Internship Report on

Operations of Foreign Exchange: A study on National Bank.

Submitted by:

MD. SHOHAG MIA

ID: BBA 2202026101

Program: Bachelor of Business Administration

Major: Finance

Semester: Spring -2026

Sonargaon University (SU)

Submitted to:

Department of Business Administration

Sonargaon University (SU)

Submitted for the partial fulfillment of the Degree of Bachelor of Business Administration

Sonargaon University (SU)

147/I, Green Road, Tejgaon Dhaka-1215, Bangladesh

Date of Submission: 2nd May, 2026

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MD. SHAHBUB ALAM
Assistant Professor
Department of Business Administration
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LETTER OF TRANSMITTAL

To
MD. SHAHBUB ALAM
Assistant Professor
Department of Business Administration
Sonargaon University (SU)

Subject: Submission of Internship Report on **Operations of Foreign Exchange: A study on National Bank.**

Dear Sir,

I am very happy to submit my report titled **Operations of Foreign Exchange: A study on National Bank.** As a part of my BBA final requirement. In this report I have tried to give my best effort to accommodate as much information and relevant issues as possible and tried to follow the instruction as you have suggested. I have considered your remarks and instructions very carefully while preparing this report.

I pray and hope that you would be kind enough to accept my report for evaluation and oblige thereby.

It has to be mentioned that without your expert advice and cooperation it would not have been possible to complete this report. There may be shortcomings, I would be grateful if you consider those from excusable point.

Sincerely Yours,

…………………….....
MD. SHOHAG MIA
ID: BBA 2202026101
Program: Bachelor of Business Administration
Major: Finance
Semester: Spring -2026
Sonargaon University (SU)

Student’s Declaration

I declare that, I have completed this Internship Report only for educational purpose, not for any income purpose. I gathered all information from the secondary sources and also directly communicated with employees of this company. That’s why if occurred any mistake in this Internship Report then its liability always for me. At the same time, I also hope that our honorable, who would prefer to forgive me for some mistakes.

....

MD. SHOHAG MIA
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Letter of Authorization

I hereby declared that the concerned thesis paper titled "**Operations of Foreign Exchange: A study on National Bank**" **is** an original work by Md. Shohag Mia**,** ID: BBA 2202026101, major in Finance, Department of Business Studies Administration, Sonargaon University completed his thesis report under my supervision and submitted for the partial fulfillment of the requirement of the degree of BBA, Department of Business Administration, Sonargaon University.

I wish his success in his entire future endeavor.

MD. SHAHBUB ALAM
Assistant Professor
Department of Business Administration
Sonargaon University (SU)

Acknowledgement

The discussing report is the terminal formalities of the Internship Report for the degree BBA Final Year, Sonargaon University (SU). which is compact professional progress rather than specialized. This report has prepared as per academic requirement of after the successfully completion of inspection organized at National Bank PLC. Mirpur Branch with the view to familiarized the students with the practical implementations of the knowledge provides the theoretical aspects of practical life. It is my pleasure and great privilege to submit my report titled "Foreign Exchange of National Bank PLC." worked out at Mirpur Branch, Dhaka.

It is my pleasure of this report, I have tried my level best to get together as much information as possible to enrich the report while working at Foreign Exchange Department and Credit Department of National Bank PLC. I believe that was a fascinating experience to work in the banking section. and it has enriched both my knowledge and experience.

However, after all this, as a human being, I believe everyone is not beyond limitation. There might have problems regarding lacks and limitations in some aspects and also some minor mistake such as syntax error or typing mistake or lack of information. Please pardon me for that mistake and clarify these of my further information on those matters.

Executive Summery

Bank is a financial institution. The economy is mostly depended on the bank since the bank facilitates the economic and financial transactions. Every industry large, medium & small is absorbing the facilities provided by the bank relating to its production to export and also to import the materials.

Foreign exchange department is very difficult, highly technical and strictly government regulated. That's why it is very difficult to understand for an employee and it need to spend lot of time. Dealing is one of the most important activities in the department of foreign exchange Business that's why I focused on foreign exchange rules and regulations, export procedure, import procedure and remittance. I discuss about Foreign. Exchange Operation of National Bank PLC., Local Office Foreign Exchange department has three sub-sections. One is foreign remittance section, another is import section and the third one is export section. Foreign remittance includes all sale and purchase of foreign currencies on account of Import, Export, Travel and other purposes. All foreign remittance transactions are grouped into two broad categories--Outward remittance & Inward remittance. In import section, import procedure, procedures of opening LC to import etc. are discussed. In export section, export functions, export procedures etc. are discussed. Then I have focused the Bank's export and import performance, inward and outward remittance performance and also focused the forecasting trend of the Bank's foreign exchange performance.

Again, Credit is one of the most important functions of a bank and the best of bank strength depends considerably on the quality of its credit and proportion they bear to the total deposit. The credit department from where a bank collects maximum profit as a profit maximization organization and also a service provider in the credit side. In the credit side I focused the Credit approval, credit distribution. Credit monitoring & Credit collection. The study also includes who are the Target customers of the National Bank PLC., Types of loans, General procedure for loan sanctioned and disbursement. Documentations, charges for securing loan & the Procedure of Recovery of loans.

Finally, I conclude the report by providing several recommendations, by following this may mitigate the problem face in foreign exchange operations and also in credit management.

Table of Contents

Chapter One
Introduction

1.0 Introduction

1.1 Background of the Study:

The world is tremendously competitive now. In every sphere of life and business, competition becomes more and more furious. So, it is difficult to make business in these competitive markets. But foreign exchange is the most important part for any financial institution like bunk. Ordinary people consider foreign exchange the same as foreign money or currency notes of foreign countries like American dollar or British pound sterling: This is true only in a narrow scene, in practice, foreign exchange is not conceived the same as generally understood. Banks are also the principal source of credit (loan able fund) for millions of individual & families & for many units of government, Hank perform the indispensable of intermediating between the two groups & offering convenient financial service to surplus spending individual & institutions in order to attract fund & loaning those funds to deficit spending individual & institution. Another contribution of bank make is their willingness to accept risky loan from borrower, while issuing low risk securities to their depositors. Bank also satisfies the strong need of much customer liquidity. So, bank lending is a powerful force for good in nation's economy, stimulating economy activities & creating new jobs.

1.2 Objective of the study:

A result actually depends up or the proper selection of objective. Before starting any kind of work, it essential to setup the objective and make a path for achieving a good result. I have some objective about my report. Some portion of this report totally depends on specific data and some of them are assumption. That's why I'm dividing my objective in the following type': -

1.2.1 **Broad Objectives**

The major objective of the Study is to fulfill the requirement of my internship. Here, at the same time, I tried to find out the operation of foreign exchange business of National Bank PLC.

Again, the object of the report writing is to know & evaluate the credit operation & management of a commercial bank, more over the study is conducted for the following objective-

1.To know about the categories of credit those are offered by a commercial bank.

