

A Study on SME Banking in Bangladesh

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18th December, 2013

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Subject: Submission of internship report on SME banking in Bangladesh.

Dear Sir,

I would like to thank you for assigning me this subject to prepare the internship report for the course BUS499 (Internship). This task has been given me the opportunity to explore one of the most important featuring of the 20 private local and foreign banks which is known as SME loan. I have completed my internship practically in Standard Chartered Bank at Gulshan (head office) from 11th September to 11th December 2013.

The topic of my report is "SME Activities of 20 banks and financial institutions in Bangladesh", contains a comprehensive study on the small and medium enterprise loan of 20 private local and foreign banks in Bangladesh. It was a great pleasure for me to work on the above mentioned subject.

I have tried my best to make this report informative. All the information presented in this report is done with utmost sincerity and honesty. I will wholeheartedly welcome any clarification and suggestion about any view and conception disseminated in this report.

Sincerely yours,

Shipra Das
19.12.13
Shipra Das

2009-1-10-092

11 December 2013

TO WHOM IT MAY CONCERN

This is to certify that Ms. Shipra Das of EAST WEST UNIVERSITY has completed Internship Program with Standard Chartered Bank, Bangladesh from September 11,2013 for a period of three months. During the period she was assigned to work in SME Bkg, Mgmt Team and she was entrusted with the project work, "***SME Market of Financial Institutions***"

Ms. Das has successfully completed her assigned tasks. We wish her every success in her future pursuits.



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Standard Chartered Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority

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This internship report might never have been completed without the necessary practical knowledge, support of many books, articles, websites, and primary data. It enhanced my knowledge on SME activities as well as banking business. Thanks to all those persons, who have assisted me, providing me co-operation. I would like to express my special thanks to Prof. Dr. Tanbir Ahmed Chowdhury, Dean and Chairperson and Professor, East West University for his supervision, co-operation and advises. Then I would like to thank Career Council Centre (CCC) of East West University, where I received support of requirements of finishing the internship program and daily updates of university.

I was placed in SME Department of Standard Chartered Bank to work as an intern from 11th September to 11th December 2013. The members of Standard Chartered Bank management were very co-operative and helpful. They helped me through providing various data, guidance and direction. I am grateful to Fahad Ahmed Choudhury, Product Manager, Cash Management of SME Banking in Standard Chartered Bank for his cooperation and necessary support.

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Executive Summary

There is a great supportive role of banking system in human society. It plays a vital role for the economic development of a country. The local banking system of Bangladesh is developing their services day by day by following the multinational banks. Standard Chartered Bank is one of multinational bank who is leader and follower of the other local banks. At the same time it brings different modern technology in our banking culture.

In Bangladesh Standard Chartered Bank operate the banking operation over the Sixty five (65) years. In that time it did lots of changes in this sector and it promoted many new ideas in this sector. Standard Chartered Bank is trying to develop economic condition of the country. In the SME, SCB has five different products for their different customer choice. Today this bank provides loan facility TK 10 Lacs (BDT 1 million) to TK 4 crore (BDT 40 million) to that small and medium enterprise that has no easy access to banks or financial institutes. It is a huge amount of money that SCB providing for their customer in the SME loan.

The success of SME will largely depends on the selection of a business and person behind the business. Standard Chartered Bank provides this facility like other local private banks to those whose business operation is minimum two years and environment friendly business. At the same time the business should be legally registered and must have valid trade license. The entrepreneur should be physically able, preferably between the ages 25 to 60. Entrepreneurs must have the necessary technical skills to run the business and acceptable social standing in the community.

The core competence of the Standard Chartered and other local private banks is to provide the fastest loans to the customers in this country. To retain this competitive advantage Standard Chartered and other local private banks would provide latest facilities whether they can give fastest services to clients.

Regarding the services by the Relationship Officer (RO) or sales executive, almost all clients are satisfied by get these quick facilities from them. In the report it is found that most of the clients give a suggestion to decrease the interest rate and loan processing fees. So, personally I think private local and foreign banks' management should look after this things from the view point of customers and the competitor banks. By this way the banks will be able to keep on playing their important roles in our economy.

List of Abbreviations

Abbreviation	Meaning
SME	Small and Medium Enterprise
SCB	Standard Chartered Bank
UK	United Kingdom
USA	United States of America
ATM	Automatic Teller Machine
EMI	Equated Monthly Installments
LAP	Loan Against Property
VAT	Value Added Tax
RO	Relationship Officer
CIB	Credit Information Bureau
GDP	Gross Domestic Product
BBA	Bachelor of Business Administration
NBFIs	Non-Bank Financial Institutions
SAARC	South Asian Association for Regional Cooperation
OIC	Organization of the Islamic Conference
BBTA	Bangladesh Bank Training Academy
BIBM	Bangladesh Institute of Bank Management
BB	Bangladesh Bank
IFIC Bank	International Finance Investment and Commerce Bank
CRA	Credit Rating Agency
CIB	Credit Information Bureau

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Introduction

SME finance is the funding of small and medium sized enterprises, and represents a major function of the general business finance market – in which capital for different types of firms are supplied, acquired, and priced. Capital is supplied through the business finance market in the form of bank loans and overdrafts; leasing and hire-purchase arrangements; equity/corporate bond issues; venture capital or private equity; and asset-based finance such as factoring and invoice discounting. Small & Medium Enterprises, commonly known as SMEs, are relating to three types of sectors (Service, Business & Industry) typically labor intensive industries with relatively low capital intensity. For a country like Bangladesh where labor is abundant and capital is scarce, SME plays a significant role in employment generation, poverty reduction of our country.

SMEs may not always have the same access to banks and financial institutions as larger firms. Banks are reluctant to expand their SME credit portfolio because lending to SMEs was not considered to be attractive and profitable undertaking. SMEs are regarded as high risk borrowers because of their low capitalization, insufficient assets and inability to comply with collateral requirements of the banks. Administrative costs are also higher because of close monitoring and supervision and credit management of the SME portfolio. Despite all these facts, banks and financial institutions, particularly those in the private sector, have been providing finance to the SMEs and the overall SME portfolio is on the increase.

For example, Standard Chartered Bank started its SME financing program in September 2003. It was known as Business Financial Services or BFS. Under BFS, SCB offered a number of products – installment loans, overdraft facilities; guarantee etc. Installment Loan, which later became known as Business Installment Loan (BIL) became its most popular product. In June 2005, SCB segmented its SME portfolio – Small Business (SB) and Medium Enterprises (ME). Although the Bank offered the ME segment a variety of products with focus on trade products, the only product available to the SB customers was BIL. To outfit the financing needs of the SMEs and to make financing more available to them, SCB decided to develop a new product, the prerequisite of which was to determine the financing need of this segment. They also provide bundle offer. In this offer, customers can get another product with BIL to fulfill their needs. Personal loan (PL) or Over Draft (OD) are include in the bundle offer with BIL. There is another product relating to SADIQ finance of SME is under process to launch. Other banks also provide products similar to SCB.

Chapter 1: Origin of the report

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1. Origin of the Report

This report has been prepared as a requirement of the internship program BUS499 (Internship), after completion of the BBA program of East West University. The main objective of the internship program is to initialize the student with the actual working experience and an exposure to the world outside the theoretical explanation.

This report is based upon the Standard Chartered Bank and private local banks where, I, Shipra Das was placed for the internship program under the guidance of my honorable faculty advisor Prof. Dr. Tanbir Ahmed Chowdhury and organizational supervisor Fahad Ahmed Choudhury, Product Manager, Cash Management of SME Banking in Standard Chartered Bank.

Chapter 2: Objective of the report

2. Objective

2.1 Broad Objective

The broad objective of this project:

- 2.1.1. The Standard Chartered Bank operation of SME banking around the country through its extensive network.
- 2.1.2. To make an analysis of the SME banking procedure of 20 private local and foreign banks in the Asset and liability operation and to study its sector wise SME loan disbursement amount and number of customers etc.

2.2. Specific Objective

To support the broad objectives better we have developed some specific objectives. These are:

- 2.2.1. Standard Chartered Bank's operation in SME banking operation around the country through its extensive network
- 2.2.2. History of Standard Chartered Bank SME.
- 2.2.3. SME product details and amount of SME Loan Disbursement of SCB.
- 2.2.4. To make an analysis of the SME banking procedure of 20 private local and foreign banks in the asset and liability products, loan disbursement amount and number of customers.
- 2.2.5. Sectors of SMEs.
- 2.2.6. Definition of SMEs by Bangladesh Bank.
- 2.2.7. Profile of 20 private local and foreign banks.
- 2.2.8. To study the existing Small Business (SB) and ME (Medium Enterprise) product portfolio of 20 private local and foreign banks.
- 2.2.9. Total number of customers, employees and organogram of 20 private local and foreign banks.
- 2.2.10. Sector wise Disbursement of SME Loan from Dec, 2011 to June, 2013.

2.2.11. Comparative analysis of 20 banks.

2.2.12. To review the role of SMEs in the economy as well as current status of SMEs and their financing by Banks in Bangladesh.

2.2.13. To find out the reason why the Banks are not interested (problems) to finance the SMEs.

2.2.14. Recommendation for the problems of SMEs in Bangladesh.

Chapter 3: Scope & Limitation

3.1. Scope

The report has three parts. First part is the organization part where I covered brief about the organization. Second part is the job part where I covered what I did in the office and my responsibilities. In the third part; this is assigned by supervisor, SME Activities of Standard Chartered Bank in Bangladesh. In this part I covered how Standard Chartered Bank operate SME banking through its extensive network and why market concentration and product diversification are considered the main strategies for expanding the SME business.

3.2. Limitations

Since this report is only for academic purpose, there were some limitations in this study. These are mentioned below:

- 3.2.1. Discussion about the Small and Medium Enterprises is a vast subject, but only some selected areas are covered in the internship report.
- 3.2.2. The main limitation while preparing this report was time. So it was not possible to focus everything deeply.
- 3.2.3. Information Constraints: It was very difficult for me to get the information and obtain some practical ideas regarding loan department and their expectation and opportunities regarding my topic.

3.2.4. Confidentiality Constraints: On a few occasions, the learning from the internship project could not be shared in this report due to confidentiality considerations, especially when it came to information regarding banks' strategy or information on any of banks' customers.

Chapter 4: Methodology

4. Methodology

All the information incorporated in this report has been collected both from the primary sources and as well as from the secondary sources.

4.1. Primary sources

4.2. Secondary sources

4.1 Primary Sources: Primary sources included direct observation and interview of 20 private local and foreign bank employees.

4.2 Secondary Sources: Information gathered from the database of the banks have also been used to prepare this report. Different websites have been consulted to have an overview of the SME segment in Bangladesh. Some information relating to sector wise loan disbursement amount have been collected secondarily. The sources of data include Office Records, Bangladesh Bank records, different research paper regarding SMEs, different publications on SMEs of different banks and some websites. 20 banks were selected purposively considering the amount of loan size, interest rate, loan processing fees, period of loans, mode of finance, management and sector wise loan disbursement amount.

Policies relating to SME financing such as fiscal policy, monetary policy and internal policies of commercial banks was examined thoroughly with a view to find out the influence of existing policies on SME financing. Trend and pattern of bank financing to SME was analyzed by classifying the financing in terms of areas, rate of interest, types, category, and banks.

Chapter 5: The Internship

The Standard Chartered Bank (SCB) is the biggest bank in Asia, Africa, Middle East, UK, and USA with its significant lending, investment and insurance activities around the world. SCB is considered as one of the largest banking and financial services organization in the world. In Bangladesh it has made its place as the fastest growing bank. Being able to work in this world famous organization I find myself lucky. Here I got the opportunity to work with product, credit policy department and customer loan operation department. During the three months of my internship I was placed in Head Office at Gulshan Avenue. I heavily enjoyed to do work in this bank.

5.1. Job as an Intern

I had opportunity to gain experience working over on different departments of Standard Chartered Bank. I was engaged on several tasks on respective departments such as - product, credit policy department and customer loan operation department. The work experience gave me a good idea of the overall banking system of Bangladesh and taught me the professionalism at work place.

I started my work from the product department under the SME team. In this department, I have learnt that how to processing the loan, identification of problems regarding SME loan, types of loan products and in which sector the bank allocate the loans. Under the SME team I was went through the SME files on the bases of the requirements and at the same time I made a database all the old SME files. These files were taken from the vault under the basis of requirements. I have to collect information about the construction sites and call the developer companies to know the pricing. So we can determine the value of mortgage for the credit department.

Then I moved to the loan operation department and there I was processing all the files of loan.

Here every type of loan files was coming to make a record for the future. So my main task was rearranged the files and gave it to the scan machine operator. On the times of rearranging the files that time I learned many things on the procedure of loan and the necessary requirements papers. Here I handled the BIL, Orjon, LAP, BIL Overdraft, Trade and Working Capital products etc. So that's why it is very clear to me to know about all the procedures and necessary papers of taking any kind of loan.

In the SME credit department I had to check 25-30 files on an average. All these required total concentration and meditation. In a sense, I had to check the following information;

- 5.1.1. Copy of valid trade license.
- 5.1.2. Copy of last 12 months bank transaction statements.
- 5.1.3. Photo ID of the business owner.
- 5.1.4. Copy of utility bills of the business or home entity.
- 5.1.5. TIN Certificate.
- 5.1.6. Photograph of the customer.
- 5.1.7. Partnership deed and registration copy.
- 5.1.8. Certification of incorporation.
- 5.1.9. Board/Partnership resolution.
- 5.1.10. All facility related offer letter.
- 5.1.11. Memorandum and article of the association, from X to XII

I also got a chance to do work for S2B (Straight to Bank) service. I have to send printed copy of signature of the customers to branches.

5.2. Job responsibilities

- 5.2.1. Create a database of the S2B customers.
- 5.2.2. Informing the customers about this new S2B service.
- 5.2.3. Informing customers to contact their RM immediately to know better about this service.
- 5.2.4. Sending letter to customers about their S2B service and loan renewal fee.

Chapter 6: SME

6. Definition of SME

In Bangladesh SMEs have assumed special significance for poverty reduction programs and potential contribution to the overall industrial and economic growth. An SME (Small and Medium Enterprise) is defined as, “A firm managed in a personalized way by its owners or partners, which has only a small share of its market and is not sufficiently large to have access to the stock exchange for raising capital”. SMEs ordinarily have few access to formal channels of finance and depend primarily upon savings of their owners, their families & friends. So, as a result, most SMEs are sole proprietorships & partnerships. SMEs have been defined against various criteria. The three parameters that are generally applied by the Governments to define SMEs are:

- 6.1.1. Capital investment in plant and machinery.
- 6.1.2. Number of workers employed.
- 6.1.3. Volume of production or turnover of business.

A quantitative definition in each national context is, however, advantageous, as it makes it easier to target macro-level policies for a specific group of enterprises. The countries with such definitions have recorded a higher growth rate in the SME sector. This indicates that the more precise the definition, the more effective the transaction of policies intended to benefit the sector with actual results. In countries where no definition exists, the enterprises are in a disadvantageous position.

6.2. Definition of SME as per Bangladesh Bank

6.2.1. In Small Industry / Enterprise

Small Enterprise refers to the firm/business which is not a public limited company and complies the following criteria:

Different sectors of Small Industry / Enterprise and their asset & employee condition

Serial No.	Sector	Fixed Asset other than Land and Factory Building (Tk.)	Employed Manpower (not above)
01	Manufacturing	BDT 5,000,000 – 100,000,000	25 - 99
02	Service	BDT 500,000 – 10,000,000	10 – 25
03	Business	BDT 500,000 – 10,000,000	10 – 25

Source: SMESPD Circular Number – 01, (June 19, 2011).

6.2.2. In Medium Industry / Enterprise

Medium Enterprise refers to the establishment/firm which is not a public limited company and complies the following criteria:

Different sectors of Medium Industry / Enterprise and their asset & employee condition

Serial No.	Sector	Fixed Asset other than Land and Factory Building (Tk.)	Employed Manpower (not above)
01	Manufacturing	BDT 100,000,000 – 300,000,000	100 - 250
02	Service	BDT 10,000,000 – 150,000,000	50 – 100
03	Business	BDT 10,000,000 – 150,000,000	50 – 100

Source: SMESPD Circular Number – 01, (June 19, 2011).

6.3. Purpose

- 6.3.1. Contribute to the socio-economic development of the country.
- 6.3.2. Encourage small and medium industry especially agro-based industry of the country.
- 6.3.3. Participate in reduction of poverty through employment generation and income generating projects.
- 6.3.4. Provide financial assistance to small and medium enterprise, which have limited access to the formal financial markets.

6.4. Classification of Entrepreneurs

Two types of entrepreneurs will come under this scheme:

- 9.4.1 New and inexperienced entrepreneurs.
- 9.4.2 Experienced and successful entrepreneurs.

6.5. Sector of SME

- 6.5.1. Manufacturing: Enterprises involved in production process are given below:
 - 6.5.1.1. Agro based and food processing industries
 - 6.5.1.2. Electrical appliances
 - 6.5.1.3. Jute Products
 - 6.5.1.4. Leather goods
 - 6.5.1.5. Poultry and cattle
 - 6.5.1.6. Handicraft
 - 6.5.1.7. Textile
 - 6.5.1.8. Pharmaceutical
 - 6.5.1.9. Light Engineering
 - 6.5.1.10. Handicraft

6.6. Trading: Enterprises involved in trading are given below:

- 6.6.1. Wholesale and retail trading
- 6.6.2. Export and import etc.

6.7. Services : Enterprises provide services are given below:

- 6.7.1. Telecommunication
- 6.7.2. Transport
- 6.7.3. Information technology
- 6.7.4. Clinics
- 6.7.5. Hotel
- 6.7.6. Restaurants
- 6.7.7. Workshops etc.

6.8. Present condition of SMEs in Bangladesh

In our country, 90% private sector enterprises are SMEs. 70 to 80% of the non-agricultural workforce in our country is working at SME sector. SMEs have a significant role in generating economic growth and job opportunities. SME sector of Bangladesh contributed up to 25% of Bangladesh's GDP last year. About 40% of gross manufacturing output, and around 25% of the total labour force in Bangladesh belongs to SME sector. They also make a significant contribution to exports. Uniquely, SMEs are also geographically widely distributed so they offer a good prospect for geographic diversification of the economy. Banks in Bangladesh are being supported in SME financing initiatives with refinance line from Bangladesh Bank, which has funded by Bangladesh Bank, Government of Bangladesh and development partners like IDA, ADB and JICA.

Significant shifts are taking place in the banking landscape. Most of the banks to be changed (few banks are advanced in changing) the terms of access, the risk analysis and risk management practices both for SEs and MEs groups. In other words, there are no more "SME clients" in Bangladesh, but rather the SE and the ME clients. The SE group has become part of banks' "retail

lending" arms and the ME group has become part of banks' "corporate lending" arms. In general, there seems to be a learning process with banks focused on developing access methods that are more efficient and more cost effective.

At present there are two broader platforms available in the banking segment to assess the risk of corporate/large enterprises. One platform is for taking lending decision i.e. based on bank's own risk management policy and practice in line with Credit Risk Grading (CRG) manual and other techniques devised by BB and another platform is recently introduced (2010) Basel II framework, where capital adequacy of bank is linked with ratings of bank's counterparty by external rating agency [External Credit Assessment Institution (ECAI) i.e. Credit Rating Agency of Bangladesh (CRAB)]. In case of SME segment, most of the banks (few SME focused bank follows its own credit risk model in order to capture the dynamics of risk in SMEs) use the same risk management framework as mentioned for corporate/large enterprise for lending decision. Under Basel II framework, for calculating capital adequacy level of banks, SME segment as a whole, attracted 75 per cent fixed risk weight and necessarily does not require external credit rating.

The Credit Risk Grading System adopted by most of the banks back in June 2007 which seems one size fits all approach. On the other hand, rating of SMEs, if given, in the same scale would also seem one size fits all approach.

6.9. Contribution of SMEs in the Economy of Bangladesh

Today, SME remains the engine of economic growth and considering the population of Bangladesh, SME offers large-scale employment and income earning opportunities at relatively low costs, especially in the rural areas. It strengthens efforts to achieve high and sustainable growth, which is a prerequisite for an exit from widespread poverty and socio-economic deficit. In view of present economic development effort in Bangladesh the SME sector plays an important role. These are reflected in the following performance /activities of this sector:

- 6.9.1. SME sector employs 25% of the total labour force. As a result, this sector is the present available sector for creation jobs.
- 6.9.2. SME sector helps alleviate poverty, increases income level of rural people and promotes agro-industrial linkage in Bangladesh.

- 6.9.3. SME sector requires lower energy supply, lower infrastructure facilities and this sector imposes less environmental risk. They contribute towards better utilization of local resources and skills that might otherwise remain unutilized.
- 6.9.4. Small industries being labour oriented are capable of generating more employment.
- 6.9.5. They are necessary to maintain and retain traditional skills and handicrafts.

They are the only medium for diversification of rural economy and for peaceful and concurrent socio-economic development of all classes of people. From the above discussion, we can say that SMEs are playing an important role in our economy in various ways.

In Bangladesh, SMEs playing a significant role for the development of our economy by creating employment opportunity and producing important alternative machines and machinery parts for saving huge foreign currency for our country. So as a part of our development strategy, we should intensify our efforts to develop this sector to grow industrial base and volume of foreign trade. As we know that in this age of globalization, it is impossible to stop the flow of foreign goods to any country. Only quality products can meet the challenges in global market. For meeting this situation SMEs need to upgrade their technological capabilities and production facilities in order to produce quality products at a competitive price.

In many developing countries including Bangladesh, manpower is relatively abundant. It is, therefore, vital that their full and effective utilization should become a focal point of socio-economic policies. Emphasis has to be laid on SME sector to absorb the surplus manpower in these countries. In fact, developing of SME sector has been required less capital outlay and at the same time it provides more employment than the large-scale sector. Second, a SME unit does not require highly sophisticated technology. It can, therefore, be useful in backward areas where the people have yet to be trained to meet the challenge of sophisticate technology. Bangladesh is highly resourceful with so many seasonal fruits and also lots of agricultural products. Pineapple and mango are best used to produce jam/jelly/juice etc under SME. Tomato sauce and potato chips are popularly used all over the world. SME is most suited for processing the items.

Though the SME sector is becoming gradually a rising industrial sector of our country and contributing more and more to our export, this sector faces several common problems like lack of technical know-how, shortage of long-term financial support, lack of skilled workers, marketing

link, R & D, knowledge on safety measures, hygiene, environmental pollution, etc. We need to acquire proper institutional knowledge in the fields of technological and managerial education and ask academics and researchers to work more vigorously for the sector's rapid development.

SMEs in Bangladesh produce a multitude of labour intensive goods including, consumer items, toys small tools and paper products for the domestic market. Further development of these industries offers various investment opportunities. Export-oriented production in SMEs has gained momentum in the past few years. Some of the world's best performing economies, notably Taiwan and Hong Kong, are heavily based on small enterprises. Entrepreneurs from Hong Kong, Japan and Korea have taken advantage of Bangladesh's cheap and easily trainable labour and its infrastructure facilities to manufacture products for the export market. . Entrepreneurs from Hong Kong, Japan and Korea have taken advantage of Bangladesh's cheap and easily trainable labour and its infrastructure facilities to manufacture products for the export market. Shoe making by small industries as job works of big shoe companies like BATA is a glaring example of SME product. BATA supplies raw materials to lots of small factories at household level in Dhaka city and gets the product (shoes) completed through subcontract system. SMEs are a fundamental part of the economic fabric in developing countries like Bangladesh, and they play a crucial role in furthering growth, innovation and prosperity.

Defining the potential of women entrepreneurship in support of SME development, the educational status of women in Bangladesh shows that they are being increasingly educated. The employment statistics highlight that women in the rural sector are either self-employed or employed in family-based enterprises that include both agricultural and non-agricultural sectors. These activities that include homestead agriculture, livestock and poultry rearing, fish farming, nursery and tree plantation, tool making, fish net making, food processing, tailoring, and rice processing have been regular and invisible sources to family income supplementation.

6.10. Bangladesh Bank takes initiatives to promote SME lending

According to BB Governor Atiur Rahman, the Bangladesh Bank (BB), the country's central bank, has taken a number of initiatives to promote small and medium enterprises (SME) lending.

Bangladesh Bank, along with other relevant Ministries, and financial sector have been working relentlessly for the development of SME sector. The establishment of SME & Special Program Department, a separate department in Bangladesh Bank and the service provided through this department for further development of the SME sector is an evident of our efforts. Moreover, as the Central Bank, we have taken a number of initiatives to promote SME lending. Within the SME credit policy in 2010 for guiding the commercial banks to be involved in SME financing, a number of initiatives have been taken, such as for banks' to establish "Dedicated Desks" in branches for SMEs and "SME Service Centres". Bangladesh Bank has fixed the targets for banks SME credit disbursements and an emphasis on providing loan to small entrepreneurs and women entrepreneurs have been communicated.

