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A STUDY ON RETAIL BANKING IN HYDERABAD AT IDBI BANK

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ABSTRACT

Retail banking involves direct transactions between a bank and individual consumers, encompassing services such as savings and transactional accounts, mortgages, personal loans, debit cards, and credit cards. In the contemporary financial landscape, retail banking is recognized as a highly innovative service provided by commercial Public Sector Banks (PSBs), private sector banks, and foreign banks. The sector holds significant potential due to increasing demand for products like term deposits, consumer durable loans, auto loans, debit and credit cards, ATM facilities, insurance, and online banking. The expanding field of retail lending plays a pivotal role in economic development, contributing notably to India's economy, where it constitutes one-fifth of all bank credit. Globally, retail lending has showcased innovation in commercial banking, with emerging economies like China and India presenting lucrative investment opportunities. The growth of retail lending in these economies can be attributed to factors such as the rapid accumulation of personal wealth, favorable demographics, advances in information technology, a conducive macroeconomic environment, financial market reforms, and micro-level supply side factors. Banks are transforming their retail banking strategies, incorporating a mix of organic growth, acquisitions, and alliances, leading to a paradigm shift in marketing approaches. Public Sector Banks (PSBs) are adopting aggressive strategies, leveraging their branch networks to capture a significant share of the retail market. This article aims to outline the prospects and future role of retail banking in India, emphasizing its crucial contribution to the country's economic development. Retail banking facilitates the banking industry in India by offering a diverse range of innovative services, with retail loans estimated to constitute nearly one-fifth of all bank credit. The housing sector, in particular, has witnessed a credit boom in recent years, signifying a transformation from a seller's market to a buyer's market in the retail loan segment. The evolution of retail banking in India is evident in the increased accessibility of retail loans, marking a departure from the past when obtaining such loans posed challenges. The term "retail banking" encompasses a broad spectrum, covering the interactions of commercial banks with individual customers, encompassing both liabilities and assets. Key products include mortgages and various loans (personal, housing, auto, and educational), complemented by ancillary services like credit cards and depository services.

INTRODUCTION TO RETAIL BANKING

"We aim for delighted customers, not just satisfied ones"—this is the contemporary marketing mantra, and it holds true for the banking industry as well. Retail banking and rural banking, once considered off-limits by leading foreign and domestic banks, have undergone a transformation due to intense competition, innovation, and advanced technology. Today, all banks recognize the critical role of retail banking.Retail banking, also known as consumer banking, entails a bank providing services to individual consumers rather than focusing on companies, corporations, or other banks. The range of services includes savings and transactional accounts, mortgages, loans, debit cards, and credit cards. The term distinguishes these services from investment banking, commercial banking, or wholesale banking and may refer to a specific division or department of a bank dedicated to retail customers. In the U.S., the term "commercial bank" is used to distinguish

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a normal bank from an investment bank. Post the Great Depression, the Glass–Steagall Act mandated that banks engage only in banking activities, with investment banks limited to capital markets activities. This separation was repealed in the 1990s.

A commercial bank can also denote a bank or a division primarily dealing with deposits and loans from corporations or large businesses, distinct from individual members of the public (retail banking). Retail banking focuses on offering products and services to individual customers, professionals, self-employed individuals, or small businesses. The emphasis lies in creating products and services that meet the needs of target customers while ensuring profitability for the bank. The approach to retail banking products adopts a mass production basis, with risk and operations tailored to cater to a large number of customers. This stands in stark contrast to corporate banking or wholesale banking, where the focus is on large-sized customer accounts rather than a large volume of customers.

REVIEW OF LITERATURE

Dr. R Srinivasa (2014) sheds light on the role and potential of the retail banking sector in India, examining its future contribution to the country's development. The study relies on secondary sources such as RBI reports, publications, and other national and international references. Starting with an introduction to the industry, the research progresses to trends and the sector's role in economic development. Addressing challenges like customer retention, money laundering, inefficiency, network management issues, and more, the study concludes by emphasizing the critical need to enhance the retail banking sector for increased contributions to the nation's development.

C. Padmavathi, M.S. Balaji, V.J. Sivakumar (2012) focus on evaluating the effectiveness of customer relationship management (CRM) in Indian retail banking. The study, based on primary sources and statistical methods like Kaiser–Meyer–Olkin measure (KMO), Bartlett test of sphericity, and exploratory factor analysis, assesses CRM's relationship with key customer response variables. By concentrating on five fundamental parameters, the authors express their findings, hoping that banks can improve customer satisfaction and retention by giving attention to these dimensions.