2.To have better orientation on credit management activities specially credit policy and practices, credit appraisal, credit-processing steps, credit management, financing in various sector and recovery, loan classification method and practices of National Bank PLC.

3.To know the lending policy of commercial bank.

4.To identify the lending risk of bank.

5. T o know the bank performance & efficiency in the field of Loan & advance management.

6.To identify the problems face by the bank in credit management.
7.Suggest several guidelines to overcome these problems.

1.2.2 **Specific Objectives**

- To know about the rules and regulation of foreign exchange.
- To know the foreign exchange procedure of the sample bank.
- To analyze the financial performance of foreign exchange business of sample bank.
- To identify the problems, relate to the foreign exchange of the sample branch.
- To give some suggestions about the foreign exchange business of National Bank PLC. sample branch.
- To know about tire categories of credit those are offered by a commercial bank.
- To have better orientation on credit management activities specially credit policy and practices, credit appraisal, credit-processing steps, credit management, financing in various sector and recovery, loan 'Classification method and practices of National Bank PLC.
- To know the lending policy of commercial bank. To identify the lending risk of bank.
- To know the bank performance & efficiency in the field of Loan & advance management.
- To identify the problems face by the bank in credit management ,
- Suggest several guidelines to overcome these problems.

1.3 Methodology of the study:

Preparing a report is a complex and structural task. It involves a series of steps that are interrelated Here I am describing the steps -

1.3. 1 Primary Data Sources

These are those, which are collected for this specific report and which are afresh in nature, were not used before and need to be processed. Primary sources are information that are collected through the direct conversation. Practical work exposure achieved from different desk. & Daily note taken during the Internship period.

1.3.2 Secondary Data Sources

The data that have collected for some other different purpose rather than this and which have passed through the statistical process. Secondary sources are the following-- Annual Report of National Bank PLC. PLC (2008) & Operation Manual of National Bank PLC. Also take some data from Internet '

Chapter Two

2.0 Conceptual Issues of National Bank PLC.

2.1 Historical Background of the National Bank PLC.:

National Bank PLC., the first private sector bank under Joint Venture with Dubai Bank PLC, UAE incorporated in Bangladesh on 31st December 1981 and started its operation with effect from April 12, 1982.Dubai Bank PLC (name subsequently changed to Union Bank of the Middle east PLC) decided to off-load their investment in National Bank PLC. with a view to cone- ntrate their activities in the UAE in early part of 1987 and in terms of Articles 23 A and 23B of the Articles of Association of the Company and with the necessary approval of the relevant authorities, the shares held by them in the Bank were sold and transferred to Group "A" Shareholders, i.e. Bangladeshi Sponsor Shareholders.

As of December 31, 2007; the Authorized Capital and the Equity (Paid up Capital and Reserve) of the Bank are BDT 2000 million and BDT 4511.59 million respectively. Authorized Capital of the Bank has been increased to BDT 3000 million in the Extra Ordinary General Meeting held on July 16, 2008.

Since beginning, the bank acquired confidence and trust of the public and business houses by rendering high quality services in different areas of banking operations, professional competence and employment of the state of art technology. During the last 26 years, National Bank PLC. has opened 70 Branches in different Business Centers of the country, one foreign Branch in Mumbai, India and also established a wholly owned Subsidiary Finance Company in Hong Kong in the name of NATIONAL BANK PLC.International Finance PLC. To facilitate cross border trade and payment related services, the Bank has correspondent relationship with over 220 international banks of repute across 58 countries of the World. National Bank PLC. the premier sector bank of the country is making headway with a mark of sustainable growth. The overall performance indicates mark of improvement with Deposit reaching BDT 53375.35 million, which is precisely 26.85% higher than the preceding year. On the Advance side, the Bank has been able to achieve 30.76% increase, thereby raising a total portfolio to BDT 40915.55 million, which places the Bank in the top tier of private sector commercial banks of the country. On account of Foreign Trade, the Bank made a significant headway in respect of import, export and inflow of foreign exchange remittances from abroad.

2.2 Objective of National Bank PLC.:

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

2.3 Vision & Mission of National Bank PLC.:

- **Vision of National Bank PLC.:**

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

- **Mission of National Bank PLC.;**

"To be the best performing bank in the country"

2.4 Corporate Information of National Bank PLC.:

Legal Form: A public PLC company incorporated on 31st December, 1981 under the Companies Act, 1913[1] and listed in the Dhaka Stock Exchange PLC and Chittagong Stock Exchange PLC. Commencement of Business 27th February 1982

Registered Office

BCIC Bhaban, 30-31, Dilkusha C/A Dhaka 1000, Bangladesh. Tel: +88-02-9560312 Fax: +88-02-9564122, 23 SWIFT: AJBLBDDH E-mail: info@asbank.com.bd Web: www.abbank.com.bd

Name of the Branch where completed the Inspection. National Bank PLC. Mirpur Branch Dhaka

Rating Report of National Bank PLC.-II
Credit Rating Agency of Bangladesh PLC (CRAB) has assigned A2 Rating in the Long term & ST-2 in the Short term to National Bank PLC. PLC for the year 2026.
The Bank rated A2 in the long term is adjusted to be strong bank, Characterized by good financial, healthy & sustainable franchises, & a first rate operating environment. This level of rating indicates strong capacity for timely payment of financial commitments, with low likeness to be adversely affected by foreseeable events.
The bank rated ST-2 in short term is considered to have strong capacity for timely repayment, characterized with commendable position in term of liquidity, internal fund generation, and access to alternative source of fund is outstanding.

2.8 National Bank PLC. at a glance (2021-2025)

(Amount in million Taka)

Name/Year	2021	2022	2023	2024	2025
Gross Interest Income	2051.74	2262.95	3378.34	5269.90	7366.85
Net Interest Income	510.91	691.41	615.50	1439.28	2030.69
Operating profit (PBP & T)	360.07	755.03	710.69	3325.29	4298.39
Net Operating Profit (PBT)	190.07	407.45	D32.19	1817.99	3600.62
Profit after Tax (PAT)	90.07	162.45	532.19	"jv'03.49	2300.62
Deposits	28299.23	27361.44	42077.00	53375.35	68560.47
Loan & Advance	17008.50	21384.63	31289.25	40915.35	56708.77
Total Asset	32513.48	33065.40	47989.34	63549.86	84053.61
Shareholder's Equity	1243.00	11516.%	15%l	455.59	6TZ2.51
Cost Income Ratio	88.00	76.02	73.18	2S.59	62.57
Return on Equity-ROE (%)	07.24	10.64	20.61	42.19	40.96
Return on Asset-ROA (%)	00.39	00.50	01.11	03.41	3.12
Advance Deposit Ratio (%)	60.10	78.16	74.36	76.66	. 82.71
Capital adequacy Ratio	09.09	09.17	09.23	10.75	12.84
NPL as % of Advance	11.37	08.21	04.02	04.31	2.99
Earnings per Share (Tk.)	18.19	31.26	93.08	256.10	103.18

2.9 SWOT Analysis:

SWOT Analysis is the critical analysis about an organization, where the Strengths, Weaknesses, Opportunities and Threats to that organization are analyzed. It includes all internal and external aspects of the organization. It can be therefore defined as the analysis of external and internal environments. The major objective of doing the SWOT Analysis is to find out the internal strengths that is, in which areas it is forward than its competitors and weaknesses that in which areas it has lacking. At the same time, the organization can know the opportunities that are available in the market for it and the threats ahead from its competitors or other regulatory bodies. Now showing the SWQT analysis.