Under refinance scheme, Bangladesh Bank has provided 23.97 billion taka (as of July 2012) to different banks and NBFIs at subsidized interest rate. 15% of this fund (Taka 4.00 billion) is reserved for women entrepreneurs.

Bangladesh Bank and IFC undertook two key projects for SME sector development. Of these two, the SME Market Segmentation Database is first of its kind in South Asia. Under this initiative, information on SME sector will be generated and will be made available for all stakeholders of SME development. Bangladesh bank has also issued directives to commercial banks for using the cluster approach for better targeting the SME sector. It is also worthy to mention that Bangladesh Bank is currently working in a research project to find out the impact of the SME financing activities undertaken by the commercial banks in Bangladesh. They are very much committed for developing SMEs in Bangladesh.

Chapter 7: Banks

Standard Chartered Bank

7.1. Overview

Standard Chartered Bank is world's one of the fastest growing financial institution, it has also a history of over 150 years. Including all subsidiaries, associates and joint ventures SCB has stretched its 1,200 branches in over 56 countries at the Asia Pacific Region, South Asia, the Middle East, Africa, the United Kingdom and the United States of America. Standard Chartered Bank is Asia's top syndication bank and is also strong in debt financing. As one of the world's most international banks, Standard Chartered Bank employs over 44,000 people representing 89 nationalities, worldwide. The Standard Chartered Group is remarkable banking business. Though its root is from authentic British, its operational division, its set of connections or network and indeed its profit stream are overwhelmingly international. The name Standard Chartered comes from two original banks from which it was founded. One of the banks is the Chartered Bank of India, Australia and China and the other bank is the Standard Bank of British South Africa. The Chartered Bank was founded by James Wilson following the grant of a Royal Charter by Queen Victoria in 1853 while the Standard Bank was founded by John Paterson in the Cape Province of South Africa in 1862. In 1969, the decision was made by Chartered and by Standard to undergo a friendly merger. On January 30, 1970 the new shares of the Standard and Chartered Banking Group Limited were listed in the London Stock Exchange. Queen Elizabeth II opened headquarters of the Standard Chartered Bank PLC in March 20, 1986. Becoming stronger after merger, Standard Chartered Bank embarked upon serious expansion in Europe and United States. The Standard Chartered Merchant Bank was built up from a number of acquisitions made during the 1990s. In the thirty years, Standard Chartered Bank has experienced continuous growth, which led to its becoming one of the top 100 listed banks in the world. It was also judge the best bank in the Asia-Pacific region in 1993 and 1994 for its rate and excellent service.

7.1.1. Brief History

The Standard Chartered Group was formed in 1969 through a merger of two banks: The Standard Bank of British South Africa founded in 1863, and the Chartered Bank of India, Australia and China, founded in 1853. Both companies were keen to capitalize on the huge expansion of trade and to earn the handsome profits to be made from financing the movement of goods from Europe to the East and to Africa.

7.1.2. Timeline of Major Events

Both The Chartered Bank and the Standard Bank had rich history of their own. The timeline of major events are as follows –

7.1.3. The Chartered Bank

7.1.3.1. Funded by James Wilson following the grant of a Royal Charter by Queen Victoria in 1853.

7.1.3.2. Chartered opened its first branches in Mumbai (Bombay), Calcutta and Shanghai in 1858, followed by Hong Kong and Singapore in 1859.

7.1.3.3. Traditional business was in cotton from Mumbai (Bombay), indigo and tea from Calcutta, rice from Burma, sugar from Java, tobacco from Sumatra, hemp from Manila and silk from Yokohama.

7.1.3.4. Played a major role in the development of trade with the East which followed the opening of the Suez Canal in 1869, and the extension of the telegraph to China in 1871.

7.1.3.5. In 1957 Chartered Bank bought the Eastern Bank together with the Ionian Bank's Cyprus Branches. This established a presence in the Gulf.

7.1.4. The Standard Bank

7.1.4.1. Founded in the Cape Province of South Africa in 1862 by John Paterson. Commenced business in Port Elizabeth, South Africa, in January 1863.

7.1.4.2. Was prominent in financing the development of the diamond fields of Kimberley from 1867 and later extended its network further north to the new town of Johannesburg when gold was discovered there in 1885.

7.1.4.3. Expanded in Southern, Central and Eastern Africa and by 1953 had 600 offices.

7.1.4.4. In 1965, it merged with the Bank of West Africa expanding its operations into Cameroon, Gambia, Ghana, Nigeria and Sierra Leone.

In 1969, the decision was made by Chartered and by Standard to undergo a friendly merger. All was going well until 1986, when a hostile takeover bid was made for the Group by Lloyds Bank of the United Kingdom. When the bid was defeated, Standard Chartered entered a period of change. Provisions had to be made against third world debt exposure and loans to corporations and entrepreneurs who could not meet their commitments. Standard Chartered began a series of divestments notably in the United States and South Africa, and also entered into a number of asset sales. From the early 90s, SCB has focused on developing its strong franchises in Asia, the Middle East and Africa using its operations in the United Kingdom and North America to provide customers with a bridge between these markets. Secondly, it would focus on consumer, corporate and institutional banking, and on the provision of treasury services – areas in which the Group had particular strength and expertise. In the new millennium SCB acquired Grindlays Bank from the ANZ Group and the Chase Consumer Banking operations in Hong Kong in 2000.

7.1.5. Strategic Alliances and Acquisitions

2005 ushered in a historic year for SCB as it achieved several milestones with a number of strategic alliances and acquisitions that will extend the Bank's customer or geographic reach and broaden the product range.

- 7.1.5.1. Completed, rebranded and successfully integrated SC First Bank in Korea, which to date is the biggest acquisition in SCB's history.
- 7.1.5.2. Completed full integration between Standard Chartered Bank Thailand and Standard Chartered Nakornthon Bank in October, 2005.
- 7.1.5.3. Formed strategic alliances with Fleming Family & Partners to expand private wealth management in Asia and the Middle East. Acquired stakes in ACB Vietnam and Traveler. Acquired the business operations of American Express Bank in Bangladesh
- 7.1.5.4. Acquired a stake in Bohai Bank in Tianjin, China, making SCB the first foreign bank to be allowed a stake in a local bank in China.

7.1.6. Business & Presence

Standard Chartered derives over 90 per cent of profits from Asia, Africa and the Middle East. Serving both Consumer and Wholesale Banking customers worldwide, the Bank combines deep local knowledge with global capability to offer a wide range of products and services as well as award-winning solutions.

Greater China and Japan

Middle East & Pakistan

Korea

South East Asia

India and South Asia

Americas

Europe

Africa



Figure 1: Standard Chartered Bank Presence

7.1.7. Establishment of Standard Chartered Bank around the world

Country	Year
United Kingdom	1853
China, India, Sri Lanka	1858
Hong Kong, Singapore	1859
Indonesia, Pakistan	1863
Philippines	1872
Malaysia	1875
Japan	1880
Zimbabwe	1892
Sierra Leone, Thailand	1894
Ghana	1896
Botswana	1897
USA	1902
Bangladesh	1948
Zambia	1906
Kenya	1911
Uganda	1912
Tanzania	1917
Bahrain	1920
Jordan	1925
Korea	1929
Qatar	1950
Brunei, UAE	1958
Australia	1964
Mexico, Oman	1968
Peru	1973
Jersey	1978
Brazil	1979
Venezuela	1980
Falkland Islands, Macau	1983
Taiwan	1985
Cameroon	1986
Nepal	1987
Vietnam	1990
Cambodia, South Africa	1992
Iran	1993
Colombia	1995
Laos, Argentina	1996

Nigeria	1999
Lebanon	2000
Cote d'Ivoire	2001
Mauritius	2002
Turkey	2003
Afghanistan	2004

Table 1: Establishment of Standard Chartered Bank

7.1.8. Standard Chartered Bank of Bangladesh

Standard Chartered Bank originally established its first branch in Bangladesh at Chittagong in 1948. After the partition of the subcontinent in 1947, Bangladesh became East Pakistan, thereafter SCB started its business in 1948, in the port city of Chittagong.

SCB is the oldest and largest foreign bank in Bangladesh. Standard Chartered has been operating in Bangladesh for over a hundred years. They are the only foreign bank in the country with presence in 6 cities – Dhaka, Chittagong, Khulna, Sylhet, Bogra and Narayanganj; including the country's only offshore banking units inside Dhaka Export Processing Zone (DEPZ) at Savar and Chittagong Export Processing Zone (CEPZ). Standard Chartered Bank is the largest international bank in Bangladesh with 26 Branches, 57 ATMs and 7 Financial Kiosks; employing over 1,300 people. Their Country Chief Executive Officer is Jim McCabe. Standard Chartered Bangladesh has bought out the Bangladesh operations of various other foreign banks such as Grindlays Bank and American Express.

They currently provide Consumer Banking and Wholesale Banking Services, ranging from Personal & Corporate Banking to Institutional Banking, Treasury and Custodial services. Extensive knowledge of the market and essential expertise in a wide range of financial services underline our strength to build business opportunities for corporate and institutional clients in Bangladesh. Continuous upgrading of technology and control systems has enabled the bank to offer new and improved services such as Phone banking, I-banking, e-Lending. At Standard Chartered SME Banking, they understand each business is unique. So they have made it a point to offer solutions that address specific business needs. From managing customers' working capital, aiding business expansion, business protection or increasing yield.

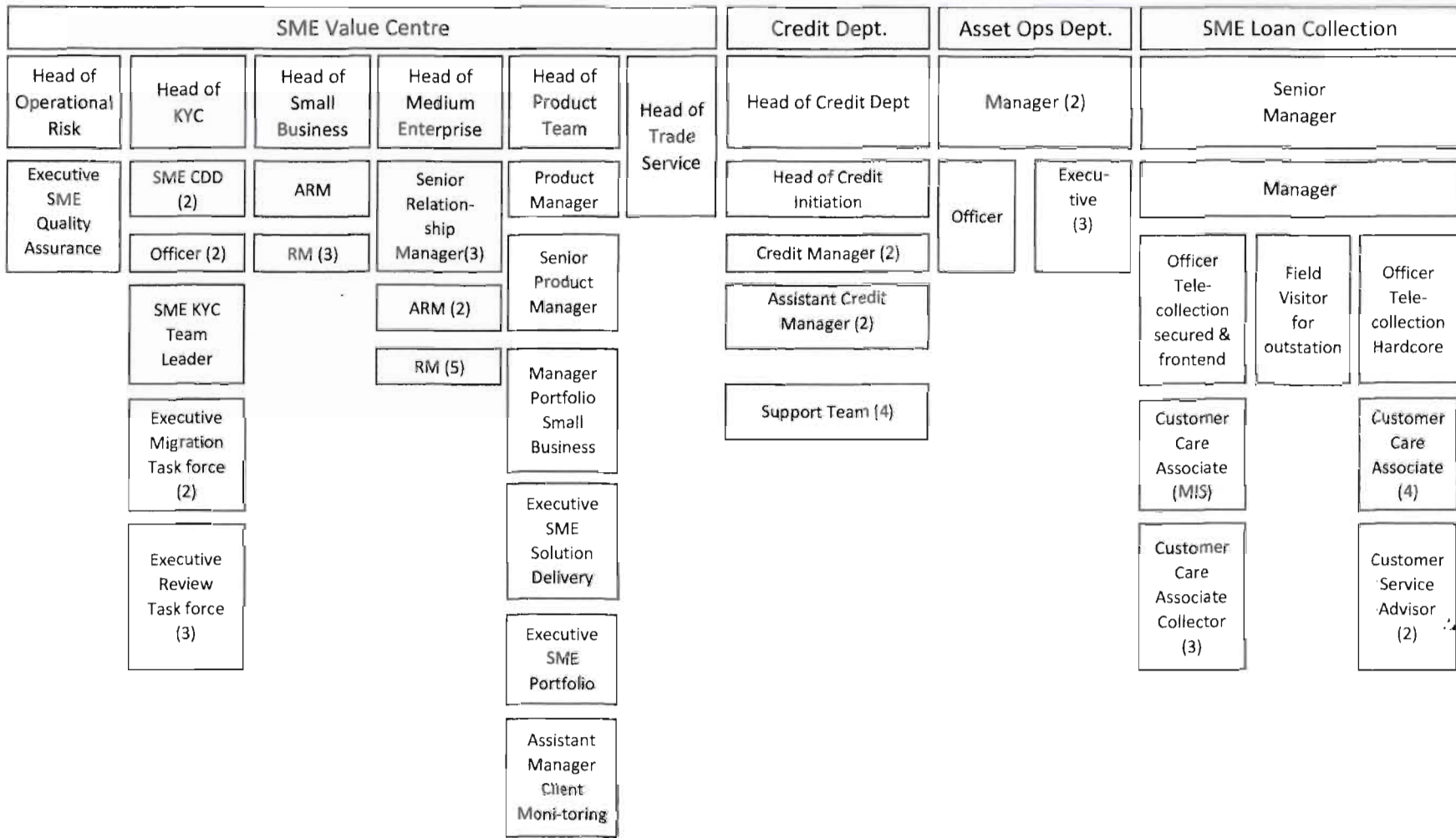
Loan Products:

Features	BIL	ORJON	BIL Overdraft	LAP	Trade & Working Capital
Purpose	To fund the expansion of business.	Helps the women entrepreneurs to grow their business.	Provides businesses with flexible standby credit line.	Helps to grow the business or meet cash flow equipment.	Helps for trade & capital need.
Repayment	Through EMI				
Loan Amount	Tk 10 lacs to 1 crore			Tk 14 lacs to 4 crore	Tk 1 lac to 4 crore
Interest Rate	18.5% to 21.5%	19.50% to 20.50%	18.50% to 20.50%	18.50%	18.5% to 21.5%
Loan Processing Fee	2.00%	2.00%	1.00%	1.50%	2.00%
Early Settlement Fee	2.00%				
VAT	15.00%				
Tenor	3 to 5 years			3 to 10 years	120 months
Security	Cash security depending on company annual sales.	Depending on Company Annual Sales and Nature of Business.	Cash equivalent security, loan to security ratio always has to be within 95%.	For Commercial 60% and Residential Property 75% of Property's current market value.	100% cash.
Experience	At least 3 years				
Age	25 to 60 years				
Land phone	Business is required				
Suitable for	Sole Proprietorship, Partnership, Limited Liability Company				

Deposit Products

Features	SND	Fixed Deposit	Current Account
Opening Balance	BDT 300,000	BDT 50,000	BDT 200,000
Interest Rate	Tiered		NA
Tenor	Flexible		
Transaction	Freedom of ultimate transaction with prior notice	NA	Freedom of ultimate transaction

Head of SME Division



**Information on
Small & medium enterprise**

Name of the Bank : **Standard Chartered Bank Limited
SME Unit**

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
2321	76	2416	85	4000	61

2. Total no. of employee engaged in SME service: 95

3. No. of employees working in SME Division of head office: 37

4. Loan disbursement decision: Centralized.

7.2. Prime Bank Limited

Prime Bank was created and commencement of business started on 17th April 1995. The sponsors are reputed personalities in the field of trade and commerce and their stake ranges from shipping to textile and finance to energy etc. They constantly focus on understanding and anticipating customer needs. As the banking scenario undergoes changes so is the bank and it repositions itself in the changed market condition. The bank has been graded as a top class bank in the country through internationally accepted CAMELS rating.

7.2.1. Vision

Their vision is to be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

7.2.2. Mission

Their mission is to build Prime Bank Limited into an efficient, market-driven, customer focused institution with good corporate governance structure. Continuous improvement of their business policies, procedure and efficiency through integration of technology at all levels.

Through SME banking they provide loan facility to successfully grow your small & medium enterprise business. They also help to increase the working capital base by financing day to day business of Small and Medium Enterprise (SME) business. Through agriculture banking they help farmers, share cropper and landless farmers to bear the cost of tilling of land, fertilizers, pesticides, irrigation, seed etc. for producing different crops and vegetables.

Prime Bank Ltd.

Features	Shahaj	Chalti	Shampad	Moushami	Anchol	Digan	Agriculture
Purpose	Loan facility to grow SME business.	To increase working capital by financing day to day.	For outlet expansion, purchase of new business space and machie, heavy vehicles.	Provides opportunities in various festivals and seasonal events.	For women entrepreneurs to expand and operate businesses.	Provides the required capital for business operation.	For corp, farm loan, working capital and project finance.
Repayment	Through EMI						
Loan Amount	Tk 2 to Tk 6 lac	Tk. 2 to Tk 300 lac	Tk 2 to Tk 300 lac	Tk 50000 to Tk 300 lac	Tk 1 to Tk 50 lac	Tk 2 to Tk 50 lac	Tk 3 to Tk 100 lac
Interest Rate	17.00%	17% to 20%	20.00%	17% to 20%	10%	18.00%	15.00%
Loan Processing Fee	1.00%						
Early Settlement Fee	0.50%						
VAT	15.00%						
Tenor	12 to 36 months	12 to 60 months	6 to 60 months	3 to 6 months	12 to 60 months	6 to 60 months	6 months to 5 years
Security	No Collateral security	Land, Building.	Land, Building	Machine, equipment, vehicles, inventories, cash collateral (FDR).	Land, building, cash collateral (FDR).	Any encashable security i.e. FDR.	Stock,machine, equipment, vehicles.
Experience	At least 2 years						At least 1 year
Age	Atleast 21 years						19 to 65 years
Land phone	Business is required						
Suitable for	Sole proprietorship, Partnership or Private Limited company.					Small sized business (Production, Trading, Service and others).	Farm, Non-farm.

**Information on
Small & medium enterprise**

Name of the Bank : **Prime Bank Limited**
SME Division

1. No. of employees working in SME Division:

= 57

2. Total number of employees : No. of employees:

= 162

3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
3526	8205	6107	9031	8526	12652

4. Organogram of SME Division:



5. Loan disbursement decision: Centralized.

7.3. Islami Bank Bangladesh Ltd.

Islami Bank Bangladesh Limited is a Joint Venture Public Limited Company engaged in commercial banking business based on Islamic Shari'ah with 63.09% foreign shareholding having largest branch network (total 285 Branches) among the private sector Banks in Bangladesh. It was established on the 13th March 1983 as the first Islamic Bank in the South East Asia. Since inception of the Bank, it has been giving priority in financing SMEs. Through SME banking they help to meet Capital Investment for establishment of Project, working capital requirements.

It is listed with Dhaka Stock Exchange Ltd. and Chittagong Stock Exchange Ltd. Authorized Capital of the Bank is and Paid-up Capital is having shareholders as on 01st January 1970.

7.3.1. Mission

Their mission is to establish Islamic Banking through the introduction of a welfare oriented banking system and also ensure equity and justice in the field of all economic activities, achieve balanced growth and equitable development in through diversified investment operations particularly in the priority sectors and less developed areas of the country.

7.3.2. Vision

Their vision is to always strive to achieve superior financial performance, be considered a leading Islamic Bank by reputation and performance.

Their goal is to establish and maintain the modern banking techniques, to ensure soundness and development of the financial system based on Islamic principles and to become the strong and efficient organization with highly motivated professional, working for the benefit of people, based upon accountability, transparency and integrity in order to ensure stability of financial systems.

They will also try to encourage investment particularly in projects which are more likely to lead to higher employment.

Islami Bank Bangladesh Ltd.

Features	Women Entrepreneurs' Investment Scheme	Micro Industries Investment Scheme	Micro Entrepreneurs Investment Scheme	Transport Investment Scheme	Small Business Investment Scheme
Purpose	To meet working capital requirements.	To meet Capital Investment for establishment of Project for Micro Industries.	To meet Capital Investment for establishment of Project for Micro Entrepreneurs.	To purchase transport.	To meet Capital Investment for establishment of Project for small business.
Repayment	Through EMI				
Loan Amount	Tk 5000 to 7.5 crores	Tk 5 lac to 50 lac	Tk 5 lac to 50 lac	Tk 5 lac to 1 crore	Tk 5 lac to 10 crores
Interest Rate	12.00% to 17.00%	17.00%		16.00%	
Loan Processing Fee	None				
Early Settlement Fee	None				
VAT	15.00%				
Tenor	1 to 3 years	1 to 5 years			
Security	For above Tk 1 lac loan, Hypothecation of Stock/Equipments, Guarantee of family members, fixed deposit, machinery, transport, land, buliding.				
Experience	At least 2 years				
Age	18 to 50 years	25 to 65 years			
Land phone	Business is required				
Suitable for	Proprietorship/ Partnership/ Private Limited Company				

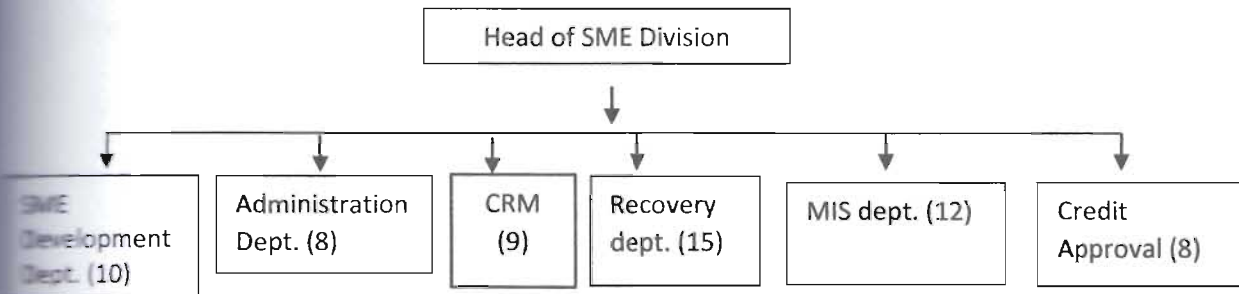
Information on
Small & medium enterprise

Name of the Bank : **Islami Bank Bangladesh Limited**
SME Division

1. Total number of SME Loan customer:

As on December 31, 2011		As on December 31, 2012		As on June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
78756	49864	90545	65436	92343	68767

2. Organogram of SME Division



3. Loan disbursement decision: Centralized.
4. Total no. of employee engaged in SME service: 305
5. No. of employees working in SME Division: 63

7.4. BRAC Bank Limited.

BRAC Bank started its journey in 2001 and in just 12 years proved to be country's fastest growing bank. They have disbursed over 220,139 million of loans till date, BRAC Bank is country's largest SME financier that has made more than 410,817 dreams come true. Now the bank has 86 Branches, 21 SME Service Centers, 48 SME/ Krishi Branches, over 300 ATMs and 400 SME Unit offices across the country. It has disbursed over BDT 220,139 million of SME loan and has over 1,200,000 individual customers who access online banking facilities.

7.4.1. Vision

Their vision is to build profitable and socially responsible financial institution focused on Market and Business with Growth potential, thereby assisting BRAC and stakeholders to build a just, enlightened, healthy democratic and poverty free Bangladesh.

7.4.2. Mission

Their mission is to sustained growth in Small & Medium Enterprise sector. They provide continuous low-cost deposit Growth with controlled growth in retail assets. Corporate Assets to be funded through self-liability mobilization. Growth in Assets through syndications and investment in faster growing sectors. They also provide continuous endeavor to increase non-funded income. They want to keep their debt charges at 2% to maintain a steady profitable growth.

They want to achieve efficient synergies between the bank's branches, SME unit offices and BRAC field offices for delivery of remittance and Bank's other products and services. They manage various lines of business in a full controlled environment with no compromise on service quality.

Loan Products

Features	Anonno	Apurbo	Durjoy	Shomriddhi	Shokti	Prothoma
Purpose	To meet any kind of business needs.		To meet working capital requirement.	To meet import-export related expenses, working capital.	To meet Capital Investment.	For small scaled business operated by women entrepreneur.
Repayment	Through EMI					
Loan Amount	BDT 1 Lac to BDT 10 Lac	BDT 1 million to BDT 10 million	BDT 3 Lac to BDT 2.5 million	BDT 1 Lac to BDT 20 million	BDT 1 million to BDT 10 million	BDT 50000 to BDT 1 million
Interest Rate	Without mortgage 22.00%, With mortgage 16.00%					18.00%
Loan Processing Fee	1.00% + VAT					
Early Settlement Fee	2.00% + VAT					
VAT	15.00%					
Tenor	1 to 5 years					1 to 3 years
Security	For above 25 lacs required property, land, building, fixed deposit, guarantee of family members.					None
Experience	At least 3 years					At least 2 years
Age	21 to 60 years					
Land phone	Business is required					
Suitable for	Small sized businesses (Production, Trading, Service, Agro based products and others), Sole proprietorship, Partnership or Private Limited Company.					

