

**FOREIGN EXCHANGE OPERATIONS OF EXIM BANK  
BANGLADESH LIMITED: A STUDY ON PANTHAPATH  
BRANCH, DHAKA-1205**

**MD. MAHEDI HASAN**



**MASTER OF BUSINESS ADMINISTRATION IN AGRIBUSINESS  
FACULTY OF AGRIBUSINESS MANAGEMENT  
SHER-E-BANGLA AGRICULTURAL UNIVERSITY  
DHAKA-1207**

**JUNE, 2016**

**FOREIGN EXCHANGE OPERATIONS OF EXIM BANK  
BANGLADESH LIMITED: A STUDY ON PANTHAPATH  
BRANCH, DHAKA-1205**

By

**MD. MAHEDI HASAN**

**REGISTRATION NO: 10-03850**

*An Internship Report  
Submitted to the Faculty of Agribusiness Management,  
Sher-e-Bangla Agricultural University, Dhaka,  
in partial fulfillment of the requirements  
for the degree of*

**MBA IN AGRIBUSINESS**

SEMESTER: JANUARY-JUNE, 2016

APPROVED BY

---

**(Professor Dr. Mohammad  
Mizanul Haque Kazal)**

**Supervisor**

Dept. of Development & Poverty Studies  
Faculty of Agribusiness Management  
Sher-e-Bangla Agricultural University  
Dhaka-1207

---

**(Professor Dr. Mohammad Mizanul Haque  
Kazal)**

**Chairman**

Examination Committee  
Sher-e-Bangla Agricultural University  
Dhaka-1207

## **LETTER OF TRANSMITTAL**

18<sup>th</sup> May, 2017

Dr. Mohammad Mizanul Haque Kazal  
Professor & Chairman  
Department of Development & Poverty Studies  
Faculty of Agribusiness Management  
Sher-e-Bangla Agricultural University, Dhaka-1207.

**Subject:** Submission of Internship Report.

Dear Sir,

Here I present my Internship report entitled “**Foreign Exchange Operations of EXIM Bank Bangladesh Limited**” with due gratitude and appreciation. As per partial fulfillment of the requirements for the MBA Degree. I have completed the internship from **EXIM Bank Bangladesh Limited, Panthapath Branch, Dhaka-1205**. The internship program has given me the opportunity to learn about different aspects of this well reputed organization. Before facing the corporate world, I have gathered general idea about the organizational culture and activities.

I therefore, pray and hope that you would be kind enough to accept this report as partial fulfillment of the requirements of my post-graduation.

Sincerely yours,

---

**MD. MAHEDI HASAN**

Reg. No. 10-03850

MBA in Agribusiness

Faculty of Agribusiness Management

Sher-e-Bangla Agricultural University, Dhaka-1207



Department of Development & Poverty Studies  
**FACULTY OF AGRIBUSINESS MANAGEMENT**  
**Sher-e-Bangla Agricultural University**  
**Sher-e-Bangla Nagar, Dhaka-1207**

**SUPERVISOR'S CERTIFICATE**

This is to certify that the internship report entitled "**Foreign Exchange Operations of EXIM Bank Bangladesh Limited: A Study on Panthapath Branch, Dhaka-1205.**" submitted to the Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University, Dhaka, in partial fulfillment of the requirements for the degree of **MASTER OF BUSINESS ADMINISTRATION (MBA) IN AGRIBUSINESS**, embodies the results of a piece of bona-fide internship carried out by **MD. MAHEDI HASAN**, Registration No. **10-03850** under my supervision and guidance. No part of this report has been submitted for any other degree.

I further certify that such help or sources of information has been availed of during the course of this investigation has duly been acknowledged.

Dated: 18.05.2017  
Dhaka, Bangladesh

**(Professor Dr. Mohammad Mizanul Haque Kazal)**  
**Supervisor**  
Dept. of Development & Poverty Studies  
Faculty of Agribusiness Management  
Sher-e-Bangla Agricultural University  
Dhaka-1207

## **DECLARATION**

I hereby declare that the internship report entitled “**Foreign Exchange Operations of EXIM Bank Bangladesh Limited: A Study on Panthapath Branch, Dhaka-1205**” has been prepared by me under the supervision of **Professor Dr. Mohammad Mizanul Haque Kazal**, Professor & Chairman, Department of Development & Poverty Studies, Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University, Dhaka-1207

I also declare that the matter embodied in this report is original and neither this report nor any part of this report has been submitted elsewhere for the award of any other degree or any other purpose.

.....  
**Md. Mahedi Hasan**

Reg. No: 10-03850  
MBA (Agribusiness)  
Faculty of Agribusiness Management,  
Sher-e-Bangla Agricultural University, Dhaka-1207



**DEDICATED TO**

Who inspired and co-operated me to complete this report & also who didn't help me because their denied mode helped me to learn something new.

## ***ACKNOWLEDGEMENT***

*At the beginning, I would like to express my sincere gratitude to Almighty Allah, the most merciful and beneficial for empowering me to prepare the report within the scheduled time.*

*I also want to thank especially to my internship supervisor **Dr. Mohammad Mizanul Haque Kazal**, Chairman & Professor, Department of Development & Poverty Studies, Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University for his inspiring guidelines, valuable suggestion, constructive criticism and constant help throughout the work and in preparation of this report.*

*My gratitude goes completely to **Mr. Md. Mosharraf Hossain Mozumder**, Senior Executive Vice President & In charge of Human Resources Division and **Mr. Monirul Islam Golder**, Senior Assistant Vice President & Relationship Manager of Panthapath Branch for giving me the opportunity to do my internship in EXIM Bank Bangladesh Limited. I am sure that their dynamic managerial and supervisory activities will give inspiration to anybody to build his/her career in EXIM Bank Bangladesh Limited.*

*I also express my warm gratitude and cordial thanks to the management and all officials of EXIM Bank Limited, Panthapath Branch who have given me the opportunity to work with them and helped a lot by providing the information and enabling me to prepare this report. I have received their generous help and support.*

*Finally, I would like to take the opportunity to express my wholehearted gratitude to my parents, my beloved elder brother Md. Siddiquir Rahman Rony, fellow friends, near and dear ones who offered encouragement, information, inspiration and assistance during the course of constructing this report.*

***The Author***

## **EXECUTIVE SUMMARY**

This report is prepared on the basis of my four-months practical experience at EXIM Bank Bangladesh Limited, Panthapath Branch, Dhaka-1205. This internship program helps me to learn more about the practical situation of a financial institution. Banking system of Bangladesh has gone through three phases of development- Nationalization, Privatization, and Lastly Financial Sector Reform. Export Import Bank of Bangladesh Limited has started its journey as a private commercial bank on August 3, 1999. The whole working process of EXIM Bank Limited, Panthapath Branch is divided into 3 sections- (1) General Banking Section, (2) Credit Section, and (3) Foreign Exchange Section. This report has been prepared based on my practical observation and experience gathered from the branch and the focus is given mainly on the foreign exchange Section.

The whole report is divided into seven parts- Introduction, Literature Review, Organizational Overview, Methodology, Foreign Exchange Operations, Analysis & Findings and Recommendations & conclusion part. The first chapter is the introductory chapter of this report. It contains introduction, origin of the report, objective of the report, methodology of the report, scope of the report and limitations of the study. In the second chapter I try to review some literature to know about the previous work about this topic and find out the lacings of that works. In methodology chapter I mention the study design, sources of data, data collection method & questionnaire design. The organizational part contains historical background of EXIM Bank Ltd, corporate information, vision & mission of EXIM Bank Ltd. and organogram of EXIM Bank Ltd. The foreign exchange part includes foreign exchange related activities. The analysis and findings part include financial performance analysis, SWOT analysis of the bank and customer satisfaction on foreign exchange service. Last chapter includes recommendations and conclusion.

As a part of my internship I got a chance to work at this bank for a period of four months. During this period, I have learned about this organization and its working environment, which inspired me to work on the topic.



## LIST OF CONTENTS

CHAPTER	CONTENTS	PAGE NO
	Acknowledgement	I
	Executive Summary	II
	List of Contents	III-V
	List of Tables	VI
	List of Figures	VII
	List of Acronyms	VIII
<b>CHAPTER I</b>	<b>INTRODUCTION</b>	<b>1-2</b>
<b>1.1</b>	Introduction	01
<b>1.2</b>	Origin of the study	01
<b>1.3</b>	Objective of the study	02
<b>1.4</b>	Scope of the study	02
<b>1.5</b>	Limitation of the study	02
<b>CHAPTER II</b>	<b>LITERATURE REVIEW</b>	<b>3-4</b>
<b>2.1</b>	Review of Literature	3-4
<b>CHAPTER III</b>	<b>AN OVER VIEW OF THE ORGANIZATION</b>	<b>5-9</b>
<b>3.1</b>	Historical Background of EXIM Bank	05
<b>3.2</b>	Vision of EXIM Bank	05
<b>3.3</b>	Mission of EXIM Bank	06
<b>3.4</b>	Corporate Information	07
<b>3.5</b>	Hierarchy of Management of EXIM Bank	08
<b>3.6</b>	Organizational Structure of Panthapath Branch	09
<b>CHAPTER IV</b>	<b>METHODOLOGY</b>	<b>10-11</b>
<b>4.1</b>	Study Design	10
<b>4.2</b>	Area of the Study	10
<b>4.3</b>	Sources of Data/ Information	10
<b>4.3.1</b>	Primary sources of data	10
<b>4.3.2</b>	Secondary sources of data	10
<b>4.4</b>	Research Design, Sampling Technique, Data Collection and Analysis	11
<b>4.4.1</b>	Research Design	11

<b>LIST OF CONTENTS (CONT'D)</b>		
<b>CHAPTER</b>	<b>CONTENTS</b>	<b>PAGE</b>
<b>4.4.2</b>	Sampling Technique	11
<b>4.4.3</b>	Methods of Data Collection	11
<b>4.4.4</b>	Analytical Tools & Technique	11
<b>CHAPTER V</b>	<b>FOREIGN EXCHANGE OPERATIONS OF EXIM BANK LIMITED</b>	<b>12-27</b>
<b>5.1</b>	Introduction	12
<b>5.2</b>	Definition of Foreign Exchange	12
<b>5.3</b>	Foreign Exchange Transaction	12
<b>A.1</b>	Letter of Credit	13
<b>A.2</b>	Types of L/C	13
<b>A.3</b>	Parties to the L/C	14
<b>A.4</b>	Steps of L/C Operation	15
<b>A.5</b>	Import Procedure of EXIM Bank Ltd.	15
<b>A.6</b>	Procedure for Obtaining IRC	16
<b>A.7</b>	The L/C Application Form	16
<b>A.8</b>	The Letter of Credit Authorization Form	16
<b>A.9</b>	The IMP Form	16
<b>A.10</b>	Scrutinizing of L/C Application	17
<b>A.11</b>	Amendment of Letter of Credit	17
<b>A.12</b>	Presentation of the Documents	17
<b>A.13</b>	Pre-Import Financing	17
<b>A.14</b>	Post-import Financing	18
<b>B.1</b>	Export Procedure of EXIM Bank Ltd.	19
<b>B.2</b>	Registration from Chief Controller of Import & Export (CCI & E)	19
<b>B.3</b>	Registration of Exporters	20
<b>B.4</b>	Obtaining EXP	20
<b>B.5</b>	Signing the Contract	20
<b>B.6</b>	Procuring the Materials	20
<b>B.7</b>	Forwarding Foreign Bills of Collection	21
<b>B.8</b>	Modes of Payment for Export Bills Under L/C	21-22
<b>C.1</b>	Remittance Section	23
<b>C.2</b>	Function of the Remittance Section	23

<b>LIST OF CONTENTS (CONT'D)</b>		
<b>CHAPTER</b>	<b>CONTENTS</b>	<b>PAGE</b>
<b>C.3</b>	Remittance Process Involves the Following Four Modes	23
<b>C.4</b>	Foreign Remittance Section	24
<b>C.5</b>	The Requirements	24
<b>C.6</b>	Foreign Currency (FC) Account	24
<b>C.7</b>	Flow of Remittance	25-27
<b>CHAPTER VI</b>	<b>ANALYSIS &amp; FINDINGS</b>	<b>28-44</b>
<b>6.1</b>	Performance Analysis of EXIM Bank Ltd.	28
<b>6.1.1</b>	Authorized and Paid-up Capital	28
<b>6.1.2</b>	Total Income from Foreign Exchange Department	29
<b>6.1.3</b>	Reserve Fund and Other Reserve	30
<b>6.1.4</b>	Investment Position of EXIM Bank Ltd.	31
<b>6.1.5</b>	Profit & Loss of EXIM Bank Ltd.	32
<b>6.1.6</b>	Five Years Financial Performance at a Glance	33
<b>6.2</b>	SWOT Analysis	34-35
<b>6.3</b>	Customer Satisfaction Analysis About the Foreign Exchange Services of EXIM Bank Ltd.	36-43
<b>6.4</b>	Findings	43-44
<b>CHAPTER VII</b>	<b>RECOMMENDATIONS &amp; CONCLUSION</b>	<b>45-46</b>
<b>7.1</b>	Recommendations	45
<b>7.2</b>	Conclusion	46
	<b>REFERENCES</b>	<b>47-48</b>
	<b>APPENDIX</b>	<b>49-50</b>

