

## Frequently Asked Questions (FAQ): NARI SUROKKHA DPS

### 1. What is NARI SUROKKHA DPS?

NARI SUROKKHA DPS is a monthly savings scheme designed specifically for women to help them build savings gradually and achieve future financial goals such as education, marriage, healthcare, business needs, or financial security.

### 2. Who can open a NARI SUROKKHA DPS account?

Any Bangladeshi female citizen aged 18 years or above with a valid photo ID (NID, Birth Certificate, or Passport) can open this account.

### 3. Can I open this account online?

Yes. You can open the account digitally by uploading the required documents through the bank's website or mobile banking platform "midland online" apps.

### 4. What is the minimum monthly deposit/instalment requirement for DPS?

The minimum monthly deposit/instalment is **Tk. 250** and thereafter in multiples of Tk. 500.

### 5. What is the available tenure for DPS?

Customers may choose any of the following tenures:

- 3 Years
- 5 Years
- 8 Years &
- 10 Years

### 6. Can I open multiple NARI SUROKKHA DPS accounts?

Yes. Eligible customers may open multiple NARI SUROKKHA DPS accounts subject to compliance with bank policy.

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

Yes. The account may be opened jointly with a maximum of two (2) account holders.

### 8. How can I pay my monthly installment?

If sufficient balance is available in the linked Current or Savings Account, the monthly installment will be automatically transferred through the Bank's auto-debit facility.

### 9. What happens if I miss an installment?

A penalty charge equivalent to **1% of the installment amount** will be applied for each overdue installment month.

**10. When is a NARI SUROKKHA DPS account considered irregular?**

If three (3) consecutive instalments are not deposited, the account will be treated as irregular and may be closed as per bank policy.

**11. Can I close the account before maturity?**

Yes. Premature encashment is allowed, but it will follow the bank's premature encashment policy.

**12. Can I take a loan against my DPS?**

Yes. You may avail a loan of up to 90% of your deposited balance, subject to bank policy.

**13. Is there any insurance benefit with this DPS?**

Yes. Customers with:

- Monthly installment of **Tk. 5,000 or more**, and
- Tenure of **5 years** or more

will be eligible for 12 months of complimentary health coverage.

**14. Will I receive SMS alerts for this account?**

Yes. Free SMS alert facility is available for this account.

**15. Is a nominee required?**

Yes. Nominee information is mandatory while opening the account.

**16. Will government charges apply?**

Yes. Government excise duty and applicable taxes will be deducted as per government rules.