Lianxi Zhou (2004) explores customer satisfaction in China's retail banking sector, emphasizing service quality as a specific performance dimension. Gathering data from 373 customers, the study measures results and discusses implications in an international context. Utilizing statistical tools like percentage calculation and T-test,

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the research highlights that specific quality dimensions are insufficient, as customers seek assurance and reliability from local banks. The study recommends that managers focus on these aspects when formulating strategies to satisfy and retain customers.

Terrence Levesque and Gordon H.G McDougall (1996) tackle the issue of maintaining loyal customers in Canada after the deregulation of the banking sector. The authors study the determinants of customer satisfaction in retail banking, collecting data directly from customers through designed questionnaires distributed among church and university members. Their findings suggest that both core and relative performance contribute to retaining loyal customers by satisfying their needs.

OBJECTIVES OF THE STUDY

The objective of the research titled "An Investigation into Retail Banking in Hyderabad at IDBI Bank" is outlined as follows:

- To examine the landscape of retail banking business in Hyderabad.
- To scrutinize the specific retail banking operations carried out by IDBI in Hyderabad.
- To assess potential areas for improvement in IDBI's retail banking business.
- To conduct a comprehensive analysis of the company's financial statements through comparative and common size analysis.
- To evaluate the prospective financial position of IDBI Bank.

NEED OF THE STUDY

- To assess various factors influencing the retail business of IDBI Bank.
- To examine the potential of retail banking in Hyderabad, with a specific focus on the operations of IDBI Bank.
- To analyze the outcomes of retail business strategies implemented by peer banks, providing the bank under study with insights into its comparative position within the local area.
- The utilization of financial statement analysis is essential for identifying trends and relationships among different financial statement items.

RESEARCH METHODOLOGY

The data for this study was gathered from internal sources. Secondary data was collected from organizational files, official records, newspapers, magazines, management books, and preserved information in the company's database and its official website. All the findings and conclusions presented in this study are derived exclusively from the secondary

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data obtained within the specified time limit.

BANK'S PROFILE

IDBI Bank Ltd. currently operates as a comprehensive universal bank, catering to customers across all segments. The bank has a rich legacy inherited from its predecessor, the Industrial Development Bank of India (IDBI), which functioned as an apex Development Financial Institution (DFI) in the industrial sector from July 1, 1964, to September 30, 2004. During its tenure as a DFI, IDBI extended its services beyond project financing, encompassing a range of activities that contributed to the balanced geographical spread of industries, development in identified backward areas, fostering a new spirit of enterprise, and the evolution of a dynamic capital market.

On October 1, 2004, the former IDBI underwent a transformation into a banking company, IDBI Ltd., with the aim of conducting a comprehensive range of banking activities while maintaining its pivotal role as a Development Financial Institution. Seeking to boost its business growth, IDBI Ltd. merged several subsidiaries, including the former IDBI Bank, IDBI Home Finance Ltd., IDBI Gilts, and the erstwhile United Western Bank Ltd. This period of consolidation also saw IDBI Ltd. rebranding itself as IDBI Bank Ltd., reflecting its expanded business functions.

Functioning as a universal bank, IDBI Bank Ltd. significantly impacts the lives of millions of Indians by offering a diverse range of banking products and services. Additionally, the bank has a well-established presence in associated financial sector businesses, including capital markets, investment banking, and mutual fund activities.

DATA ANALYSIS AND INTERPRETATION FINANCIAL STATEMENT ANALYSIS

1. COMPARATIVE BALANCE SHEET

Comparative balance sheet analysis focuses solely on the balance sheet of a business at different points in time. In this analytical approach, balance sheets are compared either with figures from the previous year or by comparing one-year balance sheet figures with those from other years. Comparative balance sheet analysis can be conducted on both a horizontal and vertical basis. This form of analysis is valuable in gaining insights into the true financial standing of the business and understanding the placement of assets, liabilities, and capital during a specific period.

