



COMSATS INSTITUTE OF INFORMATION AND TECHNOLOGY, LAHORE



Allied Bank Limited
Bahria Town, Lahore (0988)

Submitted to Lecturer
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CIIT/FA14-BAF-057/LHR
Submission Date: September 29, 2017

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Acknowledgment

All admiration and gratitude to Almighty **ALLAH**, the most generous and kind, who have always keep us under his countless blessings and who grant me with abilities and skills to complete this Internship report, effectively.

I am blessed to have my supportive parents who are always there to encourage me, who always remains at my back to support me throughout my life and from start to the end of this report as well.

I am thankful to my prestigious university, **CIIT**, who made the internship opportunity a part of our courses so that we could get more knowledge not only in institute but out of institute as well such as Business organizations. A special thanks to my Internship advisor, **Mr. Mohsin-ul-Mulk**, who guided me throughout my internship period who made me this able to complete my internship report.

I am also thankful to the Manager, **Mr. Usman** and all of my staff members of Allied Bank Limited, Bahria Town branch Lahore. They gave me an opportunity to do internship in their respected, well-known Organization to enhance my academic learning through practical implementation. They have guided me in all aspects of banking procedures and policies and polished my knowledge with their help by updating and guiding me with up to date information of what's going on in banking sector of Pakistan.

I also personally thanks to each and every one including my friends and all other teachers and strangers who have helped me direct and indirectly, in completing this report of Internship.

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EXECUTIVE SUMMARY

Started my Internship in summer vacations, 2017, with the primary purpose of learning and looked down to see what's happening at the Banking sector, how organizations developed and incorporated and how the professional life actually is rather than in the text books, according to the requirement of the institute. Started work at a Bank, known as Allied Bank Limited which is a very first Muslim bank incorporated in the land of Pakistan, in the city of Lahore which was Known as Australian Bank and with this initial time its market share is at the top which shows the passion and dedication of its team its executives and its human capital all of them are highly skillful and much capable to run such financial activities effectively and efficiently in such a way that no one can take its market share.

Knowing of the rapidly changing customers need and environment day by day, ABL has introduced their many product, services and to facilitates the financial issue of the customers according to their needs. Branded serving structures have been set up to aware a huge number of customer need i.e. Royal Profit Account. ABL visa card has received well in a huge competitive market; in the customer credit area, the bank also provides home loans for the people of Pakistan. ABL provides Money Gram Remittance and Online banking services to the Customers. ATM network has been launched nationwide i.e., 1500 ATMs as well as the phone banking has been introduced in addition to micro finance and debit cards for customer.

During my internship, I mainly was working in the Branch. After completing my six weeks internship at a Banking sector, Allied Bank Limited and go through its procedure and know about its culture, goals, objectives, finally, I'm able to write a report thoroughly on it. This report comprises of almost all the learning aspects which I cover during my internship span but to summarize all those learning aspects. All the departments and all the policies and procedures have been described briefly.

HISTORY & BACKGORUND

Allied Bank was established in Lahore in 1942 with the name of Australasia bank. It was the first Muslim bank before the partition of India and Pakistan. So, it can be called the first bank of Pakistan after partition. Initially it was known with the name Australasia bank with the paid-up capital of Rs. 0.12 million with 2444 shares of Rs. 50 each. Then it was renamed as Allied Bank of Pakistan in 1974. During this era, all were under the government of Pakistan under Banks Nationalization Act, 1974. So, Australasia bank was merged with other banks like Sarhad bank, Pak bank limited, and Lahore commercial bank. Due to this merger, Australasia bank was given the name of Allied bank of Pakistan. In 1980, Bank of England recognized Allied bank of Pakistan as a separate entity allowing it to conduct its business operations wholly and singly. Due to this, Allied bank started conducting its operations in England by forming 4 branches. These were restricted under a joint venture was formed between Habib bank limited and Allied bank of Pakistan called Habib Allied International Bank Plc (HAIB).

After nationalization in Pakistan, Allied bank formed 116 branches in 1974 and until 1979 Allied bank was able to form 697 branch networks. From 1974 till 1991, Allied bank had net assets of Rs. 24.4 billion and deposits of about Rs. 21.4 billion with 747 branches throughout Pakistan. By 1999, the net assets reached the value of Rs. 196.9 billion and total deposits of Rs. 93.2 billion with 925 branches working nation-wide and 7, 108 employees. In 2001, it reduced its branch networking to 855. In 2004, bank's ownership was transferred to a consortium of Ibrahim Leasing Limited and Ibrahim Group due to capital re-structuring. The bank was named as Allied bank limited in 2005.

Today the bank has crossed 75 years of excellence with considerable equity, assets and deposits. It has focused on retail banking, Investment banking, online banking, Islamic banking and many others. The bank has a large network of online branches

and offers various products and services. Today, it has reached 1, 150 branches and 1, 150 ATMs.

ABL has been performing its duties by providing numerous products and schemes from then till now to every customer according to their rapidly changing needs and environment.

ALLIED BANK LIMITED'S GENERAL PROFILE

Vision

“To become a dynamic and efficient bank providing integrated solutions and the first choice of bank for all customers.”

Mission

- To provide value-added services to our customers
- To provide high-tech innovative solutions to meet customer requirements
- To create sustainable value through growth, efficiency and diversity for all stakeholders
- To play a proactive role in contributing towards the society
- To provide a challenging work environment, and reward dedicated team members according to their performances and abilities

Board of Directors



- **Mohammad Naeem Mukhtar** (*Chairman / Non-Executive Sponsor Director*)
- **Sheikh Mukhtar Ahmad** (*Non-Executive Sponsor Director*)
- **Muhammad Waseem Mukhtar** (*Non-Executive Sponsor Director*)
- **Abdul Aziz Khan** (*Non-Executive Director*)
- **Mubashir A. Akhtar** (*Non-Executive Director*)
- **Dr. Muhammad Akram Sheikh** (*Independent Director*)
- **Zafar Iqbal** (*Independent Director*)
- **Tahir Hassan Qureshi** (*Chief Executive Officer*)

Auditors

KPMG Taseer Hadi & Co.

Audit Committee of the Board

Zafar Iqbal (*Chairman*)
Muhammad Akram Sheikh
Mubashir A. Akhtar

Shariah Board

Mufti Ehsan Waquar Ahmed
(*Chairman*)
Mufti Mahmood Ahmed
Mufti Muhammad Iftikhar Baig

Human Resource & Remuneration Committee

Abdul Aziz Khan (*Chairman*)
Muhammad Waseem Mukhtar
Tahir Hassan Qureshi

Company Secretary

Muhammad Raffat

Legal Advisor

Mandviwalla & Zafar Advocates

Registered & Head office

3 Tipu Block, New Garden Town,
Lahore – Pakistan.
Postal Code 54000

Shares Registered

Technology Trade (Pvt.) Limited

Website & Email

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Telephone Number

(+92 - 42) 35880043

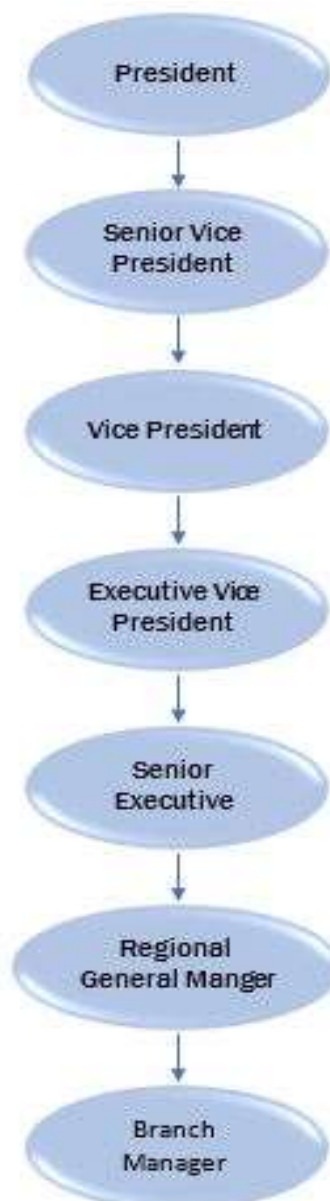
Social Media Links

<https://twitter.com/ablpk>
<https://www.facebook.com/alliedbankpk>
<https://www.youtube.com/user/alliedbankltd>

BUSINESS OPERATION

a. Corporate Structure

This structure of ABL Management shows the different designations and positions which characterizes the grades and positions on the basis of the employees' experiences, performances and seniority.



