

MDB DIGITAL PROBASHI SAVINGS ACCOUNT

FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is MDB DIGITAL PROBASHI SAVINGS ACCOUNT?

This is an online Savings Account developed to facilitate the Non-Resident Bangladeshi (NRB) customers to open this account from anywhere and anytime through internet via the Bank's website (www.midlandbankbd.net). The NRB customers who are working abroad and would like to save their earnings in Bangladesh for their family and future benefits can open this account through MDB Website and avail the benefits. The product is designed in such a way that the customers do not need to visit branches except to make cash or cheque deposits as per their choice and convenience.

2. What are the core features of MDB Digital Probashi Savings Account?

- This is a transactional savings account with a higher interest earning opportunity that is accrued daily and credited monthly;
- The account will be in local currency (BDT);
- No initial deposit is required;
- Free Debit Card facility (Lifetime);
- Free Internet Banking facility;
- Free SMS Banking facility (1st year only);
- Free monthly e-statement facility;
- Daily ATM transaction amount of up to BDT 100,000 and POS transaction amount of up to BDT 200,000 (max. 1 lac Tk. Per transaction). However, it can be increased at the request of the customer;
- Daily Debit Card transaction limit (up to 10 transaction, ATM + POS);

3. How do I open MDB Digital Probashi Savings Account?

The account can be opened through MDB website (www.midlandbankbd.net).

4. Is my online application secure?

Yes, we ensure to keep all your personal information confidential as well as secured from every aspect.

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5. Is there any support required from the Bank to open this account?

Yes, after successfully completing the online application, a representative from the Bank will call/email and assist you to complete the account opening process.

6. Is there any area restriction to open MDB Digital Probashi Savings Account?

There is No area restriction on opening this account. You can open this account from anywhere through Midland Bank website (www.midlandbankbd.net). MDB website link has also been given <https://www.midlandbankbd.net/digital-account/> for your kind reference.

7. Why is a tracking number generated?

It helps to track your application for further communication and to complete the account opening process.

8. How do I get an account number?

The account number will be generated after the Bank receives the required documents.

9. Who can open this Bank account?

- Any Non Resident Bangladeshi who is 18 years old and above can open this account having Valid Passport and valid Work Permit/Residence Permit.
- Dual citizen holding foreign passport

10. What are the documents required to open this account?

- Bank's prescribed online Account Opening Form (AOF) that will be available in MDB website (www.midlandbankbd.net).
- Copies (02) of passport sized photographs of the Applicant
- **Applicant Identification documents:**
 - In case of Bangladeshi Passport, photocopy of valid passport (first 2 pages) with identification information. .
 - In case of foreign passport, photocopy of the pages containing identification information and picture of the Applicant and the page that have the NVR seal /“No Visa Required for Travel to Bangladesh” will be additionally required

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- **Valid Residency Proof Documents:**
 - In case of Bangladeshi Passport, photocopy of valid Visa / Work Permit / Green Card / Residence Permit (if it is in any other language other than English, no translation is required).
- **Address Proof documents (Any of the following document will suffice):**
 - Work ID
 - Utility Bill
 - Pay Slip / Job Contract Letter
 - Driving License
 - Government issued ID Card
 - Credit Card Bills
 - Rent Receipts / Contracts
 - Health Card
 - Overseas Bank Statement
- **Source of Income Proof documents (Any of the following document will suffice):**
 - Pay Slip / Job Contract Letter
 - Overseas Bank Statement
 - Overseas TAX Certificate
 - Any other valid document acceptable to the Bank.
- **Nominee Identification Document:**
 - Any Valid Copy of Photo ID of the Nominee(s)
 - Nominee photo: 1 passport sized photograph for each Nominee(s) attested by account holder
 - In case of Nominee is a minor: A legal Guardian details with NID, Passport Sized Photograph and an address proof document will be required.
- **Joint Applicant's Required Documents**
 - In case of the joint Applicant is a Non Resident Bangladeshi: The similar documentations mentioned for the Applicant would need to be obtained.
 - In case of the Joint Applicant is a Resident Bangladeshi:
 - ✓ National ID/ Passport Copy.
 - ✓ Photocopy of valid Photo ID: Passport/National ID/ Birth Certificate (supported by valid Photo ID to be obtained as per BFIU, Bangladesh Bank guideline).
 - ✓ Photo: 2 passport sized.
 - ✓ Address proof documents i.e. any utility bill, lease agreement.

