

Frequently Asked Questions (FAQs) on MDB Credit Cards

Contents

A. CREDIT CARD FEATURES.....	2
B. APPLICATION PROCESS.....	2
C. CARD PAYMENT.....	3
D. CREDIT LIMIT.....	4
E. INTEREST RATE & PAYMENT.....	4
F. OTHER GENERAL QUESTIONS.....	5
G. E-COMMERCE	9
H. CODE OF CONDUCT (FAIR PRACTICE CODE).....	10

A. CREDIT CARD FEATURES

1. What are the main features of Midland Bank (MDB) credit cards?

MDB credit cards offer you up to 45 days of interest free, wide acceptance at over 38 million merchants worldwide and the flexibility to make purchases over the internet, pay bills and withdraw money at over one million ATMs displaying Visa logo in more than 210 countries.

2. Can I have additional credit cards for my family?

As a primary cardholder, you can extend the benefits of your credit card to maximum 5 supplementary cardholders. Supplementary cardholders share your credit limit and you will be responsible for any transactions or liabilities made on supplementary cards in addition to your own credit cards. Supplementary cardholders must be at least 18 years old.

3. What are the fees and charges applied for the credit cards?

A copy of the MDB Credit Card Fees and Charges can be obtained either from your nearest MDB branch or from visiting the site: <https://www.midlandbankbd.net> .

B. APPLICATION PROCESS

1. How do I apply for MDB credit cards?

Please complete the MDB Credit Card Application Form (“Application Form”) and return it along with the required supporting documents to your nearest MDB branch. You can also fill in the online application form at <https://www.midlandbankbd.net> or call our 24-hour Contact Centre 16596 for any inquiries about application and supporting documents.

2. What are the necessary documents required get a credit card?

To apply for a credit card, you must submit the following documents:

- 2 copies recent passport sized color photographs
- 1 copy of e-TIN certificate
- 6 month’s bank statement (not more than 1 month old)
- Salary Certificate/Pay Slip/ LOI (not more than 1 month old)
- Photocopy of NID
- Photocopy of passport (for multicurrency transactions)
- Photocopy of Staff ID/Visiting Card (For Salaried person).
- Photocopy of trade license (for business person)

3. What is the required income to be qualified for a MDB credit card?

The minimum monthly net income required for MDB credit card is DBT 30,000.

4. I am a non-resident, can I still apply for credit cards?

If you are a non-resident, you can't apply for credit cards.

5. How do I check the progress of my application?

Assessment of your application may take up to 10-12 working days. You can check the progress of the application by contacting our 24-hour Contact Centre after 10 working days from the submission date.

6. How long will it take for me to receive my new card?

You will be receiving your card within 15 working days after successfully applying for a new credit card.

7. How do I know if my application has been approved or declined?

Once your application has been assessed, you will receive an approval notice (or a decline one) via SMS/Email notification.

C. CARD PAYMENT

1. What are the annual fees of the credit cards?

The annual fee of our credit card can be found in details in the following link: <https://www.midlandbankbd.net/>

2. How can I pay the credit card bill?

You can pay your credit card dues by visiting MDB branch, by using MDB internet banking (midland online: <https://ibanking.midlandbankbd.net/>), BEFTN, Internet Banking Fund Transfer using NPS network, and applying auto debit Instructions.

3. Is it possible to settle both USD and BDT portion outstanding through Auto Debit instruction?

You can leave an auto debit instruction by applying at your nearest branch or emailing at Contact Center to pay off your outstanding on your MDB Visa credit card.

D. CREDIT LIMIT

1. What will be the credit limit of new card?

As per your salary or income per month, we may allow 1 (one) to 2.5 (two point five) times of net income as your credit limit, depending on your Debt Burden Ratio.

Note: Credit Limit is solely dependent on credit analyst's determination.

2. How can I increase my credit limit?

You can apply for limit enhancement after 6 months of card use and your limit will be enhanced based on your card usage and repayment tendencies.

3. Is it possible to transfer USD / BDT credit balance from foreign part to local part or Vice-versa?

Yes, you can transfer your USD/BDT credit balance on your TQ cards by leaving a request at your nearest branch or mailing to contact center from your registered e-mail.

E. INTEREST RATE & PAYMENT

1. What is the interest rate of the credit cards?

Currently, for all cards it is 27% per annum, applicable for Visa Gold and Visa Platinum Credit Cards.