## LIST OF TABLES

TABLE NO	TITLE	PAGE NO
5.1	Statement of Import Financing of EXIM Bank	18
5.2	Statement of Export Financing of EXIM Bank	22
5.3	Statement of Remittance Financing Of EXIM Bank Ltd	24
6.1	Authorized and Paid-up Capital	28
6.2	Statement of Total Income from Foreign Exchange Department	29
6.3	Reserve Fund of EXIM Bank Ltd	30
6.4	Investment Position of the bank	31
6.5	Net Profit & Loss of EXIM Bank Ltd	32
6.6	Five Years Financial Performance at a glance	33
6.7	Rank Order	36

## LIST OF FIGURES

FIGURE NO	TITLE	PAGE NO
5.1	Import Financing	19
5.2	Export Financing	22
5.3	Remittance Financing	25
5.4	Flow of Remittance	25
5.5	Formal Channel of Remittance	27
5.6	Informal Channel of Remittance	27
6.1	Authorized and Paid-up Capital	28
6.2	Total Foreign Exchange Income	29
6.3	Statutory Reserve	30
6.4	Investment Position	31
6.5	Profit & Loss	32
6.6	Providing Desired Service	37
6.7	Employee's Friendliness	37
6.8	Service Charges	38
6.9	Easiness of L/C Opening Process	39
6.10	Foreign Party Payment	39
6.11	Pre & Post-Shipment Financing	40
6.12	Proper Security of Documents	41
6.13	Quickness of Remittance Service	41
6.14	Hassle Free Remittance Service	42
6.15	Providing One Stop Service	43

## ACRONYMS

<b>A/C</b>	Account
<b>AD</b>	Authorized Dealer
<b>B/L</b>	Bill of Loading
<b>BB</b>	Bangladesh Bank
<b>BOE</b>	Bill of exchange
<b>CCI &amp; E</b>	Chief Controller of Import & Export
<b>CFR</b>	Cost & Freight
<b>CIB</b>	Credit Information Bureau
<b>CIF</b>	Cost Insurance & Freight
<b>DD</b>	Demand Draft
<b>DP Note</b>	Demand Promissory Note
<b>EPB</b>	Export Promotion Bureau
<b>EXP</b>	Export Form
<b>FC</b>	Foreign Currency
<b>FDD</b>	Foreign Demand Draft
<b>FOB</b>	Free On Board
<b>HS Code</b>	Harmonized system of coding
<b>IBC</b>	Inward Bills for Collection
<b>IBDA</b>	Inter Branch Debit Advice
<b>IMP</b>	Import Form
<b>IRC</b>	Import Registration Certificate
<b>L/C</b>	Letter of Credit
<b>LCAF</b>	Letter of Credit Authorization Form
<b>OBC</b>	Outward Bills for Collection
<b>PO</b>	Payment Order
<b>PSI</b>	Pre Shipment Inspection
<b>SWIFT</b>	Society for Worldwide Interbank Financial
<b>TC</b>	Travelers Check
<b>TIN</b>	Tax Identification Number
<b>TR</b>	Truck Receipt
<b>TT</b>	Telegraphic Transfer

# CHAPTER ONE

## INTRODUCTION

### 1.1 Introduction

Generally, by the word —Bank we can easily understand that the financial institution deals with money. But there are different types of banks like; Central Banks, Commercial Banks, Savings Banks, Investment Banks, Industrial Banks, Cooperative Banks etc. But when use the 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 at a 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. In the field of international business like export, import & foreign remittance there is no other alternative of bank. EXIM Bank Bangladesh Ltd. contributed a great in this sector. As a result, it has become essential for every person to have some idea on the bank and banking procedure. This report has been prepared in the light of practical as well as theoretical knowledge that is shared by our honorable executives of Export Import Bank of Bangladesh Limited.

### 1.2 Origin of the Study

In today's world only academic education does not make a student perfect to become competitive with the outside world. Internship is highly needed to gain idea, knowledge and experience. From the internship program student get the opportunity to learn facing the real business world. This report is an internship report prepared as a requirement for the completion of MBA (Agribusiness) Program of Sher-e-Bangla Agricultural University. The primary goal of internship is to provide the job exposure to the student and an opportunity to implement theoretical knowledge in real life situation. The program covers a period of 16 weeks of organizational attachment.

EXIM Bank Limited is a place where I could learn the business dealings. This organization has created a positive image to the customer's mind by providing better service. This bank has introduced some modern banking scheme that has got high market demand. As it maintains the pace with the competitive business world, its activities, culture, philosophy and style leads an intern student to be the best at any field of working life. As an intern, I have got the opportunity to work with this organization from January 16, 2017 to May 15, 2017 and acquire idea about foreign exchange division.

### **1.3 Objective of the Study**

Specifically, this study entails the following aspects:

- ❖ To gather practical knowledge about foreign exchange operations through analyzing the foreign exchange activities of EXIM Bank Bangladesh Ltd.
- ❖ To evaluate performance of foreign exchange services of EXIM Bank Bangladesh Ltd.
- ❖ To measure customer satisfaction level about foreign exchange services of EXIM Bank Bangladesh Ltd.

### **1.4 Scope of the Study**

EXIM Bank Bangladesh Ltd. is one of the leading banks in Bangladesh. The report covers the background, functions and mostly the foreign exchange system of the bank. The scope of the study is just to acquaint with the foreign exchange scenario of EXIM Bank Bangladesh Limited.

### **1.5 Limitation of the Study**

The employees of EXIM Bank Ltd. are always under a lot of workload so the time available to them to aid us in preparing my internship report was fairly limited. In addition to that many things that happen in the foreign exchange department occur via the use of authenticated bank software to which I had no access to. The branch office is not providing the strategic and financial information. Unfortunately, due to the bank's limitations (business secrecy and confidentiality), I was unable to acquire sufficient information. As a result, I had to be dependent on whatever information I could acquire by talking to the employees of EXIM Bank and the files I could go through.



## CHAPTER TWO

# LITERATURE REVIEW

## 2.1 Review of Literature

For this literature review, I conducted a database search of reviewed academic journal articles by searching for terms like “foreign exchange operations” “foreign exchange service performance” and “customer satisfaction on foreign exchange services” and many more. This search resulted in a large selection of articles and publications, which I studied to determine which to be included in the review for this report. In addition to the reviewed journal articles, I also used references from popular media sources and visited several relevant online websites to provide what may be viewed as the popular mainstream perspective.

According to The Economist, (**Published by the International Business Times AU. Retrieved: February 11, 2011**) foreign exchange market is arguably the world's largest market place. It has an average daily turnover of US\$1.9 trillion, with some other sources such as **GO Market’s Introduction to Foreign Exchange** average daily turnover in excess of US\$4 trillion. The Bank for International Settlements says that average daily turnover in global foreign exchange markets is estimated at \$3.98 trillion as of April 2010, which is a growth of more or less 20% over the \$3.21 trillion daily volume in the same month back in 2007. Bottom line is foreign exchange has huge turnover.

**Marrewijk, Charles Van, (October 2004)** said that, the foreign exchange market is a form of exchange for the global decentralized trading of international currencies. Financial centers around the world function as anchors of trading between wide ranges of different types of buyers and sellers around the clock, with the exception of weekends. The foreign exchange market assists international trade and investment by enabling currency conversation.

**Chowdhury and Kashfia Ahmed (April, 2009)** discussed that Banking system plays a very important role in the economic life of the nation. The health of the economy is closely related to the soundness of its banking system. In a developing country like Bangladesh the banking system as a whole play a vital role in the progress of economic

development. A bank as a matter of fact is just like a heart in the economic structure and the Capital provided by it is like blood in it. As long as blood is in circulation the organs will remain sound and healthy. If the blood is not supplied to any organ, then that part would become useless. Export and Import facility provided by the banks works as an incentive to the producer to increase the production. Most of the banks carried on foreign exchange trade. Whether they export or import, it is through banks that money is transferred from one country to another. For example, bills of exchange and letters of credit are the regular ways banks use to transfer money.

**Siddique and Islam (2001)** pointed out that the Commercial Banks, as a whole, are performing well and contributing to the economic development of the country. The average profitability of all Bangladeshi banks collectively was 0.09% during 1980 to 1995 but it will be increased year by year which means that a profit of TK 0.09 was earned by utilizing assets of TK 100. In every aspect of profit, banking sector contributes the national economy as well as to the individual organization.

**Jahangir, Shill and Haque (2007)** stated that the traditional measure of profitability through stockholder's equity is quite different in banking industry from any other sector of business, where loan-to-deposit ratio works as a very good indicator of banks' profitability as it depicts the status of asset-liability management of banks. So, market size and market concentration index along with return to equity and loan-to-deposit ratio grab the attention of analyzing the banks' performance. The banking industry of Bangladesh is a mixed one comprising nationalized, private and foreign commercial banks. Many efforts have been made to explain the performance of these banks. Understanding the performance of banks requires knowledge about the profitability and the relationships between variables like market size, bank's risk and bank's market size with profitability and customer demand. Indeed, the performance evaluation of commercial banks is especially important today because of the fierce competition. Until early 1985, Bangladesh had a highly repressed financial sector (**Chowdhury, 2002**). Banks and other financial institutions were fully owned by the government. In the early part of 1980, Bangladesh entered into the IMF and World Bank adjustment programs and the process of privatization and liberalization gained momentum under the influence of the World Bank and the IMF. Since then the banking industry of Bangladesh has become an attractive ground for both domestic and foreign investors to take part in the game. It is of utmost importance that these players prove themselves profitable with high customer value.

By reviewing literature, I gather a vast knowledge about the foreign exchange market of our country and the previous studies conduct on the stated topics. I have found that different person has conducted different study at different time and they found different results. There are a large number of works on foreign exchange market scenario but there is lacking on identifying the satisfaction of the customers about the foreign exchange service of the bank. This inspire me most to conduct this report.

## **CHAPTER THREE**

### **AN OVERVIEW OF THE ORGANIZATION**

#### **3.1 Historical Background of EXIM Bank Bangladesh Ltd.**

Export Import Bank of Bangladesh Limited (EXIM Bank Ltd.) that was named before as Bengal Export Import Bank Limited (BAXIM Bank Ltd.) being newly formed commercial bank of the country. EXIM Bank Limited was established in 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 became the honorable chairman after the demise of the honorable founder chairman.

This bank starts functioning from 3rd August 1999 with Mr. Alamgir Kabir, FCA as the advisor and Mr. Mohammad Lakiotullah as the Managing Director. 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.

#### **3.2 Vision of EXIM Bank Ltd.**

The gist of our vision is ‘Together Towards Tomorrow’.

Export Import Bank of Bangladesh Limited believes in togetherness with its customers, in its march on the road to growth and progress with service. To achieve the desired goal, there will be pursuit of excellence at all stages with a climate of continuous improvement, because, in EXIM Bank, we believe, the line of excellence is never ending. Bank’s strategic plans and networking will strengthen its competitive edge over

others in rapidly changing competitive environment. Its personalized quality services to the customers with the trend of constant improvement will be the cornerstone to achieve our operational success.

### **3.3 Mission of EXIM Bank Ltd.**

**The bank has chalked out the following objectives in order to ensure smooth achievement of its goals:**

- ❖ To be the most caring and customer friendly and service oriented bank
- ❖ To create a technology based most efficient banking environment for its customers
- ❖ To ensure ethics and transparency at all levels
- ❖ To ensure sustainable growth and establish full value to the honorable stakeholders and
- ❖ Above all, to add effective contribution to the national economy

**Eventually the bank also emphasizes on:**

- Provide high quality financial services in export and import trade
- Providing efficient customer service
- Maintaining corporate and business ethics
- Being trusted repository of customers' money and their financial adviser
- Making its products superior and rewarding to the customers
- Display team spirit and professionalism
- Sound Capital Base
- Enhancement of shareholders' wealth
- Fulfilling its social commitments by expanding its charitable and humanitarian activities.