Deposit Products

Features	Prapti Current Account	Prachurjo	Shonchoy
Opening Balance	BDT 2000	BDT 50,000	BDT 500
Interest Rate	0% to 11.00%		
Tenor	Flexible	1 to 36 months	1 to 10 years
Transaction	Freedom of ultimate transaction with prior notice		
Suitable for	Educational institution, NGO and Co-operative society, Market/shop owner association and others		

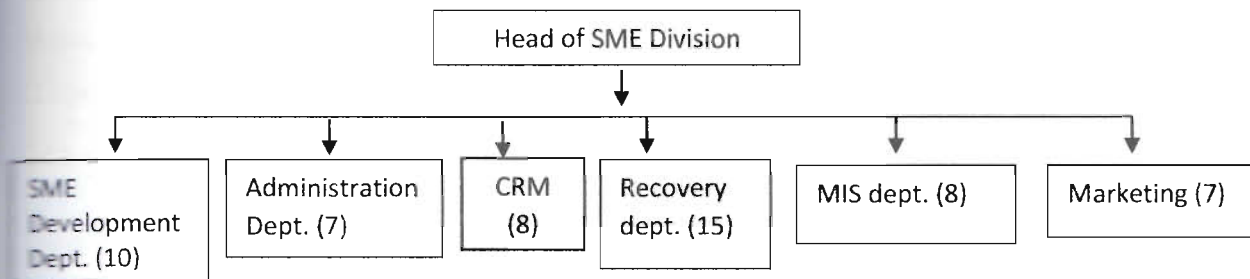
**Information on
Small & medium enterprise**

Name of the Bank : **BRAC Bank Limited**
SME Division

1. Total number of SME Loan customer:

As on December 31, 2011		As on December 31, 2012		As on June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
28675	26756	35646	39864	37575	39905

2. Organogram of SME Division:



3. Loan disbursement decision: Centralized.

4. Total no. of employee engaged in SME service: 350

5. No. of employees working in SME Division: 55

7.5. Eastern Bank Ltd.

Eastern Bank Ltd. (EBL) began its journey in 1992. Over the years EBL has established itself as a leading private commercial bank in the country with undisputed leadership in Corporate Banking and a strong Consumer and SME growth engines. EBL is the first bank in Bangladesh to go online and “Green Loan” in Bangladesh in Solar Panel manufacturing plant.

From Student Banking to Priority Banking to Platinum card EBL has almost all banking products in its repertoire. The product basket is rich in content featuring different types of Savings and Current Accounts, Personal Loans, Debit Cards, Credit Cards, Pre-paid Cards, Internet Banking, Corporate Banking, SME Banking, Investment Banking, Treasury & Syndication services.

The customers are served through a network of 70 Branches, 158 ATMs and 42 Billspace countrywide. EBL has its presence in 11 major cities/towns in the country including Dhaka, Chittagong, Sylhet, Khulna, Rajshahi & Cox’s Bazar.

7.5.1. Vision

Their vision is to become the most valuable brand in the financial services in Bangladesh creating long-lasting value for their stakeholders and above all for the community they operate in by transforming the way they do business and by delivering sustainable growth.

7.5.2. Mission

Their mission is to deliver service excellence to all our customers, both internal and external. They will ensure to maximize shareholders' value. They will constantly challenge their systems, procedures and training to maintain professional team in order to achieve service excellence. They will create an enabling environment and embrace a team based culture where people will excel.

Eastern Bank Ltd

Features	Agrim	Udoy	Banotiya	Uanot	Uddog	Shubidha	Mukt	Asha	Uddam	Krishi
Purpose	For additional requirement of businesses.	For developing leather cluster of Dhaka area.	Credit facility for import business.	For finance against fixed asset and working capital requirement.	Any legal business purpose.	For working capital/fixed investment.	For working capital.	For Women Entrepreneurs.	Any legal business purpose.	For ensure loan in agricultural sector.
Repayment	Through EMI									
Loan Amount	BDT 2 lacs to BDT 950,000	Tk1.00 Lac to 10.00 lac	BDT 1 lac to BDT 2 crore	BDT 10 Lac to 1 Crore	BDT 6 lacs to BDT 50 lacs	BDT 1 lac to BDT 10 lacs	BDT 20000 to BDT 3 lacs	BDT 10 Lacs to BDT 50 Lacs	Tk. 2 lacs to Tk. 990,000	BDT 10,000 to BDT 1,50,000
Interest Rate	15.00%	9.00%	16.00%				15.00%	16.00%	15.00%	13.00%
Loan Processing Fee	2%									None
Early Settlement Fee	1%									
VAT	15.00%									
Tenor	1 to 6 months	6 to 36 months	1 to 6 months	12 to 60 months		6 to 36 months	1 to 18 months	12 to 48 months	24 to 60 months	3 to 12 months
Security	Personal guarantee required.	Personal guarantee required.	Stock and /or receivables, 1 (one) 3rd party guarantee, Lien of savings instrument.	Collateral security required along with charge on business assets.	50% of the loan amount in the form of fixed deposit is needed.	Stock and receivables, 1 (one) 3rd party guarantee, Lien of savings instrument.	Personal guarantee required.	50% of the loan amount in the form of fixed deposit is needed.	2 personal guarantee.	No Collateral security.
Experience	At least two years	At least one year		At least two years	At least 1.5 year	At least two years			At least 1.5 year	At least 1 year
Age	22 to 65 years									
Land phone	Business is required									
Suitable for	Sole proprietorship, Partnership or Private Limited company									

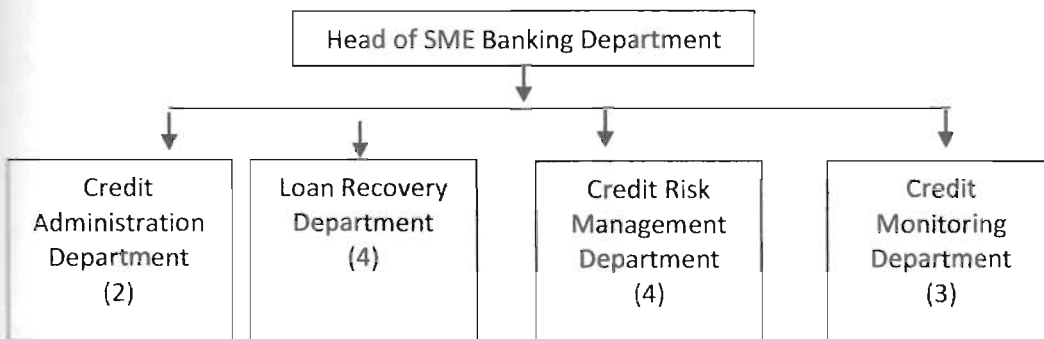
Information on
Small & medium enterprise

Name of the Bank : **Eastern Bank Limited**
SME Unit

1. No. of employees working in SME Banking Department: 14
2. Total no. of employee engaged in SME service: 360
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
2565	6892	3365	9852	4586	9986

4. Organogram of SME Banking Department:



5. Loan disbursement decision: Centralized.

7.6. Mercantile Bank Limited

Mercantile Bank Limited emerged as a new commercial bank to provide efficient banking services and to contribute socio-economic development of the country.

The Bank commenced its operation on June 2, 1999. It is a public limited company with limited liability under the bank companies act, 1991. Its share are listed in Dhaka Stock Exchange and Chittagong Stock Exchange.

The bank provide products and services in retail banking, corporate finance, Islamic Finance, asset management, equity brokerage and security. It has 80 branches in Bangladesh and employ around 1,600 employees. Presently they have a network of 65 online Branches all over the country. Mercantile Bank Limited (MBL) has achieved a remarkable growth in all the sectors of banking activity including foreign remittance. The Bank provides a broad range of financial services to its customers and corporate clients. The Board of Directors consists of eminent personalities from the realm of commerce and industries of the country.

Mercantile Bank started to provide SME banking from 2006. Since 2006 to now Mercantile Bank achieves remarkable growth in SME banking. The amount of SME loan, income from SME loan and number of SME customers of Mercantile Bank increase year by year.

7.6.1. Vision

Their vision is to make finest corporate citizen.

7.6.2. Mission

Their mission is to become most caring, focused for equitable growth based on diversified deployment of resources and nevertheless would remain healthy and gainfully profitable bank.

Mercantile Bank Ltd.

Features	Chaka	Chalti Muldhan	Single Payment Loan	Ananya
Purpose	To meet up working capital, expansion, purchase of machinery.	To meet up working capital requirements.	To meet up short-term working capital requirements of business entity.	For women entrepreneur.
Repayment	Through EMI			
Loan Amount	Tk 50000 to Tk 50 lac	Tk 50000 to Tk 500 lac	Tk. 1 lac to Tk 50 lac	Tk 50000 to Tk 50 lac
Interest Rate	15.00%	18.50%		
Loan Processing Fee	1%			
Early Settlement Fee	2.00%			
VAT	15.00%			
Tenor	12 to 60 months	5 to 36 months	4 to 9 months	1 to 5 years
Security	Guarantee of family members.	Deposit of Possession Deed, Registered mortgages, personal guarantee, Hypothecation of stock in trade & other fixed assets etc.	Hypothecation of goods, personal guarantee, tangible assets as collateral, Copy of Memorandum and articles of association etc.	Hypothecation of goods, personal guarantee, land, buliding.
Experience	At least 1 year	At least 2 years		
Age	21 to 60 years			
Land phone	Business is required			
Suitable for	Trading, manufacturing, service.	Proprietorship /Partnership / Private Limited Company/ others.		

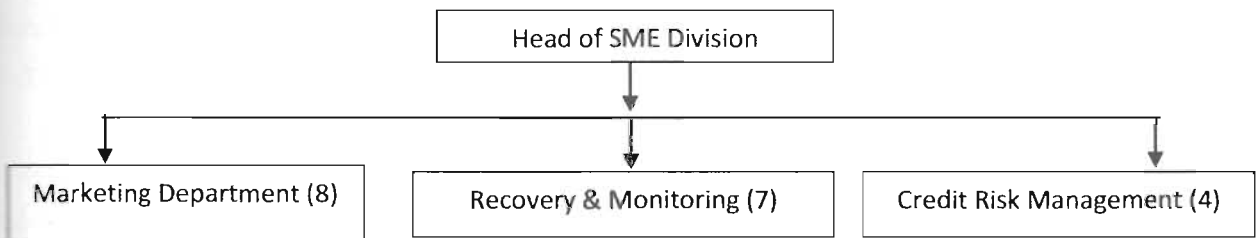
Information on
Small & medium enterprise

Name of the Bank : **Mercantile Bank Limited**
SME Financing Division

1. No. of employees working in SME Financing Division:
= 20
2. Total no. of employee engaged in SME service: 105
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
6823	98	7999	55	8324	60

4. Loan disbursement decision: Centrally
5. Organogram of SME Division:





7.7. Dutch-Bangla Bank Limited

Dutch-Bangla Bank Limited is a scheduled joint venture commercial bank between local Bangladeshi parties spearheaded by M Sahabuddin Ahmed (Founder & Chairman) and the Dutch company FMO. DBBL was established under the Bank Companies Act 1991 and incorporated as a public limited company under the Companies Act 1994 in Bangladesh with the primary objective to carry on all kinds of banking business in Bangladesh.

DBBL commenced formal operation from June 3, 1996. The Bank is listed with the Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited. DBBL is most widely recognized for its donations to social causes and its IT investment (largest ATM network). It has 2440 ATM.

Dutch-Bangla Bank Limited is a scheduled commercial bank. The Bank was established under the Bank Companies Act 1991 and incorporated as a public limited company under the Companies Act 1994 in Bangladesh with the primary objective to carry on all kinds of banking business in Bangladesh. The Bank is listed with Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited. DBBL- a Bangladesh European private joint venture scheduled commercial bank commenced formal operation from June 3, 1996. The head office of the Bank is located at Senakalyan Bhaban (4th floor), 195, Motijheel C/A, Dhaka, Bangladesh. The Bank commenced its banking business with one branch on 4 July 1996.

Dutch Bangla Bank Limited (DBBL) a public company limited by shares, incorporated in Bangladesh in the year 1995 under companies Act 1994. With 30% equity holding, the Netherlands Development Finance company (FMO) of the Netherlands is the international cosponsor of the Bank. Out of the rest 70%, 60% equity has been provided by prominent local entrepreneurs and industrialists & the rest 10% shares is the public issue. During the initial operating year (1996-1997) the bank received skill augmentation technical assistance from ABN Amro Bank of the Netherlands.

DBBL's focus is to provide one counter service to clients covering: Commercial Banking (Deposit Accounts), Consumer Banking (Retail Banking) – Traveler Cheques- Foreign & Inland

Remittances, Financial Services, Corporate Banking, Asset & liability management, Liquidity & capital Resources Management, Information technology, Human Resources. DBBL Internet banking enables customer to access his/her personal or business accounts anytime anywhere from home, office or when traveling. Internet Banking gives customer the freedom to choose his/her own banking hours. It can save time, money and effort. It's fast, easy, secure and best of all.

DBBL, since its inception was active in various social activities, which increased manifold over the period of time and its growth. It is one of the fast growing leading online banks in private sector. The emergence of Dutch-Bangla Bank Ltd. in the private sector is an important event in the banking area of Bangladesh. The Netherlands Development Finance Company (FMO) of the

Netherlands is the international sponsor of the Bank. The FMO is the Dutch development bank of the Netherlands specialized in the financing of private enterprises in Asia, Africa, Latin America and Eastern Europe. Dutch-Bangla Bank Ltd. came into existence with joint venture as a public limited company incorporated in Bangladesh on June 26, 1995 with the primary objectives to carry on all kinds of banking business in and outside of Bangladesh. DBBL has started its business with foreign bank. DBBL commenced its business as scheduled bank with effect from July 04, 1995 with one branch-Motijheel Branch, Dhaka, with a motto to grow as a leader in the banking arena of Bangladesh through better counseling and effect service to clients and thus to revitalize the economy of the country.

7.7.1. Mission

Their mission engineers enterprise and creativity in business and industry with a commitment to social responsibility.

7.7.2. Vision

Their vision to dream of better Bangladesh, where arts and letters, sports and athletics, music and entertainment, science and education, health and hygiene, clean and pollution free environment and above all a society based on morality and ethics make all lives worth living.

Dutch Bangla Bank Ltd.

Features	SME Smart Term Loan	SME Smart Festival Loan	Small-shop Financing Scheme	Smart Women Entrepreneur Financing	Smart Distributor Financing
Purpose	To meet up working capital requirement of Business.	To meet up seasonal working capital requirement during different festivals like Eid, Puja, Hal-Khata etc.	For working capital requirement as well as expansion of existing business.	To meet the fund requirement of business set up by the Women Entrepreneur.	Working capital requirement of distributors of well-known companies in Bangladesh.
Repayment	Through EMI				
Loan Amount	Tk 1 lac to Tk 1 crore	Tk 1 to Tk 50 lac	Tk 1 to Tk. 5 lacs	Tk. 1 to Tk 25 lacs	Tk 1 lac to tk 1 crore
Interest Rate	17.00% to 20.00%	17.00% to 20.00%	20.00%	10.00%	17.00%
Loan Processing Fee	2%				
Early Settlement Fee	None				
VAT	15.00%				
Tenor	1 to 10 years	3 to 6 months	1 to 3 years	12 to 60 months	1 to 5 years
Security	100% cash security	Land, Building	Secured by marketable stocks	Land, Building, Pledge of financial instruments.	
Experience	At least 2 years				
Age	21 to 60 years			21 to 65 years	
Land phone	Business is required				
Suitable for	Trading, manufacturing, service, Cottage, Micro, Small and Medium Enterprise.	Proprietorship /Partnership/ Private Limited Company/ others.	Wholesalers, Manufacturers / Assemblers and Retailers of machinery, accessories, agriculture items, etc.	Cottage, Micro, Small and Medium Enterprise.	Distributors of well known local or multinational companies.



Information on
Small & medium enterprise

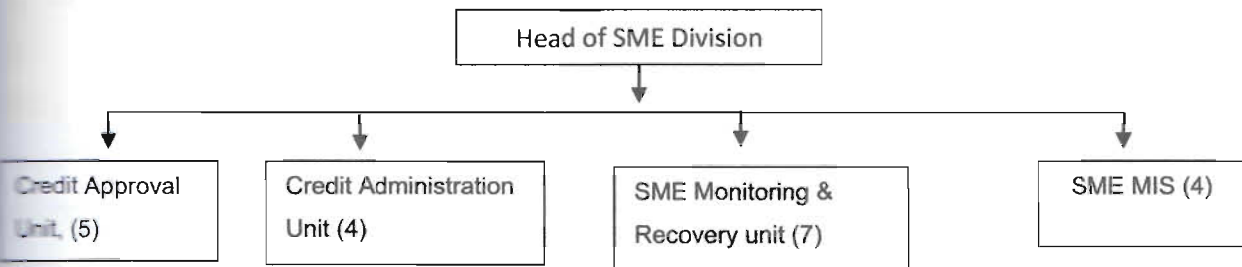
Name of the Bank : Dutch Bangla Bank Limited
SME & Agricultural Finance Division

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
1625	345	2856	564	2123	342

2. Organogram of SME Division:

Source



Source

3. Loan disbursement decision: Centralized.
4. Total no. of employee engaged in SME service: 198
5. No. of employees working in SME Division: 21

7.8. Bank Asia Limited

Bank Asia is a third generation public limited commercial bank. It received the Certificate of Incorporation on September 28, 1999 and came to operation on November 27, 1999. Now after 13 faithful years of dedicated and reliable services, Bank Asia has created an enviable position for itself among the leading banks of the country with an Asset base of TK. 117 billion, Deposit of TK 95 Billion and 70+ outlets all over the country. Bank Asia has been launched by a group of successful entrepreneurs with recognized standing in the society. The management of the Bank consists of a team led by senior bankers with decades of experience in national and international markets.

It set milestone by acquiring the business operations of the Bank of Nova Scotia in Dhaka, first in the banking history of Bangladesh. It again repeated the performance by acquiring the Bangladesh operations of Muslim Commercial Bank Ltd. (MCB), a Pakistani bank. In the year 2003 the Bank again came to the limelight with oversubscription of the Initial Public Offering of the shares of the Bank, which was a record (55 times) in our capital market's history and its shares commands respectable premium. The asset and liability growth has been remarkable. Bank Asia has been actively participating in the local money market as well as foreign currency market without exposing the Bank to vulnerable positions. The Bank's investment in Treasury Bills and other securities went up noticeably opening up opportunities for enhancing income in the context of a regime of gradual interest rate decline.

Bank Asia Limited started its service with a vision to serve people with modern and innovative banking products and services at affordable charge. Being parallel to the cutting edge technology the Bank is offering online banking with added delivery channels like ATM, Tele-banking, SMS and Net Banking. And as part of the bank's commitment to provide all modern and value added banking service in keeping with the very best standard in a globalize world.

7.8.1. Mission

Their mission is to assist in bringing high quality service to customers and to participate in the growth and expansion of the national economy. They want to set high standards of integrity and bring total satisfaction to our clients, shareholders and employees.

Bank Ala Ltd.

Features	Sondhi	Sombridhi	Sristi	Shufol	Sheba	Utsob	Somadhan	Shubarno
Purpose	For secured trading.	For business expansion.	For manufacturing / production.	For business expansion and for purchase of fixed assets.	For business expansion and for purchase of fixed of assets.	For emergency business expansion during the festival, season.	For Trading/ Manufacturing & Service.	For business expansion of women entrepreneur.
Repayment	Through EMI							
Loan Amount	Tk 8 to Tk 50 lac	Tk 8 to Tk 50 lac	Tk 2 to Tk 8 lac	Tk 2 to Tk 8 lac	Tk 8 to Tk 50 lac	Tk 2 to Tk 8 lac	Tk 5 lac to 50 lac	Tk 2 to 30 lac
Interest Rate	17.00%			18.00%	17.00%	18.00%		10.00%
Loan Processing Fee	1.00%							2.00%
Loan application Fee	BDT 200							
VAT	15.00%							
Tenor	12 to 60 months	12 to 60 months	24 to 36 months	24 to 36 months	24 to 60 months	3 to 9 months	Maximum 12 months	24 to 60 months
Security	Resident/ commercial/ industrial property/ encashable securities.		Three personal guarantors, land, building.			No Collateral security	Resident/ commercial/ industrial property/ encashable securities	Resident / commercial / industrial property/ encashable securities.
Experience	At least 2 years							
Age	18 to 60 years							20 to 60 years
Land phone	Business is required							
Suitable for	Sole Proprietorship Firms, Partnership Firms, Private limited Companies.							

**Information on
Small & medium enterprise**

Name of the Bank : **Bank Asia Limited**
SME Division

1. No. of employees working in SME Division:

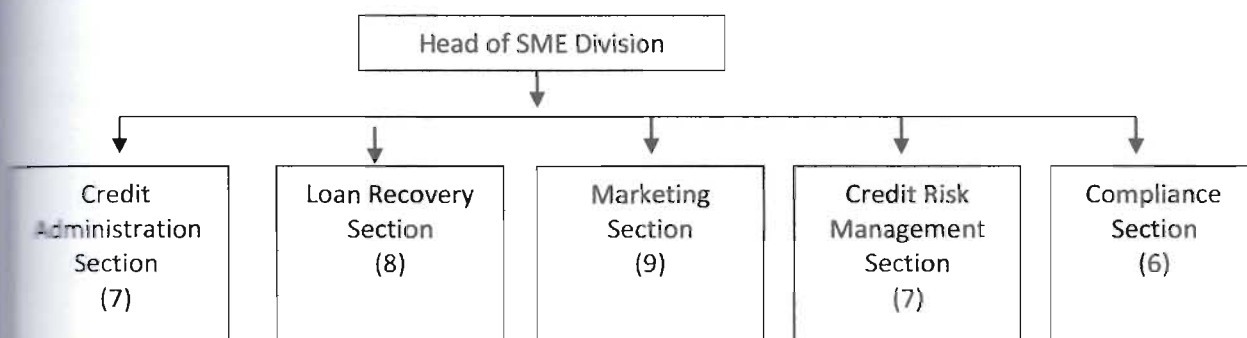
= 38

2. No of Total employees : 189

3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
3567	7205	5896	7231	9235	15635

4. Organogram of SME Division:



5. Loan disbursement decision: Centralized.

7.9. Uttara Bank Limited

Uttara Bank-one of the largest and oldest private-sector commercial bank in Bangladesh, with years of experience. Adaptation of modern technology both in terms of equipment and banking practice ensures efficient service to clients.

UBL is one of the largest private banks in Bangladesh. It operates through 216 fully computerized branches ensuring best possible and fastest services to its valued clients.

217 branches at home and 600 affiliates worldwide create efficient networking and reach capability. Uttara is a bank that serves both clients and country.

The bank has more than 600 foreign correspondents worldwide. Total number of employees nearly 3,562. The Board of Directors consists of 15 members. The bank is headed by the Managing Director who is the Chief Executive Officer. The Head Office is located at Bank's own 18-storied building at Motijheel, the commercial center of the capital, Dhaka.

Uttara Bank Ltd.

Features	Nari Swanirbor	Uttaran Small Business Loan	Service Loan	Trading Loan	Manufacturing Loan
Purpose	To meet up the financial requirement of Small women enterprise.	For having small capital to do business.	For expansion and smooth running of professional activities	For Working Capital /expansion of business	Working Capital / Expansion of business
Repayment	Through EMI				
Loan Amount	Tk 1 to Tk 15 lacs		Tk. 1 to Tk 50 lacs		
Interest Rate	10.00%	17.00%			
Loan Processing Fee	Tk.1000 to 4000+ VAT		Tk.1000 to 7000+ VAT		
Early Settlement Fee	2%				
VAT	15.00%				
Tenor	1 to 3 years	1 to 5 years	1 to 3 years		
Security	Hypothecation of goods in trade, Land, building Guarantee of family members.	Immovable property, Hypothecation of stock in trade & other fixed assets, Deposit of Possession Deed of the shop, personal guarantee.	Hypothecation of goods, personal guarantee, tangible assets as collateral.		
Experience	At least 2 years				
Age	21 to 55 years				
Land phone	Business is required				
Suitable for	For Small women enterprise	For Small Entrepreneur	Service oriented organization.	Proprietorship /Partnership / Private Limited Company/ others	



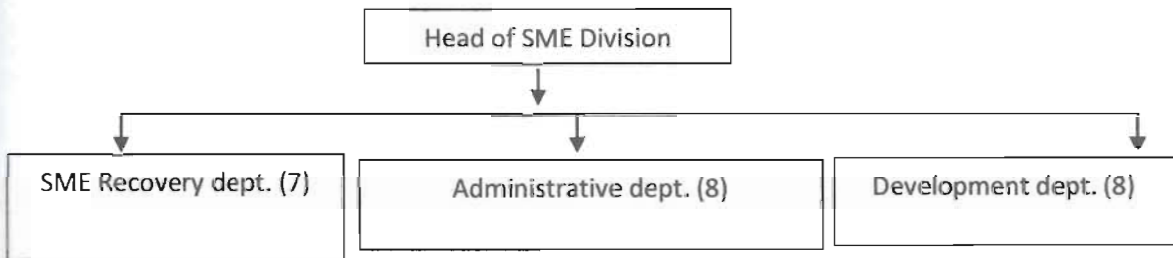
**Information on
Small & medium enterprise**

Name of the Bank : **Uttara Bank Limited**
SME Division

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
564	59	875	234	1045	199

2. Organogram of SME Division:



3. Loan disbursement decision: Centralized.

4. Total no. of employee engaged in SME service: 110

5. No. of employees working in SME Division: 24



7.10. Premier Bank Ltd.

They have extended their services with firm commitment to turn their prime motto "service first" into reality. They are committed to providing genuine value to their valued customers, partners, employees and communities.