2. How is interest calculated for my credit card?

Interest is charged on the outstanding that is not paid or paid partially within the payment due date. The interest charge (27% annually) will be calculated from the date of all purchase individually until full payment. Interest free period for any purchase / card cheque transaction is applicable for 15 days to 45 days if previous month's total outstanding is paid fully within payment due date. Interest will not be charged if you have paid the full amount of your previous month's outstanding within due date. Therefore, if you have settled your card's outstanding within payment due date, there will be no interest free period for next/following month's purchase.

If you opt to pay partial or minimum payment, the interest on your retail or card cheque transactions will be calculated from the date of transaction. The interest charge is being calculated from the date of all purchase individually until full payment is done. Here to be mentioned that there is no interest free period for cash withdrawal where the interest is calculated from the first day of transaction.

3. What is the interest rate of Insta-Loan and how is it calculated?

All credit card members of Visa Gold and Visa Platinum credit cards can avail Insta-Loan against their unused credit limit at 15.75% flat interest rate.

4. How long does it take for credit card payment to be posted if paid at MDB branch counter or Midland Online?

If the payment is made at branch, it will be updated within the same day. On the other hand, if the payment is made by using midland online within 5.30 pm on office days, it will be hit your credit card account on the same day. Similarly, the payment will be updated at your account instantly if you use Internet Banking Fund Transfer of NPS Bangladesh network. Using BEFTN takes T+1 day to credit your fund.

F. OTHER GENERAL QUESTIONS

1. Can I withdraw money from ATMs abroad?

Yes, you can withdraw foreign currency from the ATM abroad subject to complying necessary endorsements.

2. How to conduct an online foreign transaction?

- You need to endorse your passport with the necessary amount on both SAARC and Non-SAARC limits.
- Transfer necessary amount from BDT part to USD part.
- Call 16596 or leave a request to contact.centre@midlandbankbd.net to open the e-commerce transaction
- After performing the online foreign transaction, you are advised to disable the Foreign Transaction part.

3. How can I change my mailing address?

You can fill out “card customer request form” available at all MDB branches or leave a request to contact.centre@midlandbankbd.net

4. How can I apply for a card cheque?

You can apply for a card cheque when you are applying for your credit card. You can also apply for it by leaving a request at any MDB branch or you can apply through the contact center (contact.centre@midlandbankbd.net) if you have already issued a card cheque previously.

5. Can I change my card billing cycle?

Unfortunately, it is not possible to change your card billing cycle at this moment.

6. How can I get my statement hard copy?

You can also request for a hard copy statement at your nearest branch (charges will apply). You shall get your e-statement at your email every month.

7. How can I close my credit card?

You can close the credit card:

- By visiting your nearest branch
- Leaving a request on our Contact Center at 16596
- Leaving a request on contact.centre@midlandbankbd.net

8. How many supplementary cards can I avail?

At MDB, you can avail 2 (two) supplementary credit card for free. Any more than that, you will incur charge as 50% of annual fee.

9. How can I settle my Insta-Loan/EMI early?

You can settle your **Insta-Loan** /EMI early by depositing all dues of your card account.

10. How can I change the product type of my credit card?

To either upgrade or downgrade your card, you have to write us with proper justification.

11. Is there any penalty charge or fee incurred if I settle my Insta-Loan purchase early?

No, there is no early settlement fee if you settle Insta-Loan early.

12. How can I renew/replace my card?

Write to contact centre at contact.centre@midlandbankbd.net from your registered email to renew early and replace the card.

13. Is PIN mandatory for EMV chip based cards for all types of transactions?

Yes, PIN is mandatory for all types of face-to-face transactions.

14. What is the impact if I miss to pay within Due Date?

Impact of missing due date:

- A late penalty charge will be imposed at your card account.
- Collection executive may call or visit you to remind you about your overdue amount.
- You may receive reminder letter, SMS regarding your overdue repayment.
- Your Credit Card may be blocked automatically if your overdue period exceeds 89 days.

15. If I change my product category, will there be any changes to my payment due date?

Yes, depending on your new product category, your payment date will be changed. Please refer to the monthly e-statement you are receiving at your registered email.

16. Is air ticket purchase (through E-Commerce /online transaction) allowed by using MDB credit card?

You can purchase air ticket by using MDB credit card by submitting air ticket along with necessary documents.

17. What is the impact of paying minimum dues within the due date?

Your credit card will start to charge interest firstly on full outstanding then after partial payment on the rest outstanding amount, according to your transaction date.

18. What is the impact of paying full outstanding amount within the due date?

Your credit card will not charge interest if you clear full outstanding within the due date and if there was not ATM transactions.

