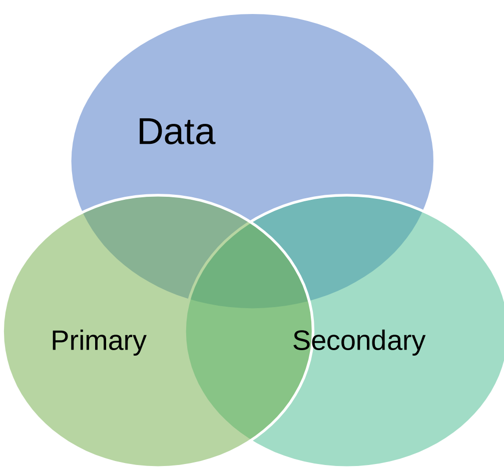


Figure 2: Sources of Data

These two sources are explained below:

Primary sources:

Practical Work: I have worked for the deposit desk, Credit department, and accounts department mostly when I was an intern at Exim Bank Limited. While working there I have tried to collect imperative and necessary data which I needed to accomplish this report.

Personal Observation: Observation means the process of recognizing, watching and noting people and objects rather than asking for information. The advantage of this kind of data collection is to remove the elements of bias and effect of reaction from research. I always tried to observe the officers, the staffs and the clients of this department and tried to gather as much relevant information as possible.

Secondary sources:

- Annual report of EXIM Bank Ltd.
- Different papers of EXIM Bank Ltd.
- Files and documents of the branch
- Unpublished data
- Different text books

3.2 Data/ information Processing Methods

For any type of report, methodology is very important. The optimum outcome of the standard report depends largely on the adopting of the proper methods related to the topics in the field of relevant investigation. To prepare this report, the methods practical involving working, observation method. The techniques of data collection followed in this report are practical working to the organization, interviewing, uses of documents. Data analysis has been done with Microsoft word, different tables, and figures.

CHAPTER: FOUR

4.0 Deposit operations of Exim Bank Limited.

4.1 What is Deposit?

Deposit refers to a transaction that involves a transfer of something to another party for safekeeping. In the world of finance, a deposit may refer to a sum of money kept or placed in a bank account, typically to gain interest. It also may refer to a portion of funds that is used as a collateral or security for the delivery of a good.

4.1.1 Deposit Section:

The function of the deposit section is very important. It is fully computerized. The Officer of the deposit section maintains account number of all the customers of the bank. They are used different code number for different account. By this section a depositor can know what is the present position of his/her account. The officer makes three types of transactions such as cash, clearing and transfer.

This section perform the following task:

- Post all kind of transaction.
- Provide on demand report.
- Cheque maintenance.
- Preparation of day transaction position.
- Preparation of closing monthly transaction

4.1.2 Account opening Procedures

Account opening procedures of Exim Bank limited

Step1: Bank provides account introductory form to the prospective client or applicant.

Step 2: Applicant fills up the form.

Step 3: Application acquiesces the form duly signed by an introducer and along with two passport size

Photos attested from the introducer.

Step 4: The authorized officer analyzes the form.

Step 5: If no mistakes are found, the officer will proceed with the account opening.

Step 6: He/ She will issue a deposit slip where a deposit must be made.

Step 7: Later on, he/she will issue the checkbook with the Signature card to verify the customer.

Step 8: Bank preserves the sample.

Step 9: Account is opened

4.1.3 Additional documents that required for opening accounts

The rules and regulations to open a new account may differ from person to person, depending the type of account customer wishes to obtain. First of all, differences of customers such as individual, joint, proprietorship, partnership, private limited company, public limited company, associations, club, societies, trusts, etc. can open their various types of accounts according to their requirements which are as follows:

Individual and Joint Account

- A Copy of passport/ national ID card/ driving license/ office id/ word commissioner certificate, any ID acceptable to the bank.
- Attested photocopy of passport with visa for foreign Currency Account.
- Joint account declaration form for the Joint account.
- TIN Certificate.

Proprietorship Account

- Declaration form of sole proprietorship from the bank must be filled up,
- TIN Certificate,
- Submission a copy of trade license.