Since the Bank's inception in October 1999, it has grown as a leading commercial bank in Bangladesh and making significant contribution to national economy. The Bank has been continuously improving and consolidating its credibility in financial sector by playing larger and diversified role. Their accomplishments continue to accumulate while they remain focused on providing better banking services to their valued customers.

They have already introduced our own ATM service, VISA debit card, SME centres and brokerage house operation to improve efficiency and effectiveness of our Banking Services. They have been licensed as a first principal member of VISA International among local private commercial Banks and have both Domestic & International VISA Credit Cards.

They have commenced their off shore banking operation. They are working to set up new branches & SME Centers in different prime locations to ensure our presence closer to their customers and focusing on MasterCard, Merchant Banking, Premier TC, Mobile Banking, Remittance Service and other comprehensive range of competitive financial service & products. They have already emphasized & allocated substantial fund for Women Entrepreneur Financing. Besides, The Bank has established strong correspondent relationship across the globe.

The achievements of the past and well planned growth strategy have given them the confidence to grow and prosper in the coming years with utmost satisfaction of all concerned.

Features	Project Finance	Working Capital Finance	Lease Finance/ Hire Purchase	Work Order Finance	Women Entrepreneur Finance (WEF)
Purpose	To run project, purchase capital Machinery, Office equipment	To meet up working capital requirement.	For financing small and medium enterprise.	To meet any justifiable working capital need	To meet up fund requirement
Repayment	Through EMI				
Loan Amount	Tk 10 lacs to 1 Crore			Tk 10 to 60 lacs	Tk 5 lacs to 1 crore
Interest Rate	17.00%			18.00%	10.00%
Loan Processing Fee	1.00%				
Early Settlement Fee	None				
VAT	15.00%				
Tenor	1 to 5 years			1 to 3 years	1 to 5 years
Security	Resident/commercial/ industrial property/ encashable securities.	Hypothecation of goods, personal guarantee, tangible assets as collateral.	Hypothecation of goods in trade, Land, building Guarantee of family members.	Current assets (receivables, Stock etc.) machinery, equipments, land, buliding.	Land, buliding.
Experience	At least 3 years				
Age	21 to 60 years				
Land phone	Business is required				
Suitable for	Sole proprietorship, Partnership or Private Limited company				



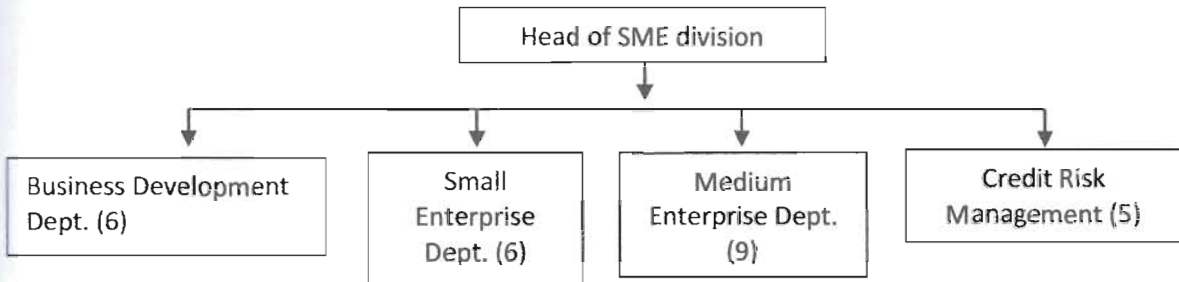
Information on
Small & medium enterprise

Name of the Bank : **The Premier Bank Limited**
SME Division

1. No. of employees working in SME Division of head office:
= 27
2. Total number of SME Loan customer:

As on December 31, 2011		As on December 31, 2012		As on June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
1365	312	1269	448	1354	492

3. Organogram of SME Unit:



4. Loan disbursement decision: Centralized.
5. Total no. of employee engaged in SME service: 104



7.11. Mutual Trust Bank Ltd.

The Company was incorporated on September 29, 1999 under the Companies Act 1994 as a public company limited by shares for carrying out all kinds of banking activities with Authorized Capital of Tk. 38,00,000,000 divided into 38,000,000 ordinary shares of Tk.100 each.

The Company was also issued Certificate for Commencement of Business on the same day and was granted license on October 05, 1999 by Bangladesh Bank under the Banking Companies Act 1991 and started its banking operation on October 24, 1999. As envisaged in the Memorandum of Association and as licensed by Bangladesh Bank under the provisions of the Banking Companies Act 1991, the Company started its banking operation and entitled to carry out the following types of banking business:

All types of commercial banking activities including Money Market operations. Investment in Merchant Banking activities. Investment in Company activities. Financiers, Promoters, Capitalists etc. Financial Intermediary Services. Any related Financial Services.

The Company (Bank) operates through its Head Office at Dhaka and 86 branches. The Company/Bank carries out international business through a Global Network of Foreign Correspondent Banks.

7.11.1. Mission

They aspire to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company that offers an array of products and services in the search for excellence and to create an impressive economic value.

7.11.2. Vision

Mutual Trust Bank's vision is based on a philosophy. They envision MTB to be:

One of the Best Performing Banks in Bangladesh.

7.11.2.1. The Bank of Choice.

7.10.2.2. A Truly World-class Bank.

Mutual Trust Bank Ltd.

Features	MTB Bhagyobati	Green energy	MTB Krishi	MTB Digoon	Small Business	Revolving loan	MTB Mousumi
Purpose	For the SMEs owned by the women entrepreneurs.	To set up renewable energy projects.	For direct lending in the agriculture sector.	To get loan double amount of their deposit.	To expand business.	Provides working capital for smooth operation of the business.	For additional fund in some occasions, festivals and seasons.
Repayment	Through EMI						
Loan Amount	1 to 50 lacs	2 to 50 lacs	5 lacs to 3 crore	5 to 20 lacs	1 to 50 lacs	1 to 50 lacs	1 to 10 lacs
Interest Rate	10.00%	17.00%	13.00%	17.00%	16.50%		17.00%
Loan Processing Fee	1.00%	0.50%	None	2.00%	2.00%	0.25%	1.00%
Early Settlement Fee	2%						
VAT	15.00%						
Tenor	1 to 3 years		1 to 5 years				1 to 12 months
Security	Land, building.	Stocks, Machinery, equipments, land, buliding.		Security 50% Fixed Deposit (FDR) of loan amount.	Hypothecation of goods in trade, Land, building, Guarantee of family members.		Any tangible assets as colletaral.
Experience	At least 2 years						
Age	21 to 60 years						
Land phone	Business is required						
Suitable for	For Small women enterprise	Such as solar, biogas, wind, hydro and any other potential renewable plant.	Crops cultivation, fisheries, livestock & poultry are the priority sector	Sole proprietorship, Partnership or Private Limited company		Any SME, manufacturing, service, trading or farming.	For Small Entrepreneur



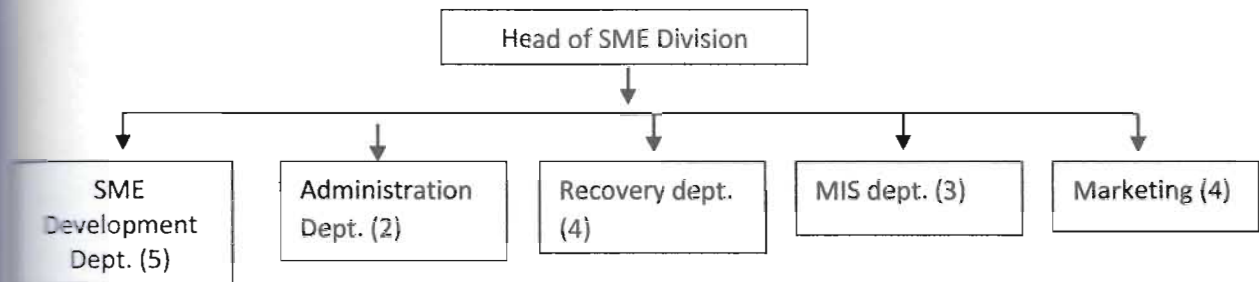
Information on
Small & medium enterprise

Name of the Bank : **Mutual Trust Bank Limited**
SME Division

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
1527	254	2738	365	2898	423

2. Organogram of SME Division:



3. Loan disbursement decision: Centralized.

4. Total no. of employee engaged in SME service: 132

5. No. of employees working in SME Division: 19

7.12. IFIC Bank Limited

International Finance Investment and Commerce Bank Limited (IFIC Bank) is banking company incorporated in the People's Republic of Bangladesh with limited liability. It was set up at the instance of the Government in 1976 as a joint venture between the Government of Bangladesh and sponsors in the private sector with the objective of working as a finance company within the country and setting up joint venture banks/financial institutions abroad. In 1983 when the Government allowed banks in the private sector, IFIC was converted into a full-fledged commercial bank. The Government of the People's Republic of Bangladesh now holds 32.75% of the share capital of the Bank. Directors and Sponsors having vast experience in the field of trade and commerce own 8.62% of the share capital and the rest is held by the general public.

7.12.1. Mission

Their mission is to provide service to their clients with the help of a skilled and dedicated workforce whose creative talents, innovative actions and competitive edge make their position unique in giving quality service to all institutions and individuals that they care for.

They are committed to the welfare and economic prosperity of the people and the community, they derive from their inspiration and drive for onward progress to prosperity.

They want to be the leader among banks in Bangladesh and make their indelible mark as an active partner in regional banking operating beyond the national boundary.

In an intensely competitive and complex financial and business environment, they particularly focus on growth and profitability of all concerned.

Loan Products

Features	Retailers Loan	Transport Loan	Commercial House Building loan	Protyasha	Muldhan	Working Capital Loan	Easy Commercial Loan	Project Loan
Purpose	To meet working capital finance for any small & retail entrepreneur.	To purchase of Road, water transport for commercial use individual, business enterprise.	For Individual enterprises (other than public ltd company) having commercial plot.	For SME business, owned by women entrepreneurs.	For enterprises (other than Public Ltd Company) engaged in manufacturing/trading or service.	To meet day to day expenses for processing of manufacturing and selling product.	To meet business requirement of business enterprises.	To set up / BMRE of manufacturing/service unit for manufacturing/service industry.
Repayment	Through EMI							
Loan Size	BDT 10000 to BDT 2 lacs	BDT 10 to BDT 30 lacs	BDT 5 to BDT 25 lacs	BDT 50000 to BDT 3 lacs	BDT 2 to BDT 50 lacs			
Tenor	12 to 36 months			18 to 36 months	36 to 60 months	12 to 36 months		
Interest Rate	16.00%	15.50%	13.00%	15.00%	15.50%	14.00%	13.00%	14.50%
Loan processing fee	BDT 500	1.00%	1.00%	BDT 500	BDT 3000	BDT 2000	BDT 500	Max BDT 5000
Penal Interest	2.00%				3.00%	2.00%		
Service Charge	1.00%	0.50%	0.50%	0.25%				
Security	No Collateral security	Transport, land, building	Secured by legal mortgage of immovable properties.	No Collateral security	Secured by legal mortgage of immovable properties.	Land, Building	Pledge of financial instruments.	Project Feasibility Report
Experience	At least 2 years							
Age	25 to 60 years							
Land phone	Business is required							
Suitable for	Sole proprietorship, Partnership or Private Limited company							

Deposit Products

Features	Arjon	Joma
Opening Balance	Minimum 50000	BDT 5000 to 50000
Interest Rate	Tiered	
Tenor	1 to 3 years	3 to 5 years
Credit facility	Up to 90% of deposited amount	
Fees & Charge	Nil	
Required Documents	Trade license, Registered partnership deed, Memorandum & Article of Association and Board Resolution.	

Information on
Small & medium enterprise

Name of the Bank : **IFIC Bank Limited**
SME Division

1. No. of employees working in SME Division of head office:
= 7
2. Total no. of employee engaged in SME service: 125
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
3565	3586	5442	4188	5375	4126

4. Organogram of SME Banking Department: N/A (N.B: SME Loans are interlinked with general banking loans procedures.)
5. Loan disbursement decision: Centralized.

7.13. AB Bank Limited

AB Bank Limited, the first private sector bank was incorporated in Bangladesh on 31st December 1981 as Arab Bangladesh Bank Limited and started its operation with effect from April 12, 1982.

AB Bank is known as one of leading banks of the country since its commencement 31 years ago. It continues to remain updated with the latest products and services, considering consumer and client perspectives. AB Bank has thus been able to keep their consumer's and client's trust while upholding their reliability, across time.

During last 31 years AB Bank extended services at home and abroad. Currently AB Bank has 86 local branches, one foreign branch in Mumbai, India; 6 subsidiary companies including one exchange company in UK, Off-shore Banking Unit and Custodial services. The Bank re-opened the Bank's Representative Office at Yangon, Myanmar and at London, UK extending its foreign operations.

The Credit Rating Agency of Bangladesh Limited (CRAB) awarded the Bank an AA3 rating in the long term and ST-2 rating in the short Term. The bank chose to rename itself as AB Bank Limited from Arab Bangladesh Bank Limited and the Bangladesh Bank put its affirmative stamp on November 14, 2007.

The Bank decided to change its traditional color and logo to bring about a fresh approach in the financial world; an approach, which like its new logo is based on bonding, and trust. The bank has developed its logo considering the contemporary time. The new logo represents our cultural "Sheetal pati" as it reflects the bonding with its clientele and fulfilling their every need. Thus the new spirit of AB is "Bonding". The Logo of the bank is primarily "red", as red represents velocity of speed and purity. The new logo innovates, bonding of affiliates that generate changes considering its customer demand. AB Bank launched the new Logo on its 25th Anniversary year.

The bank has focused to bring services at the doorstep of its customers, and to bring millions into banking channels those who are outside the mainstream banking arena. Innovative products and

services were introduced in the field of Small and Medium Enterprise (SME) credit, Women's Entrepreneur, Consumer Loans, Debit and Credit Cards (Local & International), ATMs, Internet and SMS Banking, Remittance Services, Treasury Products and Services, Structured Finance for Corporate, strengthening and expanding its Islamic Banking activities, Investment Banking, specialized products and services for NRBs, Priority Banking, and Customer Care. The Bank has successfully completed its automation project in mid-2008. It enables customers to get banking services within the comfort of their homes and offices.

AB Bank has continuously invests into its biggest asset, the human resource to drive forward with its mission "to be the best performing bank in the country." The bank has introduced Dress Code for its employees. Male employees wear designed ties and females wear Sharee or Salwar Kamiz, all the dresses are consisted with the unique AB Bank logo.

AB is recognized as the people's choice, catering to the satisfaction of its cliental. Their satisfaction is AB's success.

7.13.1. Vision

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

7.13.2. Mission

"To be the best performing bank in the country".

7.13.3. Core Value

7.13.4. Compliances: They consider adherence to national policies and objectives a priority for giving our customers the best financial support with corporate integrity, meaning a fully compliant bank along with involvement in social development.

7.13.5. Customers: They give the best priority on our customer demand and through their endless effort we assure the best satisfaction to their customers.

7.13.6. Shareholders: They assure the best return to our shareholders' by commenced performance over a rolling year.

7.13.7. Team Members: They provide secure, satisfying employment, ensuring the contribution of each individual to the success of ABBL.

Features	Gatl	Proshar	Digun	Sathi	Chhoto puji	Uddog	Awaparajita
Purpose	For additional requirement of businesses.	For long term financing of infrastructure development /capacity building.	Double amount of loan against value of the savings instrument (ABBL FDR, DDS).	Term loan for CNG refueling conversion/ Light Engineering/ project finance.	For working capital/ fixed investment.	Loan for new entrepreneur/ business.	For working capital requirement as well as fixed investment of women entrepreneurs.
Repayment	Through EMI						
Loan Amount	TK 15 lacs to TK 500 lac	TK 15 lacs to TK 500 lac	TK 10 lac to TK 100 lac	TK 15 lacs to TK 500 lac	TK 2 lacs to TK 10.00 lac	TK 5 lacs to TK 50 lac	TK 2 lacs to TK 2 Crore
Interest Rate	17.00%	17.00%	20%	17.50%	17.00%	17.00%	18.00%
Loan Processing Fee	0.25%		0.30%	0.25%	1.00%	0.50%	0.25%
Early Settlement Fee	1%						
VAT	15.00%						
Tenor	12 to 36 months	12 to 60 months	12 to 36 months	12 to 60 months	12 to 36 months		
Security	Registered mortgage of land & buildings, stock or receivables.	Registered mortgage of land & buildings, stock or receivables	Stock and /or receivables, 1 (one) 3rd party guarantee, Lien of savings instrument.	Machineries or stock and/or receivable, Registered mortgage, PG of spouse, directors.	Stocks or receivables or machineries/equipment, Third party, personal guarantee.	Registered mortgage of land and building, stocks or receivables.	Registered mortgage of properties, stock or book debts, PG of the spouse of the borrower.
Experience	At least 2 years	At least 3 years	At least 2 years		At least 3 years	At least 2 years	
Age	25 to 65 years						
Land phone	Business is required						
Suitable for	Sole proprietorship, Partnership or Private Limited company						
Land phone	Business is required						
Suitable for	Sole proprietorship, Partnership or Private Limited company						

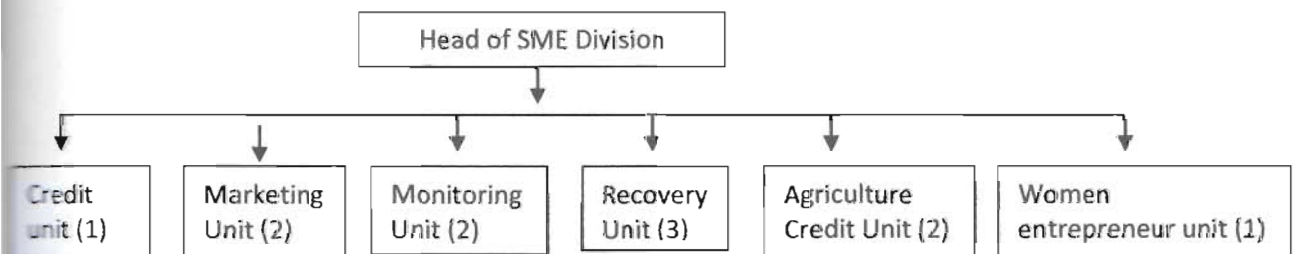
Information on
Small & medium enterprise

Name of the Bank : **AB Bank Limited**
SME Unit

1. No. of employees working in SME Division of head office:
= 12
2. Total no. of employee engaged in SME service: 122
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
568	1253	562	1652	742	2503

4. Organogram of SME Banking Department:



5. Loan disbursement decision: Centralized.

7.14. Dhaka Bank Limited

Bangladesh economy has been experiencing a rapid growth since the '90s. Urbanization and lifestyle changes concurrent with the economic development created a demand for banking products and services to support the new initiatives as well as to channelize consumer investments in a profitable manner. A group of highly acclaimed businessmen of the country grouped together to responded to this need and established Dhaka Bank Limited in the year 1995. The Bank was incorporated as a public limited company under the Companies Act. 1994. The Bank started its commercial operation on July 05, 1995.

The Bank has 62 Branches, 3 SME Service Centers, 6 CMS Units, 2 offshore Banking Unit across the country and a wide network of correspondents all over the world. The Bank offers the full range of banking and investment services for personal and corporate customers, backed by the state of the art technology and a team of highly motivated Professionals. As an integral part of our commitment to Excellence in Banking, Dhaka Bank now offers the full range of real-time online banking services through its all Branches, ATMs and Internet Banking Channels. Dhaka Bank Ltd. is the preferred choice in banking for friendly and personalized services, cutting edge technology, tailored solutions for business needs, global reach in trade and commerce and high yield on investments.

7.14.1. Mission

To be the premier financial institution in the country providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver Excellence in Banking.

7.14.2. Vision

They draw their inspiration from the distant stars. Their team is committed to assure a standard that makes every banking transaction a pleasurable experience. They provide accuracy, reliability, timely delivery, cutting edge technology, and tailored solution for business needs, global reach in trade and commerce and high yield on customers' investments.

Features	Commercial House Building Loan	SME Lease	Loan against Banker's Acceptance	Letter of Credit	Overdraft Work Order	SME Mid Term Product
Purpose	To finance part of the estimated construction costs of a commercial building.	To enjoy the services of any commercial /industrial plant, machinery & equipment, vehicle etc.	To provide export finance facility.	Availed to provide the overseas supplier of goods / services.	To finance the partial funded requirement in business upon awarding of a work order.	To finance all or any of the costs of land, factory building, machinery.
Repayment	Through EMI					
Loan Amount	45% to 65% of the estimated construction costs.	Max up to 75% of the acquiring cost.	60% to 90% of bill value.	70% to 105% of the value of PI / indent.	35% to 40% of net work order value.	50% to 70% of the purchase price for land & building, machinery.
Interest Rate	19.50%					
Loan Processing Fee	1.00%					
Early Settlement Fee	2.00%					
VAT	15.00%					
Tenor	1 to 7 years	1 to 5 years	120 days to 1 year	1 to 3 months	3 months to 1 year	1 to 5 years
Security	Hypothecation of goods, personal guarantee, tangible assets as collateral.	Deposit of Possession Deed, Registered mortgages, personal guarantee, Hypothecation of stock in trade & other fixed assets etc.	Hypothecation of goods, personal guarantee, tangible assets as collateral.		Land, Building.	Quasi cash / duly demarcated non-agricultural high land / land & building.
Experience	At least 3 years					
Age	23 to 65 years					
Land phone	Business is required					
Suitable for	Proprietorship /Partnership / Private Limited Company/ others.					

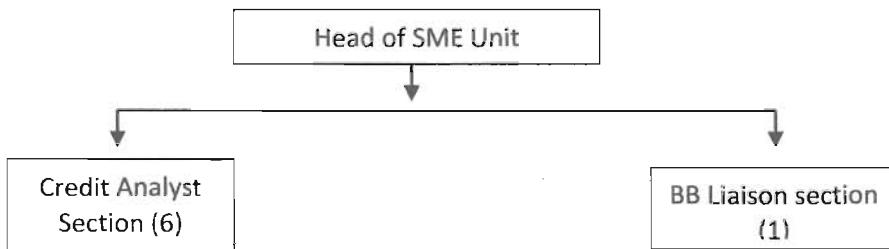
Information on
Small & medium enterprise

Name of the Bank : **Dhaka Bank Limited**
SME Unit

1. No. of employees working in SME Unit of head office: 8
2. Total no. of employee engaged in SME service: 83
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
881	75	1256	138	1462	79

4. Organogram of SME Unit:



5. Loan disbursement decision: Centralized.

7.15. Jamuna Bank Limited

Being a 3rd generation Bank of Bangladesh, it focuses on remaining with time, managing change, developing human capital, creating true customer's value. Jamuna Bank Limited (JBL) is a banking company registered under the Companies Act, 1994. The Bank started its operation from 3rd June 2001.

The Bank provides all types of support to trade, commerce, industry and overall business of the country. JBL's finances are also available for the entrepreneurs to set up promising new ventures and existing industrial units. Jamuna Bank Ltd., the only Bengali named 3rd generation private commercial bank, was established by a group of reputed local entrepreneurs.