19. How can I reactivate my Card if it is blocked due to any incident or reason?

You have to write to us with proper justification of unblocking your credit card. Note that, your credit card will be blocked permanently if minimum payment not deposited within 89 days past due.

20. What is the additional charge you are levying on my international transactions?

International transactions are converted into USD using the exchange rate established by the Visa for such transaction on the date when the charges are processed by the member bank, plus any applicable conversion charges.

The Cross boarder currency Markup @ 3.0% on the transaction amount is currently charged for international transactions and the same has been mentioned on the schedule of charges in the card statement.

21. How can I update / change my email ID on my credit card account?

You can change / update the Email ID on your credit card account by downloading the “Card Customer Service Request Form” from the link <https://www.midlandbankbd.net> and fill in the details and send the form to cotact.centre@midlandbankbd.net

22. How can I update / change my mobile number on my credit card account?

You can change / update the Mobile Number on your credit card account by downloading the “card customer service request form” from the link <https://www.midlandbankbd.net> and fill in the details and send the form to cotact.centre@midlandbankbd.net

23. The magnetic strip on my card is damaged. How do I get my card replaced?

We suggest you to download the “card customer service request form” from the link <https://www.midlandbankbd.net> and fill in the details and send the form to cotact.centre@midlandbankbd.net

24. What is the time frame to report credit card transaction dispute?

Transaction dispute needs to be reported in writing within 30 days from the statement date in which the said transaction appears.

25. How do I report a transaction dispute incurred using my credit card?

Please call our 24/7 MDB Contact Centre at 16596 to report the loss of the card and block the same.

26. How long do I have to wait for my bank to resolve a disputed transaction?

The time taken to resolve a dispute transaction may vary depending on the complexities of the case. Generally, resolution on a dispute may range between approximately 4 weeks for simple cases to about 12 weeks for more complex ones, assuming all required documentation has been promptly provided upon request.

27. How do I register for E-statement facility?

To subscribe e-statement service please write to contact.centre@midlandbankbd.net

28. What should I do if I find my card has been lost / stolen or feel my card data has been compromised?

Call 24-hour MDB Contact Centre at 16596 immediately to notify about the lost/stolen card incident. Following your notification, the bank will restrict your card from any unauthorized transaction. However, the bank shall not take responsibility of an unauthorized transaction if it has happened prior your notification.

29. What should I do if find a transaction SMS alert/call that has not been made by me?

Call 24-hour MDB Contact Centre at 16596 immediately and lodge a written complaint regarding this at contact.centre@midlandbankbd.net .

30. What should I do while made a plan to travel abroad?

Make the necessary dollar endorsement on your Passport against yearly quota and either notify us at 16596 or write to us at contact.centre@midlandbankbd.net about your travel plan i.e. duration, country to visit, approximate plan on your d.net card spending/usage etc.

31. Whom should I contact for any sort of transaction dispute issue?

For any kind of credit card dispute related queries, please call 24/7 Contact Centre at 16596.

G. E-COMMERCE

1. What are some of the security measures when doing an E-Commerce transaction?

Midland Bank has implemented a technologically advanced and 3D secure online payment gateway for all Visa Card members. Electronic Commerce (E-Commerce) is a convenient and efficient process of buying and selling products & services online.

2. What is OTP?

OTP is known as One-Time Password. It is a unique character code that can only be used once and is sent only to registered mobile number/email address.

3. What is the process of EMI in E-Commerce transaction?

There are two type of EMI process in E-Commerce transaction which are Digital EMI and Paper based EMI.

4. What is required to place an USD E-Commerce transaction?

Credit Cardholders require to send a request at contactcentre@midlandbankbd.net to place an USD E-Commerce transaction.

5. Can anyone make E-Commerce transaction through USD?

Yes, any Visa credit card issued by MDB can do transaction in USD currency.

6. Is there any limit for E-Commerce transaction in consumer credit card?

Yes, there is a limit for E-Commerce transactions. For USD the limit is up to USD 12,000 very calendar year (USD 5000 for SAARC and USD 7000 for non-SAARC”) and for BDT there is no such restriction for E-Commerce transaction. The card must be endorsed against the travel quota for the calendar year to make an USD E-Commerce transaction.

H. CODE OF CONDUCT (FAIR PRACTICE CODE)

1. Introduction

Bangladesh Bank has advised to set fair practice standards when dealing with individual customers. As per the BB guidelines for credit cards, we have adopted and will implement this code at Midland Bank Limited.