Management Committees

Following are the committees of the Allied Bank Limited of Pakistan:

Management Committee
(MANCO)

Asset Liability Committee
(ALCO)

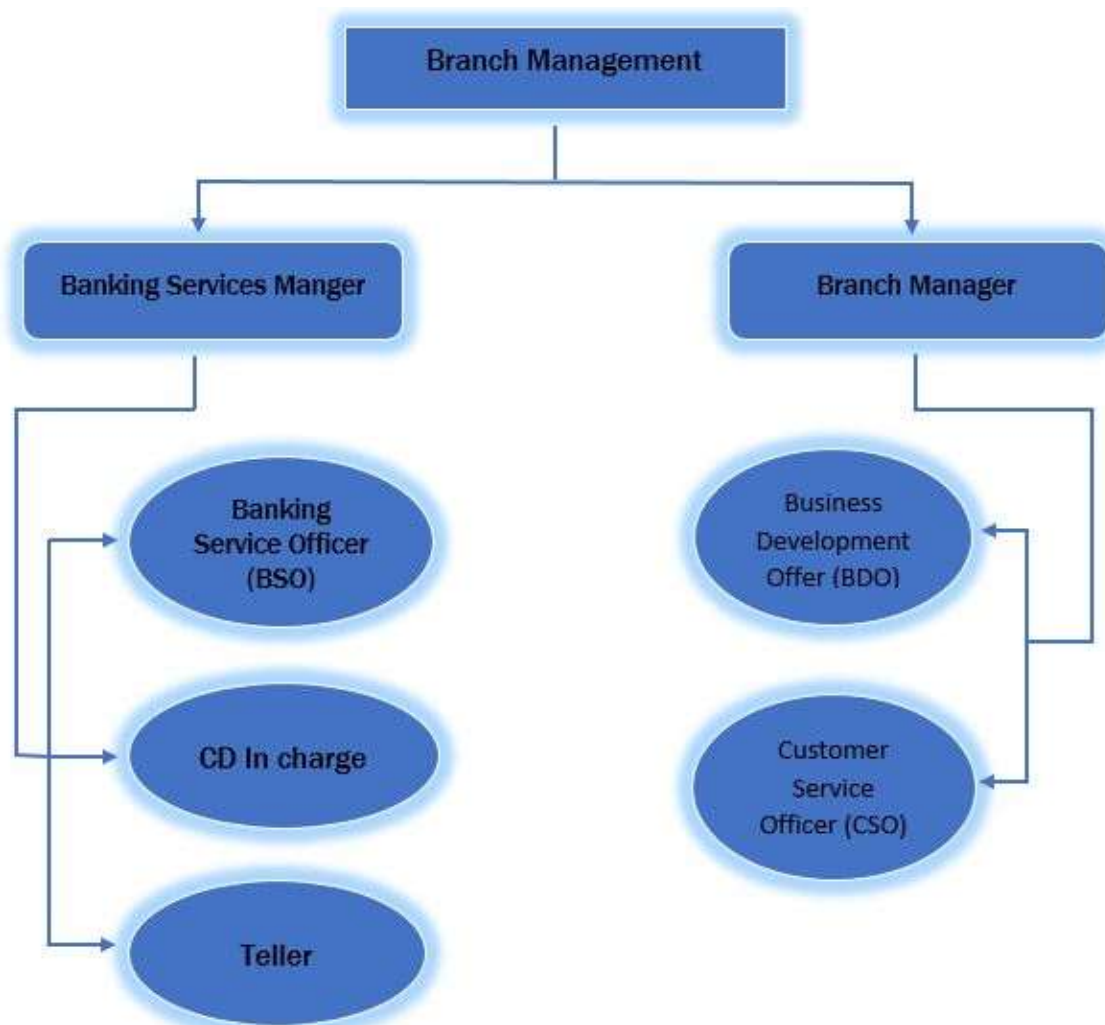
Human Resource Committee
(HRS)

Anti-Harassment Committee
(AHO)

Central Administrative Action
Committee (CAAC)

Branch Structure

This structure represents the branch's management of the ABL. The grades and positions are also merely on the basis of the employees' performances, efficiency and experiences.



b. SWOT Analysis

i. Strength:

- The biggest strength of ABL is that it was the first muslim bank incorporated in the land of Pakistan which gives the inner feeling of ownership to their stakeholders which creates the sincerity, loyalty, productivity and devotion to work with honesty in them.
- The Brand Name of Allied Bank Limited has received a reputable image towards their customers across the Pakistan by extending their quality products and services.
- ABL proudly spreads its endorsement over the nationwide or internationally by initializing more than 1500 branches in Pakistan to facilitate its customers.
- ABL has wide range of area network across the Pakistan, so that they manage and cover a lot of percentage of transactions of cash and make fulfil satisfaction of customers.
- The Bank has the most qualified as well as the least skillful staff, which is a good grouping of knowledgeable, experienced and skillful heads and enthusiasm and excitement of youth.
- ABL has the huge network of Automated Teller Machine (ATM) throughout the country.
- ABL has initiated the Management Development Center (MDC) that accommodates day by day increasing needs of ABL staff through computerized training workshops and seminars.
- ABL has been successfully launching their new product lines.
- ABL offers the honor and privilege of using thousands of ATMs of all banks without the extra charge of Rs. 15 to its customers.
- Salaries are very reasonable, so the employees cannot be financially disturbed and they can bestow their selves fully to their work with dedication.

- ABL gives the facilities to their employees that they may get 1-month vacation and the 36 medical leaves in one year with their pay for their entertainment and relaxation.
- The customers can have the facility of having same account number only the suffix is changed for their easily remembrance who have more than one account at (ABL).
- ABL incorporated an Islamic Banking as well.

ii. **Weakness:**

- The Outlook of the branches of ABL is not as attractive as other good banks to the people.
- The controls of Heads are not such effective.
- In branches, the no. of employees is very less so it creates more load of working on the existing one.
- The credit group of ABL does not consent the loan to the politicians, lawyers and the female having no blood relation.
- Fewer incentives to their employees of medium grades or junior but more promotions and bonuses on the base of favoritism or according to their will and desires which create negative impacts on the employees thus effects their performances.
- There are no such entertaining facilities to the customers in ABL for their customers in branches when customer goes to the bank and wait for a longer time for their turn.

iii. **Opportunities:**

- ABL has wide area network across the Pakistan, ABL can cover the major market of Pakistan, if they can make it possible by fast delivery of fund from overseas to Pakistan through online banking.

- People of societies who don't like or avoid interest facility, the Islamic Banking of Allied Bank Limited has the great opportunity to attract those people by providing them Islamic banking facilities.
- In the current situation, the government is taking many steps for the betterment and improvement of the economic system, so that the youth or other minor borrowers are attracted to have loan or financing to start new business on their own. Therefore, it is a good opportunity for the ABL to attract them by providing them financing services, products or schemes.

iv. Threats:

- Since the last few years, the major threat in the banking sector is constant downfall of economy of the country. For more few years if this economy downfall continues then it may create a great disturbance to achieve the objectives of the ABL.
- Another threat is of political influence. The three boards of directors are of government. So that they can have impact on the ABL's decisions.
- The new existing entrants is also a threat to ABL as well.
- The policies of the Government are also a threat to ABL; tax charged on the income of banks is much more than the income of other companies.
- Unexpected fall and rise in the industry and trade conditions and stock exchange business of the country also unfavorably affect ABL's growth.
- Frequent downfall on the discount rates of 6-month and 12-month Treasury Bills by SBP may cause pressure on the all of the banks include ABL' profitability.
- Due to the economic downturn in Pakistan, the defaulting proportion of customers who are availing the credit facilities from the ABL is very high.
- Advances rates are also being influenced indirectly by the low discount rates which may affect the ABL's profits from the other side.
- Nowadays, a total customer satisfaction is evolving, their demands and complaints are increasing day by day but unfortunately the ABL has no such innovative system to resolve this issue. Hence, customers complain are being ignored,

c. Marketing Strategy

Allied bank Limited is known as the 1st bank of Pakistan that is established in the land of Pakistan in 1942 as Australia Bank in Lahore. From then to now Allied Bank Limited has achieved great image and trust towards their customer and huge deposits from people by making their marketing so well. Allied Bank's marketing strategy is mainly focused on different segments of customer by providing them financial facilities through innovative and new offerings. Recently in Karachi, for the first time the ABL has launched "**Youth Branch**" by targeting the youth of Pakistan. Basically, they introduced this concept of Youth Branch to inspire the increasing population of Young people in Pakistan the habits of savings and utilize on suitable purposes and to understand their responsibilities to brighten up their future career. Moreover, ABL has introduced many products such as **Allied Asaan Account** by targeting different segments of the community that are un-educated and middle-class people including housewives, farmers, laborers, pensioners, freelancers, students, etc. so that it won't be difficult for them to open an account, anymore. ABL has also introduced **Allied Khanum Account** targeting to females whether they are working women, housewives or a student. To open these two accounts, all it needs a valid CNIC and deposit of Rs.100/-. The bank has also introduced **Rising Star Account** for the children below age of 18 with so many benefits for them as well as bank has also introduced **Allied Express Account**, targeting to the customer who is living out of the Pakistan and sending money to their relative living in Pakistan.

Allied bank has always been focusing towards its corporate customers. They are also intending more towards consumer portfolio. Besides its corporate clients, it's now planning to serve and penetrate more into consumer markets.

During my internship time period, I have observed and seen how the Branch Manager, Mr. Usman and the BDO, Mr. Bilal creates a public relation according to their marketing strategy. They personally meet the business men and other different real estate owners of Bahria Town, Lahore, by offering them the bank's new services, products

and policies. The manager makes strong relationship with such customers by giving them gifts.