IDBI BANK COMPARATIVE BALANCE SHEET
(GROWTH IN PERCENTAGE)

Particulars	2018-2019	2019-2020	2020-2021	2021-2022
Inventories	14.69	22.08	18.48	24.78
Sundry Debtors	58.15	-25.30	66.95	9.77
Cash and Bank Balances	25.47	-43.18	38.20	40.63
Total Current Assets	39.44	-10.42	44.58	15.98
Investment	-10.36	42.23	-7.19	0.64
Fixed Assets	22.62	8.66	129.93	15.96
Total Assets	13.72	12.40	40.39	11.47
Current Liabilities	47.93	32.71	1.39	-1.97
Net Worth	9.30	12.46	1.78	11.59
Long Term Liabilities	38.50	-12.04	156.53	6.13
Total Liabilities	16.54	13.58	12.57	8.36

Interpretation

- The company's working capital has seen an increment of Rs. 256.33 Cr, attributed to increases in both current assets and current liabilities. Notably, the rise in current assets surpasses the growth in current liabilities.
- Investments have decreased from Rs. 2080.71 Cr. in 2017-2018 to Rs. 1865.1 Cr. in 2018-2019.
- Fixed assets have witnessed a substantial increase of 22.62%, indicating the company's focus on adopting new technology and augmenting assets for larger-scale production.
- Shareholder funds have grown by 9.30%, signaling increased investments from shareholders to facilitate business expansion.
- In contrast, there has been a significant decrease of Rs. 147.20 Cr. in the company's working capital due to a substantial reduction in current assets coupled with a notable increase in current liabilities, raising concerns about the company's financial health.
- Investments rose from Rs. 1865.10 Cr. in 2018-2019 to Rs. 2652.7 Cr. in 2019-2020.
- However, there was a subsequent decrease in investments from Rs. 2652.7 Cr. in 2019-2020 to Rs. 2462 Cr. in 2020-2021.
- Fixed assets saw a notable increase of 129.93%, reflecting the company's commitment to adopting new technology and expanding its production capabilities.

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- The company exhibited a strategic increase in long-term investments, growing from Rs. 2462 Cr. in 2020-2021 to Rs. 2477 Cr., showcasing an initiative to enhance profitability.
- Fixed assets also increased by 15.96%, further emphasizing the company's focus on technology adoption and asset expansion.
- Notably, the company has managed to decrease its current liabilities, suggesting effective management of short-term credits and liabilities, indicating a favorable liquidity position.
- Shareholder funds rose by 11.58%, reflecting increased investments from shareholders for business expansion, accompanied by a growth in reserves and surplus.

COMPARATIVE PROFIT AND LOSS ACCOUNT

Another form of comparative financial statement analysis is the comparative profit and loss account analysis. In this approach, only the profit and loss account is considered for comparison, either against figures from the previous year or within the same statement. This analysis serves to comprehend the operational performance of the business concern within a specific period. It can be conducted horizontally or vertically to provide insights into the changes and trends in the company's financial performance.

IDBI BANK-COMPARATIVE PROFIT AND LOSS ACCOUNT

Particulars	**2018-2019**	**2019-2020**	**2020-2021**	**2021-2022**
Net Sales	19.61	9.90	18.04	28.87
Stock Adjustments	-31.71	83.00	-32.65	32.66
Less: COGS	11.52	9.09	16.65	20.85
Gross Profit	26.67	13.24	16.80	37.59
Less: Selling and Administration Expenses	24.69	-7.27	21.23	23.69
Less: Miscellaneous Expenses	20.99	11.70	28.46	23.54
Operating Profit	30.08	43.60	12.03	52.66
Add: Non-Operating Incomes	7.56	19.70	-53.94	-100
Less: Non-Operating Expenses	0	0	0	100
Profit Before Depreciation, Tax and Interest	24.39	38.37	-0.45	24.94
Less: Interest	86.52	-41.61	-38.12	598.99