The code will promote competition and encourages market forces to achieve higher operating standards to the benefit of the customers of Midland Bank Limited. In the code, ‘you’ denotes our credit card customer and ‘we’ denotes Midland Bank Limited (here is MDB). The standards of the code are governed by the key commitments detailed in section 2.

Unless stated otherwise, all parts of this code apply to all the credit card products and services, whether we provide them across the counter, over the phone, on the internet or by any other method.

Commitments outlined in this code are applicable under normal operating environment. In the event of force majeure (i.e. act of god, floods, earthquakes), we may not be able to fulfill the commitments under this code.

2. Key Commitments

Our key commitments to you are that we promise to:

- a. Act fairly and reasonably in all our dealings with you by:
 - Meeting the commitments and standards in this code, for the products and services we offer, and in the procedures and practices our staff follow.
 - Promoting good and fair practices by setting minimum standards in dealing with customers.
 - Making sure our products and services meet all relevant laws and regulations in letter and spirit and are appropriate to your needs.
 - Our dealings with you will rest on ethical principles of integrity and transparency so that you can have a better understanding of what to reasonably expect of the services.
 - Not engaging in any unlawful or unethical consumer practice.
 - Encouraging market forces through competition, to achieve higher operating standards.
 - Giving clear information about products and services, terms & conditions and the interest rates/services charges which apply to them.
 - Ensuring that our advertising and promotional literature is clear and not misleading.
 - Providing suitable, alternative avenues to alleviated problems arising out of misleading.
 - Fostering your confidence in the financial services system.

- b. Help you to understand how our credit card products and services work by giving you the following information in a simple and vernacular language or a language as understood by you:
 - What are the benefits to you
 - How you can avail of the benefits
 - What are their financial implications
 - Whom you can contact for addressing your queries
- c. Deal quickly and effectively with your queries and complaints by:
 - Offering channels for you to route your queries
 - Listening to patiently
 - Accepting our mistakes, if any
 - Correcting mistakes/implementing changes to address your queries
 - Communicating our response to you promptly
 - Telling you how to take your complaint forward if you are not satisfied with the response.
- d. Publicize this code, by making it available for public access on our website and make copies available for you on request. We will also ensure that our staff is trained to provide information about the code.
- e. Giving information on the facilities provided to you and how you can avail of these and whom and how you may contact for addressing your queries.

3. Information

Credit card is a service via a plastic card with certain credit/cash facility, which allows you to pay for goods and services or to withdraw cash.

- a. Before you became a customer, we will:
 - Help you to choose products and services, which meet your needs.
 - Give you clear information explaining the key features of the services and products you tell us you are interested in so that you can make meaningful comparison with the terms and conditions offered by other companies and take an informed decision.
 - Communicate with you in vernacular language or a language as understood by you.
 - Normally collect all particulars required for processing application at the time of application. We shall keep you informed that you would be contacted immediately again, in case we need any additional information.
 - Advise you what information/documentation we need from you to enable us to issue credit card to you. We will also advise you what documentation we need from you with respect to your identity, address, employment etc. and any other document that may be stipulated by statutory authorities in order

to comply with legal and regulatory requirements. The same will be mentioned on the card application form.

- Verify the details mentioned by you in the credit card application by contacting you on your residence and/ or business telephone numbers and/ or physically visiting your residence and/ or business addresses through agencies appointed by us for this purpose, if deemed necessary by us.

b. While you apply for credit card, we will

- Explain the relevant terms and conditions such as fees and interest charges, billing and payment, renewal and termination procedures and any other information that you may require to operate the card.
- Advise you of our targeted turnaround time while you are availing/applying for a product/service.
- For every credit card application, we will give you an acknowledgement and give an indication of the number of days it would take to process the application
- Inform you in case we are unable to process your credit card application
- Explain you the method of computation of overdue, renewal and termination.
- Procedures you may require to operate the card
- Provide a copy of the most important terms & conditions
- Before you issue you a card, we will assess whether we feel you will be able to repay it.
- Inform you if we, as agents or in any other capacity of any insurance company, offer any type of insurance on credit cards.
- We will ensure that we have your consent to avail these insurance products.

c. When you become a customer, we will:

- Convey the amount of credit limit sanctioned along with the terms and conditions including annualized rate of interest and method of application thereof in the welcome kit in a vernacular language or a language as understood by you.
- Send a service guide/member booklet giving detailed terms and conditions, interest and charges applicable and other relevant information with respect to usage of your credit card along with your first credit card.
- Also provide you with a copy of the most important terms & conditions.
- Advise you our contact details such as contact telephone numbers, postal address, and website/e-mail address to enable you to contact us whenever you need to.
- If you do not recognize a transaction, which appears on your credit card statement, we will give you more details if you ask us. In some cases, we

may need you to give us confirmation or evidence that you have not authorized a transaction

- Provide you regular updates on how to use our products through website and mailers.
- Before we increase your credit card or cash limit or other borrowing, we will assess whether we feel you will be able to repay it and we will take your consent in writing. Consent receive though electronic means where customer specifically validate the transaction and having read the MITC and where digital records of such content can be retrieved as a proof of consent will also be treated as consent.