I worked as an Internee for three months in the National Bank PLC., New Elephant Road Branch. By this time, I tried to find out its Strengths, Weaknesses, Opportunities and Threats. I wish this would help the bank to make its service better and make a greater contribution to the society and to make a higher profit. The result of SWOT Analysis is as follows - -

Strengths:

- It is the first commercial bank in Bangladesh.
- Bank has long-term experience.
- It is doing online banking.
- Employees here are highly efficient.
- Bank has market leading share price.

Weaknesses:

- Deposit scheme charges are higher than another bank.
- Lacking of customer relation.
- There is almost no marketing initiative in the bank.

Opportunities:

- Bank can introduce ATM booth as like as Dutch Bangla Bank.
- To reduces the interest rate in various loan.
- Private Banks became more reliable to the people than Public Banks.
- New innovative products should be offered to attract the customers like Credit Card or ATM Card.

Threats:

- The number of competitors is increasing.
- Continuous pressure from the government to reduce interest rate.
- Some banks are offering 24 hours banking facility.
- Lower Interest Rate is offered by some others bank.
- To extended the new branch in various places.

Chapter Three

3.0 Foreign Exchange Operations

3.1 Definition of foreign Exchange:

Foreign Exchange defined_ In terms of section 2(d) of the F.E.R Act, 1947, as adapted in Bangladesh, Foreign Exchange means foreign currency and includes all deposits, credits and balances payable in foreign currency as well as foreign currency instruments such as draft. T. Cs Billson Exchange, Promissory Notes and Letters of Credit payable in any foreign Currency.

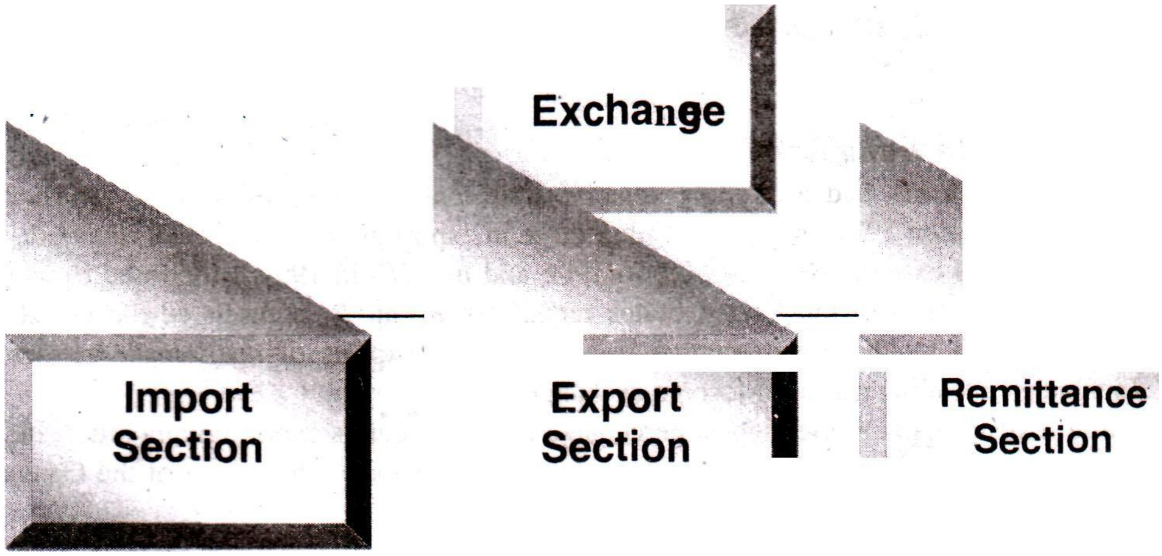
"A system or process of conversion of one national currency into another and of transferring money from one country to another "Dr. Paul Einzig.

3.2 Exchange Control & Its Objective:

Exchange control was first introduced at the out-break of world war II in 1939 in the then British India with the intention of controlling dealings in foreign securities, gold and silver bullion.

Exchange control as we now understand it, is used as a weapon for acquisition by the government of all foreign exchange earned by its resident for its accumulation into a Central Pool and rationing of these holding in the Pool for such purposes as the Government may consider essential in the larger interest of the country.

The main objective behind the introduction of Exchange Control were for the purpose of conserving and directing to the best uses the PLC supplies of foreign exchange available. The preamble to the Act provides that it was "expedient in the economic and financial interest of Bangladesh to provide for the regulation of certain payments, dealings in foreign exchange and securities and import and export of currency and bullion".



3.3 Foreign Exchange Regulations:

In Bangladesh Exchange Control is administered by Bangladesh Bank in accordance with the provisions of F.E.R Act. 1947, through its Exchange Control Department. The Exchange Control department of Bangladesh Bank therefore, subject to Exchange Control Regulations issues all foreign exchange transactions in Bangladesh from time to time. The principle office of the department is situated at Dhaka having branch offices at Chittagong, Khulna, Rajshahi, Bogra and Sylhet. All these Exchange Control offices have their respected jurisdiction of each Exchange Control Office, are required to report their foreign exchange transactions to the concerned Area office of the Exchange Control Department.

3.4 Exchange Control Manual:

The Basic instruction, rules and regulation and the procedures for handling foreign exchange transactions are laid down by the Bangladesh Bank in the Exchange Control Manual which is supplemented by> instructions/orders issued through foreign exchange circulars from time to time. The A.D. branches of the bank are required to carry out their day-to-day Foreign Exchange operations strictly in accordance with these rules, regulations and instructions. Any case or transaction not covered by the instructions in the Exchange Control Manual & Foreign Exchange Circulars must be referred to Bangladesh Bank through Head Office for necessary instructions.

3.5 Uses of Foreign Exchange:

Foreign Exchange is mainly earned through exports of goods and services by the residents of our country to the country outside Bangladesh. Foreign Exchange may also be acquired out of aids, grants and credits received by us from foreign countries. Remittances of the Bangladesh National working abroad are also an important source of foreign exchange for Bangladesh.

Foreign Exchange is required for settlement of international payments in connection with imports of goods into the country as well as for meeting payments covering freight charges, insurance, banking debt servicing travel and educational etc. expenses.