Partnership Account

- A Copy of registered partnership deed,
- Submission of a copy of partnership deed,
- Association letter duly signed by all partners,
- Copy of trade license,
- Photocopy of company TIN,
- List of partners with full address and phone number

4.2 Different deposit Products of Exim Bank Limited

4.2.1 Deposit Products

1. Savings Account

- Mudaraba Saving Deposit

2. Current Deposits

- AL-Wadia Current Deposit

3. Term Deposits

- Mudaraba Term Deposits
- Mudaraba Education Deposit

4. Deposits Schemes

- Mudaraba Monthly Savings Deposit Scheme
- Mudaraba Super Saving Scheme
- Mudaraba Multiplus Saving Scheme
- Mudaraba Hajj Deposit Scheme
- Mudaraba Millionaire Deposit Scheme
- Mudaraba Kotipoti Saving Deposit Scheme
- Mudaraba Su-Grehini Monthly Savings Scheme
- Mudaraba Femina Monthly Savings Scheme
- Mudaraba Senior Monthly Savings Scheme

4.2.2 Saving Account: MSD (Mudaraba Saving Deposit)

Mudaraba savings account is open under the Mudaraba principle of Islami Shariah. Mudaraba savings accounts are mainly meant for Non-Trading customers who have some potential saving with small no. of transactions taking place. More than one person can open and operate a Mudaraba savings account. A guardian on behalf of a minor can open a Mudaraba savings account. The account provides expected half- yearly provisional profit.

Main Features

- Attractive provisional rate of profit
- Minimum initial deposit is Tk. 1000.00
- Half-yearly account statement
- Debit card facility with limited withdrawal
- Free ATM cash withdrawal from all ATM of EXIM Bank
- SMS banking for statement
- Salary crediting facility
- Cheque book facility
- Fund transfer facility
- Profit will be calculated on monthly basis

Required Documents

- Completed account opening from duly signed by account holder
- Two copies passport size photographs of every operators duly attested by introducer
- Photographs of National ID card/Passport/Chairman certificates
- Introducer signature
- Passport size photographs and signature of nominee

4.2.3 Current Deposit: Al-Wadia Current Deposit

Al-Wadia current account follows the Principle of Islamic Shariah wherein the bank is deemed as a keeper and trustee of funds as Al-Amana. This deposit that operates by taking permission from depositors would be taken to use their fund according to Shariah Principle and depositors would not receive any kind of profit. As such the bank is under obligation to return the entire money on demand by the customer.

Main Features

- Halal way or without interest transaction
- Unlimited deposit or withdrawal
- No profit will be given
- Cheque book facilities
- ATM Card
- Free online transaction
- No overdraft will be allowed in the account

Required Documents

- Account opening duly filled up and signed by account holder
- Two copies passport size photographs of every operators duly attested by introducer
- Photographs of National ID Card/Passport/Chairmen Certificates
- Introducer signature

4.2.4 Deposit Rates

Deposit Name	Provisional Profit Rate
Al-Wadia Current Deposit	0%
Mudaraba Savings Deposit (MSD)	**2.00%** (Below BDT 1 Lac)
	2.50% (BDT 1 Lac and above but below BDT 2 Lac) *
	3.00% (BDT 2 Lac and above) *
Mudaraba Special Notice Deposit (MSND)	**2.00%** (Below BDT 10 Crore)
	3.00% (BDT 10 Crore and above but below BDT 50 Crore) *
	4.00% (BDT 50 Crore and above) *

Table 4: Deposit Rates

4.2.5 Term Deposit: MTDR (Mudaraba Term deposit Receipt)

Mudaraba Term Deposit Receipt (MTDR) account is opened under the Mudaraba (Profit Sharing) principal of Islami Shariah. It is issued by exim bank branches against deposit of certain amount of money by customer, person, and organization. These deposits are repayable subject to period of notice. The minimum amount of MTDR, rate, renewal procedure and premature encashment rules determined and circulate the Head Office from time to time. These deposits are repayable subject to a period of notice and hence known as time deposit or time liabilities meaning thereby that these are withdraw able subject to a period of notice and not on demand.

Main Features

- Any adult person (individually or jointly) having sound mind can open MTDR Account
- Minimum depositing amount Tk. 10000.00 and above but multiple of 100.00
- One or more account can be opened in the same name at the same branch of the bank
- Profit will be calculated on daily basis on provisional rate of profit
- Investment against lien of such receipt may be allowed up to 90% of deposited amount.