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Note: The account opening procedure shall be strictly followed as per MDB Branch Operations Manual and Bangladesh Bank guidelines that may change from time to time.

11. Do I need to send original documents to Midland Bank PLC.?

No, it is **NOT** MANDATORY to send original documents to MDB Head Office or any concerned branch. Currently customer will send account opening form and all the relevant documents to the concerned unit of Midland Bank through e-mail instead of hardcopy.

12. Do I need to attest any document?

- If the applicant is NRB carrying VISA/port entry seal in Bangladesh passport, then NO attestation is required in documents.
- If the applicant is Dual citizen carrying foreign documents like foreign passport, source of income document, then attestation will be required.

13. Who can attest documents?

- The attestation can be done from the below organization by taking sign with seal of the respective official of that organization on the above photocopied document ('Original Seen' marking):
 - Bangladesh High Commission
 - Any MDBL affiliated Exchange House
 - Any reputed Bank's branch
 - Notary public in his/her currently residing country

14. How can I open an MDB Digital Probashi Savings Account.?

- **Step 01:** Please, visit MDB website www.midlandbankbd.net and click Digital account tab/ Digital Probashi Savings Account tab.
- **Step 02:** Fill MDB Digital Probashi Savings Account online form and generate a tracking number.
- **Step 03:** Download the online Account Opening Form (AOF) and sign on the required places of that form.
- **Step 04:** Attest nominee's photo and scan both side of the nominee's photo and Attach (02) copies photos of applicant and 1 copy photo of nominee in the form.
- **Step 05:** Scan the signed AOF, photo IDs of the applicant, nominee, address proof, source of income documents and other docs, if any (documents checklist to be followed) and send those

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including both side scanned copy of Nominee's photo through your e-mail to group email of International Division and NRB nrb.banking@midlandbankbd.net

- **Step 06:** MDB's International Division will conduct all the necessary checking, communication with you and arrange the account opening with the help of concerned branch (subject to fulfilling MDB's compliance).
- **Step 07:** Account no. will be notified to the customer through e-mail by MDB's concerned unit.
- **For any assistance** to open an account, you can directly call us at +8809617016596 or +8809611016596 from abroad email to nrb.banking@midlandbankbd.net

15. How do I deposit in my account?

You can deposit:

- At any of our branch, banking booth/sub-branch, agent banking centres, or
- Mailing an A/C payee cheque in favor of account holder to any MDB branch, or
- From the client's existing deposit account from their existing Banks via NPSB (instantly), BEFTN (usually takes 1 working day), RTGS (usually takes less than an hour), or
- Using MFS (Mobile Financial Service) which is instant, or
- The customer may also send the minimum deposit through remittance from overseas.

16. Can I open a joint account?

The joint account opening is discouraged. But, if anyone wants to open a joint account, the mode of operation will be "Either or Survivor".

17. Can I open a joint account with a minor?

No.

18. Is there any nominee required to open this account?

Yes.

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19. Who are eligible to become nominee of this account? Is a minor eligible to become a nominee for this account?

Any Resident/Non Resident person (Bangladeshi preferable) can become a nominee of this account. Yes, a minor is eligible to become a nominee of this account with a Legal Guardian.

20. What is Transaction Profile (TP)?

Transaction Profile is a declaration to the Bank by the customers that sets the limit of cash / online withdrawal / deposit based on KYC containing personal information with source(s) of fund.