3.6 Foreign Exchange Procedure:

All exports from Bangladesh are subject to export trade control exercised by the Ministry of Commerce through Chief Controller of Imports and Exports (C.C.I.E) under the prohibitions of "Imports and Exports (control) Act 1950" read with provisions of "Importers and Exporters and Inventors (Registration) Order. 1981". Registration of Exporters:

a. No exporter is allowed to export any commodity permissible for export from Bangladesh under Export Control Act 1950, unless he / she I registered with C.C.I.E. and holds a valid export Registration Certificate.

b. The following Institutions are however exempted from Registration with C.C.I.E:

i. Government Department ii. Recognized educational institutions; iii. Hospitals; iv. Statutory bodies of local authorities.

3.7 About Foreign Trade in Bangladesh:

Since independence, Bangladesh has had a strongly negative trade balance. Imports steadily ran more than double the value of exports between 1971 and 1991. With a surge in export growth since 1991, the trade deficit has improved; imports exceeded exports by about 56% in 1996 and by 62% in 1997 as opposed to more than 12Q% in 1989/90. Trade relations with the United States remain excellent. As a result of successful export promotion measures undertaken by the government during the 1980s, exports of ready-made-garments and knitwear are now Bangladesh's leading earner of foreign exchange.

The garment and textile industry garner the highest percentage of Bangladesh's export commodities, including undergarments, women's and men's outerwear, leather, hats, and yarn (85%). At the mouth of the Ganges, fish and crustaceans are also harvested and exported (5.6%).

3.8 Authorized Dealers & Money Changers:

As per section 2 of Foreign Exchange Regulation Act 1947, Authorized Dealer means a person for the time being authorized under section 3 to deal in Foreign Exchange.

In other words, Authorized Dealer means a Bank, authorized by Central Bank to Deal in foreign exchange under the Foreign Exchange Regulation Act 1947.

There are some persons or firms, authorized by Central Bank to deal in Foreign Exchange with PLC scope are called Authorized Money Changers.

3.8.1 Functions of Authorized Dealers

Authorized Dealer can handle all kind all of Foreign Exchange transaction as per Foreign Exchange Regulation

Act 1947 under the instruction of Central Bank. Following are the main functions of an Authorized Dealer.

i. Exchange of foreign Currencies.
ii. To make arrangement with Foreign Correspondent.
iii. Buying and Selling Foreign Currencies.
iv. Handling of Inward and Outward Remittance.
v. Opening of L/C and Settlement of Payment.
vi. Investment in Foreign Trade.
vii. Opening & maintenance of Accounts with Foreign Banks under intimation of Bangladesh Bank.
viii. Export Documents handling.

For conducting these foreign dealings, the respective banks need authorization of the central bank. The respective banks need "Authorized Dealer License" for conducting this foreign correspondence. The banks that hold that license called authorized dealer. Bangladesh Bank issues this license by seeing the banks performance and also the parties that deals with.

Authorized Banks: Authorized Banks are those banks empowered by the Exchange Control Act-1947 to deal in foreign exchange. National Bank PLC. (New Elephant Road Branch) is an authorized dealer bank for dealing with foreign exchange functions.

Mostly in foreign trade the currency of one country did not accepted to another, so the bank has to convert the currency of one country to another. The relative exchange rate of currency of different country is called foreign exchange rate. Foreign exchange rate is the price relationship between the currencies of two countries.

Professor R.M. Storm Says. "A foreign exchange rate is measured typically as the number of a given currency that exchange for a unit of some other currency".

G.B. Pound		U.S. Dollar	Euro	Yean
Buying	TR160.00	Tk 120.73	Tk 140.74	Tk 0. 70
Selling	Tk 166.00	Tk 122.73	Tk 143.74	Tk 0.78

Foreign Exchange rate Valid on April 07, 2026

In National Bank PLC. the up to date foreign exchange rates for each day are sent through mail to all its foreign exchange dealer branches before starting of banking activities. This mail is served from the principle branch in every morning. In case, of any expedite change in the rates; the ultimate rates are immediately served through mail to the dealer branches whatever the working time is. In New Elephant Road branch of ABBL the up to date foreign exchange rates is displayed through an electrical display board at the front office. It is modified in each day after receiving the mail from the principle office.

3.9 Import Section:

3.9.1 Definition of Import:

The goods and services bought one country from another foreign households, businessmen and Government are called import. To import, a person should be competent to be and importer'. According to import and export control Act, 1950, the Office of Chief controller of import and export provides the registration (IRC) to the importer.

3.9.1.1 Letter of Credit (L/C):

Letter of credit is a credit contracts whereby the buyer's bank, on behalf of the buyer is committed to place an
agreed amount of money at seller's disposal under some agreed terms and conditions. Since the agreed
conditions include, amongst other things, the presentation of some specified documents, the letter of credit is
called documentary letter of credit. The UCPDC Published by International Chamber of Commerce (1993)
Revision, publication no.-500 defines documentary credit:

"Any arrangement, however named of described where by a bank (the issuing bank) acting at the request and on
the instructions and on the instruction of customer (the Applicant) or on its own behalf,
To make a payment to or to the order of third party (the beneficiary) or is to accept and pay bill of exchange
(draft) drawn by the beneficiary".

3.9.7.2 Parties Involved in L/C:

1. Importer / Buyer/Applicant
2. Exporter / Seller / Beneficiary /Supplier
3. Issuing Bank / Operating Bank
4. Advising Bank / Notifying Bank
5. Confirming Bank

6. Negotiating Bank
7. Paying Bank / Reimbursing Bank

To import goods or services, the buyer approaches his / her bank to open Letter of Credit through its branches and correspondents abroad.

1. **Importer:** The person who requests the Issuing Bank to open a L/C
2. **Exporter:** The party in whose favor L/C is established.
3. **Issuing Bank:** The Bank which opens /issues L/C.
4. **Advising Bank:** The Bank through which L/C is advised.
5. **Confirming Bank:** The Bank, which adds its confirmation to the credit.
6. **Negotiating Bank:** The Bank, which negotiates the bill.
7. **Paying Bank:** The Bank, which effects reimbursements.

At the instruction of the Opening Bank, Advising Bank may confirm the L/C and negotiate documents and also be the Reimbursing Bank under the credit. The Reimbursing Bank may be different and even may be located in third country. Intermediary Bank is usually the foreign correspondent of the Importer's Bank through which the L/C is advised to the supplier. If the Intermediary Bank simply advises / notifies the L/C to the exporter without any obligation on its part, it is called as Advising Bank. If it adds undertaking to honor the credit while advising" the same to the beneficiary, it becomes the confirming bank.