The Bank provides many financing facilities to their targeted customers. They have vast networks of 1,550 ATM across the Pakistan which includes 942 on-site and 208 off-site. ABL has agreements with PSO and Shell for the setup of off-site ATMs at their frequently used service stations. This would strengthen the use of ATM machine of the bank. Because of vast network of ABL, it achieved 2nd highest acquirer of transactions in industry. Due to their marketing efforts, the cash management division expanded its prospects with continuing addition of new clients and production growth.

In all industrial enterprises, Bank offers lease facilities for balancing, upgrading, replacement and enlargement on schemes to commercial and corporate clients. The bank has occupied itself a key role in the company's economic growth by providing a massive amount of funds to big corporate and industrial sectors of the economy. The Bank does also provide car financing to their trustable customers after investigating and clarifying all the doubt related to customers of returning back the loan on time with Return.

The marketing team of ABL sit together and think of new ideas then they involve agency with them and guide them what kind of advertisement they are looking for, then agency make prototype of that idea and bring it in real form and then after getting approved from company that advertisement comes on air.

Moreover, Social media is new trend of marketing in the world and of course in Pakistan for companies so ABL did not lag behind and is successful on social media as well. According to the report of 2016, ABL was able to position it among the top 5 financial institutions on Facebook with almost 500,000 "Likes." Allied Bank is the most followed account on Twitter among the various financial institutes according to the report of 2016.

d. Competitive Strategy

The Allied Bank Limited (0988) has always been given their priority first to their customers, just because of it they have more competitive advantages as compare to other banks. They always focusing on their customers' demands and financing needs so that they can produce or offer more innovative solutions with more quality services and products with innovative technologies according to their customers' needs and demands. The quality products and services are being offered to customers by bank, that makes more attracts the customers towards them. This is how they earn customers' trust day by day. The Allied Bank Limited has very strong reputation in market, and their customers are always loyal to them. The bank believes that making the existing customer happy by being loyal to them and earn the trust would result in attracting more customers through the existing customers.

Allied Bank Limited is also focusing on Youth population for getting an edge over its competitors. This strategy is mainly emphasis on being different and get more competitive advantages as compare to all other banks.

The Allied Bank Limited is focusing in making newer competitive strategies to increase the percentage of deposits and advances as compare to their competitors in order to attract more customers by winning their trust and confidence.

ABL's technology is also improving day by day by upgrading its Temenos (T-24) with the latest R-16 version. The benefits of this version include real time analysis of branches by the head office. It allows making quick and accurate decisions.

The Bank concerns with all different classes of customers from lower to high class, from corporate to local businessmen customers. They provide high quality of products and services with latest policies and procedure that enable them to be profitable and get more competitive advantages.

The Allied Bank Limited has very strong image in front of its consumers, they advertise their product with tagline of having account in everyone's heart by having hospitality services towards their customers according to customers' financial needs.

ABL has ensured a better financial performance in 2016 due to low cost deposits. For example, ABL charges only Rs. 300 for intercity online transfer for ABL branches whereas a transfer within a city for ABL branches is completely free.

So, this is how The Allied Bank Limited is able to sustain and achieve its target not only in Pakistan but worldwide. Their planning and competitive strategy is good and strong and requires a lot of effort and time to get replicated.

e. Business process analysis

In this Business process analysis of Allied Bank, Bahria Town Lahore, includes how many departments or sections are in the branch, what are their functions, what are the duties of their employees in branch, who are its competitors and what quality of products and services are being presented by the bank to the customers.

Following are the departments of branch of Allied Bank Limited.

1. Cash Department
2. Account Opening Department
3. Remittance Department
4. Clearing Department

1. Cash Department

In cash department, all the cash transaction is being done by the cashier. The customers come in bank to cashier to deposit or withdraw certain amounts to in their account, for this according to duties of cashiers, they verify all the requirements which are very necessary for the transaction to be done and in return give a receipt to the customers and then, when the amount is deposited by the customers, the cashier enters the amount on its credit side in the cashier long bank.

The cash department do also collect utility bills such as electricity, telephone and gas bills given by customers. Bills can be paid by the customers through cheques or cash. They also collect the university fees challan given by the students of different institute i.e., University of Lahore.

2. Account Opening Department

In Account Opening department, the banker accepts the general deposit by creating new account of different categories according to the desires or requirements of the customers.

Following are Nature of accounts which is being offered to the customers by the bank which is explained below,

- Current account
- PLS Saving account
- Joint account
- Allied Basic Banking account

2.1. Current Account

Current Account opens with an initial least deposit as determined by the Bank. No profit or interest is paid on current (local and foreign currency) accounts by the customer.

2.2. PLS Saving Account

PLS Saving Account opens with an initial minimum deposit as determined by the Bank. The amount deposited in PLS Savings Account shall be on profit and loss sharing basis. The Bank's determination of profit or loss shall be final and binding on the Customer for all purposes.

Method of calculating of profit or loss under the PLS Scheme is governed by the bank's rules and dominant regulations/directives of SBP issued. The customers hereby authorizes the bank for computation of profit or loss or the formula to be applied by the bank.

The deposits received by the bank under the Profit and Loss Sharing Account will be invested by the bank in any manner considered appropriate without disclosing the same to the customers.

The profit/loss earned/incurred on PLS Savings Account will be credited/debited after the end of each profit period (as decide by the bank) within a reasonable time from the date of the close of respective profit period.

All the projected profit rates shall be of provisional nature until finalized by the bank. For all other PS based accounts, the profit will be paid as per parameters, terms and

conditions of the respective products/accounts as announced by the bank. The profit rates and parameters for PLS Savings accounts and other PLS Based accounts are subject to change. The bank is authorized to make such changes without any notice to the customers. The customers shall have no rights to inquire into the basis for computation of profit or loss or the formula applied by the bank.

3.75% is the interest rate which is debited in the account of the customers at the end of each profit period.

2.3. Joint Account

It is opened under the name of mostly two persons, but it can also be for more than two persons as well. The balance in that account belongs to customers jointly. The liability for both customers is also same. The account title and account number remains same whereas the customer profile number is different because two profiles of customers are formed

At the time of opening the account, the customers must indicate whether or not the joint accounts are “either or survivor”. In event of operating instructions “either or survivor” in the incident of death of either of the customer, the credit balance in the account will be paid to the surviving account holder without any intimation to anyone. However, the liability of the joint account holders and their respective legal heirs shall always remain joint and several.

2.4. Allied Basic Banking Account

The Allied Basic Banking account will be an account with no minimum balance requirement and will be automatically closed in case balance remain zero constantly for six months.

The issuance of statement of account will be on a yearly basis. during a calendar month, there will be no charges of services on Allied Basic Banking account for at least two deposits and two withdrawals, as per bank’s policy. Additional transactions to a service charge will be as per prevailing schedule of charges of thee bank. However, cash withdrawals will be free of charge at allied bank ATMs/CDMs. Terms and conditions of Allied Basic Banking Account are subject to change as per policy of SBP or as decided by the bank.

The Account Opening department of Bahria Town Lahore branch perform other functions as well as per request of the customers such as activation of Dormant Account, issuance of New ATM card or Cheque book, assign the mandate authority of Lockers to customers etc.

3. Remittance Department

In the Department of remittance, it plays a vital role in facilitating to the customers by remitting the funds of customers from one party to other party through bank.

Following are the instruments of Remittance that offers to the customer to remit their funds, safely.

- 1) Pay order
- 2) Demand Draft
- 3) Telegraphic Transfer
- 4) Deposit at Call.

3.1. Pay order

Pay order is an instrument issued by the Bank that provides an efficient, convenient and secured facility to make payments to beneficiary from any branches of Allied Bank Limited across the Pakistan. The corporate customers require a disbursement facility or fund collection, can use it for cash management services. Certain documents are to be filled by the customers and certain amount is deposited by the bank with commission to be paid.

3.2 Demand Draft

Demand Draft an instrument in form of cheque, which is issued on the demand of the customers by ABL to the other ABL's branches or other banks. On instrument of Demand Draft, there are different Headings are mentioned on it such as name of the beneficiary to whom it is to be sent and how much amount that's to be sent. It is quite secured and convenient way of sending the money from one place to another. Most of customers are usually the businessman who uses it. The Demand Draft can be in Pakistani rupee as well as in foreign currency. If a customer issues the DD in the name

of the beneficiary then amount is transferred easily into beneficiary account. When DD is issued, the amount is given to the beneficiary and at the same time the bank has no any concern with that then bank informs to the concerned branch that we have issued the DD of certain amount on the name of the beneficiary and you will pay him on the demand of the customer. It can be closed before the issuing the amount. To issue the Demand Draft, Bank takes certain commission as well.

3.3. Telegraphic Transfer

TT is also another method of sending money from one bank to another. It is only slightly different from the DD. Only form is not filled in the procedure of TT. The money is send through fax or something like that.

Remittance Process

Remittances basically means the transmission of money from one place to other place through the paper transaction. All the ABL branches deals with one and another through central account, called as “Pak Account”. Remittances may be outward and inward.

- **Inward Remittance**

Suppose, when an ABL Bahria town branch, Lahore, sends a cheque or PO/TT/DD of customer to ABL Multan Cantt branch then it will be an Inward Remittance for the ABL Multan Cantt Branch. Then in Pak account, this branch account will be credited and the account of ABL Bahria town branch Lahore will be debited. This is how inward remittance is being proceed.