21. What are the charges involved with this account?

As per schedule of charge (SOC). Attached MDB website link is

<https://www.midlandbankbd.net/necessary-links/>

22. How do I get a Debit Card?

- For a Debit Card, the account must have a balance of at least BDT 1,000.
- After the account is activated, you can apply for a Debit Card. The Debit Card will be sent to your foreign address through a reputed insured courier services. However, you must bear the courier charge (at actual) if you wish to get it delivered it to the desired foreign address.
- The PIN will be generated by the customer by using the green PIN service of MDB. Details of which has been attached here: <https://www.midlandbankbd.net/greenpin/>
- For any unavoidable circumstances, if green PIN service does not fulfil the requirement, then customer can apply for hardcopy PIN. Then PIN mailer will be sent to the abroad address through courier. In this case, courier charge (at actual) will be imposed to you.
- The customer can also choose to avail this facility while he/she is available in Bangladesh to physically collect the Debit Card and it's PIN from his/her designated branch. This process of debit card collection is recommended to the customer.

23. What is the Annual Charge for Debit Card?

The Debit Card is offered FREE FOR LIFE.

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24. What is the daily transaction limit of a Debit Card?

Daily Debit Card transaction limit is up to 10 transaction, ATM + POS.

25. What is the daily cash withdrawal limit through a Debit Card?

A customer can withdraw up to BDT 100,000 and POS transaction amount of up to BDT 200,000 (max. 1 lac Tk. Per transaction) every day. However, it can be increased at the request of the customer.

26. Is there any Cheque Book offered with this account?

Yes, Cheque book shall be allowed only after visiting concerned branch by the customer. Online Application shall not be entertained. Signature Card shall be taken and uploaded in the CBS after branch visit of the account holder.

27. What are the transaction facilities of this account?

NPSB, BEFTN, RTGS, MFS Transaction Facility, Mobile Top-up, online purchase/transaction in local websites and various utility bill payments.

28. What is the minimum deposit required to open this account?

There is **NO** INITIAL DEPOSIT required to open this account.

29. How long will it take to open an account when I apply?

It will take 3 working days for this account to be activated subject to receipt of the required documents mentioned above.

30. Can I open more than 1 MDB Digital Probashi Savings Account?

In a single name or with the same Account Name, more than 1 MDB Digital Probashi Savings Account cannot be opened. However, an existing MDB Digital Probashi Savings Account holder can open another MDB Digital Probashi Savings Account Jointly.

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31. What is midland online?

Midland online is an internet banking application that enables MDB customers to conduct a range of financial transactions through the Bank's website or mobile device. Any customer having banking relationship with MDB can avail this service. The mobile application is available in App Store (for iPhone users) and Google Play (for Android users).

32. Can I save my online account opening application and complete it later?

Yes, you can save a portion of your filled-in online account opening application and complete the application later at your convenient time.

33. Do applicants need an e-mail address to apply to open an account online?

Yes, it is mandatory.

34. How can I be notified if I successfully opened my account online?

You will receive an email instantly once the account is successfully opened.

35. To whom should I contact if I have further queries on MDB Digital Savings Account.

Please call our Contact Centre +8809617016596 or +8809611016596 for any further queries which is available 24/7. You may also email to nrb.banking@midlandbankbd.net

36. Can I deposit clearing cheques, pay orders, drafts etc. into this account?

Yes, you can deposit cash (through branches), clearing cheques, pay orders, drafts, send*/receive remittances in this account. You can also mail a cheque payable to you through courier or registered mail to any of our branches.

*As per Bangladesh Bank's approved criteria

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37. Can I open Fixed Deposits, Monthly Savings Schemes through this account?

Yes, you can open Fixed Deposits and various Savings Schemes through midland online app. Prior to that midland online registration is mandatory. Only an account holder can register into midland online app using self-registration option and its link is: <https://www.midlandbankbd.net/internet-banking/>

38. Why do I need to select a desired branch while opening an account?

This privilege is given to you for your convenience in maintaining the account from any branch that is nearest to your residence in Bangladesh.