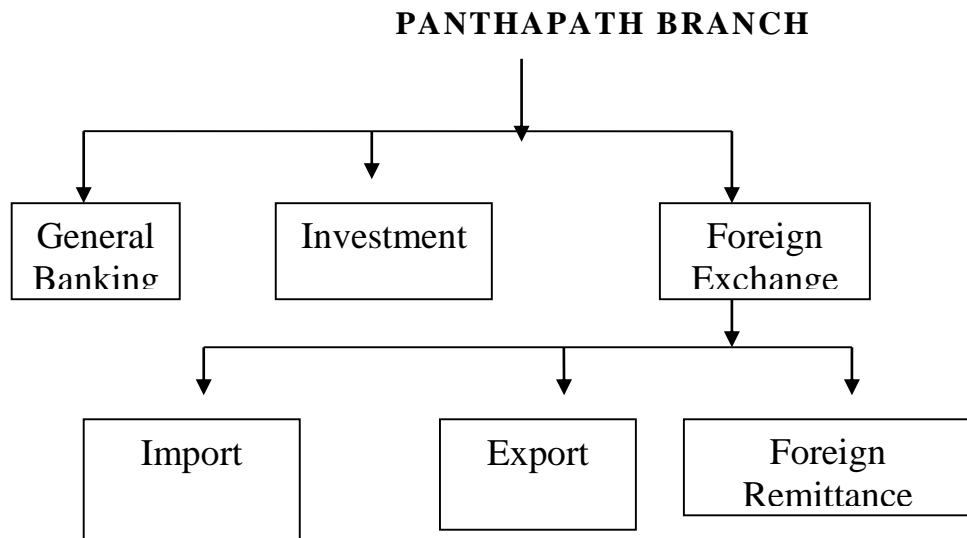
### 3.4 Corporate Information

<i>Name of the Company</i>	:	<b>Export Import Bank of Bangladesh Ltd. (EXIM)</b>
<i>Chairman</i>	:	Mr. Md. Nazrul Islam Mazumder
<i>Managing Director &amp; CEO</i>	:	Mr. Dr. Mohammad Haider Ali Miah
<i>Legal Status</i>	:	Private Limited Company
<i>Genesis</i>	:	The certificate of incorporate no.C-37864 (2164)199 under the commencement of the business on the same day by the section i50 (2) under companies Act.
<i>Date of Incorporation</i>	:	June 02, 1999
<i>Inauguration of first branch:</i>	:	August 03, 1999
<i>Registered Office</i>	:	"SYMPHONY" Plot # SE (F): 9, Road # 142, Gulshan Avenue, Dhaka- 1212.
<i>Authorized Capital</i>	:	Tk. 20,000.00 Million
<i>Paid-up Capital</i>	:	Tk. 14,122.51 Million
<i>Face Value</i>	:	Tk.10.00 per share
<i>Number of Employee</i>	:	2696
<i>Number of Branches</i>	:	103
<i>Number of Shareholders</i> (31-12-2015)	:	116206
<i>Phone-</i>	:	880-2-9889363, 9891489
<i>FAX</i>	:	880-2-8828962
<i>SWIFT</i>	:	EXBKBDH
<i>Website</i>	:	<a href="http://www.eximbankbd.com">www.eximbankbd.com</a>
<i>E-mail</i>	:	<a href="mailto:itd@eximbankbd.com">itd@eximbankbd.com</a>

### 3.5 Hierarchy of the Management of EXIM Bank Ltd.



### 3.6 Organizational Structure of Panthapath Branch



## **CHAPTER FOUR**

# **METHODOLOGY**

### **4.1 Study Design**

This report has been prepared on the basis of experience gathered during the period of internship from January 16 to May 15, 2017. For preparing this report, I have undergone group discussion, collected data and sent some questionnaires to the selected officers and customers. I also studied different circulars and files of the bank. I hope these criteria will be enough to find out different picture of financial performance of the EXIM Bank Bangladesh Ltd. During my study I followed some methodology to find out the fact and feature of the bank, which are given as follows. The key purpose is to acquire mostly qualitative data through knowledge sharing and discussion.

### **4.2 Area of Study**

My project was foreign exchange activities of EXIM Bank Bangladesh Limited with special reference to Panthapath branch and measuring customer satisfaction about foreign exchange service of the branch.

### **4.3 Sources of Data/Information**

I have collected my information/data from the following sources, which helped me to make this report. The source has divided by two parts. Such as

#### **4.3.1 Primary Sources:**

- Primary sources include interviews and conversation with officers and executives of the bank of different divisions and department.
- Informal conversation with the clients.
- Different manuals of EXIM Bank Limited.
- Different circulars of EXIM Bank Limited.

#### **4.3.2 Secondary Sources:**

- Secondary sources of information include annual report of EXIM Bank Limited.
- Internet browsing.
- Investment manual.
- General banking manual.
- Foreign exchange manual.



- Banking related Books, selected books journals and other publication etc.

## **4.4 Research Design, Sampling Technique, Data Collection and Analysis**

### **4.4.1 Research Design:**

This is a “Descriptive Research”

### **4.4.2 Sampling Technique:**

**Target Population:** All the valued customers of EXIM Bank, Panthapath branch who take services from foreign exchange department.

**Sample Size:** 50 customers.

**Sampling Method:** Provability sampling method.

### **4.4.3 Methods of Data Collections:**

- ❖ Questionnaire method
- ❖ Face to face conversation
- ❖ Working experience at different desks
- ❖ Quantitative analysis of secondary data

### **4.4.4 Analytical Tools & Technique:**

Descriptive method is used as analytical method. The data were analyzed through table and graphical presentation. Microsoft office and Excel was used for data analysis and making all the tables and graphs. A semi-structured questionnaire (Appendix) was developed as a means of conducting the survey for collecting raw data. The questions are prepared according to the different services of the foreign exchange related activities which the customer expect mostly. During data collection, freedom will be given to the respondent to add any additional information they liked to share. During the survey, utmost effort will be given to collect authentic, relevant and accurate data.

## **CHAPTER FIVE**

# **FOREIGN EXCHANGE OPERATIONS OF EXIM BANK LIMITED**

### **5.1. Introduction**

Foreign exchange is the means and methods by which rights to wealth in a country's currency are converted into rights to wealth in another country's currency. When we talk of foreign exchange, we refer to the general mechanism by which a bank converts currency of one country into that of another. Foreign Exchange Department (FED) of Bangladesh Bank is the international department which issues license to scheduled banks to deal with foreign exchange.

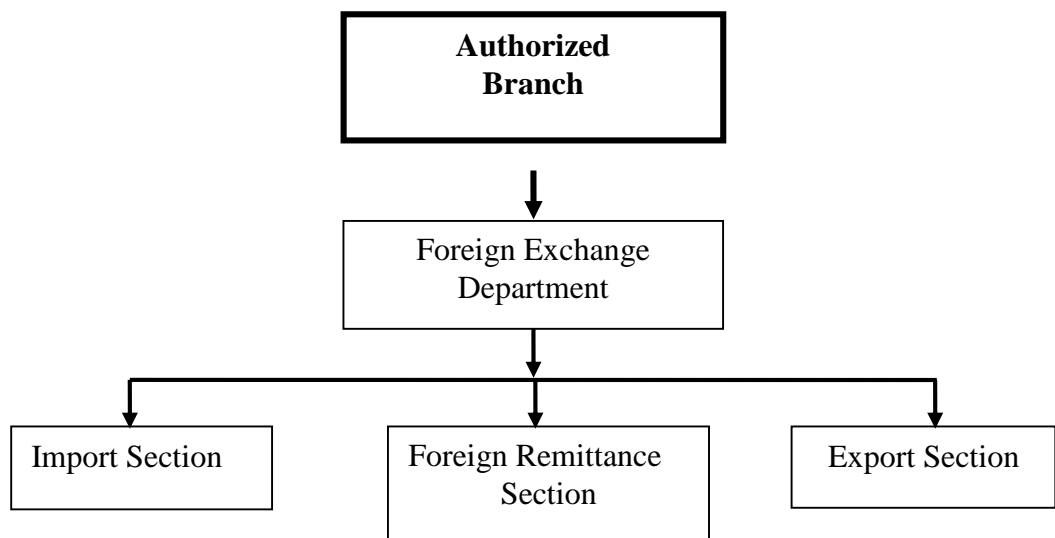
### **5.2. Definition of Foreign Exchange**

- ❖ Foreign exchange means foreign currency and includes all deposits, credits and balance of payable in foreign currency as well as Draft, Traveler's Cheque, Letter of credit, Bills of Exchange drawn in local currency but payable in foreign currency.
  - Foreign Exchange Regulation Act, 47, Sec 2 (a)
  
- ❖ Foreign exchange means foreign currency and includes any instrument drawn, accepted, made or issued under clause 13 of section 16 of the Bangladesh Bank Order, 1972 all deposits and credits and balances, Travelers Cheque, Letter of credit and bills of exchange, expressed or drawn in Bangladesh currency but payable in any foreign currency.
  - Bangladesh bank order 1972.

### **5.3 Foreign Exchange Transaction**

There are three kinds of foreign exchange transaction:

- A. Import
- B. Export
- C. Remittance.

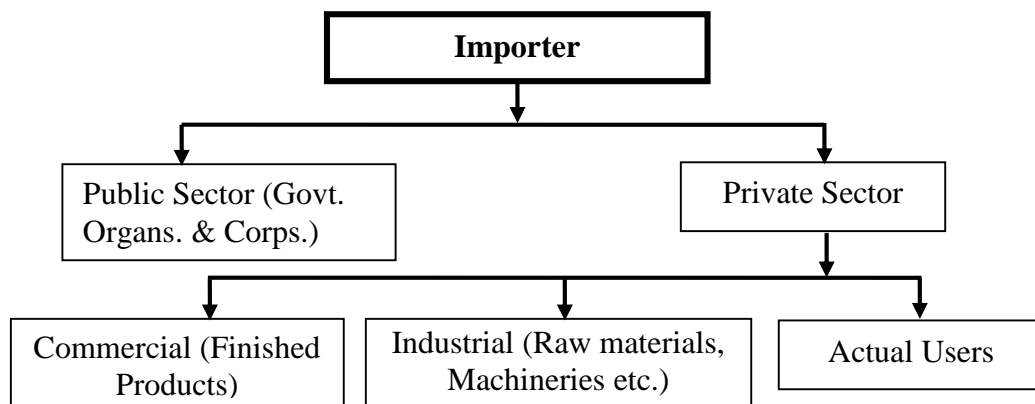


## **A. Import**

Import may be defined as bringing of visible item to the country from abroad through letter of credit or the Authorization form (LCAF) paying foreign Currency to that of exporting country.

To import, a person should be competent to be an importer. According to Import and Export Control Act, 1950, the Office of Chief Controller of Import and Export (CCI & E) provides the registration (IRC) to the importer.

Types of importer.



**Source:** Official Records of Exim Bank, Panthapath Branch, Dhaka-1205.

### **A.1. Letter of Credit**

A letter of credit is a letter issued by a bank (known as the opening or the issuing bank) at the instance of its customer (known as the opener) addressed to a person (beneficiary) undertaking that the bills drawn by the beneficiary will be duly honored by it (opening bank) provided certain conditions mentioned in the letter have been complied with. Documentary Credits or Letter of credit have gained wider acceptance in international travel for they try to safeguard the interest of both the buyer and the seller by

reducing their risks. Thus, Documentary Credit offers a unique and universally used method of achieving a commercially acceptable arrangement by providing for payment to be made against complying documents that represent the goods and making possible the transfer of those goods.

## A.2. Types Letter of Credit (L/C)

- Revocable Credit
- Irrevocable Credit
- Transferable Credit
- Restricted Credit
- Red Clause Credit
- Green Clause Credit
- Confirmed Credit
- Divisible Credit
- Back to Back Credit
- LC without resource Credit
- LC with resource Credit
- Revolving Credit
- Anticipatory Credit

## A.3. Parties to the L/C

<b>Importer</b>	Who applies for L/C
<b>Issuing Bank</b>	It is the bank which opens/issues a L/C on behalf of the importer.
<b>Confirming Bank</b>	It is the bank, which adds its confirmation to the credit and it, is done at the request of issuing bank. Confirming bank may or may not be advising bank.
<b>Advising or Notifying Bank</b>	It is the bank through which the L/C is advised to the exporters. This bank is actually situated in exporter's country. It may also assume the role of confirming and / or negotiating bank depending upon the condition of the credit.
<b>Negotiating Bank</b>	It is the bank, which negotiates the bill and pays the amount of the beneficiary. The advising bank and the negotiating bank may or may not be the same. Sometimes it can also be confirming bank.
<b>Accepting Bank</b>	It is the bank on which the bill will be drawn (as per condition of the credit). Usually it is the issuing bank.

<b>Reimbursing Bank</b>	It is the bank, which would reimburse the negotiating bank after getting payment - instructions from issuing bank.
-------------------------	--

#### **A.4. Steps of L/C Operation**

Step 1-Registration with CIC & E.

Step 2- Determination terms of credit.

Step 3- Proposal for Opening of L/C.

Step 4- Application by importer to the banker to open letter of credit.

Step 5- Opening of L/C by the bank for the opener.

Step 6- Shipment of goods and lodgment of documents by exporter.

Then exporter ships the goods to the destination of the importer country and sends the documents to the L/C opening bank through his negotiating bank. Generally, the following documents are sent to the Opening Banker with L/C:

1. Bill of Exchange
2. Bill of Lading
3. Commercial Invoice
4. Advice Details of Shipment
5. A certificate stating that each packet
6. Packing List
7. Certificate of origin

Step 7- Lodgment of documents by the opening bank from the negotiating bank.

Step 8 – Retirement.

### **OPERATIONAL PROCEDURE OF IMPORT**

#### **A.5. Import Procedure of EXIM Bank Ltd.**

As per Import Control Act-1950 no person can indent, import or export any goods into Bangladesh except in case of exemption issued by the government of the People's Republic of Bangladesh. So for doing import business at first every importer should obtain Import Registration Certificate (IRC).

## **A.6. Procedure for Obtaining IRC**

Through public notice or import policy the chief controller of import and exports invites application usually for registration of importers. The following documents are required to submit for getting Import Registration Certificate.

- Application form
- National Certificate
- Income tax registration certificate with TIN
- Trade license
- Membership Certificate

## **A.7. The L/C Application Form:**

L/C Application Form is a sort of an agreement between customer and bank on the basis of which letter of credit is opened. Principal Branch provides a printed form for opening of L/C to the importer. Usually the importer gives the following information-

- Full name and address of the importer
- Full name and address of the beneficiary
- Draft amount
- Availability of the credit by sight payment/ acceptance/ negotiation/deferred payment
- Time bar within which the documents should be presented
- Sales type (CIF/FOB/C&F)
- Brief specification of commodities, price, quantity, indent no. etc.