- **Outward Remittance**

Similarly, when a customer comes in the ABL Bahria town branch, Lahore and requests to make Demand Draft of Rs. 40,000/- on the name of the beneficiary whose account is in ABL Multan Cantt branch. Then the ABL Bahria town branch, Lahore will prepare a DD and receive a certain amount of cash from the customer and will send it to ABL Multan Cantt branch. At that moment, the branch shall also prepare an advice as well and sent it to central office. In this advice, the ABL Bahria town branch, Lahore will inform them they have sent a Demand draft of amount Rs. 40,000/- to the ABL

Multan Cantt branch. The central office will make its account debited by Rs. 40,000/- and credited with same amount of ABL Multan Cantt Branch account. This is how Outward Remittance is being proceed.

4. Clearing Department

The clearing department also plays a vital role in the bank. It is the member of Clearing House, located in State Bank of Pakistan. The bank receives cheques of other banks like HBL, MCB etc. located within or out of the city other than ABL through customer to be cashed. The certain amount of clearing is credited into the account of customers.

N.I.F.T Institutions facilitates the service of clearing the different cheques from one bank to other within a country. Some cities have no service of N.I.F.T. so the banks clearing the cheques through the TCS. When the cheque is cleared the stamp of current date is required but when the cheque is not cleared it should be return to the branch. Clearing can be outward or inward.

- **OUTWARD CLEARING**

It is an outward clearing if in case a customer deposits a cheque of HBL in ABL branch to be cashed, then the officer of ABL will take this cheque to the clearing house, where all the officers of different banks are gathered, and exchanged with the representative of HBL. Then if the cheque is honored by HBL representative then the account of ABL will be credited and account of HBL will be debited. This is how Outward Clearing is being proceed and it is recorded in Outward Clearing register.

- **INWARD CLEARING**

Similarly, when a person deposits a cheque of ABL in HBL branch. The officer of HBL will exchange this cheque with the officer of ABL in the Clearing House. If the cheque is honored by the ABL then SBP will credit and debit the accounts, respectively. This is how inward Clearing is being proceed and it is keep recorded in Inward Clearing register.

Outward Bills for Collection

OBC means different cheques of different banks are sent from one city to another to remit the amount.

When any branch of ABL i.e., ABL Bahria Town Lahore sends a cheque of other bank such as HBL to main branch of ABL in another city i.e., ABL main branch Karachi, for collection from any other Bank such as Habib bank Karachi branch through N.I.F.T and then will remit the certain amount to ABL Bahria town branch, a copy is kept in bank and another copy is sent to the related branch then it is known as Outward Bills for Collection and it will be recorded in OBC Register. The commission and other charges are also deducted for this whole process.

Following are the business process that are also carried out in bank:

- **Islamic banking:** ABL is providing to its customers with banking solutions based on Islam. Its products are as follows:
 - ✓ Diminishing Musharakah
 - ✓ Business Musharakah
 - ✓ Murabaha
 - ✓ Salam
 - ✓ Istisna
 - ✓ Ijarah
- **Credit department:** ABL provides various credit types like syndicated lending, project financing, agricultural loans, financing to small and medium corporate etc.
- **Commercial lending:** ABL provides trade related credits to its customers. Such financial facilities are both fund based and non-fund based.
- **Corporate Banking:** ABL is active in dealing with corporate banking. This includes the business and institutional customers. Bank provides them with loans, fund transfer, billing, working capital offers etc.
- **Cash management:** ABL provides its customers with liquidity management solution. It allows them to deposit and withdraw their cash across the branches of ABL.

- **Internet Banking:** Allied bank allows its customer to carry out their banking transactions via internet. A user name and password is given to the customer from whom it can pay bills, check account status, transfer funds, shop online, issuance of a new cheque book etc.
- **SMS Banking:** ABL is providing the most secure way of doing banking transactions, that is, mobile or SMS banking. A customer can do financial and non-financial transactions through SMS at any time and from anywhere through SMS banking on mobile.
- **Mutual Funds:** ABL is dealing in Mutual funds. These are the investment of a customer in multiple financing instruments. A considerable amount is then given as a return to the customer.
- **Technology:** ABL has kept pace with technological advancement. All branches of ABL are computerized using corporate software like IMS and Temenos. ABL is focusing to improve the management information system of the bank by introducing real time information sharing

Products & Services

Following are the wide range of products and services that ABL provides and facilitates to its customers, different segments of customer from simple account services to socialites banking products.

- ✓ Current Account
- ✓ PLS Saving Account
- ✓ Allied Asaan Account
- ✓ Allied khanum Asaan Account
- ✓ Salary Management Account
- ✓ Allied Rising Star Account
- ✓ Allied Business Account
- ✓ Allied Express Account

- ✓ Allied Term Plus Deposits
- ✓ Theme Branches
- ✓ Allied PayPak Debit Card
- ✓ Debit Card Variants
- ✓ Allied VISA Credit Card
- ✓ Allied Cash+Shop VISA Debit Card
- ✓ Allied Personal Finance (APF)
- ✓ Prime Minister Youth Business Loan (PMYBL)
- ✓ Allied Fast Finance (AFF)
- ✓ Allied Business Finance (ABF)
- ✓ ATMs and CCDMs
- ✓ Allied SMS Banking (Mobile Banking)
- ✓ Allied SMS Banking Smartphone App
- ✓ Allied Direct – Internet Banking
- ✓ Treasury Products
- ✓ Cash Management
- ✓ Home Remittances
- ✓ Investment Banking
- ✓ Corporate Banking
- ✓ SME Financing
- ✓ Interactive Touch-Point
- ✓ Allied Pay Anyone
- ✓ Allied Bank Call center
- ✓ Lockers
- ✓ Allied Commercial Lease
- ✓ Agriculture Finance for Poultry Farming & Allied Activities
- ✓ Agriculture Finance for Dairy Farming
- ✓ Tractor Financing
- ✓ Hari Bhari Agriculture Revolving Scheme
- ✓ ISLAMIC BANKING has their own different products

Competitors:

Following are the names of Banks which are competitors of Allied Bank Limited (ABL) in against of dramatically quality services & products.

- Muslim commercial bank
- United Bank Limited
- Citibank
- National Bank of Pakistan
- Habib Bank Limited
- Bank Al Falah
- Faysal Bank
- Abn Amro Bank
- Indus Bank
- Soneri Bank
- Prime Commercial Bank
- The Bank of Khyber
- Metropolitan Bank
- Standard Chartered Bank
- Askari Bank
- Saudi Pak Commercial Bank

LEARNING AS AN INTERN

a. Duties

In the Allied bank Limited of Bahria Town branch, Lahore, I have performed many duties to enhanced my academic learning through practical implementation in my 6 weeks of internship. Those duties were assigned to me by different employees of the respective branch. I have performed all the duties very well on the time that were given to me. On the starting days of my internship period, I have done many minor mistakes but soon with the time I got specialized with the guidance of the employees of that branch. Following are the duties I performed in my 6 weeks internship period were:

Account Opening Department

In account opening department, I have learnt how to open different natures and categories of Accounts as per customers request. I got to know as well what are the requirements at the time of Account opening of the customers. In continuous period of 6 weeks of my internship, they keep on guiding and assigning me task related to account opening of different kind of customers. Almost 4 to 5 customers come in the branch daily to open an account. Mostly those customers were low profile and unprivileged people like laborer, student, housewives, farmer etc. who are currently living in the Bahria town. For this kind of customers, ABL has introduce **Allied Asaan Account** so that low profile customers can come into the branch to open their account. It requires only a valid CNIC and initial deposit of Rs.100/-.

I was asked to take required information out the customer and fill the account opening form manually and get a copy of their CNIC through photo copy machine. Then the Account opening officer, Mr. Fawad creates a Customer Profile of the customer on system to generate a CP number after that he creates an account with that CP number so that Account Title and Account number are formed after the authorization of Operation Manager, Mr. Asif. After that all complete printed documents with the signature differ form is attached and then I was supposed to take signatures of the

customer. The signature should be English. If those customers who signs in Urdu are supposed to take their both thumb prints on each document were required. After that I used different stampings on documents where required namely,

- Photo admitted Stamp
- Crossing stamp
- LTI/RTI stamp
- Signature verified Stamp
- Signature admitted Stamp
- Void stamp
- Witness stamp (in case of thumb print)
- BSM stamp
- Manager stamp

Then the customers are asked to deposit the minimum amount in their account so that their account can be active and regular.

I have learnt and guided to open many different accounts other than **Allied Asaan Account**. Such as,

- ✓ Current account
- ✓ PLS saving Account
- ✓ Joint Account
- ✓ Student Account
- ✓ Pensioner Account
- ✓ Sole proprietorship Account
- ✓ Partnership Account.

These accounts are having different required documents. Some of them are not required account opening forms to be filled, manually. I also learnt about the account opening of customers who are minor or under 18 years. Such account is called **Allied Rising Star Account**. For them, attested copy of birth certificate or B-form issued by NADRA for minor is required. Along with, Guardian's attested copy of valid CNIC OR NICOP or POC or machine-readable passport is required. Moreover, if the guardian is a business man, proof of business is required. In other case, salary slip, valid job

service card or any other acceptable evidence is needed. Birth certificate or B-form and copy of CNIC of guardian are signed by Mr. Fawad and also the stamp of original seen is applied on them.