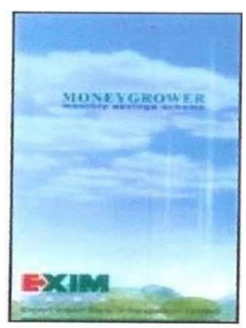
Mudaraba Term Deposit Receipt

Mudaraba Term Deposit Receipt	Provisional Profit Rate
Mudaraba Term Deposit – 1 (One) Month	**3.00%** (Below BDT 5 Crore)
	3.50% (BDT 5 Crore and above but below BDT 10 Crore) *
	4.00% (BDT 10 Crore and above) *
Mudaraba Term Deposit – 3 Months	**5.50%**
Mudaraba Term Deposit – 6 (Six) Months	**5.75%**
Mudaraba Term Deposit – 1 (One) Year	**6.00%**
Mudaraba Term Deposit – 2 (Two) Years	**6.00%**
Mudaraba Term Deposit – 3 (Three) Years & Above.	**6.00%**

Table 5: Mudaraba Term Deposit Receipt

4.2.6 Deposit Scheme

4.2.7 Mudaraba Monthly Saving Scheme:



Mudaraba Monthly Savings Scheme helps to the secure with ease. It provides small savings of today that will comfort tomorrow to their clients. The savings amount is to be deposited within the 10th of every month and this deposit may also be made in advance. The savings period is for 5, 8, 10 or 12 years.

4.2.8 Mudaraba Super Saving Scheme:

Mudaraba Super Saving Scheme helps to build up capital and it is the prime source of business investment in a country. To create more awareness and motivate people to save, EXIM Bank offers Super Saving Scheme. Any customer can open more than one account in a branch in his/her name or in joint names. The deposit can be made in multiples of Tk. 5,000.00. The deposit will approximately be double in 5 years 6 months.

Mudaraba Deposit Scheme

Scheme Name	Provisional Profit Rate	Rmarks
Mudaraba Monthly Benefit Scheme		One can deposit Tk. 25,000.00 or its multiple amount
EXIM Senior (01) One Year	6.50%	
EXIM Femina (01) One Year	6.50%	
EXIM Su- Grihini (01) One Year	6.50%	
EXIM Probashi (01) One Year	6.50%	
Mudaraba Monthly Income Scheme		One can deposit Tk. 25,000.00 or its multiple amount
01 (One) Year	6.00%	
03 (Three) Year	6.25%	
05 (Five) Year	6.50%	

Table 6: Mudaraba Deposit Scheme

4.2.9 Mudaraba Multiplus Savings Scheme:

Mudaraba Multiplus Saving Scheme helps to gather public's idle money in exchange of high return with the shortest possible time. Any customer can open more than one account in a branch in his/her name or in joint names. The deposit can be made in multiples of Tk. 5,000.00. The period of deposit is 10 years.

4.2.10 Mudaraba Hajj Deposit Scheme:

Mudaraba Hajj Deposit Scheme offer to the customer to fulfill the desire of religious minded people. An adult person having sound mind can open this account only. The tenure of Mudaraba Hajj Deposit Scheme will be 5, 8, 10, 15 and 20 years.

4.2.11 Mudaraba Millionaire Deposit Scheme & Mudaraba Kotipoti Saving Scheme

Objectives:

- A scheduled savings Scheme that helps the clients of all contests & societies maximization their wealth by providing the remarkable return of their reserves.
- It is a savings scheme which supports the customers of all level in creating the positive contribution to their family by providing a fund in family's financial crises.

Requirements

- Two copies of current passport size photographs of the account holder.
- Copy of Passport/National ID Card/ Ward Commissioner's Certificate of the account holder acceptable to the bank
- One recopy recent passport size photograph of nominee attested by the account holder.