3.9.1.3 Types of L/C

Special Type of L/C1

a. Revolving Credit.
b. Back-to-Back Letter of Credit.
c. Red Clause of Credit.
d. Transferable Letter of Credit. (TLC)
e. Stand-by Letter of credit.
f. Performance Letter of Credit, (I) Bid Bond (ii) Performance Bond

a. Revolving Credits: Revolving credits one, the amount of which remains constant for a given period and becomes available to the beneficiary in full during that period immediately the bills drawn and negotiated under it is paid. In other ward, under a revolving credit the amount of the credit is automatically reinstated after drawing is fully met or after a specified period of time.

b. Back-to-Back Letter of Credit: It is nothing but a secondary credit opened by the advising bank favoring of domestic supplier on behalf of the original foreign L/C. As the original letter of credit backs the domestic L/C, it is called Back-to-Back L/C. The second L/C is opened on the strength of the original L/C but for a smaller amount.

If the original L/C allows partial shipment, several Back-to-Back letters of credit may be issued against it. There are two types of Back-to-Back L/C viz. Inland & Foreign.

Inland back-to-back L/C is opened on account of intermediary local buyers who procure the goods from local mills/traders for ultimate export.

Foreign back-to-back L/C is established in the field of garment industry against or on the basis of a foreign
export L/C for Import of raw materials from foreign countries for execution of the relative export order.

c. Red Clause of Credit: Under this L/C the issuing bank instructs the negotiating Bank to make advances to the beneficiary up to an aggregate amount in order to enable him to purchase and process merchandise. The advances with interest are to be realized by the exporter.

d. Transferable Letter of Credit: Under a transferable L/C, the beneficiary is permitted to transfer his right in part or in full to one or more parties. It is typically used when the original beneficiary acts as the middleman between the actual suppliers and the importer. In some cases, the seller is not the actual producer or manufacturer of the goods. In such cases the original beneficiary requests for a transferable credit. A credit can be transfer only if it is expressly designated as "Transferable" by the issuing bank. A transferable credit can be transfer once only.

e. Stand-by Letter of Credit: A stand-by L/C authorizes the beneficiary to drawn on a bank in the event of the non-performance of authority party, or on the non-payment of funds that were expected to be received from another source or under arrangements.

f. Performance Letter of Credit: A performance L/C guarantees performance of an obligation. In the event of failure by the account party in the performance of an obligation e.g. contractual failure, failure to forward documents, failure to ship goods, the L/C may be invoked:

1. Bid Bond: Very often various companies will submit their respective bids in order to be awarded a contract. The beneficiary will usually request a good faith deposit, which ranges from 1% to 3% of the total contracts value. Instead, performance L/C is used to the beneficiary to cover the good faith deposit.

2. Performance Bond: As expressed in the "BID "situation, a performance L/C will be issued stating that the performance will meet specified standards.

3.9.1.4 Procedure for opening L/C: Step 1: Registration with CCI&E

* For engaging in international trade, every trader must be first registered with the Chief Controller of Import and Export.

* By paying specified registration fees to the CCI&E, the trader will get IRC/ERC (Import/Export Registration Certificate), to open L/C with bank, this IRC is must.

Step 2: Determination terms of credit

* The terms of the letter of credit are depending upon the contract between the importer and exporter. The terms of the Credit specify the amount of credit, name and address of the beneficiary and opener, tenor of the bill of exchange, period and mode ‘of shipment and of destination, nature of credit, expiry date, name and number of sets of shipping documents etc.

Step 3: Proposal for opening of L/C

To have an import LC limit an importer applies to the foreign exchange department of that branch. The proposal contains the following particulars:

* Full particulars of the bank account
* Nature of business
* Required amount of limit
* Payment terms and conditions
* Goods to be imported
* Offered security
* Repayment schedule

That branch will send the proposal to the head office. After getting the permission of HO they will open the LC.

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

For opening L/C. the importer is required to fill up a prescribed application from provided by the banker along with the following documents:

1. L/C Application Form
2. Filled up LC A form
3. demand Promissory Note
4. Pro-forma invoice
5. Tax Identification Number
6. Import Registration Certificate
7. Authority to debit account

.8. Filled up amendment request form

9. IMP form
10. Insurance cover note and money receipt 1 1. Membership certificate
12. Rate fluctuation undertaking

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

* Taking filled up application form from the importer
* Collects credit report of exporter from exporter's country through his foreign correspondence there.

Opening bank then issues credit by air mail/TELEX/SWIFT followed by L/C advice as asked by the opener through his foreign correspondent or branch as the case may be. at the place of beneficiary. The advising bank advice the L/C to the beneficiary on his own form where it is addressed to him or merely hand over the original L/C to the beneficiary if it is so addressed.

3.9.1.5 Documents Required for opening L/C:

The seller being satisfied with the terms and the conditions of the credit proceeds to dispatch the required goods to the buyer and after that, has to present the documents evidencing dispatching of goods to the negotiating bank on or before the stipulated expiry date of the credit. After receiving all documents, the negotiating bank then checks the documents against the credit, if the documents are found in order, the bank will pay, accept or negotiate to CBL. CBL checks the documents. The usual documents are stated below:

Documents
↓
Invoice
↓
Bill of Lading
↓
Certificate of origin
↓
Packing list
↓
Weight list
↓
Shipping advice
↓
Nonnegotiable copy of bill of lading
↓
Bill of exchange
↓
Pre-shipment inspection report.
↓
Shipment certificate.

In Case of new importer while opening an L/C:

Papers required for new importer opening an L/C are given below;

1. Valid IRC (Import Registration Certificate)
2. Agreement form
3. Trade License
4. IN Certificate
5. VAT Certificate
6. 3 (Three) Copies declaration by the importer. That they have paid or, submitted return of income tax of preceding or. last year.
7. Membership Certificate of Chamber of Commerce Industry.
8. Account to be maintained with the bank
9. Membership Certificate (BGMEA) in case of Garments PLC.
10. Bonded warehouse license (In case of export-oriented industry.)
11. LCA Form.
12. Insurance cover note.
13. Pro forma invoice/indent
14. Application for opening of L/C duty filled in and signed.
15. IMP form duty signed
16. Memorandum and Article of Association of the company.

17. Certificate of incorporation with RJSC
18. Certificate of Commencement
19. Resolution of Board of Directors
20. NOC to be obtained from their previous bank
21. Confidential Report to be obtained from their previous line.
22. Report/ inquiry to be obtained from CIB of Bangladesh Bank.
23. Credit Report to be obtained on correspondent bank / internationally reputed Agency in respect of the supplier.
24. Lending Risk Analysis (LRA) to be made in case of big liability.

3.9.1.6 Performa invoice (P/I):

Abridged or estimated invoice sent by a seller to a buyer in advance of a shipment or delivery of goods. It notes the kind and quantity of goods, their value, and other important information such as weight and transportation charges. Pro forma invoices are commonly used as preliminary invoices with a quotation, or for customs purposes in importation.

3.9.1.7 Bill of exchange:

According to the section 05, Negotiable Instruments (NI) Act-1881, A "bill of exchange" is an instrument in writing containing an unconditional order signed by the maker, directing a certain person to pay [on demand or at fixed or determinable future time] a certain sum of money only to or to the order of a certain person or to the bearer of the instrument. It may be either at sight or certain day sight. At sight means making payment whenever documents will reach in the issuing bank. Bill of Lading is the bill given by shipping company to the client. Only one copy of Bill of Lading should be
given to the client and the remaining copy should be kept in the bank.