## **A.8. The Letter of Credit Authorization Form:**

The Letter of Credit Authorization Form (LCAF) is the form prescribed for the authorization of opening letter of credit/payment against import and used in lieu of import license. The Letter of Credit Authorization Form (LCAF) contains the followings-

- Name and address of the importer
- IRC no. and year of renewal
- Amount of L/C applied for (both in figure and in word)
- Description of item(s) to be imported
- ITC Number/HS Code No.
- Signature of the importer with seal

## **A.9. The IMP Form:**

The IMP Form contains the followings-

- ✓ Name and address of the Authorized Dealer
- ✓ Amount of remittance to be permitted (i.e., L/C amount)
- ✓ LCA Form number, date, value in Tk.

- ✓ Description of goods, quantity
- ✓ Invoice value in foreign currency (i.e., L/C amount)
- ✓ Country of origin
- ✓ Port of shipment
- ✓ Name of steamer/airline (i.e., by road/by ship/ by air etc.)
- ✓ Port of importation
- ✓ Indenter's name and address

## **A.10. Scrutinizing of L/C Application**

The officials of EXIM Bank scrutinize the application for the following reason:

- The term and conditions of the L/C must be complied with exchange control & import trade regulation.
- Officers examine whether the goods to be imported are legal.
- The L/C must not be opened in favor of the importer.
- Radioactivity report in case of goods item.
- Survey report or certificate in case of old machinery.
- Certificate declaring that the item is in operation not more than five years in case if vehicles.

## **A.11. Amendment of Letter of Credit**

Parties involved in a L/C, particularly the exporter cannot satisfy the terms & conditions in full as expected due to some unexpected reason. In such a situation, the credit should be amended. EXIM Bank transmits the amendment by tested telex.

## **A.12. Presentation of the Documents**

The usual documents in a L/C are the following:

- Bill of exchange.
- Commercial Invoice.
- Packing List.
- Bill of Lading.
- Certificate of Origin.
- Pre-shipment Inspection Report.
- Insurance Cover Note.
- Shipment Certificate.

## **A.13. Pre-Import Financing**

### **SOD (Secured Overdraft):**

Advance allowed in foreign currency for opening L/C to import goods, fall under this type

of lending. This is also an advance of temporary period, which is also known as pre-import financing.

**PAD (Payment Against Document):**

Payment against lodgment of shipping documents of goods, imported through L/C falls under this head. It is a term advance connected with import and is generally liquidate shortly against payment, usually made by the party for requirement of documents to release goods forms custom authority.

**A.14. Post - Import Financing**

If there is no available cash in importers hand, he can request the bank to grant loan against the documents for the purpose of post import financing. There are 2 following forms of post import financing available:

- MPI (Murabaha Post Import)
- MTR (Murabaha Trust Receipt)

**MPI (Murabaha Post Import):**

Investment allowed for retirement of shipping documents and release of goods, imported though L/C, taking effective control over the goods by pledge under banks lock and key fall under this type of advance.

MPI may be created in 2 ways:

- MPI on importer request
- Forced MPI (Under forced circumstances when party fails to retire the documents).

**Table-5.1:** Statement of Import Financing of EXIM Bank Ltd.

<b>Year</b>	<b>Amount of Import (in Million.)</b>
2011	128445.77
2012	143314.40
2013	135409.88
2014	146795.57
2015	152703.30



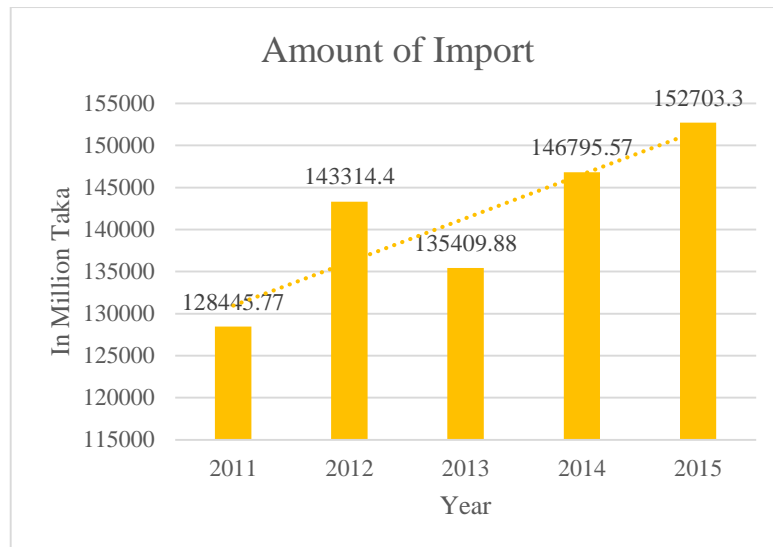


Figure: 5.1 (Import financing)

**Source:** Audited Annual Reports of Exim Bank

**Explanation:** The Table-5.1 and the Graph show that the amount of Import financing of Exim Bank has gradually increased the year 2012 to 2015. But the amount of import has decreased in year, 2013.

## **OPERATIONAL PROCEDURE OF EXPORT**

As per Export Control Act-1950 no person can indent, import or export any goods into Bangladesh except in case of exemption issued by the Government of the People 's Republic of Bangladesh.

### **B.1. Export Procedure of EXIM Bank Ltd.**

Export is one of the important activities that can increase economic and social wellbeing through transaction of goods and services from domestic economic agents received payments, preferably in variable foreign currency. The important and export trade in our country is regulated by the important and export (control) Act, 1950. There are some formalities, which an exporter has to fulfill before & after shipment of goods. The procedures are described in the following lines.

### **B.2. Registration from Chief Controller of Import & Export (CCI & E):**

No person without registration granted by the chief controller of imports and exports shall anything into or out of Bangladesh except in case of exemption issued by the government.

Under the export policy of Bangladesh the exporter has to get the valid Export Registration Certificate (ERC) from chief controller of Import and Export (CCI & E). The ERC is required to renew every year. The ERC number is to be incorporated on EXP form and other papers connected with exports.

### **B.3. Registration of Exporters**

For obtaining Export Registration Certificate, Bangladeshi exporters are required to apply to the controller of Import & Export in the prescribed form along with the following documents:

- Nationality and assets Certificates
- Memorandum and Articles of Association and Certificate of incorporation in case of limited company.
- Bank Certificate.
- Income Tax Certificate.
- Trade License etc.

### **B.4. Obtaining EXP**

After getting ERC the exporter applies to EXIM (or any other commercial bank) with trade license and if the bank is satisfied, an EXP issued to the exporter. Securing of Order: After getting the ERC the exporter may proceed to secure the export order. He can do this by contracting the buyers directly through correspondence. In this purpose exporter can get help from:

- Export Processing Organization
- Bangladesh Mission Abroad
- Chamber of Commerce
- Trade Fair etc.

### **B.5. Signing the Contract**

While making a contract for sale, exporter should ask the buyer for letter of credit clearly stating terms and conditions of export and payment. The following are the main points to be looked into for receiving/collecting export proceeds by means of Documentary Credit:

- The terms of the L/C are in conformity with those of the contract.
- The L/C is an irrevocable one, preferably confirmed by the bank.
- The L/C allows sufficient time for shipment and negotiation.

### **B.6. Procuring the Materials**

After making the deal and on having the L/C opened in his favor, the next step for the exporter is to set about the task of procuring or manufacturing the contracted merchandise. Shipment of goods:

- EXP Form

- ERC(valid)
- L/C copy
- Customer duty certificate
- Shipping instruction
- Transport documents
- Insurance documents
- Invoice Bills of Exchange
- Certificate of Origin
- Inspection Certificate
- Quality Control Certificate

Now exporter submits all these documents along with a letter of Indemnity to EXIM bank for negotiation, an officer scrutinizes all the documents. If the documents are clean, EXIM purchase the documents on the basis of banker customer relationship. This is known as foreign Documentary Bills Purchase (FDBP).

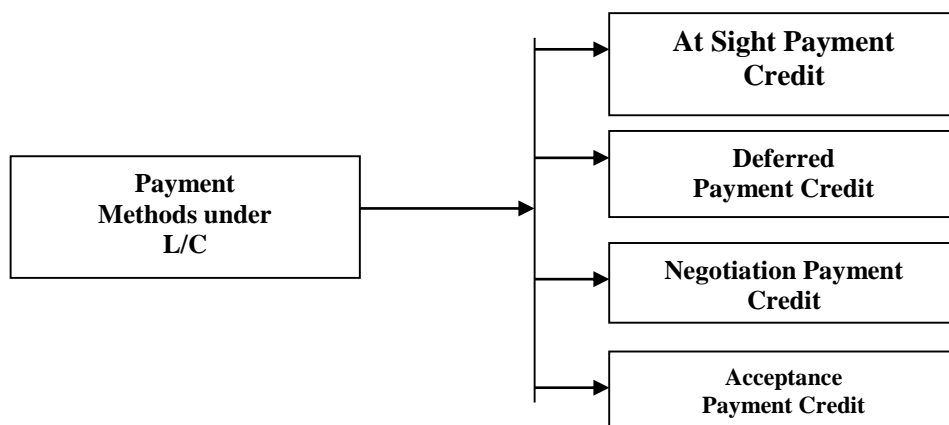
### **B.7. Forwarding Foreign Bills of Collection**

- If the documents have discrepancies.
- If the banker is in doubt.
- If the exporter is a new customer.
- Foreign Documentary Bill for Collection signifies that the exporter will receive payment only when the issuing bank gives payment.

### **B.8. Modes of Payment for Export Bills Under L/C:**

The most common methods of payment under a L/C are as follows-

- **At Sight Payment Credit:** In at sight Payment Credit, the bank pays the stipulated sum immediately against the exporter's presentation of the documents.



- **Deferred Payment Credit:** In deferred payment credit, the bank agrees to pay on a specified future date or events, after presentation of the export documents. No bill of exchange is involved.

- **Negotiation Credit:** In Negotiation Credit, the exporter has to present a bill of exchange payable to him in addition to other documents that the bank negotiates.
- **Acceptance Credit:** In Acceptance Credit, the exporter presents a bill of exchange payable to him and drawn at the agreed tenor (that is, on a specified future date or event) on the bank that is to accept it. The bank signs its acceptance on the bill and returns it to the exporter. The exporter can then represent it for payment on maturity.

**Table-5.2:** Statement of Export financing of EXIM Bank Ltd.

Year	Amount of Export (in Million.)
2011	122,217.34
2012	120,996.90
2013	130,353.32
2014	134,412.44
2015	145,796.40



**Figure: 5.2 Export financing**

**Source:** Audited Annual Reports of EXIM Bank Ltd.

**Explanation:** The Table-5.2 and the Graph show that the amount of Export financing of Exim Bank has increased gradually from the year 2011 to 2015 except the year of 2012.

## **OPERATIONAL PROCEDURE OF REMITTANCE**

### **C.1. Remittance Section**

EXIM Bank has 113 branches throughout the entire country and therefore, they serve as best medium for remittance of funds from one place to another. This service is available to both customers as well as non-customers of the Bank. The following are some of the important modes of transferring funds from one to another through a bank.

### **C.2. Function of the Remittance Section**

- Handling of all incoming and outgoing foreign and local remittance is the major function of this department.
- Handling of incoming and outgoing T.T

### **C.3. Remittance Process Involves the Following Four Modes:**

Cash Remittance	Sell	Banks sell Dollar/Pound for using in abroad by the purchaser. The maximum amount of such sell is mentioned in the Bangladesh Bank publication of “Convertibility of Taka for Currency Transactions in Bangladesh”.
Dollar/Pound	Purchase/sell	Bank can purchase dollar from resident and non-resident Bangladeshi and Foreigner. Most dollars purchased comes from realization of Export Bill of Exchange.
Traveler's Cheque (TC)	Issue of TC	TC is useful to traveler abroad. Customers can encash the TC in abroad from the drawee bank. TC is alternative to holding cash and it provides better security than holding cash in hand.
	Buying of TC	If any unused leaf of TC is surrendered bank buys it from the customer. All payments are made in local currency. Banks generally buy only those TC.
	TC for collection	This bank for collection receives unused leaves of traveler's cheque issued by another banks. Generally it takes 21 days for collection and customer can draw cash after one month.
Telex Transfer	Outward TT	It remits fund by tested TT via its foreign correspondence bank in which it is maintaining its NOSTRO Account.
	Incoming TT	It also makes payment according to telegraphic message of its foreign correspondence bank from the corresponding VOSTRO Account.

## C.4. Foreign Remittance Section

Foreign remittance section is an integral part of Foreign Exchange Department and this section of Foreign Exchange Department deals with –

- Inward foreign remittance.
- Outward foreign remittance.
- Opening Foreign Currency Accounts.
- Governing Wage Earner's Bond.
- Opening Student File etc.

## C.5. The requirements are:

- Passport holder himself has to be present while issuing Travelers Cheque.
- The passport must be a valid one.
- Air ticket has to be confirmed
- Steps involved in Issuance of Travelers Cheque.

After verifying all these documents, the customer is asked to fill up prescribed application form.