Mudaraba Millionaire Deposit Scheme

Tenure / Period	Weightage	Profit Rates	Monthly Installment	Expected Amount
03 Years	1.30	6.20 %	25,217.00	10,00,000.00
05 Years	1.31	6.25 %	14,169.00	10,00,000.00
08 Years	1.32	6.30 %	7,998.00	10,00,000.00
10 Years	1.33	6.35 %	5,957.00	10,00,000.00
12 Years	1.34	6.40 %	4,610.00	10,00,000.00
15 Years	1.35	6.45 %	3,292.00	10,00,000.00

Table 7: Mudaraba Millionaire Deposit Scheme

Mudaraba Kotipoti Deposit Scheme

Tenure / Period	Weightage	Profit Rates	Monthly Installment	Expected Amount
03 Years	1.30	6.20 %	2,52,158.00	1,00,00,000.00
05 Years	1.31	6.25 %	1,41,673.00	1,00,00,000.00
08 Years	1.32	6.30 %	79,962.00	1,00,00,000.00
10 Years	1.33	6.35 %	59,556.00	1,00,00,000.00
12 Years	1.34	6.40 %	46,090.00	1,00,00,000.00
15 Years	1.35	6.45 %	32,911.00	1,00,00,000.00
18 Years	1.36	6.48 %	24,411.00	1,00,00,000.00
20 Years	1.37	6.50 %	20,282.00	1,00,00,000.00

Table 8: Mudaraba Kotipoti Deposit Scheme

Features and Benefits of both MMDS & MKSS

- Deposit on scheduled payment basis,
- Attractive rate of turnover,
- Allowed to open several MMDS Account with different amount in any branch of the Bank,
- Monthly installment can be placed through a standing debit instruction from the designated Mudaraba CD/SB Account,
- The reserves period is for 3,5,8,10 & 12 years,
- Bank has the right to modify the weight of deposit and proportion of circulation of Investment income.

4.2.12 Mudaraba Su-Grehini Monthly Savings Scheme & Mudaraba Femina Monthly Savings Scheme

Mudaraba Su-Grehini Monthly Savings Scheme	Mudaraba Femina Monthly Savings Scheme
A scheduled advantage scheme that help the housewives of all contests & societies maximization their affluence by providing Extraordinary return of their savings.	A proposed advantage scheme that helps the female employees in making affirmative contribution to their family the by providing Fund in family's economic crises.

Requirements of both MSGMSS & MFMSS:

- Single copy passport size snap of candidate attested by the account holder
- Two copies of current passport size snaps of account holder
- Under the scheme cheque book will not be issued
- Bank has the right any alteration/ modifies the weightage, profit circulation principles or other rules of the scheme at any time as per Bank's standard & policy.
- Any change of the information furnished by the customer herewith must be notified to the bank immediately

Mudaraba Femina Monthly Savings Scheme

Weightage	Rate of Profit	Year	Different slabs and estimated payable after maturity (may be more or less)						
			200/-	500/-	1,000/-	2,000/-	5,000/-	10,000/-	20,000/-
1.32	6.25 %	03 Years	7938/-	19845/-	39689/-	79378/-	198446/-	396892/-	793784/-
1.34	6.30 %	05 Years	14136/-	35340/-	70680/-	141359/-	353399/-	706797/-	1413595/-
1.30	6.37 %	08 Years	25089/-	62722/-	125444/-	250888/-	627221/-	1254441/-	2508883/-
1.30	6.42 %	10 Years	33713/-	84283/-	168566/-	337132/-	842830/-	1685659/-	3371318/-
1.29	6.47 %	12 Years	43601/-	109002/-	218005/-	436009/-	1090023/-	2180046/-	4360092/-

Table 9: Mudaraba Femina Monthly Savings Scheme

Mudaraba Su-Grehini Monthly Savings Scheme

Weightage	Rate of Profit	Year	Different slabs and estimated payable after maturity (may be more or less)						
			200/-	500/-	1,000/-	2,000/-	5,000/-	10,000/-	20,000/-
1.31	6.25 %	03 Years	7938/-	19845/-	39689/-	79378/-	198446/-	396892/-	793784/-
1.33	6.30 %	05 Years	14136/-	35340/-	70680/-	141359/-	353399/-	706797/-	1413595/-
1.29	6.37 %	08 Years	25089/-	62722/-	125444/-	250888/-	627221/-	1254441/-	2508883/-
1.29	6.42 %	10 Years	33713/-	84283/-	168566/-	337132/-	842830/-	1685659/-	3371318/-
1.28	6.47 %	12 Years	43601/-	109002/-	218005/-	436009/-	1090023/-	2180046/-	4360092/-

Table 10: Mudaraba Su-Grehini Monthly Savings Scheme

4.2.13 Mudaraba Senior Monthly Savings Scheme

A monthly savings Scheme. To inspire the Senior Citizens of the society towards savings of their idle money in the profitable deposit scheme.