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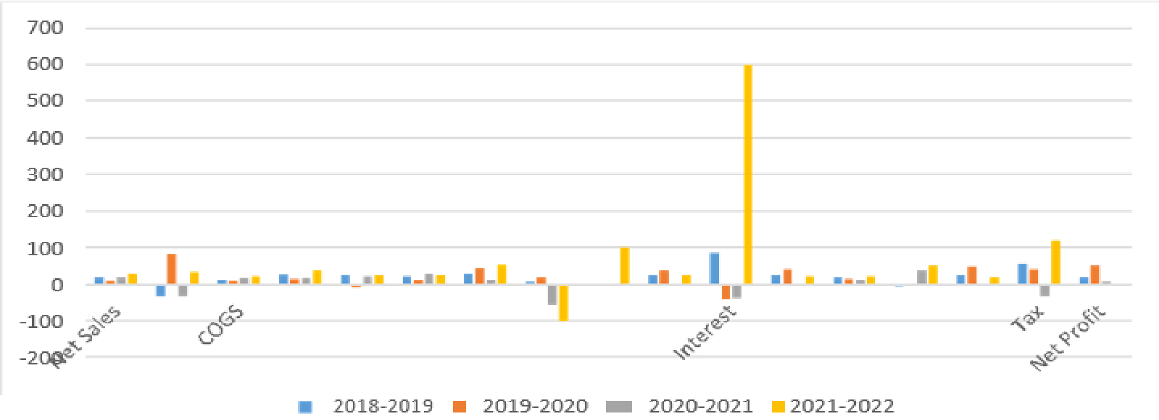
Profit Before Depreciation and Tax	23.19	40.70	0.0075	20.65
Depreciation	19.51	14.88	11.47	21.46
Other Written Off	-4.88	-2.03	38.86	50.37
Profit Before Tax	25.21	48.70	-3.03	19.70
Less: Tax	54.85	41.58	-33.60	118.80
Net Profit	18.40	50.85	5.59	2.12

(GROWTH IN PERCENTAGE)



Interpretation

- The company's net sales have seen a notable increase of Rs. 655.61 Cr from the previous year.
- The rise in sales has led to an increase in the cost of goods sold.
- Selling expenses have also increased, signaling a need for the company to focus on minimizing such expenses.
- The gross profit has shown positive growth, increasing from Rs. 1516.68 Cr to Rs. 1921.20 Cr, which is a positive indicator for the company.
- However, there is only a slight increase in net profit, amounting to Rs. 87.18 Cr. To enhance overall performance, the company should consider minimizing indirect expenses and driving more sales.
- In the current year, there is a further increase in net sales by Rs. 396.10 Cr.
- The gross profit has also increased from Rs. 1921.20 Cr to Rs. 2175.20 Cr, highlighting a positive trend.
- Notably, there is a significant increase in net profit, amounting to Rs. 285.20 Cr.
- The most recent year has seen a substantial increase in net sales, rising by Rs. 792.90 Cr.
- The gross profit has displayed positive growth, increasing from Rs. 2175.70 Cr to Rs. 2541.20 Cr, indicating favorable performance for the company.

COMMON SIZE BALANCE SHEET

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A common size balance sheet not only provides the standard information found in a balance sheet but also includes a column representing each item as a percentage of total assets (for asset-related line items) or as a percentage of total liabilities and shareholders' equity (for liability or equity-related line items).

Constructing a common size balance sheet with data from multiple time periods is highly beneficial for creating trend lines, allowing for a thorough analysis of changes over extended durations. This approach is particularly useful for evaluating shifts in proportions of assets, liabilities, and equity over time.

Furthermore, the common size balance sheet serves as a valuable tool for comparing the relative proportions of assets, liabilities, and equity between different companies. This type of financial statement aids in industry analysis or acquisition assessments, facilitating a comprehensive understanding of the financial structure and performance of various entities. In essence, a common size balance sheet presents all items as percentages of a common base figure, offering a standardized and easily comparable view of a company's financial position.

(GROWTH IN PERCENTAGE)

Particulars	**2018**	**2019**	**2020**	**2021**	**2022**
Investments	44.52	35.09	44.40	29.36	26.50
Inventories	13.71	13.83	15.02	12.68	14.19
Sundry Debtors	19.21	26.71	17.75	21.11	20.79
Cash and Bank Balance	1.44	1.59	0.80	0.79	0.99
Total Current Assets	78.87	77.22	77.98	63.93	62.48
Fixed Assets	22.78	22.02	22.02	37.52	37.52
Total Assets	100	100	100	100	100
Current Liabilities	12.98	16.47	19.25	17.33	15.68
Net Worth	79.40	74.46	73.73	66.67	68.65
Long Term Liabilities	7.63	9.06	7.02	16.00	15.67
Total Liabilities	100	100	100	100	100