The Bank offers both conventional and Islamic banking through designated branches. The Bank is being managed and operated by a group of highly educated and professional team with diversified experience in finance and banking. The Management of the bank constantly focuses on understanding and anticipating customers' needs. Since the need of customers is changing day by day, the bank endeavors its best to devise strategies and introduce new products to cope with the change. Jamuna Bank Ltd. has already achieved tremendous progress within its past 10 years of operation. The bank has already built up reputation as one of quality service providers of the country.

At present the Bank has real-time Online banking branches (of both Urban and Rural areas) network throughout the country having smart IT-backbone. Besides traditional delivery points, the bank has ATMs of its own, sharing with other partner banks and consortium throughout the country.

7.15.1. Vision

To become a leading banking institution and to play a significant role in the development of the country. The Bank is committed for satisfying diverse needs of its customers through an array of products at a competitive price by using appropriate technology and providing timely service so that a sustainable growth, reasonable return and contribution to the development of the country can be ensured with a motivated and professional work-force.

Features	Jamuna Bonik	Jamuna Chalanika	Jamuna Green	Jamuna Jantrik	Nari Uddogh	Jamuna Swabolombi	NGO Shohojogi	Jamuna Shachchondo
Purpose	To settle foreign trade payment & import document retirement line.	To meet up working capital requirement of the business.	To facilitate establishment of eco friendly projects.	To procure machinery or vehicle for SME business purpose.	help women entrepreneur to get financial freedom.	To meet need of need working capital, and it's collateral free.	To provide loan facility through wholesale lending to the NGOs.	To meet up working capital requirement of the business.
Repayment	Through EMI							
Loan Amount	BDT 5 lac to BDT 50 lac	BDT 5 lac to BDT 50 lac	BDT 1 lac to BDT 300 lac	BDT 5 lac to BDT 50 lac	BDT 3 lac to BDT 50 lac	BDT 5 lac to BDT 25 lac	BDT 1 lac to BDT 50 lacs	BDT 15 lac to BDT 50 lac
Interest Rate	18.00%	16.00%	18.00%	18.00%	16.50%	16.50%	18.00%	16.50%
Loan Processing Fee	1.00%							
Early Settlement Fee	2.00%							
VAT	15.00%							
Tenor	4 to 6 months	12 to 36 months	12 to 60 months	12 to 60 months	12 to 42 months	12 to 36 months	12 to 48 months	12 to 48 months
Security	Registered mortgage of land & buildings, stock or receivables.	Registered Mortgage of Property is required.			Up to BDT 25 lac is collateral Free, Registered mortgage of land & buildings.	Up to BDT 25 lac is collateral Free.	Registered mortgage of land & buildings, stock or receivables.	2 personal guarantee.
Experience	At least 2 years						At least 5 years	
Age	20 to 60 years							30 to 55 years
Land phone	Business is required							
Suitable for	Sole proprietorship, Partnership or Private Limited company							



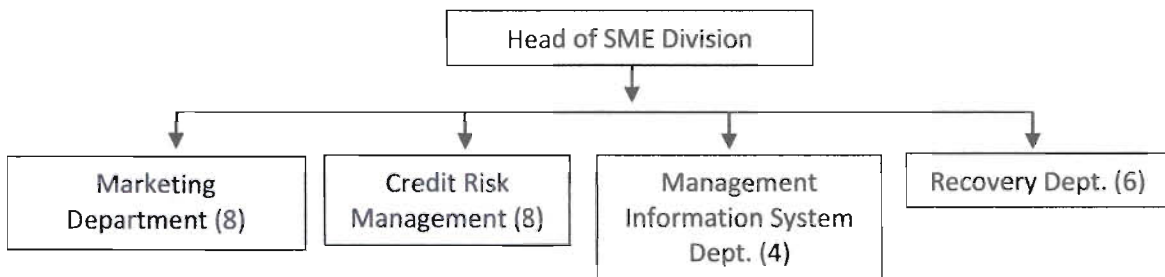
Information on
Small & medium enterprise

Name of the Bank : **Jamuna Bank Limited**
SME Division

1. No. of employees working in SME Division of head office:
= 27
2. Total no. of employees engaged in SME service = 126
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
1251	125	2373	356	3362	263

4. Organogram of SME Unit:



5. Loan disbursement decision: Centralized.

7.16. Trust Bank Limited

Trust Bank Limited is one of the leading private commercial banks having a spread network of 81 branches, 7 SME centers, 114 ATM Booths and 65 POS in 55 Branches across Bangladesh and plans to open more branches to cover the important commercial areas in Dhaka, Chittagong, Sylhet and other areas in 2013. The bank, sponsored by the Army Welfare Trust (AWT), is first of its kind in the country. With a wide range of modern corporate and consumer financial products Trust Bank has been operating in Bangladesh since 1999 and has achieved public confidence as a sound and stable bank.

In 2001, the bank introduced automated branch banking system to increase efficiency and improve customer service. In the year 2005, the bank moved one step further and introduced ATM services for its customers.

Since bank's business volume increased over the years and the demands of the customers enlarged in manifold, our technology has been upgraded to manage the growth of the bank and meet the demands of our customers.

In January 2007, Trust Bank successfully launched Online Banking Services which facilitate Any Branch Banking, ATM Banking, Phone Banking, SMS Banking, & Internet Banking to all customers. Customers can now deposit or withdraw money from any Branch of Trust Bank nationwide without needing to open multiple accounts in multiple Branches.

Via Online Services and Visa Electron (Debit Card), ATMs now allow customers to retrieve 24x7 hours Account information such as account balance checkup through mini-statements and cash withdrawals.

Trust Bank has successfully introduced Visa Credit Cards to serve its existing and potential valued customers. Credits cards can now be used at shops & restaurants all around Bangladesh and even internationally. Trust Bank is a customer oriented financial institution. It remains dedicated to meet up with the ever growing expectations of the customer because at Trust Bank, customer is always at the center.

Trust Bank Ltd.

Features	Trust Shufola Bangladesh	Loan for Poultry Farm	Peak Seasons Loan	Agri-Business Loan	Loan for Light Engineering	Women Entrepreneur Loan	Entrepreneurship Development Loan for Retirees	
Purpose	To meet up working capital requirement	To meet up working capital requirement	To meet peak season's demand for festivals.	To meet up working capital requirement.	For Working Capital or purchasing Machinery.	To meet up working capital requirement.	To purchase Machinery & Equipment.	
Repayment	Through EMI							
Loan Amount	Tk 1 lac to Tk 50 lacs	Tk. 2 lac to 20 lacs	Tk. 2 lac to 20 lacs	Tk. 2 lac to 50 lacs	Tk. 2 lac to 50 lacs	Tk 1 lac to Tk 20 lacs	Tk. 2 lac to 20 lacs	
Interest Rate	18.00%	15.00%	15.00%	15.00%	15.00%	10.00%	15.00%	
Loan Processing Fee	None							
Early Settlement Fee	None							
VAT	15.00%							
Tenor	1 to 5 years	3 months to 1 year	1 to 3 months	1 to 3 years	1 to 5 years	1 to 4 years	1 to 3 years	
Security	Deposit of Possession Deed, Personal Guarantee of all the Directors of Pvt.Ltd. company, Land, building.					Land, building	Land, building, Hypothecation of stock in trade & other fixed assets.	
Experience	At least 3 years					At least 2 years	At least 2 years	
Age	25 to 60 years	25 to 55 years	25 to 50 years	26 to 50 years		20 to 55 years	35 to 60 years	
Land phone	Business is required							
Suitable for	For Bio-gas plant, Solar energy, Fisheries, Poultry, Livestock, rural manufacturing units.	Proprietorship /Partnership / Private Limited Company/ others.					Designed for retired other rank army personnel.	

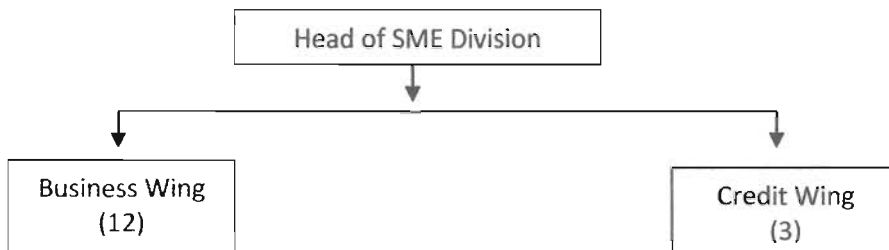
**Information on
Small & medium enterprise**

Name of the Bank : **Trust Bank Limited**
SME Division

1. No. of employees working in SME Division: 16
2. Total no. of employee engaged in SME service: 105
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
2285	203	3336	355	3743	530

4. Organogram of SME Division:



5. Loan disbursement decision: Centralized.

7.17. One Bank Ltd.

ONE Bank Limited was incorporated in May, 1999 With the Registrar of Joint Stock Companies under the Companies Act. 1994, as a third generation private commercial bank in the private sector.

They strive for customers' best satisfaction & earn their confidence. They manage & operate the Bank in the most effective manner. They identify customer's needs & monitor their perception towards meeting those requirements. The Bank is pledge-bound to serve the customers and the community with utmost dedication. The prime focus is on efficiency, transparency, precision and motivation with the spirit and conviction to excel as ONE Bank in both value and image. They train & develop all employees.

The name 'ONE Bank' is derived from the insight and long nourished feelings of the promoters to reach out to the people of all walks of life and progress together towards prosperity in a spirit of oneness.

OBL is a private sector commercial bank dedicated in the business line of taking deposits from public through its various saving schemes and lending the fund in various sectors at a higher margin. The banks financing concentrate in both, working capital finance and long-term finance. OBL has major concentration of financing in medium and large industries. Since the short-term finance carries low risk compared to long-term finance; the financing strategy of OBL will assist the bank to keep the risk at minimal.

While financing the industrial sector, the major concentration of the bank appeared to be in the textile and RMG sector. OBL also involved in cement construction and transport sector financing. The bank has shown its acumen in reducing its exposure from ship scrapping sector, steel re-rolling where the bank had investment earlier. With an age of only 8 years, the OBL has taken initiative to launch IT based banking products like ATM facilities, E-banking etc that are praiseworthy.

7.17.1. Vision

To establish ONE Bank Limited as a Role Model in the Banking Sector of Bangladesh.

7.17.1.1. . To meet the needs of our Customers, Provide fulfillment for People and create Shareholder Value.

7.17.2. Mission

- 7.10.1.1. To constantly seek to better serve of Customers
- 7.10.1.2. Be pro-active in fulfilling the Social Responsibilities.
- 7.10.1.3. To review all business lines regularly and develop the best practices in the industry.
- 7.10.1.4. Working environment to be supportive of Teamwork, enabling the Employees to perform to the very best of their abilities.

Features	Working Capital Finance	Project Finance
Purpose	Short and Mid Term working capital finance, Avail funds against secured investment.	Purchase vehicles, machines, office equipment, expensive medical equipments to increase production, Office/Business premises renovation.
Repayment	Through EMI	
Loan Amount	BDT 5 lac to BDT 50 lac	BDT 2 lacs to 50 lacs
Interest Rate	16.00%	17.00%
Loan Processing Fee	BDT 5000	
Early Settlement Fee	2.00%	
VAT	15.00%	
Tenor	1 to 3 years	1 to 5 years
Security	Hypothecation and registered mortgage, personal guarantees.	Hypothecation and registered mortgage.
Experience	At least 2 years	At least 3 years
Age	25 to 52 years	
Land phone	Business is required	
Suitable for	Sole proprietorship, Partnership or Private Limited company	

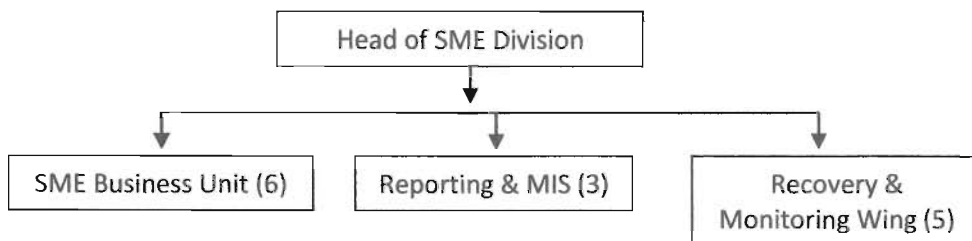
**Information on
Small & medium enterprise**

Name of the Bank : **One Bank Limited
SME Division**

1. No. of employees working in SME Division:
= 15
2. Total no. of employee engaged in SME service: 142
3. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
1922	259	2404	363	2596	400

4. Organogram of SME Division:



5. Loan disbursement decision: Centrally

7.18. Shahjalal Islami Bank Limited

Shahjalal Islami Bank Limited (SJIBL) commenced its commercial operation in accordance with principle of Islamic Shariah on the 10th May 2001 under the Bank Companies Act, 1991. During last twelve years SJIBL has diversified its service coverage by opening new branches at different strategically important locations across the country offering various service products both investment & deposit. Islamic Banking, in essence, is not only interest-free banking business, it carries deal wise business product thereby generating real income and thus boosting GDP of the economy. Board of Directors enjoys high credential in the business arena of the country, Management Team is strong and supportive equipped with excellent professional knowledge.

7.18.1. Vision

To be the unique modern Islami Bank in Bangladesh and to make significant contribution to the national economy and enhance customers' trust & wealth, quality investment, employees' value and rapid growth in shareholders' equity.

7.18.2. Mission

7.18.2.1. To provide quality services to customers.

7.18.2.2. To set high standards of integrity.

7.18.2.3. To make quality investment.

7.18.2.4. To ensure sustainable growth in business.

7.18.2.5. To ensure maximization of Shareholders' wealth.

7.18.2.6. To extend our customers innovative services acquiring state-of-the-art technology blended with Islamic principles.

7.18.2.7. To ensure human resource development to meet the challenges of the time.

Features	Small Business Investment Scheme	Prattasha for Women Entrepreneur	Prattasha for Small Enterprises
Purpose	To meet small business investment need.	To meet working capital requirements & purchase fixed assets except land and building.	To meet working capital requirements & purchase fixed assets.
Repayment	Through EMI		
Loan Amount	Tk 50000 to Tk 5 lacs	Tk 2 to 15 lacs	Tk 2 to 30 lacs
Profit Rate	15.00%	10.00%	19.00%
Loan Processing Fee	2.00%		
Early Settlement Fee	1.00%		
VAT	15.00%		
Tenor	12 to 36 months		1 to 5 years
Security	Hypothecation of Stock/Equipments, Personal guarantee of the client, spouse and adult son(s) & daughter(s), immovable property, Land, building.		
Experience	At least 2 years		
Age	21 to 65 years		
Land phone	Business is required		
Suitable for	Wholesaler, Retailer, Small Manufacturer/Producer and Trader, Small & Cottage Industries, other existing & new small business, micro & small industries and commerce etc.	Small sized Trading, Manufacturing and Service oriented business, Agro-based industries and non-firm business.	

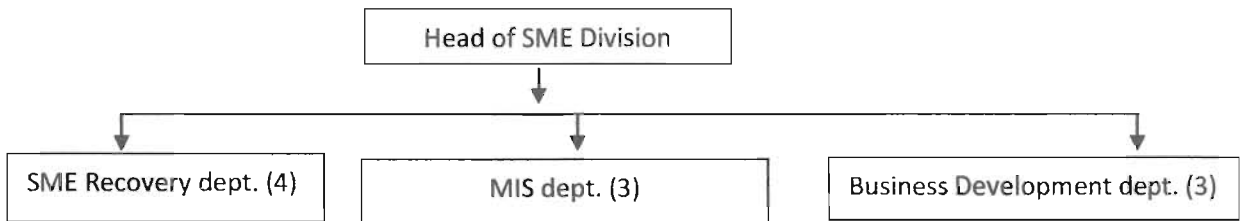
**Information on
Small & medium enterprise**

Name of the Bank : **Shahjalal Islami Bank Limited**
SME Division

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
1132	325	1865	443	1563	342

2. Organogram of SME Division:



3. Loan disbursement decision: Centralized.

4. No. of employees working in SME Division: 11

5. Total no. of employee engaged in SME service: 106

7.19. Social Islami Bank Ltd.

The Social Islami Bank Limited (SIBL), a second-generation bank, operating since 22 November, 1995 based on Shariah Principles, has now 86 branches all over the country with two subsidiary companies - SIBL Securities Ltd. & SIBL Investment Ltd. Targeting poverty, Social Islami Bank Ltd. is indeed a concept of 21st century participatory three sector banking model in one. In the formal sector, it works as an Islamic participatory Commercial Bank with human face approach to credit and banking on the profit and loss sharing.

It is a Non-formal banking with informal finance and credit package that empowers and humanizes real poor family and create local income opportunities and discourages internal migration. It is a Development Bank intended to monetize the voluntary sector and management of Waqf, Mosque properties and introducing cash Waqf system for the first time in the history. In the formal corporate sector, this Bank would, among others, offer the most up to date banking services through opening of various types of deposit and investment accounts, financing trade, providing letters of guarantee, opening letters of credit, collection of bills, leasing of equipment and consumers' durable, hire purchase and instalment sale for capital goods, investment in low-cost housing and management of real estates, participatory investment in various industrial, agricultural, transport, educational and health projects and so on.

The bank has taken a renewed drive aiming at consolidating its business in more focused areas covering SME and Agro-finance with emphasis on searching for alternative delivery channel under which SMS banking and mobile based remittance payment systems that are gradually introduced to disseminate the SIBL services to the doorsteps of the customers. The bank has already introduced Internet banking and launched some new products to strengthen its business.

SIBL is a pioneer in introducing on-line banking among all the Islami Banks of the country with state of the art banking software. The state-of-the-art banking software of the bank will enable to perform as any branch real time banking service to the clients. SIBL is supported by core banking

solutions and products & services are strongly backed by IT infrastructure, which are upgraded & expanded on continuous basis. SIBL has set its strategy to convert all its banking activities from traditional branch-based banking system to an ideal blending of both centralized processing unit (CPU). SIBL ensures security, safety and hassle free faster transactions from end to end. Moreover, the bank is effectively adopting regulatory guidelines on IT risk management. The bank ensures to provide better integrated idea of formal, informal & voluntary banking in the same platform. SIBL lays emphasis on employment generated, environment friendly and green banking based investment keeping an eye on equitable distribution of resources over geographical territory for sustainable growth of macro economy of the country.

The Bank's continuous effort has been to increase the shareholders' value, and be valued as a compliant organization. The Corporate Governance systems in SIBL ensure transparency and accountability at all levels in conducting business. SIBL in its journey towards continuous excellence has changed its brand logo recently. We take pride in our new logo.

7.19.1. Vision

In journey towards continuous excellence they are striving to become the country's leading Islamic Bank offering one-step service of an wide range of value added products and services meeting the needs of our customers; conducting our business ethically in accordance with the laws of Shariah while optimizing best utilization of the most modern state-of-the-art technological solutions through creation of pro-active organizational culture based on sound team spirit, fairness etc.

7.19.2. Mission

- 7.19.2.1. Transformation into a service-oriented technology-driven profit earning Bank
- 7.19.2.2. Ensure fast, accurate and best-in-class customer service
- 7.19.2.3. Balanced & sustainable growth strategy
- 7.19.2.4. Optimum return on shareholder's equity
- 7.19.2.5. Introducing innovative Islamic Banking Products
- 7.19.2.6. Attract and retain high quality human resources
- 7.19.2.7. Empowering real poor families and create local income opportunities
- 7.19.2.8. Providing support for social benefit by way of mobilizing Funds and social services.

Social Islami Bank Ltd.

Features	Baim- SME	HPSM- SME	Bai- Muajjal	Baim- Micro-Enterprise
Purpose	Continuous Investment to meet up working capital requirement.	Term Investment to purchase fixed asset & transport.	Term Investment to meet up working capital requirement.	Term Investment to purchase raw materials / goods.
Repayment	Through EMI			
Loan Amount	Tk 5 lacs to Tk 5 crore		Tk. 1 lac to Tk 5 crore	Tk 50000 to 5 lacs
Profit Rate	18.00%		17.00%	17.50%
Loan Processing Fee	1.00%			
Early Settlement Fee	1.50%			
VAT	15.00%			
Tenor	3 to 12 months	2 to 5 years	1 to 5 years	1 to 3 years
Security	Land, building, hypothecation of Stock/Equipments, Guarantee of family members, machinery, transport.			
Experience	At least 2 years			
Age	21 to 60 years			
Land phone	Business is required			
Suitable for	Sole proprietorship, Partnership or Private Limited company			

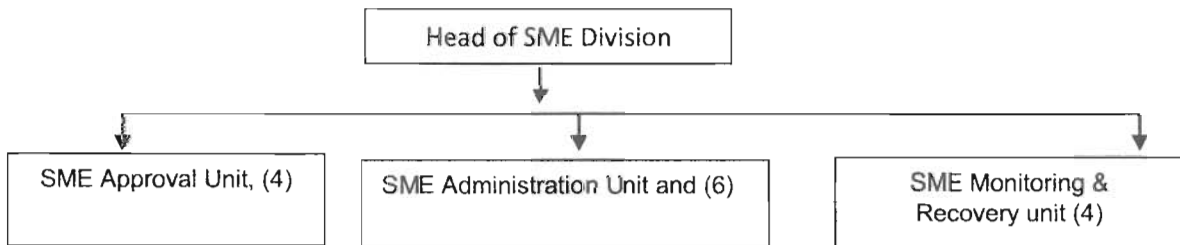
**Information on
Small & medium enterprise**

Name of the Bank : **Social Islami Bank Limited**
SME & Agricultural Finance Division

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
876	65	1543	117	1876	187

2. Organogram of SME Division:



3. Loan disbursement decision: Centralized.

4. No. of employees working in SME Division: 15

5. Total no. of employee engaged in SME service: 123



7.20. EXIM Bank Ltd.

Export Import Bank of Bangladesh Limited was established in the year 1999 under the leadership of Late Mr. Shahjahan Kabir, Founder Chairman who had a long dream of floating a commercial bank which would contribute to the socio-economic development of our country. He had a long experience as a good banker. A group of highly qualified and successful entrepreneurs joined their hands with the founder chairman to materialize his dream. Indeed, all of them proved themselves in their respective business as most successful star with their endeavor, intelligence, hardworking and talent entrepreneurship. Among them, Mr. Nazrul Islam Mazumder who is an illuminated business tycoon in the Garments business in Bangladesh became the Honorable Chairman after the demise of the honorable founder chairman. He is also the chairman of Bangladesh Association of Banks (BAB). Under his leadership, BAB has emerged as an effective forum for exchanging views on problems being faced by the banking sector of Bangladesh and for formulating common policy guidelines in addressing such problems.

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

In the year 2006, Mr. Kazi Masihur Rahman became the Managing Director of the bank when Mr. Lakiotullah left the bank after completion of his successful 7 years as MD. Mr. Kazi served in the bank for next five years. Under his leadership, the bank has been placed on a state of the art centralized IT platform with two modern data centers where world renowned core banking software TEMENOS T24 is running along with some alternate delivery channels like ATMs and SMS banking

In 25th August, 2011, Mr. Md. Fariduddin Ahmed has joined in the bank as Managing Director. With his long experience in the Shariah Based Islami banking in Bangladesh, EXIM Bank is going to take a new shape where IT-enable banking service will spread in the market.

7.20.1. Vision

The vision is 'Together Towards Tomorrow'. They believes in togetherness with its customers, in its march on the road to growth and progress with service. To achieve the desired goal, there will be pursuit of excellence at all stages with climate of continuous improvement, because, in Exim Bank, they believe, the line of excellence is never ending.

7.20.2. Mission

The Bank's mission gives emphasis to:

1. Provide quality financial services especially in Foreign Trade.
2. Continue a contemporary technology based professional banking environment.
3. Maintain corporate & business ethics and transparency at all levels.
4. Sound Capital Base & ensure sustainable growth.
5. Fulfill its social commitments and
6. Above all, to add positive contribution to the national economy.

7.20.3. Corporate Culture

During the last two decades Corporate Culture has become an important theme in business as an intangible concept which clearly plays a meaningful role in corporations, affecting employees and organizational operations. It is not the only determinant of business success or failure, a positive culture can be a significant competitive advantage over organizations with which a firm competes. EXIM bank, as a cooperative bank, believe if the employees identify with the culture, the work environment tends to be more enjoyable, which boosts morale and leads to increased levels of teamwork, sharing of information, and openness to new ideas.

EXIM Bank Ltd.