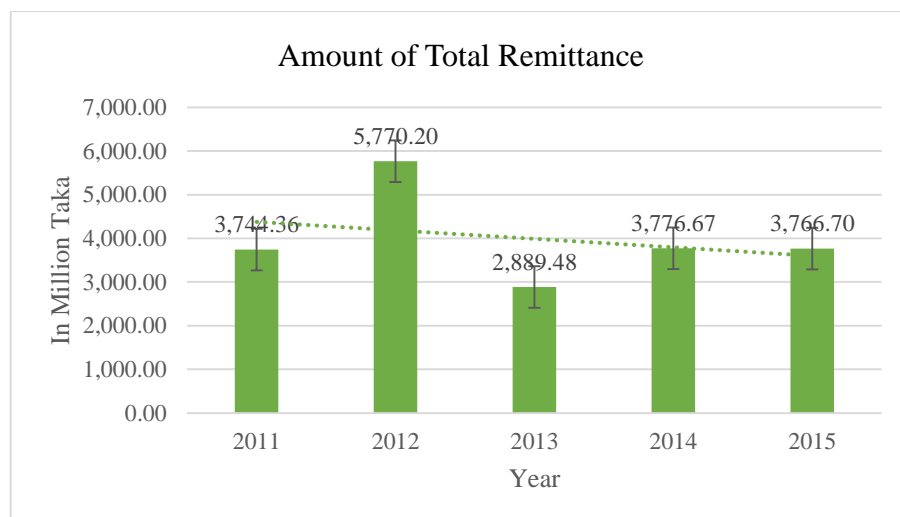
## C.6. FOREIGN CURRENCY (FC) ACCOUNT

Principal Branch opens foreign currency account, which is used for receiving foreign currency from abroad or for sending the currency to abroad. It can be used in favor of a person or in favor of exporters. Principal Branch offers the following foreign currency accounts.

- ✳ Non- Resident Foreign currency Deposit (NFCD) Account
- ✳ Non- Resident Investors Taka Account (NITA)

**Table-5.3:** Statement of Total Remittance Financing of EXIM Bank Ltd.

<b>Year</b>	<b>Amount of Total Remittances (in Million.)</b>
2011	3,744.36
2012	5,770.20
2013	2,889.48
2014	3,776.67
2015	3,766.70



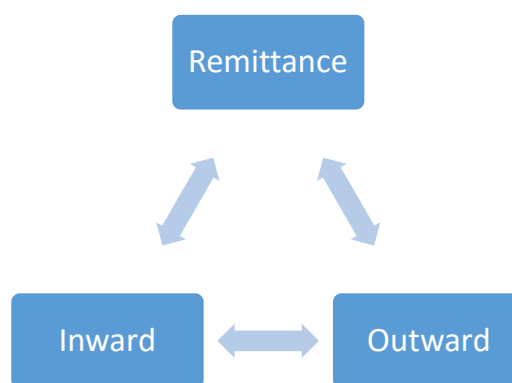
**Figure: 5.3:** Total Remittance financing.

**Source:** Audited Annual Reports of EXIM Bank

**Explanation:** The Table-5.3 and the Graph show that the amount of Total Remittances has increased gradually from the year 2011 to 2014 and then decreased in 2015. But the highest remittance achieved in 2012 & lowest in 2014.

## C.7. Flow of Remittance

Flow of remittance happens in two ways. First of all, it comes from inward basis and then, it happens outward.



**Figure 5.4:** Flow of Remittance

### (i) Inward Remittance

Any person can remit funds to another through Inland remittance by using the following means of remitting funds with charges

- Pay Order (PO).
- Demand Draft (DD).
- Telegraphic Transfer (T.T).
- Mail Transfers.

### **Pay Order**

A pay order is a written under, issued by a branch of the Bank, to pay a certain sum of money to a specific person or a bank. It may be said as to be a banker's cheque as it is issued by a bank and payable by itself.

### **Demand Draft (DD)**

This is an instrument through which customer's money is remitted to another person/Firm/organization in outstation (outside the clearing house area) from a branch of one Bank to an outstation branch of the same Bank.

### **Telegraphic Transfer (TT)**

A Telegraphic Transfer is a method of remittance, which is effected by the banker through a coded telegram attested by secret check signal, on receipt of which, the paying office pay the amount to the payee by crediting his account.

### **(ii) Outward Remittance**

Remittance from our country to foreign countries is called outward foreign remittance. On the other word, sales of foreign currency by the authorized dealer or formal channels may be addressed as outward remittance.

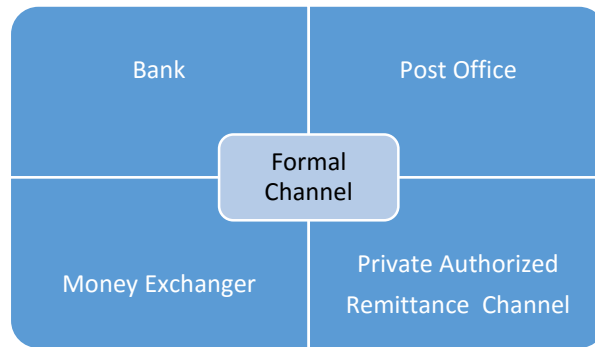
Outward remittance may be made for following purposes

- Travel
- Medical treatment
- Educational purpose
- Attending seminar etc.

### **Formal Channel of Sending Remittance**

Fund transfer from one country to another country through official channels, i.e. banking channel, post office, and other private service channels, such as - Western Money Order, Express Money etc.

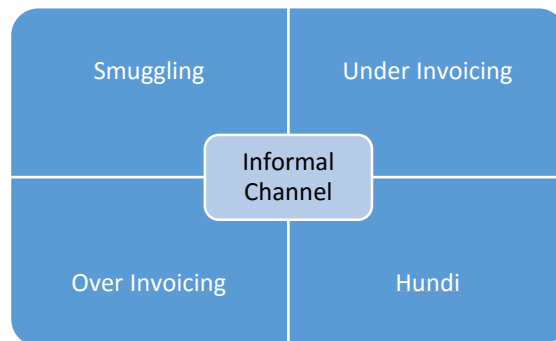




**Figure 5.5: Forms of Formal Channel**

### **Informal Channel of Sending Remittance**

Fund transfer from one country to another country through hand by hand or over telephone in an unofficial channel like as "Hundi". Haque (1992) comments, that remittance collected by informal "Hundi" rings operating in Middle East countries and UK are also used to finance illegal trade and transactions.



**Figure 5.6: Informal Channel of Remittance**

Criminals use informal channel for moving money abroad because of

- Dealing in arms & ammunition
- Drug trafficking
- Financing terrorist activities

## CHAPTER SIX

# ANALYSIS & FINDINGS

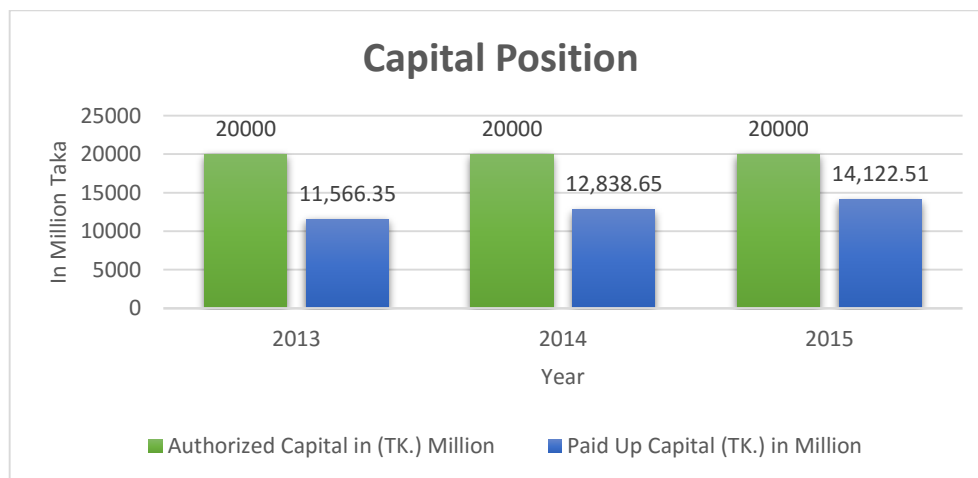
## 6.1 Performance Analysis of EXIM Bank Ltd.

### 6.1.1 Authorized Capital and Paid-Up Capital

Authorized capital of the bank remains unchanged at TK. 20,000.00 Million in the year 2015 and the paid up capital of the Bank is TK. 14,122.51 million ordinary shares of TK. 10 each.

**Table 6.1: Authorized and Paid up Capital**

Year	Authorized Capital in (TK.) Million	Paid Up Capital (TK.) in Million
2013	20000.00	11,566.35
2014	20000.00	12,838.65
2015	20000.00	14,122.51



**Figure 6.1: Authorized and Paid up Capital**

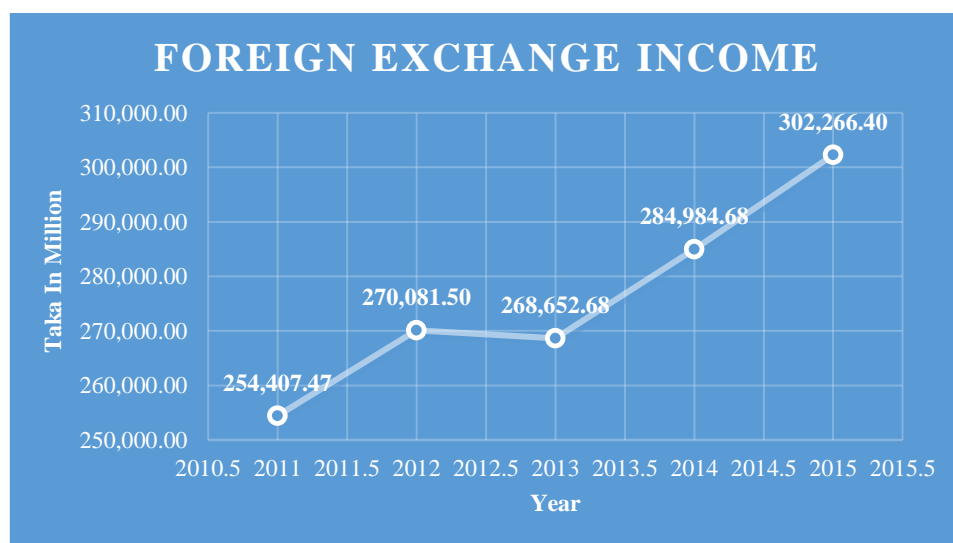
**Comment:**

Authorized Capital is remaining unchanged for the years 2013 to 2015 and the increasing rate of Paid up Capital is very outstanding. This flow ensures the strength and profitability of the Bank.

### 6.1.2 Total Income from Foreign Exchange Department

**Table 6.2:** Statement of Total Income from Foreign Exchange Department

Year	Amount of Income (Tk.in Million.)
2011	254,407.47
2012	270,081.50
2013	268,652.68
2014	284,984.68
2015	302,266.40



**Fig 6.2:** Total Foreign Exchange Income

**Source:** Audited Annual Reports of Exim Bank

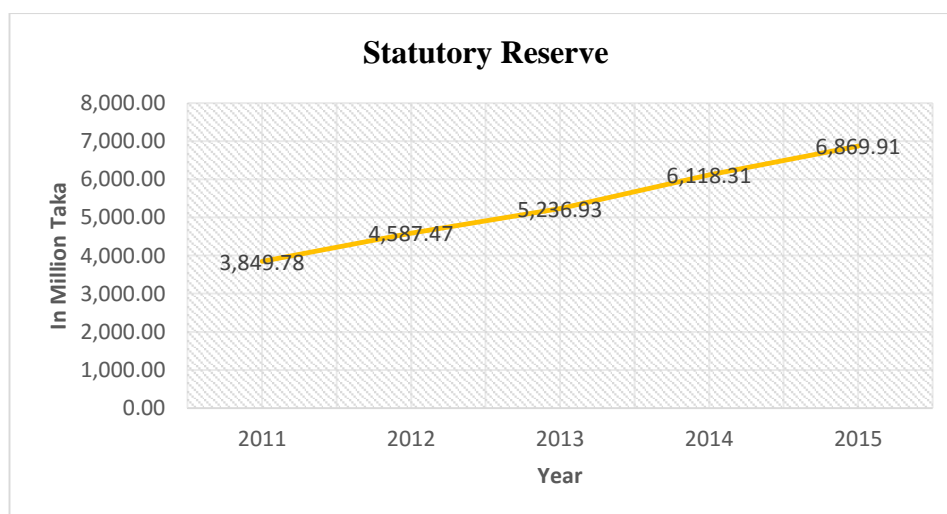
**Comment:** The Table-6.2 and the Graph show that the amount of total income from the Foreign Exchange Department is gradually increasing from the year, 2011 to 2015 but falls in the year 2013. This gradual increase in the foreign exchange income ensure that the performance of the bank in foreign exchange business is outstanding.