Remittance

During my internship, I have also learnt about what is remittance. I learnt how to fill a remittance form. Remittance form is filled when money is sent to a person in Pakistan by someone from foreign country. A PIN/Code is attached for verification which is also called Swift code. That code is told by the person sending money to the beneficiary of that amount and that code is written on slip and also entered on system for verification. After that, the amount is given by the bank to the beneficiary. Usually, the customer comes in bank feels difficulty in filling the form of Pay Order also. There I was guided how to fill it then whenever customer comes, I filled the PO on their behalf. It is basically an instrument of an amount that a customer wants to pay a certain amount to a third party(Beneficiary) for any purpose such as payment of plots etc. within a city. I wrote the customer's details like his name and CNIC number and the amount in figures and in words which is to be sent to payee and wrote payee's information as well in beneficiary section and took that person's sign too.

Deposit Slips

They have also taught me how to fill the deposit slips whether deposit cash online or through cash. I spent most of the time in filling the deposits slips of the customers. Because on daily basis, customers do come to deposits the amount in their account or in others account. Due to this, I used to face different customers daily, most of them were un-educated, lower class people or who don't understand how to fill the deposit slips. For this, I used to fill the deposits by writing the Account Title, Account name, amount in figures and words, currency, type of deposits, branch code and at last I used to write their names and phone number and take their signature. In case of online deposits, I attached a photo copy of their valid CNIC and asked them to go and give it to the cashier with the amount or cheque.

Stop payment

Furthermore, I've also learned what a stop payment form is about, when and on what purpose it is used. It is basically a form, I used to fill it when a customer comes in a branch, the bank accepts the stop payment instructions from the customer if a cheque is reported lost or stolen provided necessary details of the lost/stolen cheque are given by the customer. The customer agrees to fully indemnify the bank against any damage, loss, claims, demands, expenses and costs arising or acquired as a result of accepting/acting on customer's stop payment instruction.

Moreover, there is a form called Customer Request Form (CRF), it is to be filled when a customer requests to replace his new contact number with the previous one in order to get transactional alerts through SMS. This form is also for the updating of any change in address, Contact number, e-mails ID from the one given while opening an account or whenever they need to change or update. It is also for activation of internet banking. So, I used to fill this form whenever a customer comes with such related issues.

ATM Card, Cheque Book and Locker

In the branch, the TCS man is used to come on a daily basis to deliver the new ATM Cards and Cheque books of the customers when they applied at the time of their Account Opening or when they have reapplied in the case of lost or expired. After receiving those new ATM cards and Cheque book from the TCS, I was then asked to make entries of them on their respective registers, manually. In the register of ATM Cards, I used to write continuing serial numbers, date of when those ATM cards were applied, date of when it is delivered in the branch, name and phone number of ATM card holders. So, whenever customers come to collect their ATM cards, I, first of all, asked their account number to make confirm and then I took their signatures on the register and handed over them their ATM Cards. I was also asked to fill ATM application forms of customers. This form can be filled when a customer comes for activation of a blocked ATM card or to apply for a new ATM card.

New Cheque book entries are done on File as well as on System. I was also assigned daily to make entries of cheque book after receiving via TCS. The list of new cheque

books come along with from the Head office, I just had to assigned continuing serial number to each cheque book, used the stamp of DAAK of current date and Mr. Fawad makes entries on system as well, without it the cheque can't be active or used by the customer if online entries are not done by him. For the issuance of new cheque book, customer comes in branch and give the requisition slip out from the check book and then Mr. Fawad applies online for them.

For operation of lockers, customers come and request to have an authority to operate the new locker, for that the customers should have an account in that branch where they want to have a locker to operate. I filled the form of mandate authority for locker operation on behalf of customer and then took their signatures on form then I asked their two passport size photos. I attached those photos on form after that Mr. Fawad and Mr. Asif sign on the them, for the verification then the customer is asked submit Rs. 40,000 as security for the small size of locker. Other sizes of lockers required different security amount to be submitted to bank. If a customer wants to have no more to operate the locker in other words, wants to surrender the locker to the branch, he/she have to signs on some document, and gives the key back to the banker and the security fund of Rs. 40,000 is automatically deposited into his/her account.

Furthermore, I was also assigned to call the ATM card or cheque book holders to come on the respective branch to collect their ATM cards or cheque book on time, as a reminder, after they will be sent back to head office to be destroyed. The cheque books of the customers are kept in branch only for 60 days and for ATM cards, 90 days, after these time period the branch will send them back to head office to be discarded and destroyed.

Letter of Thanks (LOT) or Visit Report

I was asked to allot serial number of customers on letter of thanks (LOT). This letter is sent to account holder on their address by Head office through TCS. As soon as this letter is received by the customer, the customer comes and submits this letter to the bank. This is for the confirmation of address of customer to confirm that any TCS regarding account can be received by the customer. If, in case, LOT is not received

by the customer within 1 to 2 weeks the customer has to visit the branch and fill the form of Visit Report in order to collect their ATM cards and cheque books from the bank. Otherwise their account will be closed.

Activation of Dormant Account

I was assigned to fill the forms of customers when they come for the activation of their dormant account, the account which becomes inactive due to null kind of transactions. The policy of Allied bank says that if the account is not operated by customer for 12 months, then it is treated as dormant account. I filled the activation of dormant account form of that customer with the required information and took his signature and Operational Managers signature to be further proceed in order to active the customer's account.

b. Accomplishment

Following are the accomplishments I have accomplished during my six week of internship period.

- ✓ Under the supervision and guidance of Branch manager and other employees of that branch I was able to do my tasks easily without any hesitation.
- ✓ I accomplished my tasks on time whatever they assigned me.
- ✓ Due to the internship in ABL Bahria Town Lahore, I got confidence of how to deal with different natures of people. They boosted my confidence very well.
- ✓ I got a chance to learn and experienced with professional accountants.
- ✓ I learnt how to settle down in new environment.
- ✓ I got a chance to operate the lockers of customers with the master key on behalf of Mr. Fahad which is confidential.
- ✓ I learnt through Branch Manager and BDO how to make public relations for the betterment and success of the Bank.
- ✓ I learnt also which stamps on what documents are required.
- ✓ I came to know about different departments of organization.

- ✓ I learnt how to scan the documents of the customers on system and got a chance to create my own **Allied Asaan Khanum account** on system.

c. New Knowledge Acquired

I know nothing about the Banking sector at all before my internship. But after the internship, it enhances my academic learning through my practical implementation in branch. I acquired a lot of new things after working under the supervision of employees.

- ✓ I learnt what are the charges being applied on different transactions.
- ✓ I came to know what are the service standards of the Bank.
- ✓ I learnt how the bank enhances their customer services.
- ✓ I've been guided about Turn Around Time – TAT of the Bank of ABL.
- ✓ I learnt about different natures and categories are there that bank has introduced to their customers and what are their benefits, procedures and policies.
- ✓ I experienced and worked in different department of the branch.
- ✓ I also came to know how many leaves of cheque books are there such as 10, 25, 50 and 100 leaves are available for the customers to be issued.
- ✓ I learnt many terms and conditions related to account opening that bank and SBP have issued.
- ✓ I have learnt about different methods of transferring the funds.
- ✓ I also learnt which documents are used on what purposes and instructions of the customers.
- ✓ I've come to know about different services are being offered to the customers by the ABL.

d. Problems encountered

I have not faced much problems during my internship except few.

At the starting of my internship period in 1st week, it was kind of difficulty for me to adjust in this new environment in any bank for the first time in my life. As I was also

used to be very shy person, I was facing difficult in communicating with the employees of the branch but soon I overcame my shyness and boosted up confidence with time.

The other problem I faced during my internship was that there was no WIFI facilities were given to the interns. Most of the time I sit idle doing nothing and sometimes, I got burden of lots of work to do at a time. Therefore, this six weeks were very challenging for me.

e. How experience impact my Career

During my whole internship period in Allied Bank I have gained a lot of knowledges and details by doing practical work there, which was really different from the courses of university undergraduate given by the teachers. By working practically there, it polishes my knowledge as well as I have also gotten the value of efficient time management (like being punctual), stability and responsibility of working the given task efficiently. Because of doing internship in such a respective Bank, it enhances my CV by adding the value of working in one of the well-known banks, ABL.

In starting, I have been facing difficulties in communicating and working with such official people in such a formal/professional environment but with the passage of time, I really learnt how to work with them and easily communicate with them in an official way. In near future, it would be easy for me to adjust in such kind of environment of the organization and to deal with people work in there. I leant the importance of time management that made me responsible thus contributing to my career development. After doing this internship, it made my objectives clearer of how to do settle down in such an environment, to interact with the new people and to achieve my goals by working with efficiently and punctuality.