3.9.1.8 Commercial Invoice:

Invoice is the price list along with quantities. Several copies of invoice are given. Two copies should be given to the client and the other copies should be kept in the bank. If there is only one copy, then its photocopy should be kept in the bank and the original copy should be given to the client. If any original invoice contains the custom's seal, then it cannot be given to the client.

3.9.1.9 Marine Insurance Policy:

In the international trade insurance policy is a must to cover the risk of loss on consignments while they are on seas, roads, and airways. The insurance is the responsibility of the buyers (consignee) under FAS, FOB and C&F contracts and of the seller (consignor) under GIF contract. The policy must be of the type as specified in the relative contract / credit. The policy would be for the value of-GIF price plus 10 (ten) percent to cover the expenses and that is required to be obtained in the same currency as that of the credit and dated not later than the date of shipment with claims* being payable at the destination.

The document consists of either the insurance policy itself or more likely, a certificate of insurance, And the details an appearing on them include.

1) The name and signature of the insurance company
2) The name of the insured
3) Where applicable, the endorsement of the insured so that the right to claim under the policy may be transferred (for instance the exporter might take out a policy but it could be the importer who makes any claim)
4) A description of the risk covered and the sum insured.
5) A description of the goods together with any packing details; and
6) The place where claims are payable together with the name of the agent to whom claims should be directed. The risk covered by the insurance should agree with those called for by the buyer in the contract.

3.9.1.10 Certificate of Origin:

Certificate of origin is a document describing the producing country of the goods. One copy of the certificate of origin should be given to the client and the remaining copy should be kept in the bank. But if there is only one copy, then the photocopy should be kept in the bank and the original should be given to the client.

3.9.1.11 Packing List (P/L)/Mills Specifications:

Packing list is the letter describing the number of packets and their size. If there are several copies, then two copies should be given to the client and the remaining should be kept in the bank. But if there is only one copy, then the photocopy should be kept in the bank and the original copy should be given to the client.

3.9.1.12 Inspection Certificate:

The Certificate of Inspection is a document certifying that the concerned merchandise (including perishable goods) was in good condition immediately prior to its shipment. The Certificate of Inspection is an inspection report or report of findings and is required by some importers or importing countries. The export or trader uses such a report in the inspection of goods purchased from a manufacturer. The export-manufacturer also uses such a report in the inspection of its own productions. In case a Certificate of Inspection is required, the importer may stipulate in the Letter of Credit (LC) to use a specific independent surveyor. In the case of a foreign government required pre-shipment inspection, which is stipulated in the LC, the report of findings can be in the form of a security label attached with the invoice. The label bears the number and date of the corresponding report of findings issued by the foreign government engaged surveyor.

Certificate of Weightiest and Measurement:

Issued by recognized authority (like chambers of commerce and industry) in exporting Country certifying correct weighment and measurement of the goods exported.

being imported or exported. The bill of entry is examined by customs officials to confirm that the contents of a shipment conform to the law, and to determine which taxes, tariffs, and restrictions may apply to the shipment. This document must be prepared by the importer or exporter, with many companies hiring a clerk specifically to handle the process of preparing bills of entry.

L/C Amendment:

Parties involved in a L/C, particularly the seller and the buyer cannot always satisfy the terms and conditions in full as expected due to some obvious and genuine reasons. In such a situation, the credit should be amended. These amendments involve changes in (I) unit price (ii) extension of validity of the L/C (iii) documentary requirements etc. such amendments can be affected only if all the concerned parties agree i.e. the beneficiary, the importer, the issuing bank and the advising bank.

For any amendment the importer must request the issuing bank in writing duly supported by revised indent/ proforma invoice. The issuing bank then advises the required amendment to the advising bank. L/C amendment commission including postage is charged to the clients A/C.

3.11 Loan against Trust Receipts (LTR)

Advance against a Trust Receipt obtained from the Customers are allowed to only first class tested parties when the documents covering an import shipment or other goods pledged to the Bank as security are given without payment. However, for such advances prior permission/sanction from Head Office must be obtained.

* The customer holds the goods or their sale-proceeds in trust for the Bank, till such time, the loan allowed against the Trust Receipts is fully paid off.

» The Trust Receipt is a document that creates the Banker's lien on the goods and practically amounts to hypothecation of the proceeds of sale in discharge of the lien.

3.12 Loan against Imported Merchandise (LIM)

Advance (Loan) against the security of merchandise imported through the Bank may be allowed either on pledge or hypothecation of goods, retaining margin prescribed on their Landed Cost, depending on their categories and Credit restriction imposed by the Bangladesh Bank. Bank shall also obtain a letter of undertaking and indemnity from the panics, before getting the goods cleared through LIM account.

3.13 Lodgment and Retirement of Import Letter of Credit:

3.13.1 Lodgment:

The opening bank receives import bills, which have been negotiated. After receiving the documents, they are to be thoroughly scrutinized. After proper scrutinizing the L/Cs are entered into the BLC (Bill under letter of credit) register. This procedure is called Lodgment. At the end of the month the bank has to send monthly statement on this regard. For Scrutiny of the Documents First of all it must be ensured that, » Fullest of documents as mentioned in the L/C has been received.

Documents have been negotiated within the negotiation period.

The Bill of Lading/Air-Way Bill/ Railway receipt is not dated later than the last date of shipment mentioned in the L/C.
The L/C has not been amended or subjected to any special instructions, which might alter the value of L/C. Import bills include the following Documents, which are to be scrutinized: i. Bill of Exchange Commercial Invoice Bill of Lading iv. Certificate of Origin v. Others
There are some other documents, which are also attached, with the shipping documents like packing list, pre-shipment inspection certificate, shipping advice, non-negotiable copy of bill of lading etc. These documents are also verified carefully before lodgment.

3.13.2 Retirement:

The importer receives the intimation and gives necessary instruction to the bank for retirement of the import bills or for the disposal of the shipping document to clear the imported goods from the customs authority. The importer may instruct the bank to retire the documents by debiting his account with the bank or may ask for LTR (Loan against Trust Receipt). Following steps are to be taken for retirement of documents.

* Calculation of interest if any.
* Calculation of other charges.
* Passing vouchers.
* Entry in the register.
* Endorsement in the Bill of Lading or other transport document and in the bill of exchange.
*

3.13.3 Reporting to Bangladesh Bank:

At the end of every week & month, the reporting regarding the following information is mandatory,

1. Filling of E-2/P-2 schedule of S-1 category; which covers the entire month amount of import, category of goods, currency, country etc.
2. Filling of E-3/P-3 schedule for all charges, commission with T/M form.
3. Disposal of IMP form, which includes,

* Original IMP is forwarded to Bangladesh Bank with invoice and Indent.
* Duplicate IMP is kept with the Bank along with the bill of entry/ Certified Invoice.
* Triplicate IMP is kept with the Bank for office record.