### 6.1.3 Reserve fund and other reserve

The total reserve was TK. 5,236.93 million in the year 2013; in 2014 it was increased on TK. 6,118.31 million so the difference is TK. 881.83 million. In 2015 it was reached at TK. 6,869.91 million. Here we can say that reserve fund of EXIM Bank Ltd. is increasing gradually. Data table along with graph are given below:

**Table 6.3: Reserve Fund of EXIM Bank Ltd.**

Year	Amount (TK. In Million)
2011	3,849.78
2012	4,587.47
2013	5,236.93
2014	6,118.31
2015	6,869.91



**Figure 6.3: Statutory Reserve**

**Comment:**

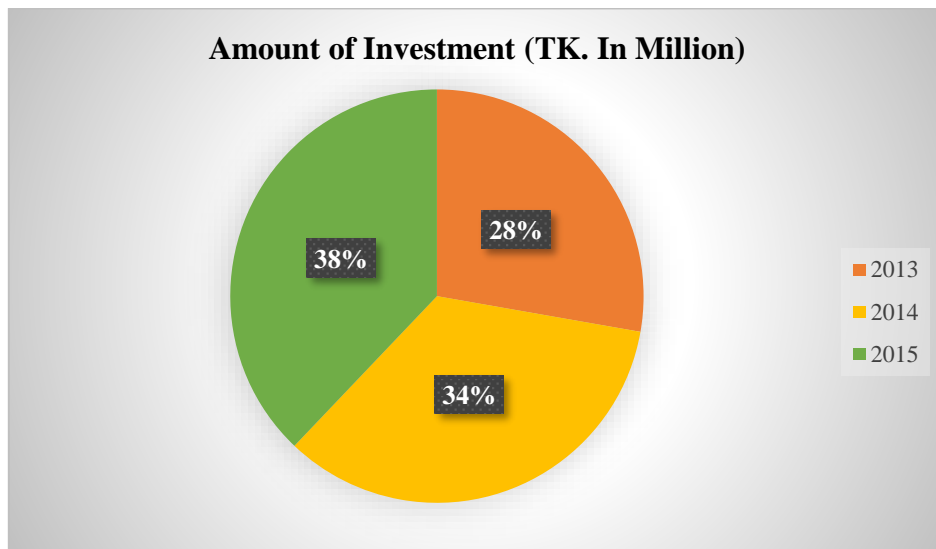
The reserve fund of EXIM Bank Ltd. is gradually increasing from the year, 2011 to 2015 which is very much crucial for the Bank to ensure sustainable growth and this gradual increase in reserve fund shows the outstanding performance of the bank.

### 6.1.4 Investment Position of EXIM Bank Ltd.

The total amount of investment in 2013 is TK. 143,847.38 million. In 2014 the total amount of investment becomes TK. 177,936.84 million. In 2015 it increases 196,311.42 million. The investment portfolio comprising Government Treasury Bills etc. contributed mainly towards fulfillments of Statutory Liquidity Requirements.

**Table 6.4: Investment position of EXIM Bank Ltd.**

Year	Amount of Investment (TK. In Million)
2013	143,847.38
2014	177,936.84
2015	196,311.42



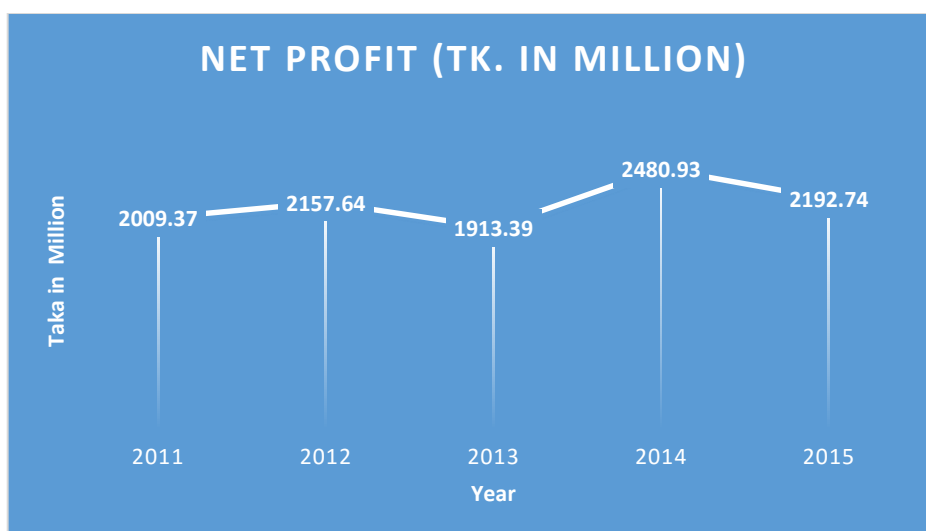
**Figure 6.4.: Investment position**

**Comment:** The increasing rate of investment was stupendous from 2013 to 2015, so it's a better position of the investment. This investment position of the EXIM Bank Ltd. indicates better performance of the bank.

### 6.1.5 Net Profit & Loss of EXIM Bank Ltd.

**Table 6.5: Net Profit & Loss of EXIM Bank Ltd.**

Year	Net Profit (TK. In Million)
2011	2009.37
2012	2157.64
2013	1913.39
2014	2480.93
2015	2192.74



**Figure 6.5: Profit & Loss**

**Comment:**

The above graph show that the amount of net income has increased in 2012 from 2011 but decreased in 2013 and then increased in 2014 and again fall in 2015. So the authority should need to take necessary action to keep gradual increase its net profit.

## 6.1.6 Five Years Financial Performance at a Glance

**Table: 6.6**

(Amount in million Taka)

Particulars	2015	2014	2013	2012	2011
Authorized Capital	20,000.00	20,000.00	20,000.00	20,000.00	20,000.00
Paid-up Capital	14,122.51	12,838.65	11,566.35	10,514.86	9,223.56
Shareholder's Equity	25,298.03	23,105.29	20624.36	16641.86	14484.22
Total Capital (Tier I + Tier II)	28,381.58	23,519.59	21198.70	18214.31	16109.56
Statutory Reserve	6,869.91	6,118.31	5236.93	4587.47	3849.78
Total Assets	264,653.53	232,411.86	195452.52	167056.63	129874.42
Total Liabilities	239,355.50	209,306.57	174828.15	150414.77	115390.20
Deposits	225,064.54	200,294.38			
Investment (General)	196,311.42	177,936.84	143847.38	118219.99	99699.63
Investment ( Shares & Securities)	17,193.94	15,221.69	11222.20	10345.38	6734.03
Total Contingent liabilities	69,852.49	65,616.80	60119.38	63950.48	54929.92
Total Risk Weighted Assets	233,523.88	199,376.53	159401.38	166531.66	148053.70
Total Fixed Assets	5,633.47	3,309.76	3183.44	433.09	467.98
Total Income	27,116.24	25,736.68	23614.71	20357.48	15801.88
Total Expenditure	20,767.67	19,732.93	18686.81	15023.14	11846.06
Profit before provision and tax	6,348.57	6,003.76	4927.89	5334.35	3955.82
Profit before tax	3,757.98	4,406.92	3247.33	3688.45	3475.06
Net profit after provision and tax	2,192.74	2,480.93	1913.39	2157.64	2009.37
Foreign Exchange Business	302,266.40	284,984.68	268652.68	270081.50	254407.47

## 6.2 SWOT Analysis

It is not so easy to find out and analyze the Foreign Exchange performance regarding this mechanism within short time span. Despite of this, an inclusive approach has been taken to find out of foreign exchange activities of EXIM Bank Ltd. in this paper. SWOT analysis is a simple framework for generating strategic alternatives from a situation analysis. The complete elaboration of SWOT analysis is following-

S= Strength.

W= Weakness.

T= Threat.

O= Opportunities.

SWOT analysis is very helpful to measure and evaluate a stated objective within a very short time. Hence this approach has been adopted in this paper. After monitoring closely and working proactively in the Foreign Exchange Department of EXIM Bank Ltd. Panthapath Branch, Dhaka-1205 the following Strength, Weakness, Opportunity and Threat has been found-

### **STRENGTH**

According to the CAMEL rating EXIM Bank Ltd. is the top most bank of Bangladesh. This rating is based on Capital Adequacy, Asset Quality, Management, Earnings, and Liquidity of the bank. Bangladesh Bank monitors these parameters and publishes the ranking. This top most position of EXIM Bank is the most important strength of the Bank. This is the reason why every household clients and corporate clients relies on this bank. Other strengths are-

- The Bank has well reputation in the market.
- Has good relation with Importers and Exporters.
- Sound Import and Export operations are done by this bank.
- Executives working in the Foreign Exchange Division are highly qualified and experienced. They are quite capable of handling large scale of export and import transactions and making a profitable customer relationship with the clients.
- The Branch follows the Foreign Exchange rules and regulation very strictly.
- In export and import activities there are lots of provisions of making unethical and unlawful transactions. But EXIM Bank Ltd. gives it utmost attention so that such unethical and unlawful activities do not take place. This image of EXIM Bank Ltd. is also a vast strength of the Bank.
- Recently EXIM Bank Ltd. has gone through an agreement with different exchange house to provide quick and more authentic remittance service to the client.

### **WEAKNESS:**

There is no unmixed blessing in the earth. Every object in the world has some lacking. So it is quite natural to have some lacking in the performance of the EXIM Bank Ltd.



- In Foreign Exchange Division EXIM Bank still uses lots of register for maintaining its foreign exchange transactions. It is time consuming and there are lots of chances for making mistakes. Computer software should be used to maintain these transactions to ensure timeliness and error free recording.
- There is no customer complain desk in the Bank's branches. It is not only important part of the foreign exchange activities but also for other two departments of the Bank- General Banking and Credit Department.
- Being a well reputed Bank, EXIM bank ltd. no longer wants to conduct smaller L/C request coming from small parties and as a result they are neglecting a huge number of potential customers.
- While dealing LDBP (Local Documentary Bills Purchased) with government bank, the bank faces a problem because the government banks yet not uses online system in all the branches. Hence it delays the process.

### **OPPORTUNITY:**

- As stated earlier that EXIM bank ltd. one of the popular banks in Bangladesh. Both exporters and importers have their faith on this bank.
- The percentage of classified loans is very low which is far better than international standard.
- EXIM Bank Ltd. has already 103 branches all over the country and recently they are going to open some more branches in the commercially important zones of the country.

### **THREAT:**

- Economic stagflation and economic break down of the country especially after 9/11.
- As country's export is RMG sector depended, reduce in RMG export has affected foreign exchange department of the EXIM Bank Ltd.
- The margin for opening L/C is different for different customers. The margin is more for new customers while the margin is less for corporate and reputed customers.
- Government continuous pressure to reduce interest rate.
- Frequent fluctuation of domestic currency worth against US Dollar.
- Political crisis and decaying country image as exporter.
- Rapid increase of private sector bank in number and size.

### 6.3 Customer Satisfaction Analysis About the Foreign Exchange Services of EXIM Bank Bangladesh Ltd.

EXIM Bank is a customer driven modern banking institution. It's competence center where quality customer services is both a source of professional pride and a recipe for success. Our defined client commitments are:

- Belief in professionalism.
- Personalized Banking service basing on mutual trust.
- Continuity of facilities.
- Use of new and latest banking technology in service.
- Sharing value and belief.
- Distinctive competence.
- Tie with customer's thinking.
- Highest safety.
- Time saving one point service.
- Mutual growth.
- Financial advice.
- Solving customer's problems.
- Innovative products and services.

We shall make our Bank into a diversified financial institution that clients will trust above all others.

Here we have taken information from the customers of foreign exchange division who have taken service from this branch at different times. In the survey, the Population size was 50. The questionnaire contains 10 questions, starting with the questions associated with the very basic information about the foreign exchange activities of EXIM Bank Limited. The question pattern is showed in Likert Scale process which includes 5 stages, such as: Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree. In the table, one denotes Strongly agree, two denotes agree, three denotes Neutral, and four denotes disagree and five denotes Strongly disagree which is attached at the appendix.

The following data are obtained from the study and followed by their interpretation.

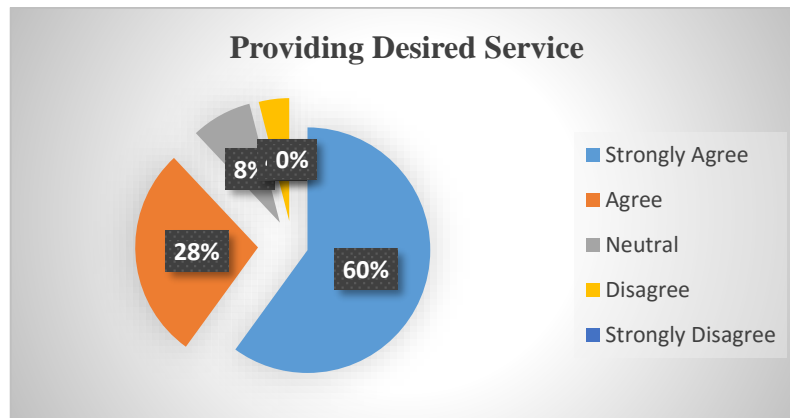
#### Rank order

Subject	Ranking
Strongly Agree	1
Agree	2
Neutral	3
Disagree	4
Strongly disagree	5

Table 6.7: Rank Order

## Providing Desired Services at All Time

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	30	14	4	2	0
Percentage	60%	28%	8%	4%	0%

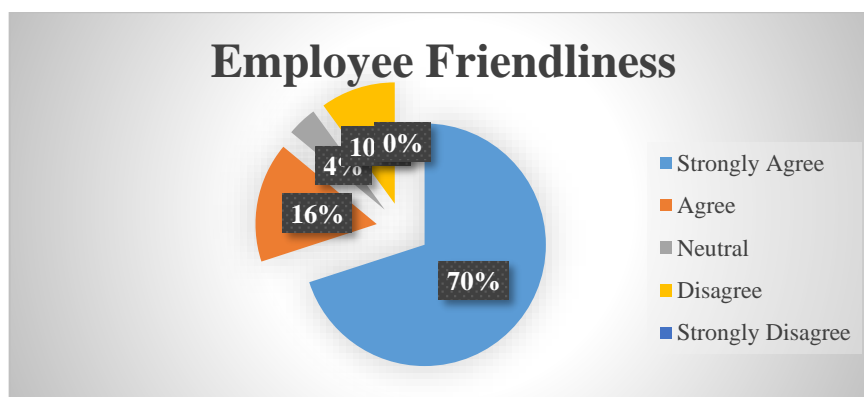


**Figure 6.6:** Providing desired service

Getting desired service is a very critical factor for measuring customer satisfaction. The graph shows that there are 96% customers who agree with the statement. Among them 60% agrees strongly, 28% agrees and 8% are neutral. From the above information it is clear that EXIM Bank achieve highest customer satisfaction through providing desired foreign exchange service to the customers.