References

- Mr. Usman, The Branch Manager of ABL Bahria Town, Lahore.
- Mr. Asif Awan, The Operational Manager of ABL Bahria Town, Lahore
- Mr. Fawad, The General Banking Officer (Account Opening Officer) of ABL Bahria Town, Lahore
- <http://www.abl.com.pk>
- http://www.abl.com/thebank/pdf/annual_report_2016/Annual_Report_2016.pdf
- <http://www.abl.com/commercial/>
- <http://www.google.com>

Weekly Report

Weekly Report of Internship

Week 1

Name: Sara Shahbaz
Semester: 6th
Course: BS Accounting & Finance (BSAF)
Organization: Allied Bank Limited
Duration: Wednesday, July 26, 2017 to Tuesday, August 01, 2017

8 hrs. July 26 - Wednesday-

On the first day of my internship, the branch manager, Mr. Usman, introduced me to each and every stuff of the bank, he had overviewed me about each and every stuff's workings and what are they responsibilities as well. I have to work under the supervision of the general bank officer, Mr. Fawad. He introduced about himself as well that what is his educational background, his working experiences and his current post responsibilities given in the field of banking then he told me about the history of the allied bank and its services, briefly. He also told me the different option of accounts a customer can open such as saving account, current account, Asaan account, Joint Account etc. basically the 1st day of my internship I spent in introductions, observing the work of Sir Fawad and how he deals with customers and observed the environment of the bank.

8 hrs. July 27 - Thursday-

Today, they showed me the bundle of different forms and told me the usage of each form that what they are about and when to use them. Names of some of the forms are Know Your Customer (KYC) form, Customer Request Form (CRF), Activation of Dormant account, Account opening form, Account Opening Form Supplement - Foreign Account Tax Compliance Act (FATCA) for Individuals/Sole proprietorship etc. They also taught me how to make entries for new ATM Cards and cheque books received by the banks through TCS to record them in each file of both in sort by dates.

I have to stamp, called as Daak Stamp, as well on each paper of list of cheque books of customers given by the head office and asked Sir Fawad to sign on it so that it can be proved that cheque books have been received by the bank.

8 hrs. July 28 - Friday-

Today, they have taught me how to fill the deposit slips whether deposit cash online or through cash. I was also assigned a task to call the customers of Allied bank of only Bahria Town branch who have requested for the cheque books few weeks back through Account opening form while opening bank account or separately thereafter. I was supposed to say and remind them that their cheque books have been received by the bank so kindly come and receive them as soon as possible otherwise their cheque books will be sent back to the head office after the complete of given time period and destroyed them and they will have to request for it again. They also told me about how long the customers' ATM card (60 days) and cheque book (30 days) are with the bank after such period if a customer doesn't come to receive them their card and cheque book will be sent bank to head office.

4 hrs. July 29 - Saturday-

As Saturday is a half working day for the employees of the bank, so the bank officers and other employees including interns are not burdened with so many work as compare to normal working days and their systems can't also be operated (in case for locker operation) by the bank officers only on Saturday. Today, I was given a task to call the Account holders of Allied bank of only Bahria Town branch who have applied for the ATM cards few weeks back through Account opening form while opening bank account or separately thereafter. I was supposed to say and remind them that their ATM cards have been received by the bank so kindly come and receive them as soon as possible otherwise their ATM cards will be sent back to the head office after a given period and destroyed them and they will have to apply for it again.

8 hrs. July 31 - Monday-

They taught me how to use the photocopy machine of different size papers. They also guided me how to scan the documents of the customers in system through Image

Management System (IMS) software in case to attach a new document in customer profiles or to update the CRF, CNIC, address or phone number of the customers.

8 hrs. August 01 - Tuesday-

Today, they taught me about what is clearing, why it is used by the customer, what it is for and what are the charges of clearing. They told me about inward and outward clearing as well. They gave me a task also to tally each and every deposit slip, clearing, cheque, challan fee and transfer cheque's date, numbers and wordings of amounts, account number of customers with voucher that is authorized maker on each of them in order to final check whether there is any error have or not, for Dates of July 26, 27 and 28 of July, 2017. I spent 3 to 4 hours in doing that as it was too much in amount of three days. I have to tally and check them very carefully as those will be checked and audited by the Auditors in coming days.

Reactions and feedback:

- Friendly environment and corporative stuffs
- They gave me detailed information of every task
- They guided the uses of different application forms
- They guided me how to deal with customers on phone calls
- Received and recorded the ATM Cards and cheque books
- Learnt about the clearing.
- Final tallied and checked of each deposit slip, clearing, cheque, challan fee and transfer cheque's by me before being audited.

Week 2

Name: Sara Shahbaz
Semester: 6th
Course: BS Accounting & Finance (BSAF)
Organization: Allied Bank Limited
Duration: Wednesday, August 02, 2017 to Tuesday, August 08, 2017

8 hrs. August 02 - Wednesday-

Today, they gave me a task to do. First of all, they showed me the **Know Your Customer (KYC)** form and told me what this form is about, related to customer. On this form, all the necessary information of the customers is being written then they showed the list of top 100 depositors of individual/joint/business accounts and told me that these are the accounts whose information are incomplete and not updated in system as well. So, they asked me to fill each KYC form of the joint account customers and attach along with previous joint account documents then I was asked to update the documents of the business accounts of the customers, for this I had to take out the copy of each original business head document of each business account through photocopy machine then attached with its KYC form of each and every business account which was not updated by the bank officers in system, earlier. So, it was a great experienced I learnt today by doing manually work.

8 hrs. August 03 - Thursday-

Nothing new I learnt today because today I was again assigned to phone call to the same customers as I called in the last week who have applied and requested for ATM Cards and Cheque books and promised to come by this week but didn't come, just to remind them for the last time so that they could come asap otherwise ATM cards or cheque books will be sent back to the Head office after the given time period. Some customers have come today to collect their ATM Cards and cheque books. I handed over them as per their requests but before handing them over I asked their account number and signature then made entries in the file to be recorded then Sir Fawad's

signed and stamped on each recorded customer's name and account number in the separate files of ATM cards and Cheque books in order to be verified by the bank that bank has given the ATM cards and cheque books to the requested account holders.

8 hrs. August 04 - Friday-

Today 2 to 3 customers came to collect their ATM card, I've made entries by writing their name and account number with the current date according to serial number and asked them to sign on it then handed them over their cards then sir Fawad signed along to be verified as per required. And 1 customer came also to collect their cheque book also I've made entry of it and then I took out the acknowledgement slip from that cheque book and he signed on it then sir Fawad signed along for the verification manually and on system as well. Today they taught me also how to fill the deposit slip. I even got chance to fill the deposit slips of customers who were unable to fill it.

4 hrs. August 05 - Saturday-

As Saturday is the half working day of bank's employees so there is no such rush of customers or no such transactions are being proceed on this day. Today, they have told me briefly about Demand Draft (DD), (CDR) and Cash balance confirmation (CBC). I also experiential the tasks of peon who was accountable for arranging various vouchers and invoices like demand draft, call deposit receipt and pay order slips. Basically, these were the tasks of filing these documents in a manner.

8 hrs. August 07 - Monday-

I have been guided, today, how to open an Asaan Account of a newly customer. Today, a dog handler came in a branch and wanted to open an Asaan Account. Asaan account can be opened with only 100 rupees. First of all, Sir Fawad told me to get required basic information from him before opening an account. So, I started asking him his Name, CNIC, Father's name, mother's name, next of kin's name and cell number, address, accounts nature, SMS Alert Yes/No, ATM services Yes/No, his cell number and his source of income/salary slip. After getting all of the above required information from the customer, Sir Fawad entered all of those information in the system to create the Customer Profile online. After entering all the information of the customer in system and took the impression of left hand thumb of the customer for the

verification from NADRA then it is further being processed and sent to the Operational Manager online to be authorized after authorization, the Customer Profile number and Account Title and number are being generated and then I took printed form from the operational manager and then handed it over to sir Fawad and then I attached more documents like Acknowledgement form and Signature specimen card (SS card) along. The customer could not sign in English therefore I asked for two passport size photos of him and took his left and right-hand thumbs impressions on each document manually and then I was asked to fill the form of Individual Customer Profile form manually and used different stamps on the customer documents for further process, he then scanned all the documents of the customer in the system. Then I asked to that customer to deposit 100 rupees to cash counter for this I filled the deposit slip and handed him over to deposit the amount so that his account can be regular after the first transaction. This is how I came to know how to open one of the categories of the Account Opening for the customers.

8 hrs. August 08 - Tuesday-

Today, I was taught how to record for the operation of locker in a system as well as in a file (manually) when a customer came to the bank and requested to operate the locker. Meanwhile, I was not allowed to record in system for the operation of locker because it was very confidential, the bank officer, Sir Fawad asked me to record manually in a file for this I took the signature of that account holder and wrote the exact date and time of locker operation as according to the system. On the same day, I visited the locker room along with branch manager, he told me that here are 3 sizes of locker small, medium and larger. Each locker has two keys, one is master key which is kept by bank while the other is with customer. There was a mirror on the wall in a locker room, the branch manager told me it is placed according to the requirement of State Bank. It is for ladies who have valuable jewelry in their lockers so that they can easily without any fear can wear that jewelry from within the locker room by using that mirror.

To request for having a locker, customer have to deposit a required amount of security and whenever the customer wants to surrender the locker to be closed, the security fund will give back to the customer account.