Quadruplicate is kept for submission to Bangladesh Bank in case of imports where documents are retired.

3.14 Financial analysis of Import of National Bank PLC:

International Trade is one of the most important components of AB's foreign business. In the 2008, both Imports and Exports expedited docile digit growth keeping in pace with the overall business growth. Imports at the end of the year stood at Taka 7, 00.10 cores. Major import finance was in the areas of Food item, Textile, RMG and Scrap vessels among others.

3.15 Export Section:

3.15.1 Definition of Export:

The goods and services sold by one country to another foreign households, businessmen and Government are called export. In short term, goods send to rest of the world from Bangladesh. The export trade of the Bangladesh is regulated by the imports and exports (Control) Act, 1950. There are a number of formalities that an exporter has to fulfill before and after shipment of goods.

3.15.2 Pre- Shipment Financing

The supplier may require payment of the goods before shipment. Pre-shipment Finance will provide finance in these circumstances. Another way it can be said, pre-shipment is a short-term funding for inventory and production costs associated with manufacturing goods being exported. This loan is:

* A short-term lending solution for up to 180 days.
* Bill Amount
* Amount in currency
* EXP Form no.
* Export L/C no.
*

3.15.7 Foreign Documentary Bills for Collection (FDBC):

ABBL forwards the documents for collection due to the following reasons, -

I. If the documents have discrepancies.
II. If the exporter is a new client.
III. The banker is in doubt.

A foreign documentary bill for collection signifies that the exporter will receive payment only when the issuing bank gives payment. The exporter submits duplicate EXP Form and Commercial Invoice. Subsequently, the value of the bill ft calculated and payment is made. After passing the above vouchers, an Inter Branch Exchange Trading Debit Advice is sent for debiting the NOSTRO account. ABBL has 11 NOSTRO accounts with its reimbursing bank. An FDBC Register is maintained, where first entry is given when the documents are forwarded to the issuing bank for collection and the second one is done after realization of the proceeds.

3.15.8 Secured Overdraft (SOD):

A secured overdraft (similar to a revolving line of credit) is a mortgage that works like the credit limit on a credit card. You can use the full amount up to your limit over and over again, paying it off as you go. The only difference is that the overdraft must be secured against residential property.

3.15.9 Packing Credit (PC):

Packing Credit is any loan or advance granted or any other credit provided by a bank to an exporter for financing the purchase, processing, manufacturing or packing of goods prior to shipment, on the basis of letter of credit opened in his favor or in favor of some other person, by an overseas buy\err or a confirmed and irrevocable order for the export of goods from the producing country or any other evidence of an order for export from that country having been placed on the exporter or some other person, unless lodgment to export orders or letter of credit with the bank has been waived.

Financial analysis of Export of National Bank PLC:

National Bank PLC. recorded a 40 percent export revenue growth in 2008 as the total export reached Taka 2,893.72 corer at the end of the year. Export business concentration was in the area of frozen fish, readymade garments, knit wears and other indigenous products.

3.16 Foreign Remittance

3.16.1 Outward Foreign Remittance:

Outward remittance covers sales of foreign currency through issuing foreign T.T. / M'. T. / Drafts - T. Cs etc. As well as sale of foreign exchange under L/C and against import bills retired. Payment of foreign exchange by credit to N/R Taka A/C maintained with National Bank PLC. by foreign correspondent will also constitute outward remittance and sale of foreign exchange.

Inward Foreign Remittance:

Inward remittance covers purchase of foreign currency in the form of foreign T.T, M.T, D.D, Cheques, Bills, Drafts, T.Cs. etc. sent from abroad favoring a beneficiary in Bangladesh. Amount Paid to a beneficiary in Bangladesh by debit to a 'non-resident Taka A/C' maintained with National Bank PLC. by their foreign correspondents is also treated as Inward remittance and purchase of foreign exchange. A.D. branches are required to maintain proper records of Inward foreign remittances and report the transactions to Bangladesh Bank through appropriate schedule and returns. There is no exchange control restriction on the purchase of Inward remittances. Such remittances involving Tk. 5000/- and above should be reported to Bangladesh bank on From-C clearly showing the purpose duly certified by the A.D branch.

Purchase of foreign exchange should be reported to E.C.D of Bangladesh Bank on the following from and schedule:

i. For Exports -Exp from with A1/A2 schedule.
ii. For other than exports involving amount of Tk. 5000/- & above From -Cand Shoji.
iii. For other than exports involving amount below Tk.5000/- schedule -I.R.V./l-04-2/4.

3.16.3 Foreign Inward Remittance of National Bank PLC.

NATIONAL BANK PLC. Strengthened the existing remittance relationships with various exchange houses in 2008. Besides, ag cements were signed with a host of exchange houses having extensive presence world-wide to enhance the remittance network. is also focusing on enhancing the customer service windows through the existing branches. Dedicated "Remittance Desk" in branches backed by access to IT Services helped expanding the services to the droop step of customers. Corporate clients of remain another major source of foreign currency.

3.16.4 Financial Analysis of Foreign Inward Remittance:

Total remittance at the end of the year stood at USD 163.61 million registering a growth of nearly 5% percent over last year.

Chapter Four

4.0 Findings & Analysis:

4.1 Findings & Analysis of Foreign Exchange Department:

Foreign Exchange is the vast and big portion for a bank. That's why there are lots of problem arises. National Bank PLC.'s also faces these kinds of problems. So, it's a great problem for the bank in profit making. Those kinds of problems are given below:

The exchange rate is not steady.

Risk factor is high.

Shortage of manpower in the sample branch, so operations need much time.

- Communication problems occurred during the dealings is one of the problems external

Travelers cheque

- and foreign exchange.
- Total cost is getting higher.
- Existing manual voucher
- Need more skill employee
- Online not work properly some time.
- Bank suffers for political instability
- They need to provide better service to the customer

4.1.1 Analysis: Financial analysis of Import of National Bank PLC.:

2021	2022	2023	2024	2025
19,281	19,266 .	23,151	42,860	48,441

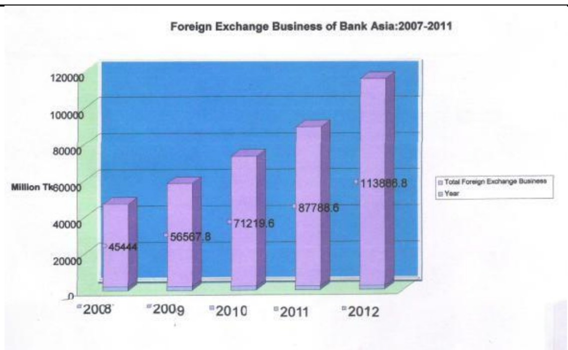


Figure 6.1: Foreign Exchange Business of Bank Asia: 2007 to 2011

Comment:

The figure shows that National Bank PLC.'s import trend from 2004 to 2008. National Bank PLC.'s import increases a little in the year 2005 then 2004. In the year 2006 it increases more then 2005; in the year 2007 it increases a little more than 2006. But in the year 2008, the import performance is much higher than the previous years.