## Friendly Behaviour of the Employee

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	35	8	2	5	0
Percentage	70%	16%	4%	10%	0%

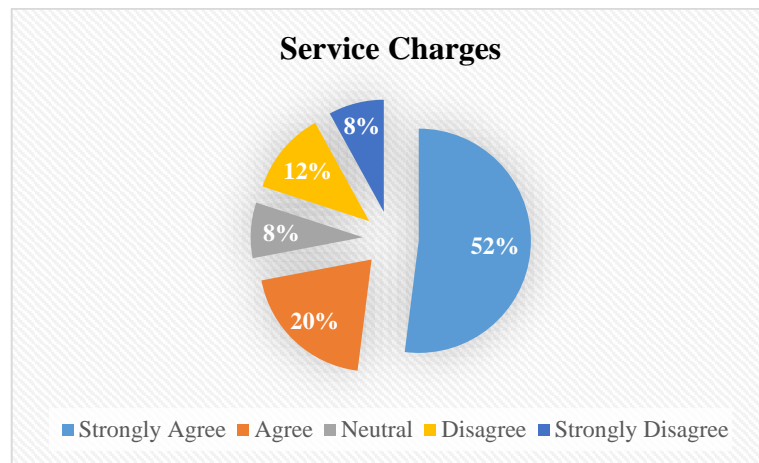


**Figure: 6.7.** Employee's friendliness

In the above figure shows that about 86% customers are agrees that the employees of EXIM Bank are helpful and friendly. Among them 16% customer agrees, 4% customers do not express their opinion and 70% customers are strongly agreeing. This one is another measure factor that indicates the level of customer satisfaction.

### **Fees & Service Charges of the Bank in Comparison with Others**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	26	10	4	6	4
Percentage	52%	20%	8%	12%	8%

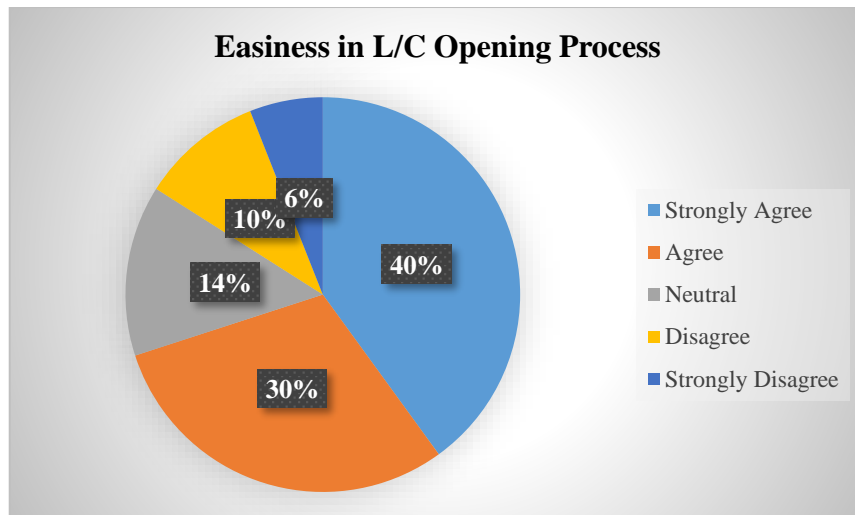


**Figure 6.8:** Service charges

The customers are always want best services al a lowest cost. The customers of EXIM Bank are satisfied that the fees and charges of the foreign exchange services are low and reasonable than the others bank. From the above figure we see that 20% customers agree, 52% customers agree strongly and 8% are neutral about this statement.

### **Easy Process of L/C opening**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	20	15	7	5	3
Percentage	40%	30%	14%	10%	6%

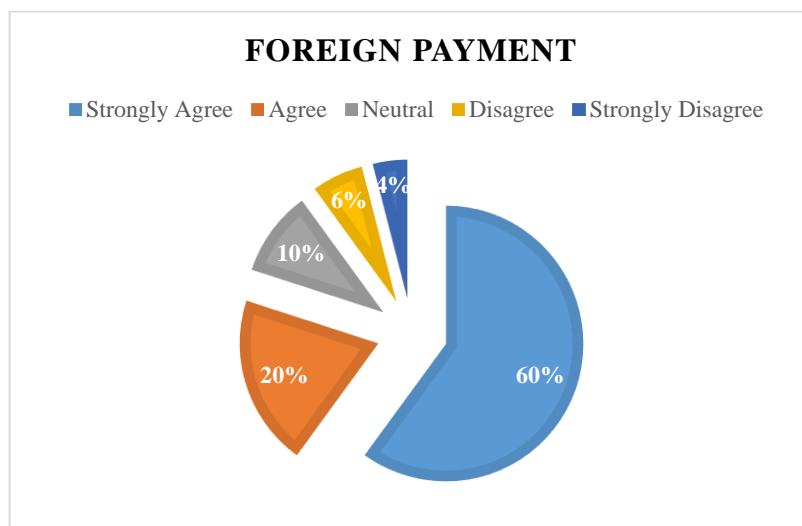


**Figure 6.9:** Easiness of L/C opening process

From the above figure we see that that the customers are highly satisfied that the L/C opening process is more hassle free and easy than others bank. There is 84% acceptance for Exim Bank L/C opening process among them 40% agree strongly, 30% agrees and 14% remain neutral.

### Payment to the Foreign Clients

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	30	10	5	3	2
Percentage	60%	20%	10%	6%	4%

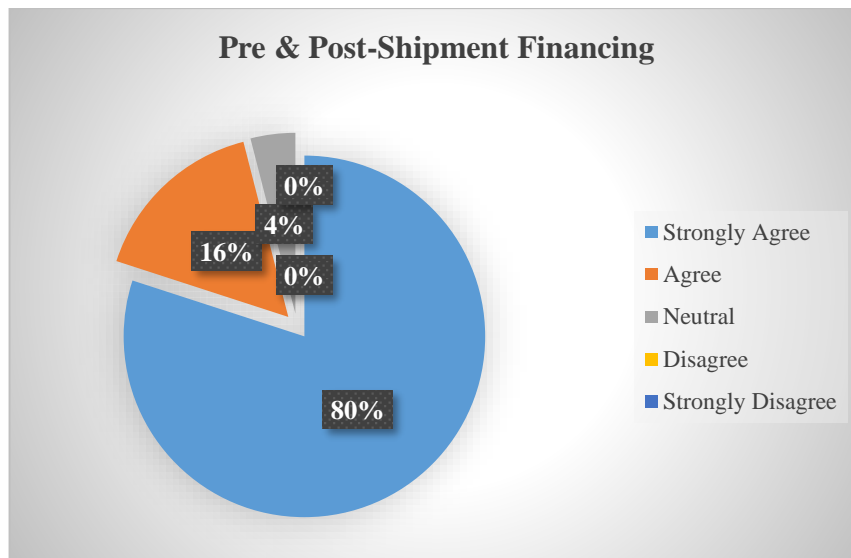


**Fig 6.10:** Foreign party payment

EXIM Bank maintain quick payment of the foreign party in case of import. About 90% customer are agree with this statement. Among them 60% are strongly agree, 20% agree and 10% are neutral in their opinion. So the customers are highly satisfied with the foreign payment time of EXIM Bank Bangladesh Ltd.

**Pre-shipment & Post-shipment Financing Facility**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	40	8	2	0	0
Percentage	80%	16%	4%	0%	0%

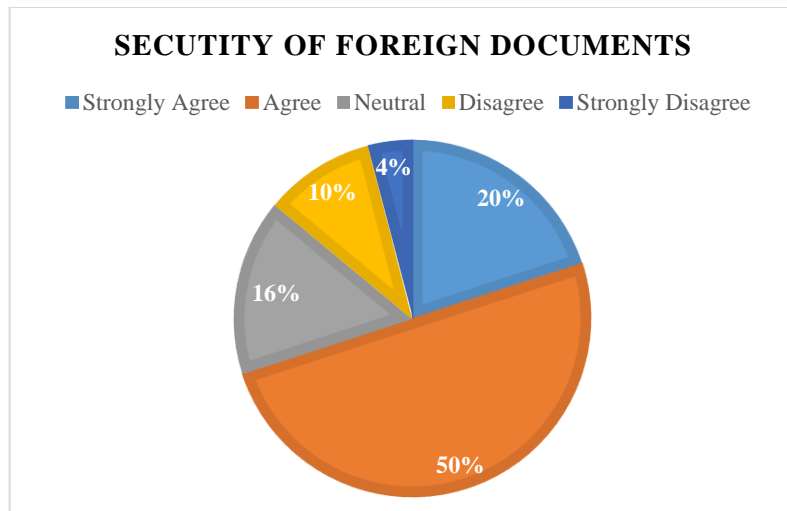


**Fig. 6.11:** Pre & Post-shipment Financing.

EXIM Bank always provide pre and post-shipment financing to the exporter which is very helpful to the customers. About 80% customer strongly agrees, 16% customer agrees and 4% remain neutral about this.

**Maintaining Proper Security of the foreign documents**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	10	25	8	5	2
Percentage	20%	50%	16%	10%	4%

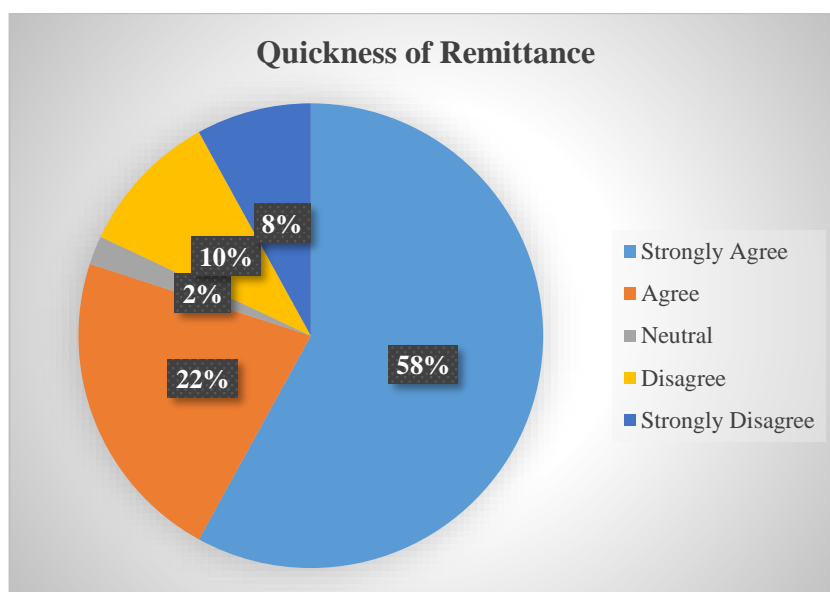


**Fig. 6.12:** Proper Security of Documents

EXIM Bank always maintain the security of the foreign documents during export and import properly. About this concept 50% customers agree, 20% strongly agrees and only 16% remain neutral. So the customer of EXIM Bank are deals with their foreign clients without any hesitation and become satisfied to the service of the bank.

**Providing Quick Remittance Service**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	29	11	1	5	4
Percentage	58%	22%	2%	10%	8%

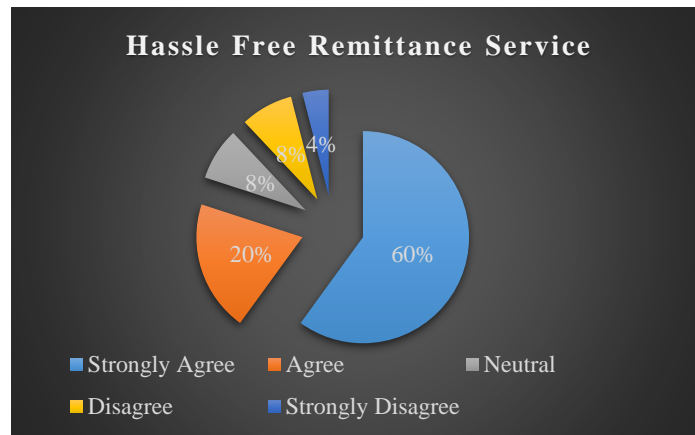


**Fig. 6.13:** Quickness of remittance

The people living abroad always feel tension about sending money to their home. They always expect that the money reached to the hand of their family members very quickly. The remittance delivery service of EXIM Bank is faster than the others commercial bank. About 58% customers agree strongly, 22% agree and only 2% remain neutral about the statement. So the customer of EXIM bank is highly satisfied to the remittance service.