Reactions and feedback:

- I was guided how to fill the KYC form for individual/joint account/business account.
- Learnt how to phone calls to the different customer to tell them to collect their ATM Cards and Cheque books
- Made entries in files of ATM cards and Cheque books after receiving through TCS
- I was briefly taught the new terms like CBC, DD, CDR
- Learnt how to open an Asaan Account.
- Learnt and guided the operation of lockers of customers

Week 3

Name: Sara Shahbaz
Semester: 6th
Course: BS Accounting & Finance (BSAF)
Organization: Allied Bank Limited
Duration: Wednesday, August 09, 2017 to Tuesday, August 15, 2017

8 hrs. August 09 - Wednesday-

Today I've been guided what is Pay order/CDR is about. It is basically an instrument which is used by the customer for the payment to the other party to transfer funds from one place to another within a city. They also told me the process of cancellation/duplication of pay order in case if it is lost by the issuer or beneficiary. For this, whoever lost it whether issuer/beneficiary have to give an application to the branch of the bank for issuance of duplication of lost pay order then both parties also have to give the undertaking on stamp paper for the lost pay order. If the amount is more than 1 lac then the issuer has to file the FIR for it then post an aid in the newspaper of lost pay order with its complete descriptions as a proof after that the issuer has to give these all documents to the bank then the bank sends these documents to the regional head along with covering letter in order to be approved by the regional head then mark in system as lost. The bank also sends it to the stationary wing so that stationary wing initiates a circular to all the branches of ABL so all of them can know as well that this pay order has been lost. After that the regional head go through all the documents of that lost pay order in case to check whether it is valid or not if it is valid then give approval of issuance of a duplicate of lost pay order then send it to the bank of that branch where customer has requested for. Then the bank makes a duplicate of the same pay order instrument in the system after getting approval from regional head. If, in case, issuer/beneficiary lost again the same duplicate of lost pay order then they have to go through again the same process as mentioned above.

Today, I have made entries manually in the file of the new ATM cards and cheque books after receiving them from the TCS.

8 hrs. August 10 - Thursday-

I allotted serial number of customers on letter of thanks (LOT). This letter is sent to account holder on their address by Head office through TCS. As soon as this letter is received by the customer, the customer comes and submits this letter to the bank. This is for the confirmation of address of customer to confirm that any TCS regarding account can be received by the customer. If, in case, LOT is not received by the customer within 1 to 2 weeks the customer has to visit the branch and fill the form of Visit Report in order to collect their ATM cards and cheque books from the bank. Other than that, today I also did entries in files of ATM Cards and Cheque books after receiving through TCS.

8 hrs. August 11 - Friday-

Today, I filled the forms of a customer who came for the activation of his dormant account, the account which becomes inactive due to null kind of transactions. The policy of Allied bank says that if the account is not operated by customer for 12 months, then it is treated as dormant account. I filled the activation of dormant account form of that customer with the required information and took his signature and Operational Managers signature to be further proceed in order to active the customer's account.

4 hrs. August 12 - Saturday-

No such activity was done by me today as I, along with other employees and interns were busy in pre-celebrations of Pakistan's Independence Day.

8 hrs. August 14 - Monday-

National holiday, Pakistan's Independence Day.

8 hrs. August 15 - Tuesday-

Today, I filled deposit slips of 4 to 5 customers who were unable to fill it. 2 of them wanted to deposit cash through cheques of other banks this case will come into

clearing transfer. A customer also came for the collection of his ATM and cheque book. I did entries in registers and took his signatures. Today I also observed how sir Fawad created Current Account of a customer. It is slight different from the Asaan Account. In Asaan account there is no facility of ATM card where in Current account there is facility of ATM cards and it charges monthly of Rs.58. today, a customer came and requested to apply for new ATM Card and Cheque book which she has lost in last month, I filled the forms of new ATM card and Cheque book and took her signature. Forms will further send to the head office to fulfil the requests of the customer.

Reactions and feedback:

- Learnt what is pay order and what are the procedure of issuance of duplication of lost pay order.
- Guided about how to fill the Visit Report and what is Letter of Thanks(LOT).
- Learnt about the term of Dormant and how to request and apply for Activation of Dormant Account.
- Observed and learnt how to create a current account.

Week 4

Name: Sara Shahbaz
Semester: 6th
Course: BS Accounting & Finance (BSAF)
Organization: Allied Bank Limited
Duration: Wednesday, August 16, 2017 to Tuesday, August 22, 2017

8 hrs. August 16 - Wednesday-

Today, I did stamping on different pages of documents of two newly customers' Asaan Account. There was also an ATM card of a customer which is overdue more than 90 days and customer has not yet come to collect it, therefore it had to be destroyed, for that the bank development officer (BDO), Sir Bilal, taught me how to destroy it. The bank punched 3 holes on the card and then stacked it with a letter which was written an application for the destroy of that card and then put it in an envelope, I wrote an address of ABL head office on it and then I made an entry of it in a DAAK register as well with its current date and serial number and then send it through TCS. Furthermore, I also got a chance to create a customer profile on system by Sir Fawad while entering the required information of customer Sir Fawad kept on guiding me so that I could avoid any mistakes because it was a very serious task. After creating a Customer Profile, the CR sent to Sir Asif. It was Sir Asif's, operational manager, duty to authorize it so that account can be active. This was a great experience I have done today.

8 hrs. August 17 - Thursday-

Today, Sir Asif, the operational manager, gave me a task to tally the transactions which was done in a previous date by the tellers of the customers, match with cheques and deposit slips' number, Account title, Account number and amount of that date. He gave me list of transactions of deposit slips and cheques of the previous date. Most of the transactions of cheques were debited and deposit slips were credited with the complete information of deposit slips and cheques. Today, I also asked to fill the forms

of a customer who came for the activation of their dormant account, the account which becomes inactive due to no deposits and withdrawals. The policy of Allied bank says that if the account is not operated by customer for 12 months, then it is treated as dormant account.

8 hrs. August 18 - Friday-

New customer came and requested to have an authority to operate the new locker, for that the customers should have an account in that branch where they want to have a locker to operate. I filled the form of mandate authority for locker operation on behalf of customer and then took their signatures on form then I asked their two passport size photos then I attached those photos on form after that Sir fawad signed on the form as well for the verification then the customer submit Rs.40,000 as security for the small size of locker. Other sizes of lockers required different security amount to be submitted to bank. Today I did Stamping of documents of newly opened Accounts. Other than that, I also came to know about Foreign Account Tax Compliance Act (FATCA) form. It is used while in opening of the new account of a customer if customer has lived or visited to foreign countries, often.

4 hrs. August 19 - Saturday-

Today, I learnt how to fill a remittance form. Remittance form is filled when money is sent to a person in Pakistan by someone from foreign country. A PIN/Code is attached for verification which is also called Swift code. That code is told by the person sending money to the beneficiary of that amount and that code is written on slip and also entered on system for verification. After that, the amount is given by the bank to the beneficiary.

8 hrs. August 21 - Monday-

Today, I was taught and guided of opening a student account. Attested copy of valid CNIC/NICOP/POC/Machine readable Passport is need which is mandatory for the documentation for Account. Then valid institution's ID card copy or letter from institute on letter head stating status as "Student" and source of income of the person who is supporting that student are required documents to create a customer profile of that

student. Today, I also received new cheque books and ATM cards via TCS and made their entries manually as well as in system in case of cheque books. Rest, I did Stamping of documents. I also did entries to kept record of customers coming and asking for their cheque books and ATM cards to collect.

8 hrs. August 22 - Tuesday-

Today, I was being taught what NTN number is about. it is basically a number assigned to an individual and also to the company for the purpose of the payment of taxes. They also told me that filer is the person who pays tax and has an NTN number while non-filer is the person who doesn't has an NTN number who doesn't pay tax. They also taught me a way to check whether an individual or a company is a filer or not by sending CNIC number to 9186. Today, I also filled a pay order of a customer. It is basically an instrument of an amount that a customer wants to pay a certain amount to a third party(Beneficiary) for any purpose such as payment of plots etc. within a city. I wrote the customer's details like his name and CNIC number and the amount in figures and in words which is to be sent to payee and wrote payee's information as well in beneficiary section and took that person's sign too. Furthermore, I also received new cheque books and ATM cards via TCS and made their entries manually as well as in system in case of cheque books.

Reactions and feedback:

- I learnt how to do entry of DAAK. I also learnt and guided to create a Customer Profile (CP), not only manually but in system as well.
- Telly the tellers' transaction of cheques and deposit slips. I also learnt about what is Dormant Account and how to fill its form.
- Learnt how to fill the form of mandate authority of locker operations of a customer as well as about FATCA Form.
- Learnt how to fill a remittance form and about the purpose of swift code as well.
- Guided how to create a Student account and its procedure.

- Learnt about the difference between filer and non-filer and how to get to know about whether a person is a filer or not. I also learnt about what is NTN. I also filled the pay order of the customer.