4. Tariff (Fees/Charges/Interest)

- You can find our schedule of common fees and charges (including interest rates) by:
 - Referring to the service guide/member booklet
 - Calling up on contact centre 16596
 - Visiting our website <https://www.midlandbankbd.net> or
 - Asking our designated staff at MDB branch
- We will provide information on key features of the products including applicable interest rates/fees and charges.
- If you ask us, we will explain how we apply interest to your account
- Changes in our tariff; when we change our tariff (interest rate or other fees/charges) on our credit card products, we will update the information on our website.

5. Charges

- When you become a customer, we will give you upfront details of charges applicable.
- You can also find out about our charges by:
 - Calling our Contact Centre 16596.
 - Visiting our website <https://www.midlandbankbd.net>
 - On your billing statement.
- If we increase of these charges or introduce a new charge, it will be notified at least one month before the revised charges are levied/become due.
- We will tell you the charge for any other service or product before we provide that service or product, and at any time you ask.

6. Terms and Conditions

- When you become a customer or accept a product for the first time, we will give you the relevant terms and conditions for the service you have asked us to provide.
- All written terms and conditions will be fair and will set out your rights and responsibilities clearly and in a simple language which will also be in a vernacular

language or a language as understood by you. We will only use legal or technical language where necessary to set out rights and obligations of the parties.

- We will seek your acceptance to the terms and conditions in the card application form.
- We offer Insta-loan on flat interest rate.
- Changes to terms and condition.
 - Changes to terms and conditions will be notified to you in vernacular language or a language as understood by you from time to time.
 - Normally changes will be made with prospective effect giving notice of at least one month.
 - If we make any change without prior notice (including interest), we will notify the change within 30 days.

7. Advertising and Marketing:

- We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.
- We will inform in our advertisement in any media and promotional literature which draws reference to an interest rate on a product or service offered by us, whether other fees and charges will apply and that full details of the relevant terms and conditions are available on request.
- We would like to provide you with the entire range of financial services, products, some of which are our own products while some others are products of our group/associate/entities or companies with whom we have tie-up arrangements on receipt of your consent to receive such information/service either by mail or by registering on our website or Contact Centre.
- Third parties working for us will deal with your personal information with some confidentiality as we do.

8. Account Operations:

- To help you manage your account and check entries on it, we will give your account statement free of cost, with details of the transactions made with/using your credit card unless the account has been deemed inactive.
- We will also send you the credit card statement on a predetermined date every month by e-mail.
- We will tell you what you can do to help protect your account.
- In the event that your card has been lost or stolen, or that someone else knows your PIN other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused.
- We will provide notification to you for all 'card not present' transactions.
- In case we activate the card without your consent/ bill you for the card for which you have not given consent, we will reverse the charges on demand.

- If the limit on your credit card is proposed to be reduced, we will inform you immediately including the reason therefor by e-mail followed by a confirmation in writing.
- We shall also inform you the method of computation of overdue, financial implications of paying only ‘the minimum amount due’.

9. Cards & PINs

- If you do not recognize a card transaction that appears on your statement, we will provide you with more details. In some cases, we will need you to give us confirmation or evidence that you have not authorized a transaction.
- We will give you your PIN separately from your card and will dispatch it at the mailing address provided by you. If you desire, we shall deliver your credit card/PIN at our branches after due identification. We will not reveal your PIN to anyone else.

10. Confidentiality of Account Details

- We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not reveal transaction details of your accounts to a third party, including entities in our group, other than in the following exceptional cases when we are allowed to do-
 - If we have to give the information by law.
 - If there is a duty towards the public to reveal the information
 - If our interests require us to give the information (for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purpose.
 - To third parties engaged by the company for verification and operation of card accounts and other administrative service.
 - To Credit Information Bureau (CIB) of Bangladesh Bank on monthly basis
- Wherever possible, reasons for rejection of increase in credit/cash limit will be conveyed to you.