### **Hassle Free Remittance Service**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	30	10	4	4	2
Percentage	60%	20%	8%	8%	4%



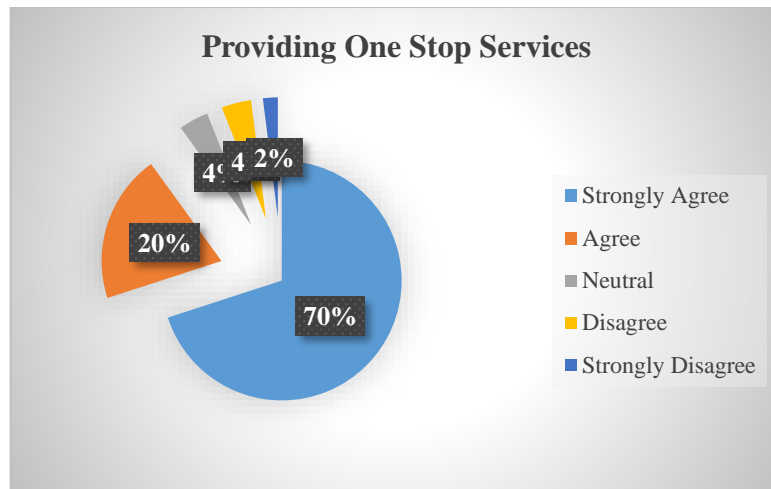
**Fig. 6.14:** Hassle free remittance service

From the above pie chart, we can see that 60% customer agree strongly and 20% customer agrees with the statement that the remittance service of EXIM Bank Bangladesh Ltd. is hassle free and convenient to the customers. So the customers are satisfied with the service.

### **Providing One Stop Services**

Likert Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Frequency	35	10	2	2	1
Percentage	70%	20%	4%	4%	2%





**Fig. 6.15:** Providing one stop service

EXIM Bank Bangladesh Ltd. always provide one stop services to the customers. About 94% customers agree with this statement. Among them 70% customers agree strongly, 20% customer agree and only 4% remain neutral. So the customer age highly satisfied to the service provided by EXIM Bank Bangladesh Ltd.

## 6.4 Findings

I have found the following important things or information about the EXIM Bank Bangladesh Ltd. by analyzing their financial performance, discussing with employees, taking face to face interview of customer and doing four monthly practical work at Panthapath Branch.

### 1. Environment of EXIM Bank Ltd.

The environment of EXIM Bank ltd. is very nice and friendly which helps the employees to work without any hassle and also helps the customers to get their service in a comfortable way.

### 2. Dealing with Customers

I can understand that to manage customers in banking service is not so easy. To fulfill the customer's expectation is really difficult. But the employees of EXIM Bank are well expert to handling the customers.

### **3. Management & Employee Relationship**

The relationship between the top management and the employees are very well. The top executives and officers are very helpful to the clients. Some of our businessmen do not know the exact procedures of international trade. The officers of EXIM Bank Ltd. help them to properly execute their business.

### **4. Foreign Exchange Service**

EXIM Bank Ltd. provide Import, Export and Remittance services to their valued customers. Only Inward remittance is permitted in Bangladesh; outward remittance is prohibited unless for student profile holders. Varied number of L/C is opened per month in Panthapath Branch. For opening an L/C at EXIM Bank one needs to do the following:

- a. Open an Al-Wadiah CD account
- b. Give an L/C application letter, give a proforma invoice and fill a L/C application form
- c. Pay the L/C amount in full or partial, depending on client
- d. Open L/C

### **5. Performance of the Bank**

The amount of paid-up capital of the bank is gradually increasing in every year. The foreign exchange income of the bank is also increase in every year except in few years. The investment position of the bank is enriched gradually in every year. The statutory reserve of the is increase in every year. All these financial indicators of the bank are positive. So the financial performance of EXIM Bank Ltd is outstanding.

### **6. Satisfaction Level of the Customers**

Most of the customers are satisfied about the behavior of the employees as well as the service provided by EXIM Bank Ltd. Most of the customers support the Islamic Banking system. Most of the customers appreciate about the foreign exchange services provided by the EXIM Bank. About seventy percent customers said that they are getting more facilities comparing to other private bank in our country.

## **CHAPTER SEVEN**

# **RECOMMENDATIONS & CONCLUSION**

## **7.1 Recommendations**

This complementary study recommends that the EXIM Bank Bangladesh Ltd. to expand their foreign exchange Services in a planned and well-articulated strategy for the long run, in order to have Customer satisfaction and increase in banks profitability. I had the practical exposure in EXIM Bank Ltd just for four months. On the basis of my observation I would like to present the following recommendations-

- ❖ EXIM Bank Bangladesh Ltd. should offer some services to attract the foreign remittance. As Bangladesh has a high number of non-residential, collecting remittances can be a good way of generating revenue for the company.
- ❖ Need to revise the Foreign Exchange relate charges.
- ❖ Evening banking allowance may be increased.
- ❖ At EXIM Bank decision making process should be free from ambiguity and be time conscious.
- ❖ EXIM Bank Ltd. should take various advertisement programs.
- ❖ The bank should properly aware to stable this type of amount L/C of Agriculture & Food Industry was very much increased and decreased.
- ❖ Garments Industry was very much strong Industry of EXIM Bank Ltd. But sometimes this sector has lowest L/C amount. So the bank should take initiative about this.
- ❖ Over all L/C growth rate of EXIM Bank increased and decreased bank should be tried to accept maturity level.
- ❖ Reducing existing charges can successfully attract a huge number of customers to EXIM Bank Ltd. If charges are made considerable, EXIM Bank Ltd. can capture a big portion of middle class society who can be proved to be better customer than any other class of the society. EXIM Bank Ltd. should lower their charges immediately so as to prevent the loss of customers.
- ❖ The Bank should move to the fully automated banking system. This will save a lot of time of personnel working here and will increase their and the Bank's performance thereby.
- ❖ In case of importing goods the Bank should aware about over invoicing so that nobody can get chance to send money abroad illegally.

- ❖ In case of exporting goods, the Bank should aware about under invoicing so that nobody can get chance to avoid Tax, Vat, and Duty.

Finally, Bank managers need to remain up to date with future trends; in other words, they need marketing intelligence. If automated service quality converges and becomes an automated service quality, customer satisfaction and their relationship with financial Performance standard and non-differentiated attribute among all banks, it will be easy for Customers to compare and switch from one bank to another. If so, it will be difficult for Banks to maximize their profits out of the quality aspects of automated services.

## **7.2 Conclusion**

Lots of new commercial bank has been established in last few years and these banks have made this banking sector very competitive. So, now banks have to organize their operation and do their operations according to the need of the market. Banking sectors no more depends on a traditional method of banking. In this competitive world this sector has trenched its wings wide enough to cover any kind of financial services anywhere in this world. The major task for banks, to survive in this competitive environment is by managing its assets and liabilities in an efficient way.

As an internee student in EXIM Bank Bangladesh Limited at Panthapath branch, I have truly enjoyed my internship from the learning and experience viewpoint. I am confident that four-month internship program at EXIM Bank Bangladesh Limited in foreign exchange section will definitely help me to realize career in the job market.

During the course of my practical orientation I have tried to learn the practical banking to realize my theoretical knowledge, what I have gathered and going to acquire from various courses. It is great pleasure for me to have practical exposure of EXIM Bank Bangladesh Limited, because without practical exposure it couldn't be possible for me to compare the theory with practice.

Through the departments and sections are covered in the internship program, it is not possible to go to the depth of each activities of branch because of time limitation. So objectives of the internship program have not been fulfilled with complete satisfaction. However, highest effort has been given to achieve the objectives of the internship program. So in conclusion it can be said that every organization has its positive as well as negatives and in case of EXIM Bank Bangladesh Limited existence of the later one is less than the earlier one and as the management is determined to reach the pick of success it seems that in near future the negatives will be eliminated. EXIM Bank Bangladesh Ltd. will reach the highest level of success very shortly. I wish the bank will achieve all success and prosperity in their field.

# REFERENCES

## Reference from Journal:

- ✓ Chowdhury Tanvir Ahmed and Kashfia Ahmed (April,2009), “Performance Evaluation of Selected Private Commercial Banks in Bangladesh” International Journal of Business and Management, vol.4, No.4.
- ✓ Chowdhury, A. (2002). Politics, society and financial sector reform in Bangladesh. International Journal of Social Economics. 29(12), 963-988.
- ✓ Manual for Foreign Exchange Division, Volume IV, Issue 2009, EXIM Bank Ltd. Volume 35, issue 4 (April, 2015), p. 819-839. ISSN: 0378 -4266 DOI: 10.1016/j.jbankfin.2010.11.006 Elsevier Science
- ✓ Marrewijk, Charles Van, “An Introduction to International Money and Foreign Exchange Markets”, October 2004.
- ✓ Siddique, S. H., and Islam, A. F. M. M. (2001). “Banking Sector in Bangladesh: Its Contribution and Performance”. Journal of Business Research, Jahangirnagar University, Vol. 3.
- ✓ Jahangir, N., Shill, S., and Haque, M. A. J. (2007). Examination of Profitability in the Context of Bangladesh Banking Industry. ABAC Journal, Vol. 27, No. 2.

## Web Reference:

- ✓ Annual Report of EXIM Bank Limited (2011-2015). URL <http://www.eximbankbd.com>
- ✓ Achievement of EXIM Bank Ltd. 2015. URL <http://www.eximbankbd.com/achivement.htm>
- ✓ Ajmul Huda, (2016) „List of the export company“12th February. Available from:<https://usmg6.mail.yahoo.com/neo/launch?.rand=ckgtcosgrebst#7195896820> [Accessed 11/02/2017].
- ✓ Bangladesh Bank Circular & EXIM Bank ’s circular URL <http://www.bb.org.bd>

- ✓ Bangladesh Banks (Nationalization) Order, 1972. URL <http://www.bb.org.bd>
- ✓ Branch Information of EXIM Bank Ltd. 2013. URL <http://www.eximbankbd.com/branches.htm>
- ✓ Bangladesh Bank export monitoring system. 2015. Available from: <http://exp.bb.org.bd:7778/pls/imp/f?p=116:LOGIN:29044989737354>. [Accessed 20/03/2017].
- ✓ Corporate Banking [WWW] EXIM Bank Ltd. Available from: [http://www.eximbank-bd.com/home/export\\_finance](http://www.eximbank-bd.com/home/export_finance) [Accessed 11 /03/2017].
- ✓ Export- Import items information. Available from [www.fbcci-bd.org/policy/Major\\_Export\\_Items.htm](http://www.fbcci-bd.org/policy/Major_Export_Items.htm) [Accessed 30/04/2017]
- ✓ EXIM Bank 's General Banking, Credit & Foreign Exchange Manual, 2015: <http://www.eximbank-bd.com/>
- ✓ Foreign Exchange Manual: Published by: Head office of Exim Bank.
- ✓ Intern report structure and other information. Available from <http://www.sb.iub.edu.bd/internship/spring2013/0930107.pdf> [Accessed 26/04/2017]
- ✓ Office of the Chief Controller of Imports & Exports. Available from [http://www.ccie.gov.bd/index.php?cmd=about\\_ccie&id=10](http://www.ccie.gov.bd/index.php?cmd=about_ccie&id=10) [Accessed on 04/02/2017]
- ✓ Shariah Board of EXIM Bank Ltd. 2016. URL <http://www.eximbankbd.com/shariah.php>

# APPENDIX

## CUSTOMER SATISFACTION QUESTIONNAIRE

(EXIM Bank Bangladesh Limited)

I am the student of MBA (Agribusiness), Sher-e-Bangla Agricultural University conducting an internship report survey about “Customers’ satisfaction on foreign exchange services: A case Study on EXIM Bank Ltd, Panthapath Branch” and would like to know your views and opinions. Would you mind spending a few minutes to help me by completing this questionnaire? The data collected through the survey will be used for only developing the internship report and will not be disclosed elsewhere.

Name: .....

Company: .....

Subject	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Ranking	1	2	3	4	5

Please circle a number according to the ranking in the above table and give your opinion about the questions below-

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| Q 1. EXIM Bank Panthapath branch provides promised services to customers at all time.       | 1 | 2 | 3 | 4 | 5 |
| Q 2. The employees of Panthapath branch are very friendly and helpful.                      | 1 | 2 | 3 | 4 | 5 |
| Q 3. The fees and service charges of the Bank is reasonable in comparison with other Banks. | 1 | 2 | 3 | 4 | 5 |
| Q 4. The L/C opening process of EXIM Bank Ltd. is correct and easy process for customers.   | 1 | 2 | 3 | 4 | 5 |
| Q 5. EXIM Bank make their payment to the foreign customers in due time in case of import.   | 1 | 2 | 3 | 4 | 5 |
| Q 6. EXIM Bank Ltd. provide pre-shipment & post-shipment financing to all customers.        | 1 | 2 | 3 | 4 | 5 |

Q 7. EXIM Bank maintain proper security of the foreign documents at all time.	1	2	3	4	5
Q 8: EXIM Bank is very fast in providing remittance service.	1	2	3	4	5
Q 9: Remittance service of EXIM Bank Bangladesh Ltd. is hassle free.	1	2	3	4	5
Q 10: Dose the bank provide one stop services to the Customers.	1	2	3	4	5

Thanks a lot for your cooperation.