Features	EXIM Uddyog	EXIM Abalamban	EXIM Kishan
Purpose	Helps to provide fixed and working capital.	For the purpose of working capital finance and/or fixed assets purchase.	Farmers specially share cropper and marginal farmers are getting agricultural investment without collateral security.
Repayment	Through EMI		
Loan Amount	Tk. 2 lac to Tk. 10 lacs	Tk. 1 to Tk. 50 lacs	Tk 10000 to 20 lacs
Interest Rate	17.00%	18.00%	13.00%
Loan Processing Fee	1.00%		None
Early Settlement Fee	None		
VAT	15.00%		
Tenor	1 to 3 years	1 to 5 years	
Security	Hypothecation/mortgage on fixed and floating assets of the business, personal guarantee of two local persons (acceptable to bank), land. For leased property, security may be basis of nature of the investment proposal.		None. If required land, buliding.
Experience	At least 2 years	At least 3 years	None
Age	21 to 60 years		25 to 65 years
Land phone	Business is required		
Suitable for	Poultry, dairy, fisheries, and agro-based industries.	General business and Workshop & light engineering etc.	Crops, Fisheries, Livestock, Bio-gas, Farm Machineries.

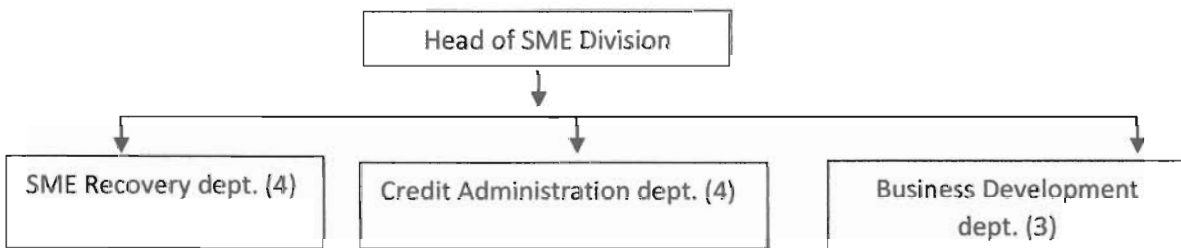
**Information on
Small & medium enterprise**

Name of the Bank : **Exim Bank Limited**
SME Division

1. Total number of SME Loan customer:

December 31, 2011		December 31, 2012		June 30, 2013	
Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise	Small Enterprise	Medium Enterprise
875	78	1567	213	1243	364

2. Organogram of SME Division:



Loan disbursement decision: Centralized.

No. of employees working in SME Division: 12

Total no. of employee engaged in SME service: 89

Chapter 8: Findings

8.1. Findings

SME service in our country became more attractive to all kind of business owners. All kind of banks are already started providing the SME services to the small and medium business owners. They are creating new facilities to make it more helpful for the business owners. They are trying to help poor people and family by providing this service to the women. The government of Bangladesh also paying attention in this service, so the small and medium business owners can get more benefits from the banks and others who provide this service to them.

Target & Disbursement of SME Loan from January to December, 2011 (Amount TK in Crore)

Name of Banks	SME Target for 2011	Total SME Disbursement Jan to Dec, 2011	% of SME Achievement to Target
Standard Chartered Bank	899.3	710.03	78.95%
Islami Bank Bangladesh Ltd.	11000	11399.38	103.63%
BRAC Bank Ltd.	3200	3559.39	111.23%
Eastern Bank Ltd.	1008	1194.03	118.46%
Prime Bank Ltd.	1050	1006.35	95.84%
Bank Asia Ltd.	265	225.69	85.17%
Dutch bangla Ltd.	2000	3086.8	154.34%
Premier Bank Ltd.	580.67	336.36	57.93%
Mercantile Bank Ltd.	350	295.56	84.45%
AB Bank Ltd.	3250	3222.49	99.15%
IFIC Bank Ltd.	1100	1422.52	129.32%
Trust Bank Ltd.	150	234.08	156.05%
Mutual Trust Bank Ltd	300	189.74	63.25%
EXIM Bank Ltd.	1692.95	4309.39	254.55%
Jamuna Bank Ltd.	472.5	704.42	149.08%
One Bank Ltd.	384	548.57	142.86%
Dhaka Bank Ltd.	600.72	570.42	94.96%
Uttara Bank Ltd.	2000	2993.96	149.70%
Shahjalal Islami Ltd.	350	232.85	66.53%
Social Islami Ltd.	250	525.89	210.36%

3.1.1. Total SME Loan Disbursement from January to December, 2011

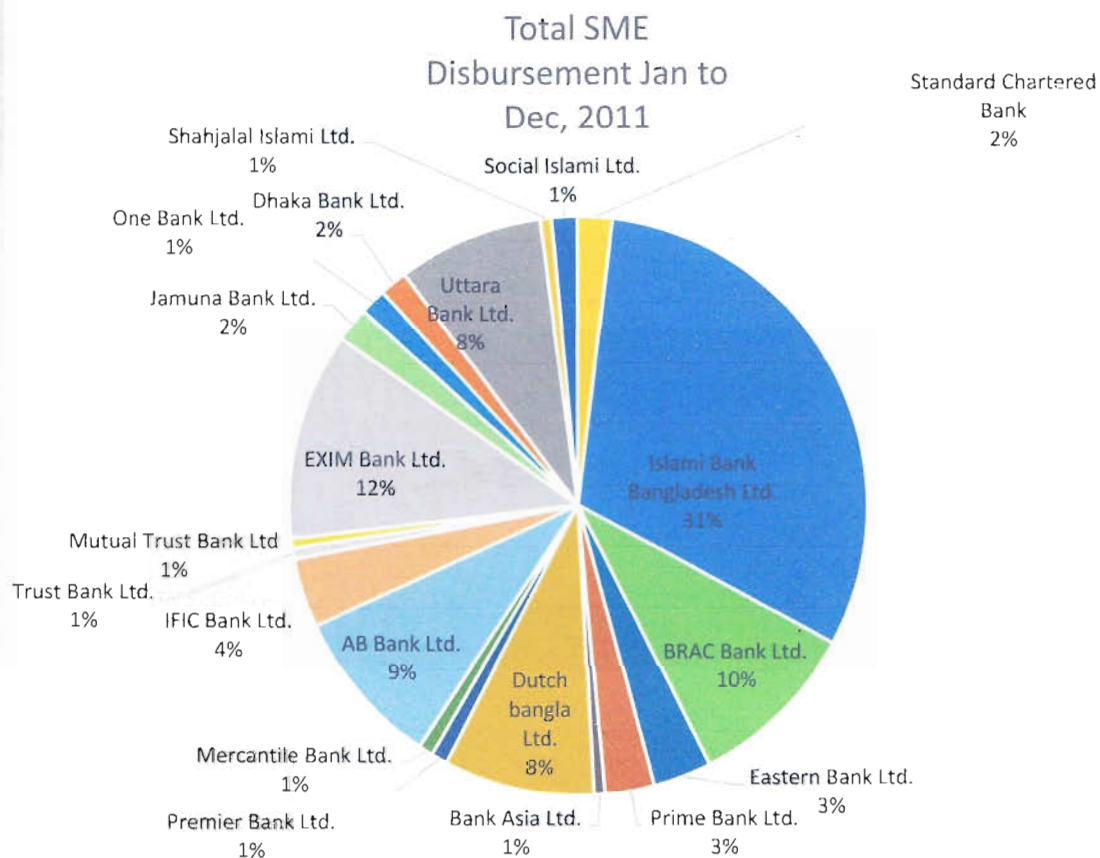


Chart 1: Total SME Disbursement Jan to Dec, 2011

From the above chart we find that in case of disbursement of SME loan Islami Bank achieves 31% which is highest. Followed by EXIM Bank 12 %, AB Bank 9 %.

Name of Banks	Total outstanding balance of loans & advances	Balance outstanding of SME loan	% SME outstanding to total Loan	SME Target for 2012	Total SME Disbursement Jan-Dec,2012	% of SME Achievement to Target	Small	% to Disbursement	Service	% to Disbursement	Trade	% to Disbursement	Manufacturing	% to Disbursement	Women	% to Disbursement	Disbursement to new Entrepreneur
Standard Chartered Bank	11469.97	1525.79	13.30%	899.3	1065.35	118.46%	518.48	48.67%	110.23	10.35%	576.4	54.10%	378.72	35.55%	8.7	0.82%	25.37
Islami Bank Bd Ltd.	38128.55	18275	47.93%	12500	19931	159.45%	13404	67.25%	326	1.64%	10714	53.76%	8891	44.61%	664	3.33%	377.18
BRAC Bank Ltd.	10300.38	5054.37	49.07%	3000	3716.38	123.88%	3131.39	84.26%	66.19	1.78%	3269.45	87.97%	380.74	10.24%	21.93	0.59%	692.65
Eastern Bank Ltd	8649.27	1337.32	15.46%	1058	1369.99	129.49%	432.56	31.57%	152.9	11.16%	985.87	71.96%	231.22	16.88%	59.77	4.36%	196.19
Prime Bank Ltd.	15425.78	2257.14	14.63%	1200	451.56	37.63%	304.51	67.44%	18.65	4.13%	393.84	87.22%	39.07	8.65%	3.7	0.82%	40.88
Bank Asia Ltd.	9128.64	1295.6	14.19%	400	868.31	217.08%	183.55	21.14%	141.29	16.27%	585.59	67.44%	141.43	16.29%	23.55	2.71%	65.18
Dutch bangla Ltd.	9127	2264.85	24.81%	2000	2513.71	125.69%	1191.7	47.41%	59.88	2.38%	1713.1	68.15%	740.73	29.47%	11.7	0.47%	104.02
Premier Bank Ltd.	5077.68	2126.66	41.88%	600	847.48	141.25%	393.16	46.39%	111.21	13.12%	519.16	61.26%	217.11	25.62%	16.62	1.96%	61.99
Mercantile Bank Ltd.	9156.64	455.31	4.97%	400	357.61	89.40%	357.61	100%	37.97	10.62%	262.56	73.42%	57.08	15.96%	20.73	5.80%	3.84
AB Bank Ltd.	10428.73	3173.78	30.43%	3500	3512.88	100.37%	1734.12	49.36%	240.55	6.85%	2407.69	68.54%	864.64	24.61%	69.91%	1.99%	57.24
IFIC Bank Ltd.	7501.97	2396.64	31.95%	1565	1546.43	98.81%	713.4	46.13%	87.98	3.67%	1056.57	68.32%	401.88	25.99%	5.27	0.34%	94.61
Trust Bank Ltd.	5429.55	396.24	7.30%	250	305.18	122.07%	190.62	62.46%	25.69	8.42%	214.83	70.39%	64.66	21.19%	12.66	4.15%	31.3
Mutual Trust Ltd.	5606.16	372.33	6.64%	300	168.36	56.12%	152	90.28%	3.72	2.21%	147.83	87.81%	16.81	9.98%	6.3	3.74%	27.93
EXIM Bank Ltd.	11695.78	5206.89	44.52%	3655.56	4775.32	130.63%	1875.76	39.28%	864.82	18.11%	3000.41	62.83%	910.09	19.06%	494.35	10.35%	93.82
Jamuna Bank Ltd.	5469.12	598.09	10.94%	520	626.89	120.56%	292.59	46.67%	8.5	1.36%	483.93	77.20%	134.46	21.45%	10.18	1.62%	47.2
One Bank Ltd.	5975.8	705.67	11.81%	450	753.74	167.50%	495.36	65.72%	32.59	4.32%	595.67	79.03%	125.48	16.65%	30.4	4.03%	33.59
Dhaka Bank Ltd.	8948.24	477.03	5.33%	650	585.47	90.07%	490.73	83.82%	71.02	12.13%	400.76	68.45%	113.69	19.42%	6.47	1.11%	19.24
Uttara Bank Ltd.	5932.48	3419.26	57.64%	2500	2867.74	114.71%	1240.92	43.27%	151.62	5.29%	1668.31	58.18%	1047.81	36.54%	81.89	2.86%	233.63
Shahjalal Islami Ltd.	10005.5	1450.94	14.50%	400	1034.44	258.61%	356.68	34.48%	58.39	5.64%	760.61	73.53%	215.44	20.83%	58.79	5.68%	135.15
Social Islami Ltd.	7515.25	686.88	9.14%	850	855.23	100.62%	597.27	69.84%	9.85	1.15%	767.24	89.71%	78.14	9.14%	9.36	1.09%	208.05

8.1.2. % SME outstanding to total Loan from January to December, 2012

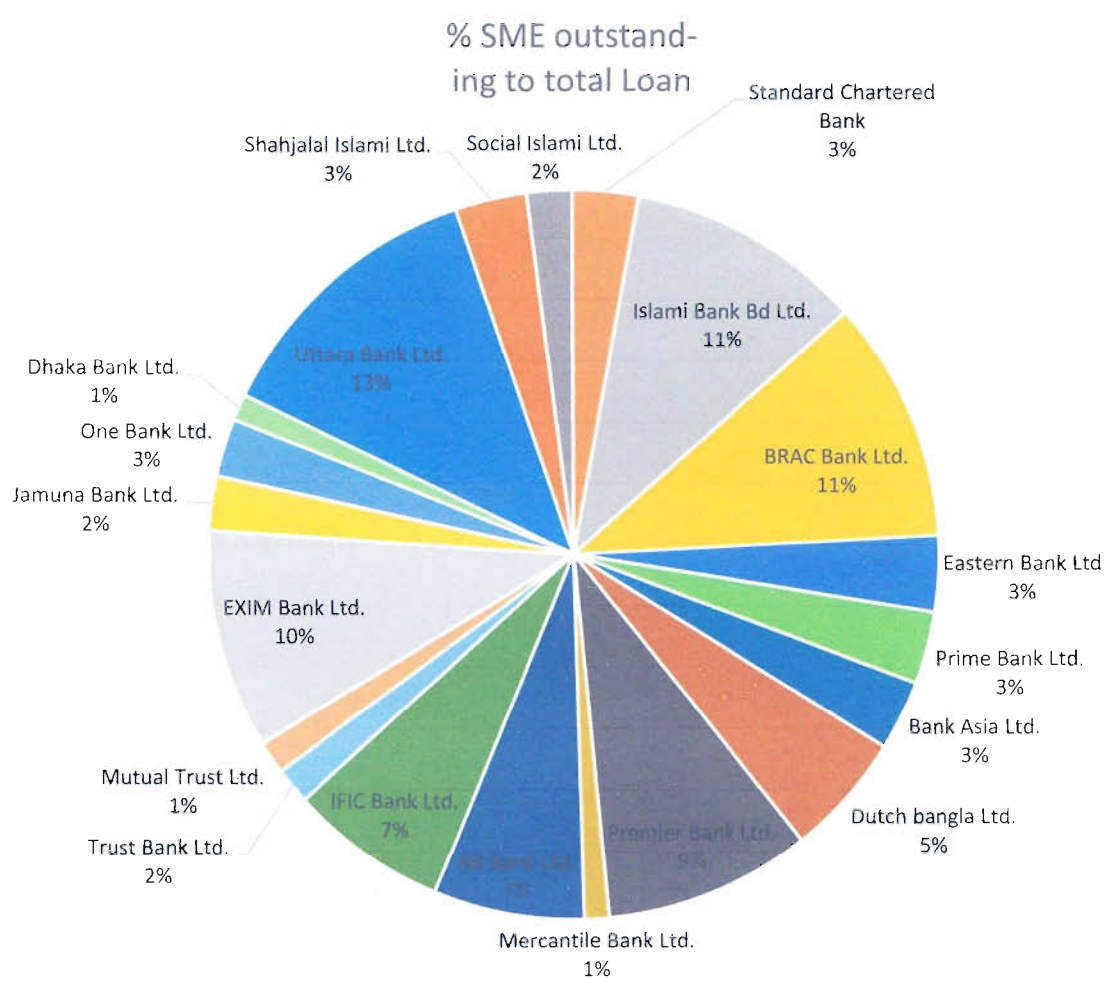


Chart 2: % SME outstanding to total Loan, from January to December, 2012

In 2012 in case of outstanding total loan Uttara Bank has highest outstanding loan which is 13%, and followed by Brac Bank & Islami Bank 11%, followed by EXIM Bank 10% in the year 2012.

8.1.3. Sector wise SME Loan Disbursement for Small Industry, from January to December, 2012

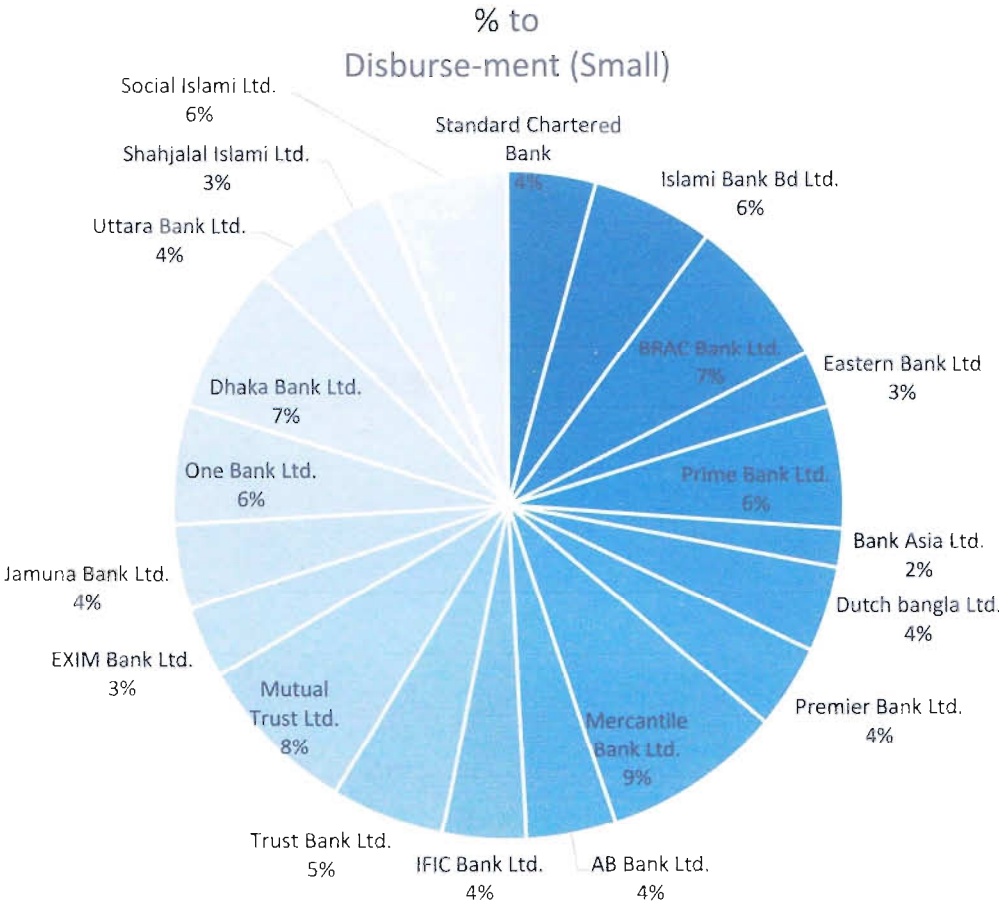


Chart 3: Disbursement of Small Industry, SME Loan from January to December, 2012

In case of small industry Mercantile Bank provided the highest amount of loan in 2012 which is 9 % followed by Mutual Trust Bank 8%, Brac bank 7%.

3.1.4. Sector wise SME Loan Disbursement for Service Sector, from January to December, 2012

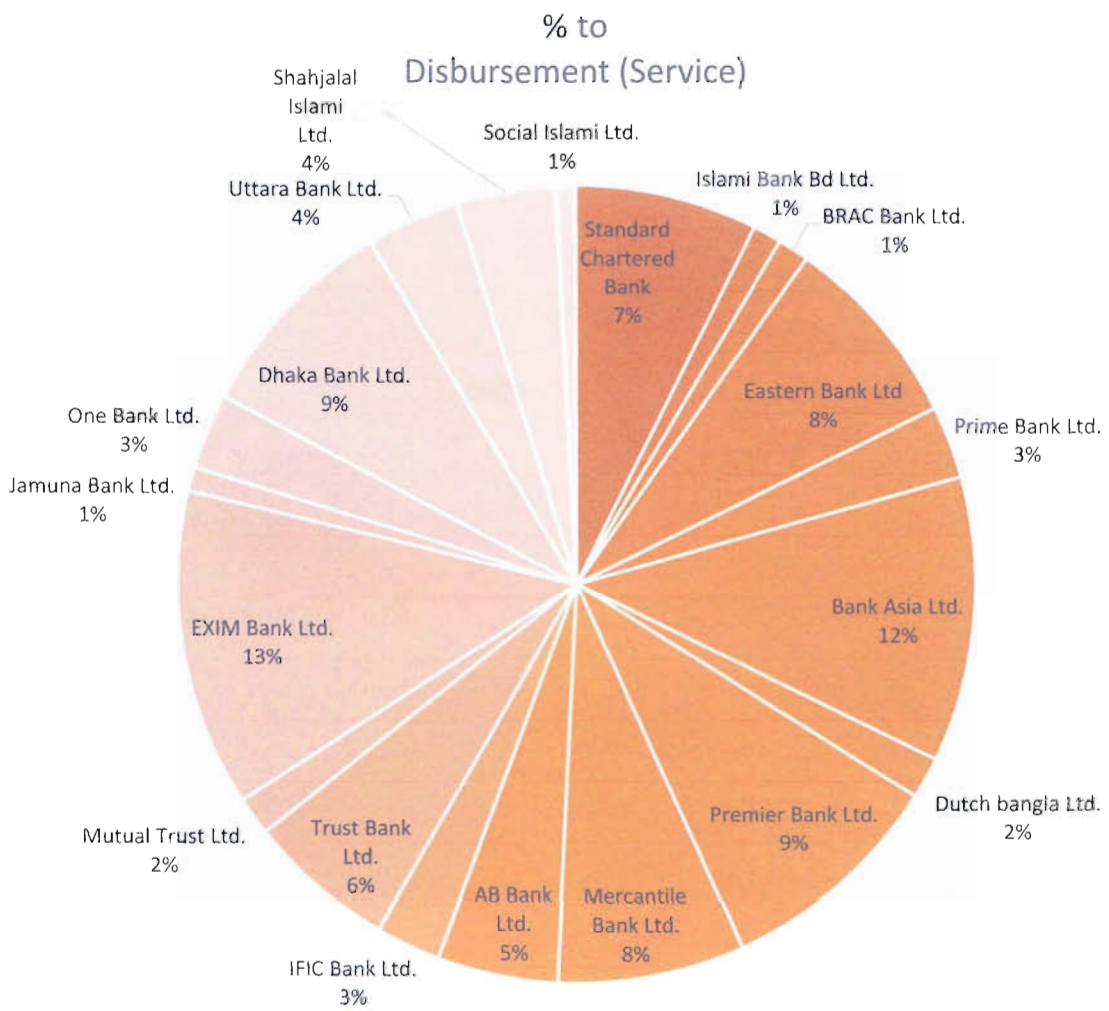


Chart 4: Disbursement of SME loan to Service Sector, from January to December, 2012

In case of service sector EXIM Bank provided the highest amount of loan in 2012 which is 13 % followed by Brac bank 12%, Prime Bank 9%.

8.1.5. Sector wise SME Loan Disbursement for Trade Sector, from January to December, 2012

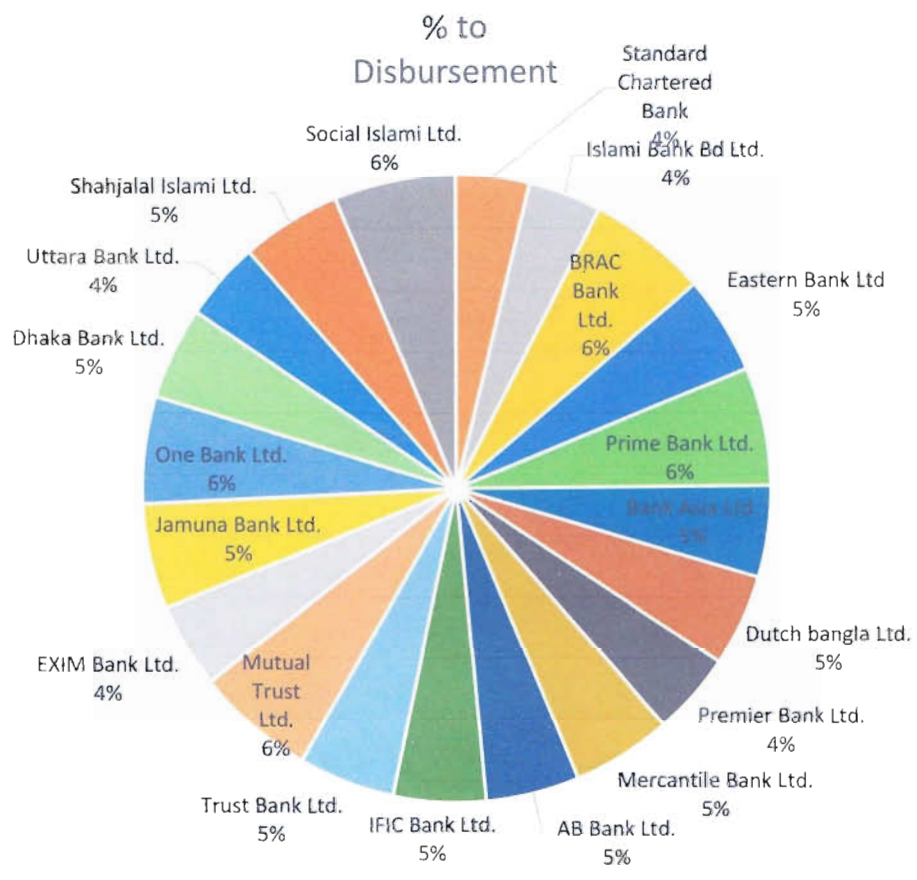


Chart 5: Disbursement of SME Loan to Trade Sector, from January to December, 2012

Brac Bank, Prime Bank, Mutual Trust Bank, One Bank & Social Islami Bank jointly invested most in trade sector which is 6%.