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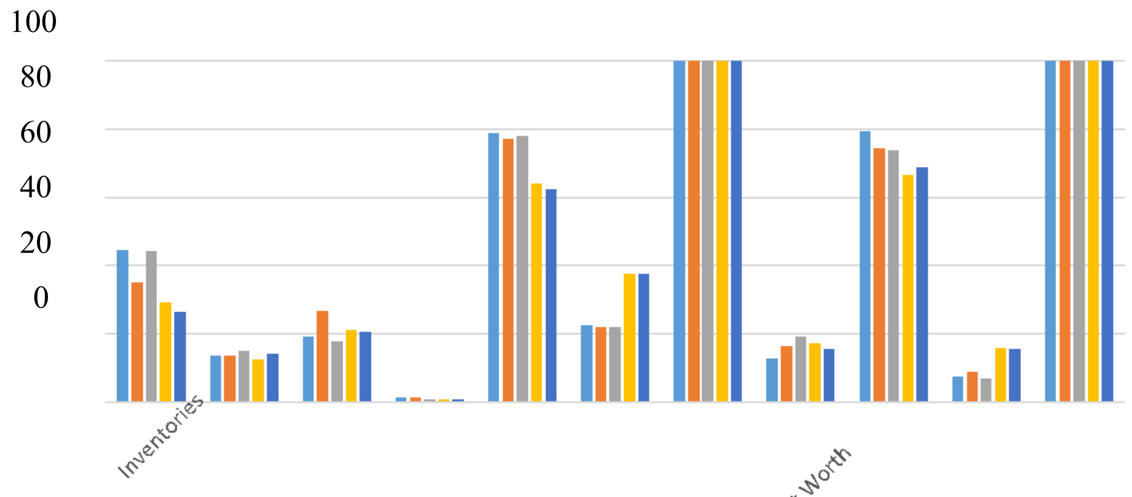

Interpretation

- Shareholders' funds have decreased from 79.40% to 73.73%.
- Long-term liabilities show a decrease from 7.63% to 7.02%.
- Investments have decreased from 44.51% to 35.09%.
- Fixed assets have seen a slight reduction from 22.78% to 22.02%.
- Total current assets have slightly increased from 77.22% to 77.98%.
- Total current liabilities have shown an increase from 12.97% to 16.47%.
- Shareholders' funds have further decreased from 73.73% to 66.67%.
- Long-term liabilities have increased from 7.02% to 16.99%.
- Investments have increased from 35.09% to 44.40%, indicating effective utilization of idle funds for productive investments.
- Fixed assets remain consistent at 22.02%.
- Total current assets have decreased from 78.87% to 77.22%, with an increase in inventories and a decrease in sundry debtors and cash balance.
- Total current liabilities have reduced from 16.47% to 19.25%.
- Shareholders' funds have decreased from 74.46% to 73.73%.
- Long-term liabilities have increased from 9.07% to 7.02%.
- Investments have decreased from 44.40% to 29.36%.
- Fixed assets have increased from 22.02% to 37.52%, indicating the use of long-term funds to finance fixed assets.
- Total current assets have decreased from 77.98% to 62.48%, with a decrease in inventories and cash balance, and an increase in sundry debtors.
- Total current liabilities have reduced from 19.25% to 17.33%.
- Shareholders' funds have increased from 66.67% to 68.65%.
- Long-term liabilities have decreased from 16.99% to 15.67%.

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- Investments remain consistent at 29.36%.
- Fixed assets remain constant at 37.52%.
- Total current assets have decreased from 63.93% to 62.48%, despite an increase in inventories and cash balance and a decrease in sundry debtors.
- Total current liabilities have reduced from 17.33% to 15.68%.

COMMON SIZE INCOME STATEMENT:

Common size income statement analysis is a valuable tool for analysts seeking to understand the impact of various components on a company's profit. This method involves expressing each item on the income statement in relation to revenue, facilitating a clear comprehension of how different expenses, incomes, and gains contribute to gross profit and net profit. Common size income statement analysis is widely employed in ratio analysis, serving as a crucial starting point for financial analysis, followed by the application of detailed ratios to each item.

While common size income statements may not offer an intricate financial analysis of income statement items, they play a vital role in comparing a company's financial performance with previous accounting periods, known as trend analysis or time-series analysis. Additionally, they enable comparisons with other companies in the industry through cross-sectional analysis.

What makes common size analysis advantageous is its simplicity and ease of interpretation. Even users with limited proficiency in analysis techniques can gain insights into a company's financial performance to some extent through common-size financial statements, including income statements and statements of financial position.