4.1.2 Analysis: Financial analysis of Export of National Bank PLC.:

2021	2022	2023	2024	2025
10,100	**12,595**	**17,876**	**20,677**	**28,937**

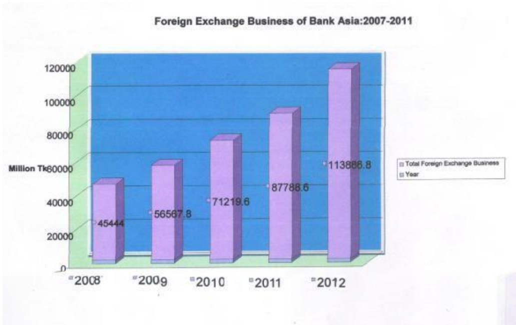


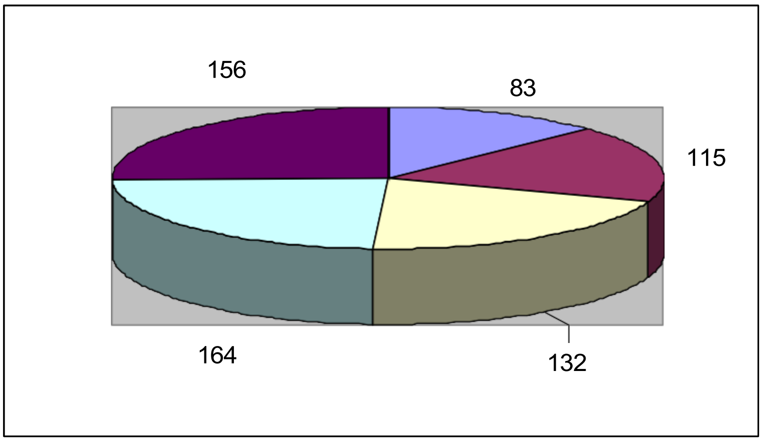
Figure 6.1: Foreign Exchange Business of Bank Asia: 2007 to 2011

Export Trend Comment:

The figure shows that National Bank PLC.'s export trend from 2018 to 2022. National Bank PLC.'s export increases more in the year 2005 then 2004. In the year 2006, it increases a little then 2005 again in the year 2007 it increases a little more than 2006. But in the year 2008, the export performance is much higher than the previous years.

4.1.3 Analysis: Financial Analysis of Foreign Inward Remittance:

2021	2022	2023	2024	2025
83	115	132	156	164



Inward Remittance Trend Comment:

The figure shows that National Bank PLC.'s export trend from 2004 to 2008. National Bank PLC.'s remittance increases more in the year 2005 then 2004. In the year 2006, it increases a little then 2005 again in the year 2007 it increases a little more than 2006. But in the year 2008, the inward remittance performance increases a little then the previous

Measure of Profitability Comment:

As per the Income Expenditure Ratio, Total income is more than three times greater the n its Expenditure Again Profit is also one & half times higher than expenditure that show a sound Profitable position of National Bank PLC. The Bank's profit is also five & half time than its Total Liabilities. Their net income is also satisfactory in response to total Asset. But Problem is that all the Profitability index of year 2008 has been slide decreases compare to 2007.

Comment:

A higher Liquidity ratio indicates a less Risk & Less Profitability of a Bank. The Bank has the Loan: Deposit ratio in 2007 is .76, But in 2008 the proportion of loan amount gradually increase in respect to Deposit collection. In year 2008, National Bank PLC. grand taka .82 of loan in respect of deposit taka 1, which show a greater utilization of Deposit money. Furthermore, Bank's Loan to Liabilities ratio is also increases from 2007 to 2008, which show higher utilization of Bank fund, it also indicates higher default risk. Finally, National Bank PLC.'s Asset level also increase in respect with total Asset in last year.

4.1.4 Import Growth Rate Calculation

4.1.5 Import Growth Rate = $\left(\frac{Inport\ in\ current\ period - Inport\ in\ previous\ period}{Inport\ in\ previous\ period}\right) \times 100$

Year	Import (Million Tk)	Growth Rate
2021	19,281	–
2022	19,266	0.08%
2023	23,151	20.16%
2024	42,860	85.13%
2025	48,448	13.02%

Chapter Five

5.1 Recommendations:

1. The demand and supply position of the currency is not running properly, they should try to resolve this matter as soon as possible.
2. Changes in the prices in the trading country may causes of problem i.e. The world market is going under bad economy so as obviously the depending country are trading with the first world country as usually that countries currency goes down.
3. The political environment also causes for the development of a bank's foreign exchange.
4. Manpower is the most important for that branch, because that department is very difficult to handle all part of foreign exchange with 3 people so they need to recruit some efficient person to handle this kind heavy department.
5. Network is also internal problem for that branch some time their network is not working properly so they need to improve the network facility.
6. The working process is changes over time according to the government and Head office circular so advice is before changes they need to train the respective officer.
7. The communication problem occurred during the EX. Travelers cheque when the bearer is submitting the cheque in the foreign country. So, they should try to make sure that full and proper service.
8. There are some good things that National Bank PLC. maintaining towards the customer in the Foreign Exchange department.
9. National Bank PLC. was linked with Western Union money transfer for providing the better facilities and secures transfer to the right hand. The bank should maintain the link Western Union money Transfer for providing better facilities and secures transfer money to the right hand.
10. The officers and the banks dispatch department are very helpful to the customer and make sure the money transfer to the customer's account.
11. Online banking is the most important thing during the Foreign Exchange department and this banks New Elephant Road branch are also maintaining proper online service.

5.3 Conclusion:

"A commercial bank is a trader of substitute currencies such as currency, cheque and bill of exchange." New Encyclopedia Britannica. For efficient and proper bank management, specific organizational structure should be established. This organizational structure should be modified according to the changing business conditions and recent developments in the field of banking business. If any bank would like to survive in this industry especially in this open market economy, it must modernize its organizational management. The sound as well as skilled directors including as efficient CEO helps the bank to succeed. However, the management should take proper actions so that the bank employees participate in the banking activities spontaneously. All the staff of the banks must keep the goodwill of the bank above the personal benefits. Control in the banking sector from the regulatory agencies is needed due to the higher risk of the depositors.

Proper and faithful controlling helps the banks to operate business properly and to avoid excess risk. On the other hand, effective controlling plays a vital role in preserving the interest of the depositors as well as the country. Finally, National Bank PLC. is now giving emphasis on implementing modern technology to get its respective benefits. If they do so, we could belief that National Bank PLC. will get a significant position in the country and world.

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