Week 5

Name: Sara Shahbaz
Semester: 6th
Course: BS Accounting & Finance (BSAF)
Organization: Allied Bank Limited
Duration: Wednesday, August 23, 2017 to Tuesday, August 29, 2017

8 hrs. August 23 - Wednesday-

Today, I called Account holders to collect their cheque books as soon as possible because the cheque book reminder must be given to the account holders after 30-35 days when it arrives in the bank. It should be collected within 60 days, then it is sent bank to head office if not collected by the customers. Today, I also observed Sir Bilal, the BDO. He is the part of marketing team of the ABL. He took out a list from computer system of those customers who had enough deposits in their accounts along with their contact numbers. He called them and convinced them for car financing through our bank. He told them with markup rate, tax rate for filer and non-filer and insurance rate along with the installment policy of the ABL of cars. Furthermore, I learnt how to file letter of thanks (LOT) in a file. It is basically the letter sent to account holders on their current address. It is for the confirmation of address of customer to ensure that any TCS regarding account can be received by the customer on that address. As soon as this letter is received by the customer, the customer comes and submits this letter to the bank otherwise their account can be blocked. Customer came for collecting their cheque books. The signatures of customers were to be taken necessarily in a file maintained for cheque book.

8 hrs. August 24 - Thursday-

Today I was told to fill the Customer Request form (CRF) of a customer, who wanted to replace his new contact number with the previous one in order to get transactional alerts through SMS. This form is for the updating of any change in address, Contact number, e-mails ID from the one given while opening an account or whenever they need to change or update. It is also for activation of internet banking. Other than this, I did entries of new atm cards and cheque books in files as well as in system in case of cheque books. Furthermore, filled the deposits slips and pay orders for the customers who was confused in filling the slips themselves. I also learnt about the account opening of customers who are minor or under 18 years. Such account is called Allied Rising Star Account. For them, attested copy of birth certificate or B-form issued by Nadra for minor is required. Along with, Guardian's attested copy of valid CNIC OR NICOP or POC or machine-readable passport is required. Moreover, if the guardian is a business man, proof of business is required. In other case, salary slip, valid job service card or any other acceptable evidence is needed. Birth certificate or B-form and copy of CNIC of guardian are signed by Mr. Fawad and also the stamp of original seen is applied on them.

8 hrs. August 25 - Friday-

I filled ATM application form of a customer, today. This form can be filled when a customer comes for activation of blocked ATM card or to apply for new ATM card. Today, four new accounts have been created/opened of customers, three of them were Asaan Account and one was PLS Account. I did stamping all of those accounts' documents. I also filled the forms of two customers coming for the activation of their dormant account, the account which becomes inactive due to no transactions such as deposits and withdrawals. The policy of Allied bank says that if the account is not operated by customer for 12 months, then it is treated as dormant account. If the account is not operated by customer for more than 10 years, then it is closed permanently. I also did fill the deposits slips as well of the customer for the online transactions.

4 hrs. August 26 - Saturday-

I filled the deposit slips of customers who asked me to fill it for them. 2 to 3 customers came today to collect their ATM cards and Cheque books, I took their signatures in the files with their respective names and then handed those ATM cards and Cheque books over them. After that Sir Fawad has to verify those signatures by his sign and the signature verifying stamp. Other than that, a student came to open a PLS account. I took all the necessary information from him that would be needed in account opening. Than Sir Fawad told him to come on Monday again along with Father's Salary slip or letter head as he was dependent on his father so that his account can be opened properly because ABL head office is used to be closed on Saturday and their verification of account is required in order to open an account.

8 hrs. August 28 - Monday-

That student, who came on Saturday, came today again for his account opening along with salary slip of his father. Sir fawad created his CP and opened the account after the account was authorized by the BSM, Sir Asif, I took the signatures of that student on every document where required then I did stamping on each document then Sir fawad scanned all of them. I further received new cheque books and ATM cards through TCS then kept the record manually on the file as well as in system in case of Cheque book. I filled the deposits slips and pay orders of the customers. Other than that, I also filled the CRF of a customer who wanted to update her Email ID.

8 hrs. August 29 - Tuesday-

I filled remittance slip of a customer. Remittance form is filled when money is sent by someone from a foreign country to a person in Pakistan. A PIN/Code is told by the person sending money to the beneficiary of that amount and that code is written on slip and also entered on system for verification. After that, the amount is given by the bank to the beneficiary. Today a blind customer came in along with his brother who is not blind and wanted to open a Current account. Basically, account of blind person will be opened in joint names with another person who can read and write or in case of an individual account, a literate agent must be nominated. In such accounts, transactions are allowed only once the blind customer visits the branch personally with the agent

to sign/apply thumb impression on cheques in presences of the Bank's officials. Account of blind person will be opened only after the terms and Conditions are read to him in the presence of his agent and acknowledged by him and his agent in writing on a prescribed form that the customer has fully understood these Terms and Conditions.

Reactions and feedback:

- I was told the purpose of Letter of Thanks (LOT)
- I was told and guided about how to fill the Customer Request Form (CRF) and why this form is used.
- I was told and guided about how to fill the ATM application form and the purpose of it
- Did stamping of newly opened accounts' documents and filled the Activation of Dormant account's form.
- Learnt how to open the student account and its requirements.
- Learnt how to open the account of blind customer.
- Moreover, throughout the week I did fill the pay order, remittance and deposit slips of customers.
- Leant how to create the account of customer who is minor or under 18.

Week 6

Name: Sara Shahbaz
Semester: 6th
Course: BS Accounting & Finance (BSAF)
Organization: Allied Bank Limited
Duration: Wednesday, August 30, 2017 to Tuesday, September 05, 2017

8 hrs. August 30 - Wednesday-

Today, I learned the account opening of a private company. The documents required of opening account of private company are resolution of board, Memorandum of association, articles of association, list of directors, SECP certification (registration), Form 29 (from SECP having details of directors), CNIC of all directors. Furthermore, I filled the 6 pay orders of a customer with different amounts. I also filled the deposit slips as well of about 4 to 5 customers. I was also taught the account opening of people who get retired. Their documentation included attested copy of valid CNIC/NICOP/POC/Machine readable passport. Mostly CNIC is used. Then retirement letter or pensioner's certificate or EOBI (Employees Old-age Benefit Institution) pensioner's card is required. Copy of CNIC, retirement letter/ pensioner's certificate/ EOBI pensioner's card should be original seen by bank officer, here Mr. Fawad by his stamp and signatures. The private pensioners should be allowed to open basic banking accounts in terms of BPRD (Banking Policy and Regulations Department) circular no. 30 of 2005 by State bank. I was also guided that a person who has thumb impression on ID card cannot enjoy the facility of ATM card. A person who has signatures in Urdu or a thumb impression on ID card has an account opening on the basis of thumb impressions so cannot have ATM card. Moreover, for all customers either having English, Urdu or thumb on ID card, a biometric verification is done while account opening

8 hrs. August 31 - Thursday-

I called almost 30-35 customers to remind them to collect their cheque books and ATM cards. Among them, there were customers who were almost late in collecting their cheque book. The maximum time a branch can keep the cheque book is 60 days otherwise it is sent back to head office if not collected by customer. I learned the account opening of a public company. All documents like resolution of board, Memorandum of association, articles of association, list of directors, SECP certification (registration), Form 29 (from SECP having details of directors), CNIC of all directors are same, but a public company also needs certificate of commencement. Also, AOA and MOA of a public company are a bit detailed than private ones. Moreover, I filled the deposit slips of customers who could not fill it on their own.

8 hrs. September 01 - Friday-

Eid-ul-Adha Holiday.

4 hrs. September 02 - Saturday-

Eid-ul-Adha Holiday.

8 hrs. September 04 - Monday-

Eid-ul-Adha Holiday.

8 hrs. September 05 - Tuesday-

I was taught by BSO, Sir Fawad, about the account opening of an agriculturist/landlord. Attested copy of CNIC (Computerized National Identity Card) or NICOP (National Identity Card for Overseas Pakistanis) or POC (Pakistan Origin Card) or Machine-readable passport is required. Along with, physical verification report verified by branch manager, Sir Usman or undertaking by customer duly verified by branch manager is needed. Copy of CNIC original seen by bank officer with sign and signature is kept. Furthermore, I learnt the marking of locker operation in computer system as a customer came for operating his locker. Previously, I used to ask the locker number from customers and took signatures manually on its specified register along with the operating date of locker by customers. The time was also written by me,

but according to the time generated automatically in system. Sir Fawad used to do entry in the system. A software called Temenos 24 (T24) is connected with the head office. There's a wide variety of options on its main tab. One such option is locker management. Further when I clicked locker management, sub options are popped down and among them locker operation option is selected. Locker number is entered and time is automatically recorded according to the system. That time is noted on the register, manually, as well. So, I learnt for the first time and did for that customer as well under the guidance of Sir Fawad.

Reactions and feedback:

- Learnt and guided how to open account of Retired customer and what their required documents are.
- Learnt and guided how to open account of a private company and what their required documents are.
- Also taught, who can or cannot get facility of ATM cards.
- Called the customers to remind to collect their cheque books and ATM cards as soon as possible otherwise, will sent back to head office after the given time period.
- Learnt and guided how to open account of a Public account and what their required documents are.
- Learnt and guided how to open accounts of an agriculturist/landlord and what their required documents are.
- Taught and guided about what software Temenos 24 (T24) is and how to make entry in system when a customer comes to operate his/her locker.