11. Collection of Dues

- We will follow the collection policy framed to collect the dues.
- We will follow our code of conduct for collections.
- Our collection policy is built on courtesy, fair treatment, and persuasion. We believe in fostering customer confidence and long term relationship.
- We will make sure that our collections policy includes collection after due consideration for genuine difficulties forced by you. In the matter of recovery of amount due we will not resort to harassment. The company shall ensure that the

staff are adequately trained to deal with the customers in an appropriate manner for complaints related to rude behavior.

- We will have a system of checks before passing on a default case to collection agencies so that you are not harassed on account of lapses on our part. We will give a notice in a vernacular language or a language as understood by you before taking a decision to recall/ accelerate payment or performance in consonance with the welcome kit.
- We will not interfere in your affairs except for the purpose provided in the terms and conditions of welcome kit (unless new information, not earlier disclosed by you, has come to our notice).
- All the members of the staff or any person authorized to represent the bank in collection and / or security repossession shall follow the guidelines set out below;
 - a) Customer would be contacted ordinarily at the place of his/her choice and in the absence of any specified place at the place of his/her residence and if unavoidable at his/her residence, at the place of business/occupation.
 - b) Identity and authority to represent the company shall be made known to the customer at the first instance.
 - c) Customer's privacy shall be respected.
 - d) Interaction with the customer shall be in a civil manner
 - e) Our representatives shall contact the customers between 1000 hrs and 1800 hrs, unless special circumstances.
 - f) Customers request to avoid calls at a particular time or at a particular place shall be honored.
 - g) Time and number of calls and contents of conversation would be documented.
 - h) All assistance shall be given to resolve disputes or differences regarding dues in a mutually acceptable and orderly manner.
 - i) During visits to customer's place for dues collection, decency and decorum shall be maintained.
 - j) Inappropriate occasions such as bereavement in the family or such other calamitous occasions shall be avoided for making calls/ visit to collect dues.

12. General

- We will not discriminate with you on the grounds of sex, caste, and religion in matter of providing credit card service.
- If we think necessary, we will verify the details mentioned by you in the credit card application by contacting you at your residence/ business address through agencies appointed for the purpose.
- You are expected to co-operate if the company needs to investigate a transaction on your account and with the police/ other investigate agencies, if the company needs to involve them.

- As a customer you will be responsible for all losses if you act fraudulently or without reasonable care.
- We will not withdraw the concession or relief already given during the original validity period of the concession/relief.
- The bank shall refrain from interference in your affairs except for the purposes provided in the terms and conditions of the cardholder agreement.
- You may be liable for misuse on account of loss of your PIN or compromise of your password or of other secured information until the time that we have been notified and have taken steps to prevent the misuse.
- When you change any of the following please let us know;
 - Name
 - Address
 - Phone number
 - E-mail

13. Further Assistance: Complaints/Grievances and Feedback/Suggestions

Contact particulars: The cardholder can contact for making any queries or for any grievance through any of the following ways:

- 24-hour MDB Contact Centre:16596
- Through e-mail: contact.centre@midlandbankbd.net
- Through mail by writing to MDB Card Division, Hong Kong Shanghai Tower (1st Floor), House# 106, Road # 11, Block # C, Banani, Dhaka-1212
- If you do not get a satisfactory response for a complaint lodged and wish to pursue other avenues for redressal of grievance, you may approach to our Complaints Cell at customer.complain@midlandbankbd.net .

14. Marketing Ethics:

- Our sales representatives will identify themselves when they approach you for selling card product.
- In the event of receipt of any complaint from you that our representative has engaged in any improper conduct, we shall take appropriate steps to redress the complaints.
- If our telemarketing agent/staff contact you over phone for selling any of our credit card products or with any cross sell offer, the caller will identify himself/herself and advise you that he/she is calling on our behalf.

15. Termination of Card

- You may terminate your credit card by giving notice to us by following the procedure and after clearing outstanding dues, if any. We will comply with your request for cancellation and confirm cancellation/closure of the credit card to you within 7 working days of the request being received in written or through e-mail registered to us, provided that the outstanding amount, if any, is settled/paid.
- We may at our sole option terminate our credit card, if in our opinion, you are in breach of the cardholder agreement and related most important terms & conditions or any other credit and/ or fraud risk involvement.

16. If you have any queries about the code, you should contact us at the above mentioned contact particulars.

17. This code will be reviewed once every year or earlier in case of any changes in laws and regulations (as may be applicable) and the review will be undertaken in a transparent manner.