Mudaraba Senior Monthly Savings Scheme

Year	Provisional Rate of Profit	Different slabs and estimated payable after maturity (may be more or less)						
		200/-	500/-	1,000/-	2,000/-	5,000/-	10,000/-	20,000/-
01 (one) Year	6.40 %	2485/-	6212/-	12424/-	24848/-	62121/-	124242/-	248485/-
02 (Two) Years	6.50 %	5139/-	12847/-	25695/-	51389/-	128473/-	256945/-	513891/-

Table 11: Mudaraba Senior Monthly Savings Scheme

4.3 The performance of deposit Mobilization of Exim Bank Limited.

Deposit mobilization is one of the main functions of banking business and so an important source of working fund for the bank. Deposit mobilization is the collection of cash or funds by a financial institution from the public through its current, savings, fixed, recurring accounts and other banks specialized schemes.

The deposit is called the blood of a bank. Exim Bank conducts various types of meetings and seminars to mobilize deposit, and branch wise deposit target is given. They further develop their deposit productivity and provide a variety of facilities to the customer.

4.3.1 Annual Performance of Deposits

Amount in BDT

Deposit & Other Acccounts	2016	2017	2018	2019	2020
MSD	22,921,264,217	24,927,976,424	28,988,026,824	30,553,035,817	33,037,692,322
MTDR	37,904,753,384	53,222,103,744	85,445,903,244	105,758,602,530	130,654,756,285
Deposits	140,369.66	5,733.25	200,294.38	225,064.54	248,540.44

Source: Annual report

4.3.2 Deposits and other Accounts

Amount in BDT

Particulars	2016	2017	2018	2019	2020
Current deposit and other accounts	20,728,154,666	21,659,650,401	23,883,154,407	25,003,225,512	26,804,331,592
Bills payable	2,501,292,434	5,611,244,593	3,563,740,137	3,557,774,516	3,337,258,268
Savings bank deposits	32,942,064,340	39,622,907,587	44,672,378,291	47,036,369,863	51,550,288,418
Fixed deposits	110,601,621,855	104,278,221,622	123,752,106,294	140,200,871,603	140,421,645,700
Term deposit	55,339,771,953	70,157,852,659	76,899,936,286	99,406,688,191	144,183,914,985

Table 12: Deposits and other accounts

This table shows deposit and other accounts performance from 2016 to 2020, Current deposit and other accounts, Bills payable, Savings bank deposits, fixed deposits, Term deposit.

CHAPTER: FIVE

5.1 Findings

EXIM Bank is Shariah based Islamic bank. As the objective of my report is to make a comment on the Deposit Management of Exim Bank Ltd, I tried my best to collect data for the report and find out the reality. Based on the data generated during my internship period I have summed up my findings here,

- Shariah banking is the indistinct phenomenon in our country. So most of their people have not proper knowledge about the activities of the Shariah Bank as well as its investment policies. Which hamper the large scope of the investment of EXIM Bank.
- Space shortage is another major problem in General Banking Department.
- Exim Bank Ltd. provides wide ranging facilities to its employees to develop their skills and knowledge about the entire banking management. However, with the existing workforce shortage, an employee is sent to training without any replacement. This increases the work pressures for other employees and lads to customer disappointment due to delay of work.
- Sometimes due to poor internet server, employees cannot tell the customers their required amount of balance in their account. This also leads to customer dissatisfaction. There is lack of promotional strategies undertaken by exim bank ltd. This causes substantial unfamiliarity of the bank among the rural people. It may hinder its long-term strategies in terms of reaching large number of customers.
- The loans and deposits of this bank are rising at an impressive rate.
- This bank invests deposited funds maximum in the long-term maturity bucket

rather than short term maturity bucket.

