



## **Frequently Asked Questions (FAQ): MDB e-Saver Account**



### **1. What is MDB e-Saver Account?**

The MDB e-Saver Account is a paperless savings account designed for easy and digital banking. Customers can open the account using their National Identity Card (NID) at any Branch, Sub-Branch, or agent banking center of Midland Bank PLC. It offers hassle-free access to digital services such as SMS alerts, e-statements, and online fund transfers.



### **2. Who is eligible to open an MDB e-Saver Account?**

-  Any resident Bangladeshi citizen aged 18 years and above can open this account;
-  Minors can open the account with a legal guardian who possesses an NID;






### **3. What documents are required to open the account?**

-  Original NID is required to open the account;
-  Account can be opened either through biometric fingerprint verification or face matching using a web camera;

### **4. What are the transaction limits for the MDB e-Saver Account?**

-  The monthly transaction limit is BDT 100,000/-;
-  Customers can make up to 10 debit transactions per day;

### **5. What facilities are available with the MDB e-Saver Account?**

-  Free Debit Card for the first year;
-  Free Internet Banking;
-  Free SMS Banking for the first year;
-  Free monthly e-statements;
-  Online fund transfers through BEFTN, NPSB, RTGS, and bKash;

### **6. Is an introducer required to open the MDB e-Saver Account?**

No, as per the Bangladesh Bank e-KYC guideline, no introducer is required to open the MDB e-Saver Account.

### **7. Can the account be opened jointly?**

Yes, joint accounts are allowed. All account holders must provide NID as proof of identity.

### **8. Is there a Cheque book facility for this account?**

Yes, the first Cheque book is free, provided after the customer's wet signature has been captured.

### **9. Is there an Internet Banking facility?**

Yes, customers are provided free Internet Banking (**midland online**) for managing their accounts.

### **10. Can the account's nominee(s) be changed?**

Yes, account holders can change or add nominees at any time with written instructions. In the event of the account holder's death, the nominee will receive the balance, including accrued interest.

### **11. How is the account reviewed and managed?**

Under the simplified e-KYC model, account risk reviews are conducted every 5 years. For regular e-KYC, the account's risk profile is monitored and updated based on transaction activity.