IDBI BANK COMMON SIZE PROFIT AND LOSS ACCOUNT

Particulars	2018	2019	2020	2021	2022
Net Sales	100	100	100	100	100
Stock Adjustments	2.81	1.6	2.67	1.52	1.57
Less: COGS	57.45	53.57	53.17	52.55	49.28
Gross Profit	45.36	48.04	49.5	48.98	52.29
Less: Selling and Administration Expenses	26.81	27.95	23.58	24.22	23.25
Less: Miscellaneous Expenses	1.12	1.13	1.15	1.25	1.2
Operating Profit	17.43	18.95	24.76	23.5	27.84

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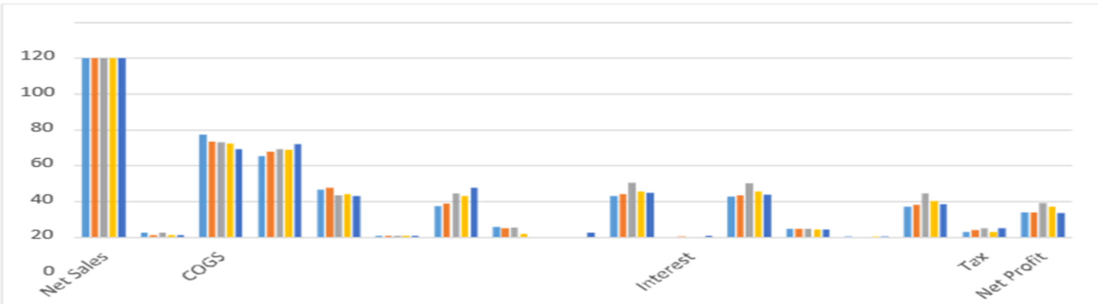
Add: Non-Operating Incomes	5.9	5.31	5.78	2.25	0
Less: Non-Operating Expenses	0	0	0	0	2.87
Profit Before Depreciation, Tax and Interest	23.33	24.26	30.54	25.76	24.97
Less: Interest	0.44	0.69	0.36	0.19	1.03
Profit Before Depreciation and Tax	22.89	23.57	30.18	25.57	23.94
Depreciation	4.84	4.84	5.06	4.78	4.5
Other Written Off	0.62	0.49	0.44	0.52	0.6
Profit Before Tax	17.42	18.24	24.68	20.27	18.83
Less: Tax	3.26	4.22	5.43	3.05	5.19
Net Profit	14.17	14.02	19.25	17.22	13.65

(GROWTH IN PERCENTAGE)



Interpretation

- The company has experienced a positive growth in net sales, increasing by Rs. 655.61 Cr.
- Gross profit has shown a gradual increase from 45.36% to 48.04%, indicating improved profitability.
- Operating profit has increased by Rs. 175.3 Cr., reflecting effective management of expenses for sales.
- Net profit, after deducting tax, interest, and depreciation, has slightly decreased from 14.17% to Rs. 14.2%, possibly due to increased expenses.
- Net sales have further increased by Rs. 396.1 Cr., signaling continued positive performance.
- Gross profit has seen a gradual increase from 48.04% to 49.50%, showcasing sustained profitability.
- Operating profit has risen by Rs. 330.5 Cr., indicating effective management in generating profits and controlling expenses.
- Net profit, after deductions, has increased significantly from 14.02% to 19.25%.

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- The company has witnessed another positive growth in net sales, increasing by Rs. 792.9 Cr.
- Gross profit as a percentage of net sales has slightly decreased from 49.50% to 48.98%.
- Operating profit has increased by Rs. 131 Cr., showcasing effective operations in generating profits and managing expenses.
- Net profit has decreased from 19.25% to 17.22%, signaling a need for controlling indirect expenses.
- The company has experienced substantial growth in net sales, increasing by Rs. 1497.8 Cr.
- Gross profit has shown a gradual increase from 48.98% to 52.29%, highlighting improved profitability.
- Operating profit has risen by Rs. 642.20 Cr., indicating effective management in generating profits and controlling expenses.
- There has been an increase in finance cost from 0.19% to 1.03%, attributed to an increase in loans taken by the company.
- Taxes have increased from 3.05% to 5.19%, but the net profit of the company has also increased from Rs. 893.40 Cr. to Rs. 912.40 Cr., indicating overall improvement in profitability.