- ❖ The employees of the bank are young, energetic, co-operative and friendly. Their dealings with the clients are co-operative and friendly which create positive perception about the bank in the clients' mind.
- ❖ The clients are bound to submit a lot of documents to the bank to avail Consumer Credit. The Bank is overloading the clients by charging so much documents and papers which seems to the clients being harassed by the relevant officer.

5.2 Conclusion

EXIM Bank Limited is one of the leading banks in Bangladesh, which works for customer satisfaction through quality services. EXIM Bank Limited remits a huge amount of money outside of Bangladesh. For this remitted amount they do not claim any service charge and try to provide this service within a very short time, where the international banks claim a higher charge for their services. It can be seen that EXIM Bank Limited is not much different from other commercial banks in Bangladesh. Most of the time it follows the same practice and procedure is followed by its competitors. But within a very short time the satisfaction level of the customers are much higher than any other local commercial banks in Bangladesh.

The banking service of the EXIM Bank Limited is getting modernized day – by – day. The customers are choosing EXIM Bank Limited as best services among other commercial banks. Day by day EXIM Bank Limited increases their banking systems. They try to give the best service to their customer. EXIM Bank ltd. increase its customer service and the image has put excellent effect on consumer minds its customers are growing rapidly. There was a time when people of Bangladesh didn‘t trust the private banks but the sincere and excellent service of EXIM Bank Ltd. made difference. Though I am facing some problems and limitations, but I enjoyed my work. And worked in EXIM Bank Limited is gaining theoretical knowledge as well as practical knowledge. This is not possible in the classroom study. To prepare my internship report, I think I can gather more information and get better experience in work in General banking, deposit management department. I think it is one of the best private banks. Presently EXIM Bank ltd. is being treated as one of the potential banks in other private banks in Bangladesh. EXIM Bank Ltd. is very concern about the customer care. Transaction is doing very smoothly, and interest rate is also good. Finally, I can say EXIM Bank Limited operates very well day by day.

5.3 Recommendations

- The bank should arrange more training programs for their officials. Quality training will help the officials to enrich them with more recent knowledge of banking activities. To analyze & build-up consciousness of competitors strategies.
- The bank has to improve their deposit policy. The deposit of the bank should be more diversified.
- Proper future forecasting is much more needed in case of credit or investment opportunities.
- Large investment risk must be minimized and should be emphasis to its SME and consumer credit scheme so that recovery rate may increase and risk may decrease.
- Extend the business to existing clients through more product range and penetrate new markets through expansion of network in rural areas.
- Ensure the use of latest technology in banking operation to meet up the customers demand.
- Bank should use more than automated and electronic modern equipment's like ATM, debit card, credit card, and smart card extensively.
- For selling their products this branch need strong marketing to sell their products.

CHAPTER: SIX

6.1 Internship Experience

6.1.1 Work, Workflow and People Met

My internship at Exim Bank limited started on 10 January 2021. During these months I was assigned at the Uttara Branch. I have enjoyed, but more importantly I finally understood working by actually being there. This practical orientating is necessary for the development and preparation of person the competitive job market. The thing that I have learned at Exim Bank are:

Meaning of responsibility

Necessity of commitment

Punctuality and regularity is very important

Ability to interact with different sorts of people

How to give better customer service, official dress up and so on

6.1.2 Significant Pleasant/Unpleasant

In the day of my internship was really amazing. At first I met the manager and he introduced me with the other employees of this Exim Bank limited Uttara branch. He also asked me about myself and he also offers me some snacks. Then the manager selected supervisor for me in this bank. In the office I was working silently.

6.1.3 Linkage between Works, Internship Topic

This is a coincident that there were so many linkages between work: and internship topic, sometimes I was surprise that the work which I had done was so easy to do but when I write report that time l feels that how I can describe that to my report. Overall the linkage with the work and internship topics helps me a lot. All the ideas and theory come from that linkage also this report have a good combination of work experience.

Working with Exim Bank Limited, my experience has been extremely position. Everyone has been so helpful and positive. They help me a lot.

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- ❖ Several Booklets from EXIM Bank Ltd.

Website:

http://www.eximbankbd.com

http://www.bbs.gov.bd/

http://www.bangladesh-bank.org/