8.1.6. Sector wise SME Loan Disbursement in Manufacturing Industry, from January to December, 2012

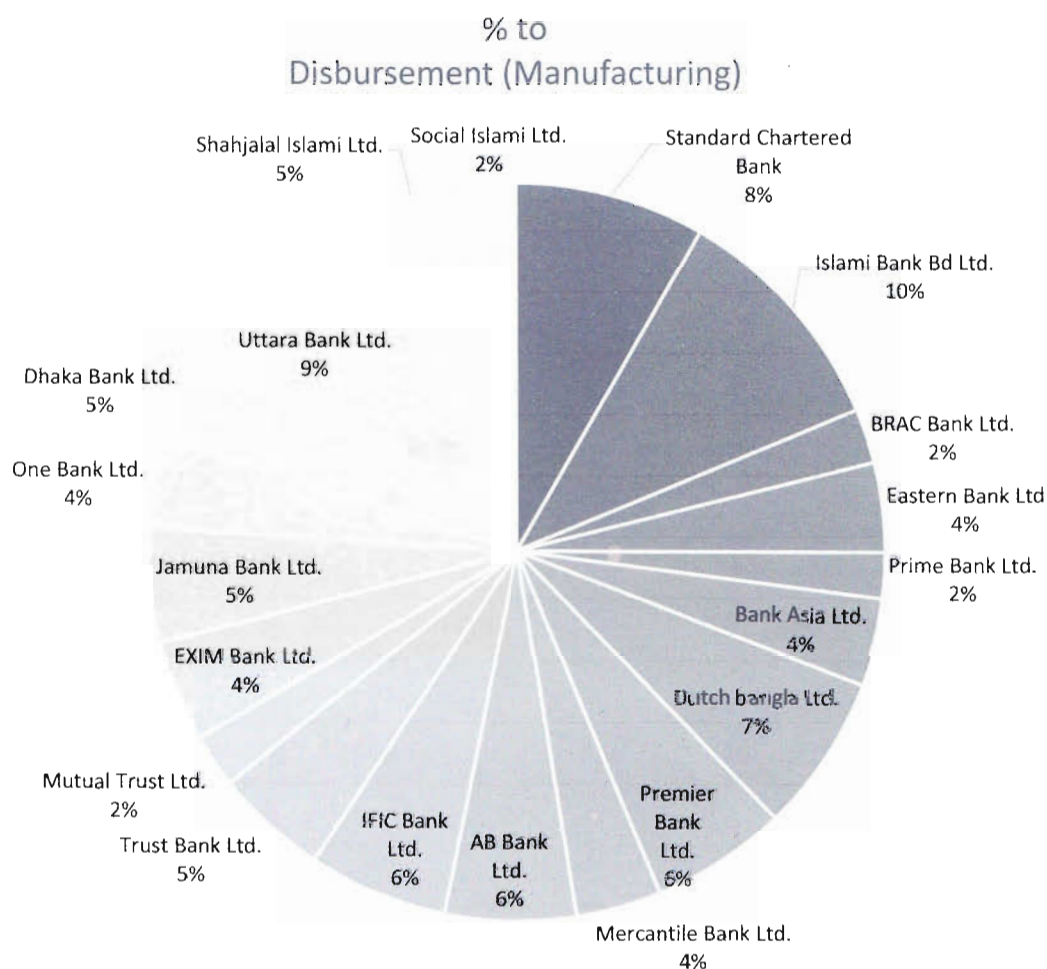


Chart 6: Disbursement of SME Loan in Manufacturing Industry, from January to December, 2012

On the other hand in 2012 in manufacturing industry Islami Bank (10 %) provided the highest amount of loan followed by Uttara Bank 9%, Dutch Bangla Bank 7%.

8.1.7. Sector wise SME Loan Disbursement to Women Entrepreneurs, from January to December, 2012

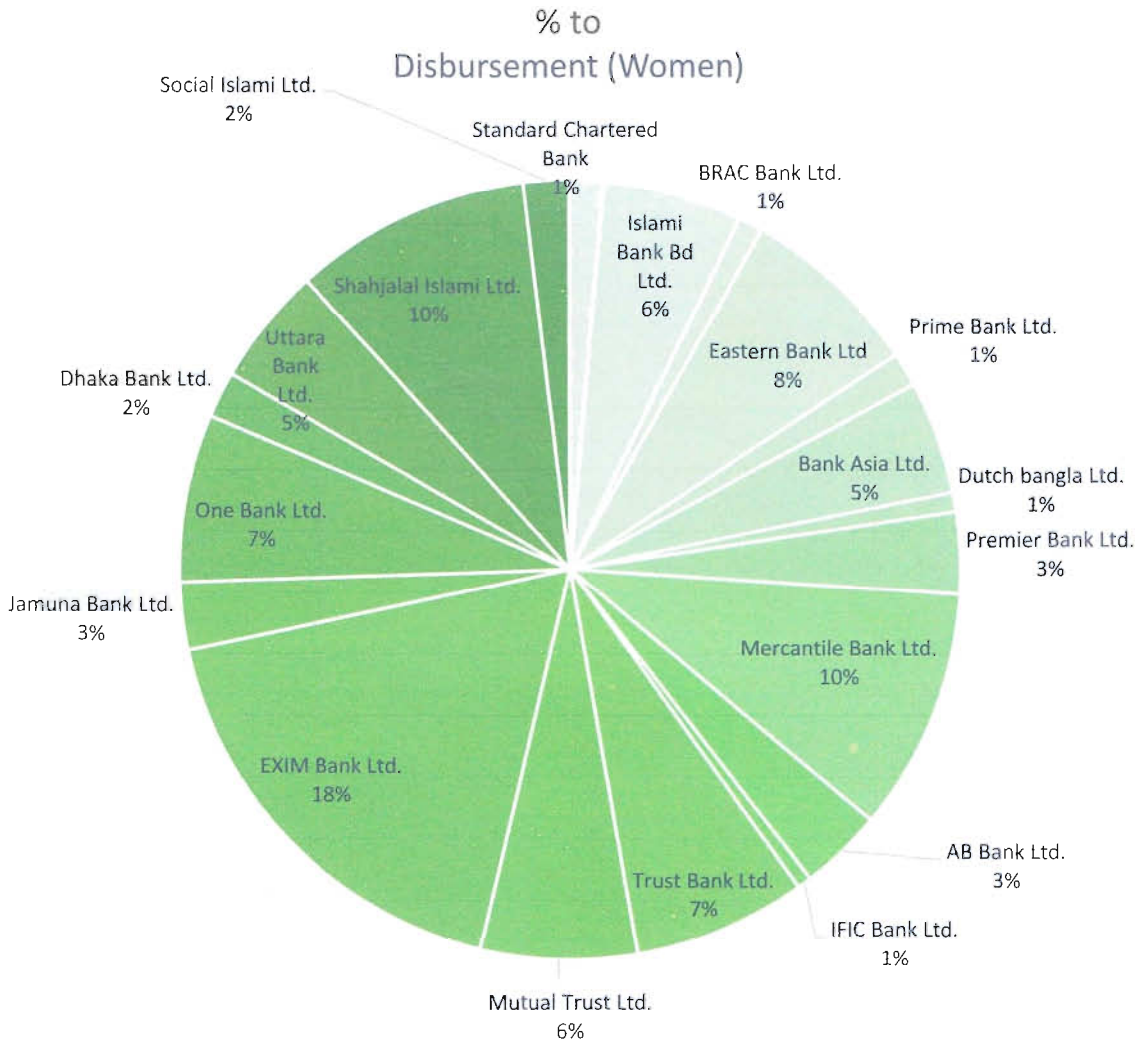


Chart 7: Disbursement of SME Loan to Women Entrepreneurs, from January to December, 2012

By providing 18 % loan of total loan to woman entrepreneur Exim Bank hold the top position, followed by Merchantile Bank 10 %, Sahjalal Islami Bank 10%.

Name of Banks	Total outstanding balance of loans & advances	Balance outstanding of SME loan	% SME outstanding to total Loan	SME Target for 2013	Total SME Disbursement Jan-Jun, 2013	% of SME Achievement to Target	Small	% to Disbursement	Service	% to Disbursement	Trade	% to Disbursement	Manufacturing	% to Disbursement	Women	% to Disbursement	Disbursement to new Entrepreneur
Standard Chartered Bank	11701.52	1737.76	14.85%	1020	444.06	43.54%	267.32	60.20%	61.23	13.79%	256.29	57.72%	126.54	28.50%	4.1	0.92%	23.74
Islami Bank Bd Ltd.	39148.21	16803	42.92%	20000	11361	56.81%	6614	58.22%	439	3.86%	6965	61.31%	3957	34.83%	712	6.27%	551.29
BRAC Bank Ltd.	10396.84	4858	46.73%	3301	1704	51.62%	1388	81.46%	47	2.76%	1471	86.33%	186	10.92%	7	0.41%	525
Eastern Bank Ltd	8921.07	1982.41	22.22%	1060.04	1464.17	138.12%	405.82	27.72%	70.45	4.81%	1043.23	71.25%	350.49	23.94%	41.74	2.85%	203.99
Prime Bank Ltd.	14450.42	1060.43	7.34%	1500	431.84	28.79%	314.79	72.90%	42.75	9.90%	304.68	70.55%	84.41	19.55%	0.61	0.14%	139.29
Bank Asia Ltd.	9515.81	1354.3	14.23%	1000	1124.77	112.48%	190.86	16.97%	258.55	22.99%	638.49	56.77%	227.73	20.25%	4.06	0.36%	977.62
Dutch Bangla Ltd.	10047.67	2308.3	22.97%	2000	1411.18	70.56%	760.74	53.91%	5.79	0.41%	1022.57	72.47%	382.64	27.11%	6.69	0.47%	108.17
Premier Bank Ltd.	4897.63	1875.75	38.30%	700	309.81	44.26%	190.23	61.40%	29.02	9.37%	186.65	60.25%	94.14	30.39%	3.15	1.02%	59.98
IFIC Bank Ltd.	7300.31	2187.2	29.96%	1700	710.64	41.80%	366.7	51.60%	40.66	6.22%	486.17	68.41%	183.81	25.87%	6.2	0.87%	84.07
AB Bank Ltd.	11818.99	3536.78	29.92%	3643.83	2027.96	55.65%	943.07	46.50%	88.32	4.36%	1422.94	70.17%	516.7	25.48%	34.68	1.71%	41.03
Mercantile Bank Ltd.	9364.32	495.63	5.29%	503	203.08	40.37%	203.08	100%	11.33	5.58%	132.85	65.42%	58.9	29%	14.74	7.26%	2.71
Trust Bank Ltd.	6629.11	462.72	6.98%	300	219.14	73.05%	121.61	55.49%	25.44	11.61%	149.74	68.33%	43.96	20.06%	11.18	5.10%	62.34
EXIM Bank Ltd.	13023.07	5679.75	43.61%	4014.15	2183.98	54.41%	968.58	44.35%	255.96	11.72%	1056.18	48.36%	871.84	39.92%	244.9	11.21%	135.55
Social Islami Ltd.	7535.88	784.64	10.41%	1500	826.53	55.10%	511.39	61.87%	26.55	3.21%	551.85	66.77%	248.13	30.02%	1.79	0.22%	321.99
Jamuna Bank Ltd.	6023.33	931.1	15.46%	600	352.03	58.67%	204.27	58.03%	16.05	4.56%	240.18	68.23%	95.8	27.21%	6.57	1.87%	89.63
One Bank Ltd	6491.85	804.69	12.40%	600	376.91	62.82%	260	68.98%	26.93	7.14%	302.44	80.24%	47.54	12.61%	7.76	2.06%	107.95
Dhaka Bank Ltd.	9487.22	527.78	5.56%	650	334.4	51.45%	275.75	82.46%	41.4	12.38%	226.7	67.79%	66.3	19.83%	4.39	1.31%	17.46
Uttara Bank Ltd.	6153.14	4050.46	65.83%	3000	1813.23	60.44%	645.4	35.59%	34.22	1.89%	1309.39	72.21%	469.62	25.90%	116.32	0.90%	287.37
Mutual Trust Ltd.	56.80.87	428.17	7.54%	235.2	118.4	50.34%	48	40.54%	9.7	8.19%	61.21	51.70%	47.49	40.11%	10.82	9.14%	88.05
Shahjalal Islami Ltd.	8747.7	1487.04	17.00%	450	452.44	100.54%	125.12	27.65%	17.73	3.92%	333.03	73.61%	101.68	22.47%	19.85	4.39%	95.72

8.1.8. % SME outstanding to total Loan, from January to June, 2013

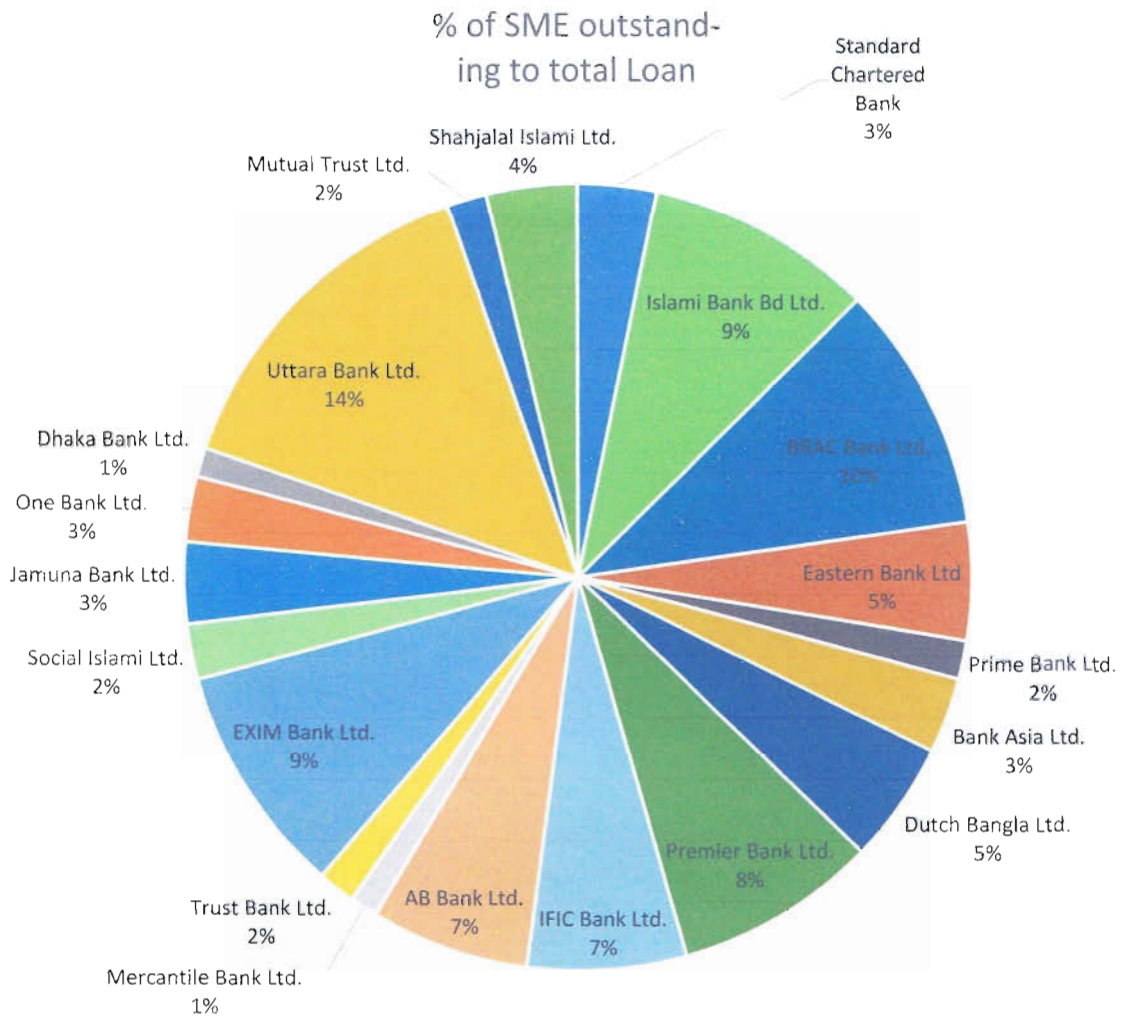


Chart 8: SME outstanding to total Loan SME Loan from January to June, 2013.

In case of outstanding loan Uttara Bank is the highest which is 14 %, followed by Brac Bank 10%, EXIM Bank & Islami bank 9 %.

8.1.9. Sector wise SME Loan Disbursement in Small Industry, from January to June, 2013

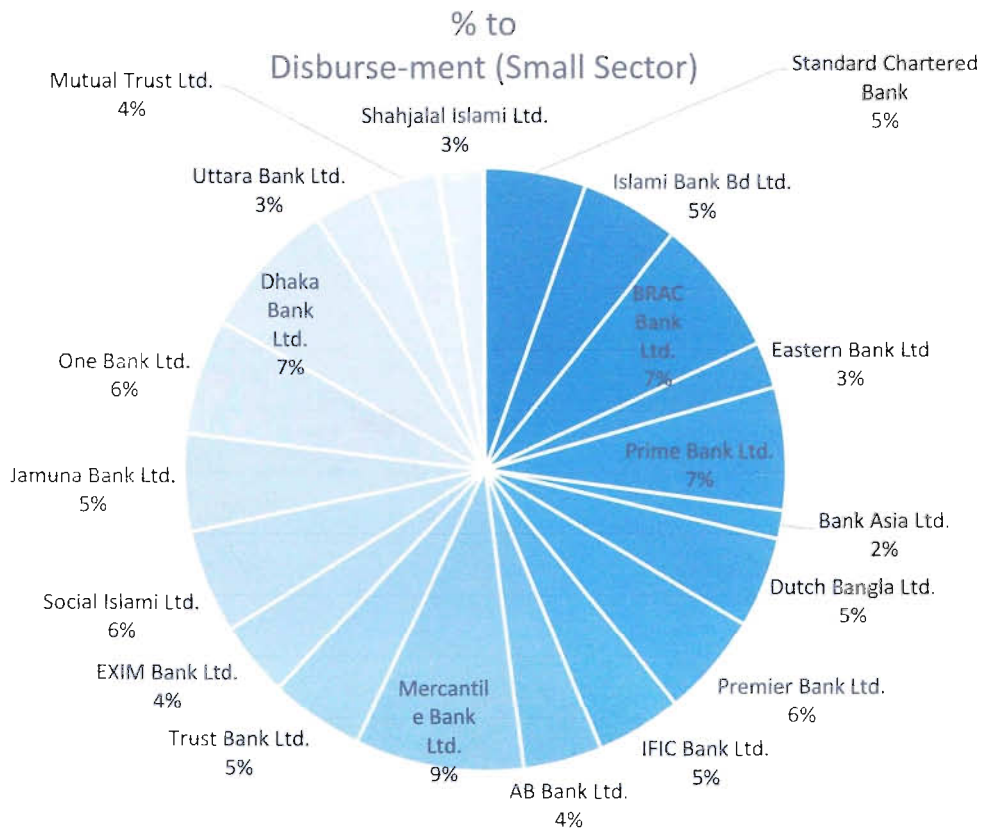


Chart 9: Disbursement of SME Loan in Small Industry, from January to June, 2013

Mercantile bank provided more loan to small sector than any other banks which is 9%. Followed by Dhaka and Prime bank 7%.

8.1.10. Sector wise SME Loan Disbursement for Service Sector, from January to June, 2013

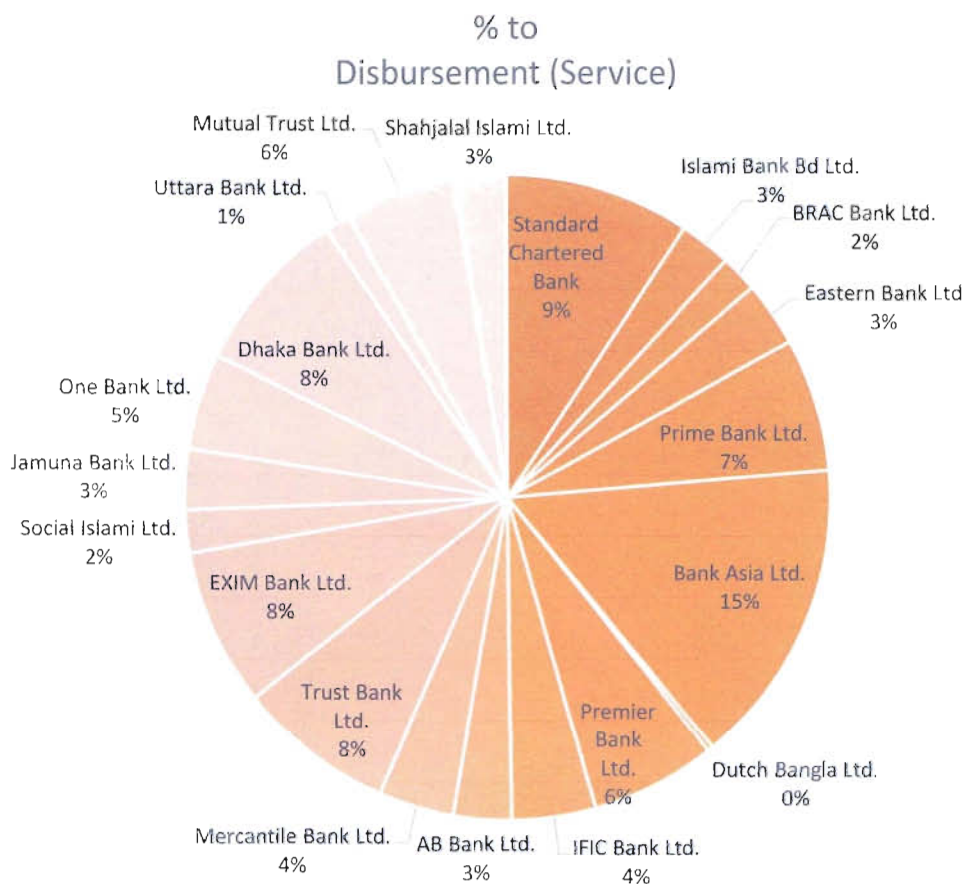


Chart 10: Disbursement of SME Loan in Service Sector, from January to June, 2013

Bank Asia provided more loan in service sector than any other banks which is 15%. Followed by SCB 9% and Dhaka bank 8%.