FINDINGS OF THE STUDY

- IDBI BANK enjoys a favorable credibility compared to its competitors due to significant ownership by the Government of India, enhancing its trustworthiness.
- The Hyderabad region presents growth opportunities for IDBI BANK, with its products being well-regarded and competitive in the market.
- Various interest rates, such as the current 9.5% fixed deposit rate for 500 days, along with an additional 0.75% for senior citizens, are appreciated by the public.
- IDBI BANK's network in Hyderabad lags slightly behind competitors like ICICI Bank and Axis Bank.
- The research suggests that IDBI BANK holds a good market share relative to the resources invested in the market.
- The adoption of modern technology, including internet banking and phone banking, has created a positive perception among consumers.

Based on comparative and common size analysis:

- The company has maintained an appropriate level of working capital, with current assets consistently higher than current liabilities, except for a decrease in 2019-2020 attributed to reduced sundry debtors and cash

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balance and an increase in current liability.

- Effective utilization of idle funds is evident, with an increase in investments in 2021-2022.
- The company is actively encouraging new technology, leading to an increase in fixed assets for large-scale production.
- Sales have consistently increased over the five years.
- Profitability has been maintained, with the generation of appropriate levels of net profit.
- Overall, the company's position is satisfactory over the five-year period.

SUGGESTIONS

- IDBI is a well-established and flourishing bank, and after thorough training and research, no flaws were identified in its functioning. Based on this, the following suggestions are proposed:
- While gross profit is increasing, net profit needs improvement. Cost-cutting through effective costing and budgeting techniques can enhance overall profitability.
- Ratio analysis indicates a favorable position for the company, with 2018-2019 appearing as the most profitable year.
- High liquidity ratios suggest a strong short-term financial structure. Emphasizing current assets like receivables and cash, rather than inventory, is recommended for efficient meeting of current obligations.
- As a long-term investment opportunity, the company's financial health looks promising.
- Embracing modern technology, like internet banking and phone banking, has been positively received by consumers. IDBI should maintain and update its technology regularly for continued business growth.
- Focusing on innovation and involving customers as "Innovators of tomorrow" can keep the bank ahead of the competition.
- Advertising, particularly emphasizing government ownership and retail services through hoardings and TV campaigns, has been effective in creating awareness. Continuing and intensifying such campaigns is advisable.
- Providing valued services to customers and creating value for them will contribute to a win-win situation for the bank.
- Establishing extension counters in branches with business capability can enhance customer convenience and increase footfall.

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- Incorporating creativity and innovation in services will strengthen the brand and create barriers for new entrants.
- Regular follow-up, adherence to high ethical standards, and building trust are essential for the success of retail banking.
- Adding new features and facilities for customers will reinforce the brand and create a barrier for new competitors.
- Proper awareness of the product through various channels, including word of mouth, seminars, pamphlets, communication media, and the internet, is crucial.

CONCLUSIONS

- IDBI Bank, the banking subsidiary of IDBI, is poised to expand its operations with a robust workforce and significant recruitment efforts, particularly for Sales Executives. The bank aims to enhance its customer base through attractive schemes and offers.
- IDBI is positioned as one of the most promising companies in India, boasting a bright future supported by its scientific and flexible management approach.
- The study period spans from 2018 to 2022, employing financial statement analysis and ratio analysis as the chosen methodologies.
- The company exhibits consistent growth year after year, with a strong increase in sales and a reliance on quality earnings rather than substantial dependence on other income.
- Despite the initial challenges of the recession, the company is navigating through it, starting to witness positive trends.
- Project opportunities focused on market segmentation and identifying potential customers in specific geographical locations. However, the findings reveal that there is a lack of awareness about the bank's products among the public, leading to challenges in convincing individuals to open accounts.
- Traditionally considered an unsought good requiring aggressive selling, banking services are gaining demand with increasing financial literacy among the population.
- The research highlights limited promotional activities for recruiting sales executives, indicating potential areas for improvement.
- In conclusion, the company faces tough competition in the banking sector from its major competitors. The study underscores the need for enhanced promotional efforts and customer awareness.

- The author expresses gratitude to IDBI Bank for the opportunity to work in the field of marketing, hoping that the analysis proves relevant to the company.

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few more references: Schedule of Facilities of every account helped to know about the account

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