8.1.11. Sector wise SME Loan Disbursement for Trade Sector, from January to June, 2013

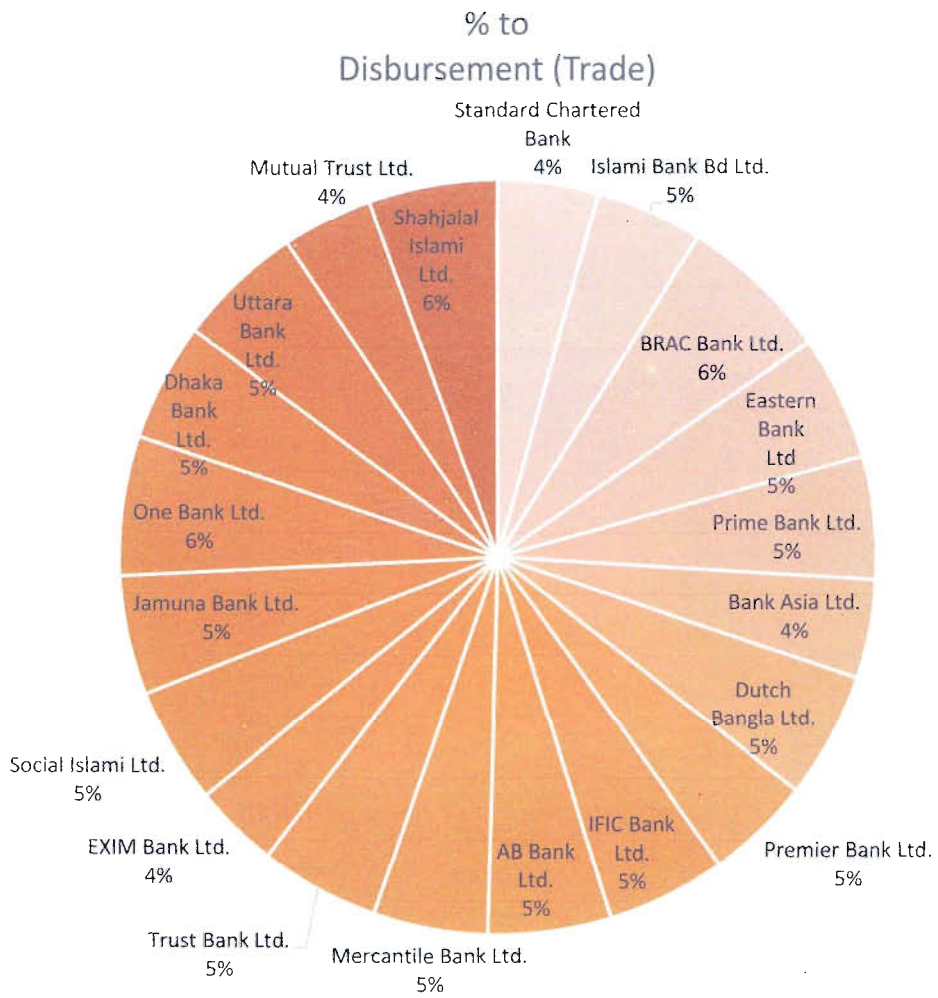


Chart 11: Disbursement of SME Loan in Trade Industry, from January to June, 2013

Brac Bank, ShahJalal Islami Bank & One Bank are the highest loan provider in trade industry.

8.1.12. Sector wise SME Loan Disbursement in Manufacturing Industry, from January to June, 2013

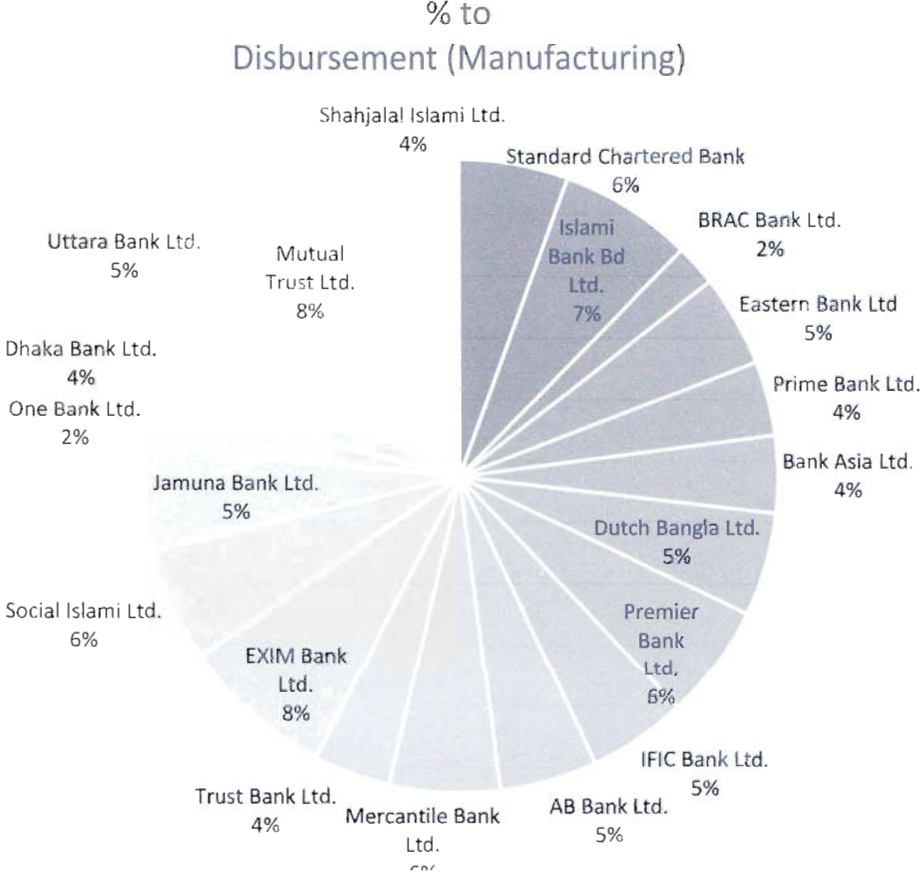


Chart 12: Disbursement of SME Loan in Manufacturing Industry, from January to June, 2013

Mutual trust and EXIM bank provided more loan to manufacturing sector which is 8%. Followed by Islami bank 7%.

8.1.13. Sector wise SME Loan Disbursement to Women entrepreneur, from January to June, 2013

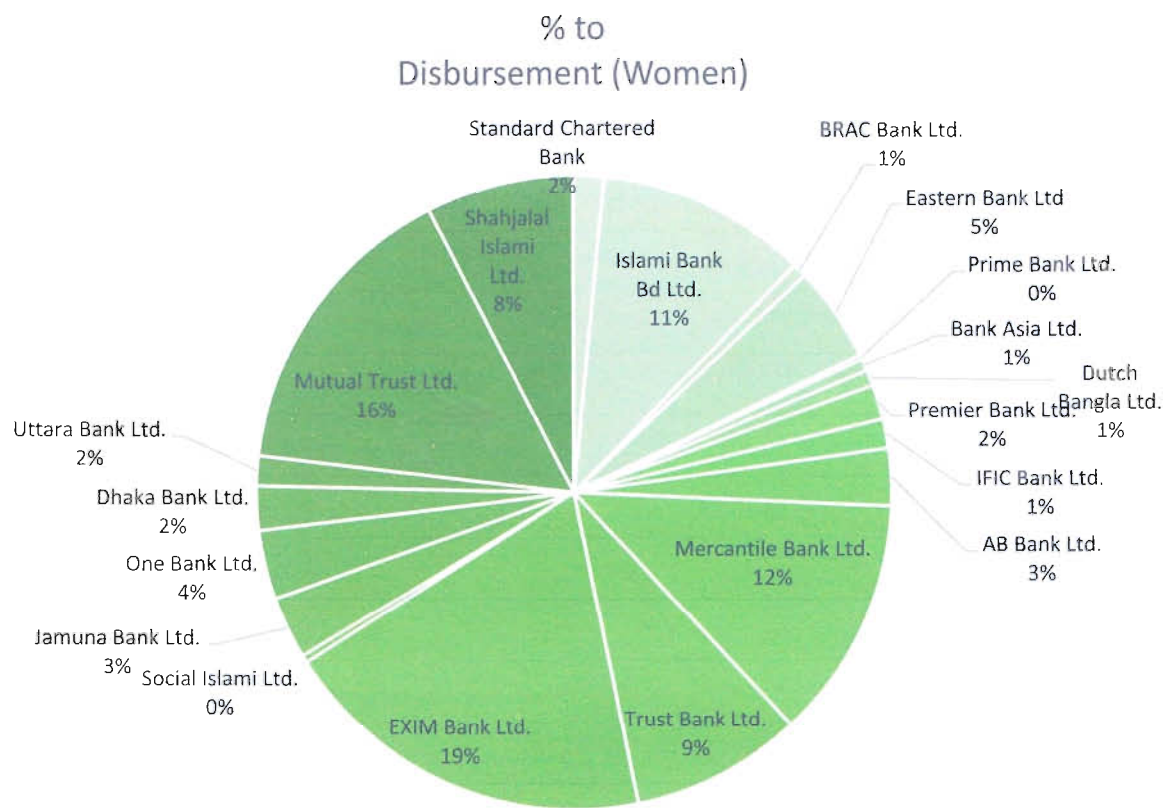


Chart 13: Disbursement of SME Loan to Women Entrepreneurs, from January to June, 2013

EXIM bank (19.00%) provided more loan to women entrepreneur than other private local and foreign banks in 2013.

8.2. Problems of SMEs Financing

There are various problems and prospects that are associated with SME loan management. The findings of the SMEs are as follows:

- 8.2.1. **Inadequate funding:** It is a key constraint for small and medium enterprises (SME) to grow. Besides constraints operating on the demand side, there are problems on the supply side too. The SMEs in Bangladesh do not have access to sufficient finance and this is one of the major factors, responsible for their slow rate of growth. Access to credit is a big problem for SME market development. And whenever the credit is available, the rate of interest is high and is at par with that for large enterprises. SMEs need some supports in areas of getting an improved access to credit at a lower rate of interest. Addressing these barriers is a key to unlocking SME growth.
- 8.2.2. **Lack of access to finance:** Institutional limitations, such as an underdeveloped and inefficient legal and regulatory framework pose significant barriers to effective financing. Banks face a number of issues in lending to SMEs, the most pronounced being information asymmetry and granularity, the level of detail available on which to base business decisions. Banks do not have the requisite information and systems in place to quantify risk and differentiate between SMEs. This has resulted in tightened credit terms and in the inefficient allocation of resources.
- 8.2.3. **Risk Assessment:** Another factor is the issue of moral hazard, wherein SMEs are perceived to take higher risks than larger companies with funds borrowed from banks. Therefore government should work toward implementing a mechanism under which SMEs are mandated to provide accurate, reliable, and quality information to banks so that lenders can carry out precise risk assessments.
- 8.2.4. **High cost of finance:** The high cost of finance is a common problem for SMEs. Loan repayments are not borrower-friendly. This can primarily be attributed to both a mismatch in terms of repayment cycles and cash flow cycles of different businesses and in a lack of flexibility in repayment terms such as the rescheduling of debt or rigid liquidation procedures.
- 8.2.5. **Large collateral requirements:** Banks are also known to demand large amounts of collateral from SMEs because lending systems are based more on borrowing backed by assets than

project earnings and cash flow. Many banks have revealed that they insist on large collateral as a safeguard to losses from risk exposure.

Collateral-based lending can prove a major barrier because of the difficulties faced in assessing the quality of land offered and in obtaining an unblemished ownership title and deed. On many occasions, banks also do not accept the same kind of collateral from SMEs (such as sales or project contracts) that they would from large borrowers. Another problem with SME lending is the mismatch between the loan size and the value of collateral as, in most cases; the value of the collateral is typically greater than the loan sought. The forced sale of an asset to repay a smaller amount than it is worth imposes an unfair constraint on the borrower.

8.2.6. Credit information gap: The absence or limited track record of Credit Rating Agency (CRA), with regard to SME ratings, low analyst coverage of SMEs, and lack of access to information are some of the key barriers to credit appraisals of SMEs. The ability of banks to develop exhaustive credit models for the SME segment is impaired by lack of data. Greater availability, centralization and documentation of such data would not only promote better access to finance, but also aid in developing a more thorough understanding of the risk profile of the sector.

8.2.7. Cumbersome documentation process: Borrowers face difficulties in understanding documentation processes specified by lenders, many of which have been found to be comprehensive and too complex.

8.2.8. Limited spread and reach of banks: The limited network of banks in smaller towns and rural areas restricts borrowers' access to credit. Although the banking sector is the most important source of external financing for SMEs, they under serve the needs of the sector, since many SMEs are forced to rely on retained earnings for borrowing that can take considerable time to accumulate. Shortage of finance could well be the primary impairment to the competitiveness and growth of SMEs in Bangladesh.

8.2.9. Role of Financial Infrastructure [Credit Information Bureau (CIB), External Credit Assessment Institute (ECAI)] towards SME Development: The existence of financial infrastructure such as CIB and independent credit assessment institute such as ECAIs

(credit rating agency) recognized by BB have been of major importance to allow introduction of modern credit risk appraisal techniques.

- 8.2.10. Banks emphasized importance of financial infrastructure facilitating appraisal of credit risk in SME segment. CIB is a central register of information about the level of indebtedness/liabilities and timeliness of individuals and legal entities in meeting their liabilities. A key stepping stone toward ensuring that the SME sector gets access to the financial resources it needs is an appropriate evaluation and assessment process that makes it easier for SMEs to borrow. This can be achieved through a customized credit assessment/rating/grading approach that assesses specific meaning of SMEs and evaluates them in a manner that is quite different from conventional credit rating approaches.
- 8.2.11. SMEs Credit Risk Management by Banks through filling Credit Information Gap: SME growth through banking channel must be supported by strengthening existing credit risk management framework and capacity as well as devising appropriate tool and mechanism to evaluate the risks of SME business for the sustainability of banking sector.
- 8.2.12. Business Environment Barriers: Barriers associated with the economic, political-legal and socio-cultural environment of the market within which the company operates or is planning to operate. (i) Foreign currency exchange risks; (ii) Inadequate of infrastructure for e-commerce; (iii) Political instability.
- 8.2.13. Lack of special client relationships with the management of the financial institutions and lack of knowledge about the customer and the bank are one the factors why SMEs finding it hard to get loans from financial institutions.

Chapter 9: Recommendation

9.1. Recommendations

Here are some recommendation that should be looked an implemented for better SMEs in Bangladesh.

- 9.1.1. Special SME Development Fund: Government should setup special funds to raise the required equity capital for SMEs with the potential entrepreneurs.
- 9.1.2. Credit Guarantee Scheme: Government should provide mortgage and guarantee free loan up to a certain limit under the credit guarantee scheme.
- 9.1.3. Alternative Credit Scheme: As an alternative to collateral based financing, loan should be provided to potential SMEs based on previous year's cash flow statements (i.e. like project financing).
- 9.1.4. Financial Incentive Scheme: Government should develop financial incentive schemes for SMEs through a ranking system for their sound business plan and feasibility study.
- 9.1.5. Institutional Network: Development should be done on institutional network through public-private support partnership would be more effective in SMEs financing by pooling the unused or surplus funds available around the country. To make it viable, restructuring of the existing public agencies as well as private support institutions are required.
- 9.1.6. Sub-contracting arrangements: Government should come up with policies in collaboration with private support organizations to link up SMEs and suppliers of manufacturers and raw materials under the same industry (both backward and forward linkage service providing firms) based on subcontracting / outsourcing agreement. If developed and implemented accordingly, this types of cooperatives would lead to higher value addition.
Government, associations of Chambers of Commerce and Industry, credit information bureau (CIB), Bangladesh Bank and Stock Exchange Commission (SEC) and renowned auditing firms should jointly prepare a reliable database, where necessary information about the existing and potential entrepreneurs and formal creditors will be available. The date base will be accessible only to the concerned authorities. This would ensure transparency and accountability while choosing the right entrepreneur and the right project among the pool of applicants.

9.1.7. Fair Competition: Protected market for these industries by restricting the free flow of cheap foreign goods and at the same time ensuring fair competition within the country is essential to stimulate their production and quality improvement. Competition will also encourage the innovations of industries. Controls and restrictions should be withdrawn and processing of paper work should be improved in order to eliminate red-tape. Under the present context, these changes cannot be brought about overnight, but a beginning of the process is essential to create a favorable environment. This, in turn, would lead to the development of efficient small and medium industries in Bangladesh.

9.1.8. Coordinated Effort of Banks and NBFIs: However, coordinated efforts are required to overcome SME financing challenges. Banks and NBFIs need to be motivated towards enduring engagement in SME financing. Concerned public authorities, banks, business community and civil society support groups need to engage effectively with the SMEs in understanding their needs and prospects.

Banks and NBFIs would need to have a tailored and explicit strategy for SME banking in place in order to build a solid SME banking strategy to facilitate sound growth and profitability in SME banking, and have a much better credit evaluation mechanism, product design, marketing skills, and knowledge of customer and product profitability. In today's world, market development is a much more challenging task, which requires coordinated efforts by individual business enterprises and the government. Bangladesh needs to maximize the benefits derived from the SME sector, as this sector plays a pivotal role in promoting and sustaining the industrial as well as overall economic growth.

9.1.9. Responsibility and accountability of SMEs owners: SMEs are not preparing proper financial statement which creates problem for the bank judging financial standings, profitability and credibility. SMEs are not maintaining proper licensing which makes SMEs difficult to trace, create problem for the bank maintaining records, and decrease SMEs credibility to the bankers. Bank is not yet able to design appropriate financial products for SME segment due to lack of importance and lack of feedback from SME owners.

9.1.10. Development of SME Infrastructure: Infrastructure development is a prerequisite to efficient development and financing of SMEs. Currently, the most severe constraint that hinder the development of SMEs is the lack of infrastructure (e.g., roads, gas and

electricity), limited access to market opportunities, technology, expertise and business information and communication. Providing appropriate infrastructure for SME growth should be given priority.

- 9.1.11. **Efficient Human Resources:** The further development of financial institutions in light of their SME lending practices must, undoubtedly, be paralleled with further development in human resources. This, in turn, requires plans for training and qualifying trainers to enable financial institutions to undertake their important role in serving the national economy. Thus, as the financial sector is expected to serve the growing financing needs of the SMEs, the availability of well-trained human resources would undoubtedly become one of the predicaments in successful SME banking operations.
- 9.1.12. **Trade Fairs, Exhibitions, Symposiums, Seminars and Workshops:** Trade fairs, exhibitions, symposiums, seminars, workshops etc. on SMEs should be organized on a regular basis. Publications of all these events should be made available for all SME establishments. Chambers around the country can arrange exhibitions for SMEs products, so that larger number of consumers may gain awareness about the diversity and quality of SMEs products.
- 9.1.13. **Periodical Professional Training Courses for SMEs:** Periodical professional training courses should be arranged for technical staff of SMEs. Moreover training in management of small enterprises and efficient marketing can also be provided. Training program/workshop should be organized for the development of SMEs capabilities to acquire enhanced knowledge and skills about how to choose, use and improve technology.

Therefore, the development and organization of seminars, and various training programs for the two main training institutions, namely, Bangladesh Bank Training Academy and Bangladesh Institute of Bank Management, through the EU-funded INSPURED project, would be an important step in making sure that adequate trained human resources would be available, as well as an improved awareness is the special need of Bangladeshi financial sector in case of SME financing.

The role of SMEs in providing productive employment and earning opportunities has emerged as an important concern among policy makers, and donor agencies. The

implementation of the training program such as INSPIRED³ project (training program in SME banking by BBTA and BIBM) is directly related to Bangladesh's priority to foster SME development, and will undoubtedly support the different initiatives taken by the Bangladesh Government to encourage SME growth, which in turn will support the longer term objectives of sustained economic growth and poverty reduction.

9.1.14. Extensive Financial Support to SMEs: Various banks, financing institutions, NGOs may further increase its technical and financial support to SMEs through its various financing facilities and windows, which may significantly contribute to the creation and development of SMEs.

9.1.15. Seeking International Financing: Various international donor agency/bank extends financing to SMEs through National Development Financing Institutions (NDFIs). It is found that they are not explored properly. The procedure of those donor agencies/banks for loan facilities to SMEs through NDFIs may be reviewed and term and conditions may be examined in order to make international financing more accessible to SMEs in the country.

9.1.16. E-Commerce: Electronic Commerce has also great potential for development around the country and abroad. Exchange of information about sellers and purchasers shall be most useful for Agro products, leather products, textiles and clothing, IT and metal products as well as raw materials and intermediate goods.

9.1.17. Alleviating Poverty through SMEs Development: There is great scope of alleviating poverty through SMEs development. So poverty alleviation strategies and policies for SMEs should be developed, in order to provide job opportunities and enhance living standards for large segment of this poverty ridden country.

9.1.18. Expansion and Diversification of SMEs: Bangladesh's industrial sector needs expansion and diversification. For this purpose, growth of SMEs is essential. However, SMEs have to adjust themselves with modern technologies and effectively use them to raise their production efficiency.

9.1.19. Inter-Firm Linkages: In order to develop sub-contracting among large and small enterprises around the country and between Bangladesh and other SAARC or OIC countries, Subcontracting Exchange Schemes can be launched. Professional associations and National Chambers can set-up such establishment. Inter-firm linkages could be expanded at home and abroad.

- 9.1.20. Credit Guarantee Scheme & Financing of SMEs: Financing SMEs can be successful, if two arrangements can be undertaken:
- 9.1.20.1. Separate institutions dealing with SMEs loans should be established around the country. They can provide adequate volume of finance, on less strict terms and can supervise the loan repayment process as well.
 - 9.1.20.2. Credit guarantee schemes. Credit guarantee schemes for SMEs can be an effective means of supporting small enterprises development, especially in our country where access to credit is constrained for small borrowers.
- 9.1.21. Establishment of R&D Institute for Enterprise and Entrepreneurship Development, Training and Research Institute: In a country like Bangladesh, where entrepreneurial initiative is rare and shy, a separate institute for enterprise and entrepreneurship development, training and research should be developed. To make it a 'center of excellence' in SMEs development, it should be designed, involving educational institutions, business associations, relevant government bodies, private research agencies, and individual consultants having experience in SMEs development. Maximum entrepreneurs want the government to help government agencies and financial institutions in development of skilled manpower to deal with SMEs more efficiently and effectively.
- 9.1.22. Establishment of a separate bank for women entrepreneurs: Establishment of a separate bank for women entrepreneurs will accelerate the development of women SME through their increased access to formal financial institutions.
- 9.1.23. Minimum quota for women entrepreneurs: Maintaining a minimum quota for loan disbursement to women entrepreneurs and proactively seek out female clients.
- 9.1.24. Training program for women entrepreneurs: Increase the capacity of women entrepreneurs through training and awareness raising activities on financial management, business procedures and other regulatory process such as trade license, tax and VAT, etc. At the same time, initiatives should be undertaken to sensitize the people working with respective regulatory institutions so that women SME can easily arrange necessary documents for loan application and other procedures.
- 9.1.25. Setting Help Desks in Banks and Business Promotion Bodies with Internet Facilities: To extend the outreach of SME development particularly in respect of women entrepreneurs, a Help Desk with computer and internet facilities should be set up in bank branches dealing

with SME finance as well as in all chambers of commerce and industry and other trade promotional bodies.

- 9.1.26. Implementation and Monitoring of Policy Measures for SMEs: Only policy prescription is not the end, if it is not implemented through different measures timely and properly. How far policy measures are implemented, along with, what effect is desired or not, such policy measures of SMEs' should also be monitored from time to time. This monitoring will provide feedback for taking corrective actions, if necessary, to ensure desired effect of the policy adopted.
- 9.1.27. The financial sector needs to become broader, competitive, and efficient to provide entrepreneurs with alternative sources of investment capital, a diversified selection of new and innovative products, competitive rates, and efficient services to make their investments viable.
- 9.1.28. More business loan products should be introduced. Interest rate should be lower to encourage more clients to take loans from SCB. SCB's target customers type or level is too high to maintain. As Bangladesh is a developing country, so rather providing loan to an established business, bank should also target young entrepreneurs. Shorter-term loans and lower interest rates will improve the quality of SME loan offering.
- 9.1.29. Less formalities: The turnover should be less than the required amount in order to encourage small business. Re-verification policy should be applied properly. Asset operation sometimes takes more time to approve documents which makes the process longer. Structure should be developed to deal with appeal cases.
- 9.1.30. Performance of verifications agency should be monitored tightly to reduce verification time. The loan availed person should be constantly visited by the sales person.
- 9.1.31. Enhancing access to SME finance: Most of the loan is taken from financial institutions like BASIC, RAKUB and other support services from private institutions, most of the SME customers expressed the view of getting more financial support from institutions that would exclusively deal with SMEs. To grab the market the number of booth and branches of foreign and private local banks should be increased. Some banks offer limited branches. But the banks should establish branches at remote areas.

Chapter 10: Conclusion

10.1. Conclusion

Bangladesh is an agricultural based country, where around 85% people are living at village with activities of agriculture, in this perspective Bangladesh can achieve industrialization through agriculture based small and cottage industry. Small and medium enterprises (SMEs) make up the largest portion of the employment based in many developing countries and, the foundation of the local private sector. Now the SMEs are not only concentrated to low-tech, traditional, and agro-based economic activities; these are spread over other non-traditional manufacturing and service sector as well. In fact, the SMEs are recognized as engines of economic growth worldwide. In both developed and under developed economies commercial banks play a very useful and dynamic role. Capital is the main factor of modern production and entrepreneurs are helpless without adequate funds. Banks should help them and mobilize the capital of the country for productive purposes responsible for economic development and government also should come forward to patronize the entrepreneurs.

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