



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড
Mutual Trust Bank Ltd.
you can bank on us

MTB
CARDS
towards a cashless society



MTB PROTECTION PLAN

Q. What is MTB Protection Plan?

Ans. MTB Protection Plan (MPP) is the unique Insurance facility attached to MTB Credit Cards'. Under MPP, Death (Natural/Accidental) and Permanent Total Disability Insurance coverage will be provided. This insurance coverage will be provided under the umbrella of Guardian Life Insurance Ltd, a renowned Insurance service provider of Bangladesh.

Q. Who will be eligible for this MPP Insurance Plan?

Ans. All Primary Credit Cardholders' aged between 18 years to 64 years 11 months will be under this insurance coverage. Cardholders' get de-enrolled automatically upon attainment of 65 years of age.

Q. How can one get enrolled to this MPP Insurance Plan?

Ans. All existing Credit Cardholders' will be automatically enrolled and subsequently all new applicants. Cardholder must write to our Cards Division or call to our 24/7 Contact Centre to cancel automatic enrollment. In case enrollment has not been cancelled by end of the 2 months Trial Period from the issuance of this letter, enrollment will be reconfirmed automatically and MPP charge will become applicable.

Q. What are the types of insurance coverage MTB Protection Plan will ensure?

Ans. The types on insurance coverage

- Natural Death of Primary Cardholder
- Accidental Death of Primary Cardholder
- Permanent Total Disability of Primary Cardholder

Q. What is the Benefit of MPP Insurance?

Ans. Table of Benefit:

Features	Card Types	Insurance Coverage
Natural Death	All types of Credit Cards	2 times of outstanding but not exceeding BDT 15 lacs
Accidental Death	Visa Classic, Gold, Platinum & Mastercard Classic, Gold, Titanium	4 times of outstanding but not exceeding BDT 20 lacs
	Visa Signature & Mastercard World	4 times of outstanding but not exceeding BDT 40 lacs
Permanent Total Disability	All types of Credit Cards	2 times of outstanding but not exceeding BDT 10 lacs

N.B.: All insurance coverage is in aggregate format which includes the settlement of outstanding of credit card at first place.

Q. What is the MTB Protection Plan Charge?

Ans. Table of Charges:

Card Types	MPP Charge
Visa Classic, Gold, Platinum & Mastercard Classic, Gold, Titanium	0.30% per month on outstanding
Visa Signature & Mastercard World	Complimentary

15% VAT will be applicable on all fees & charges.

Q. When the MTB Protection Plan Charge will be applicable?

Ans. MPP charge will be applicable after 2 months trial Period, enrollment will be reconfirmed automatically and MPP charge will be applicable. During the free trial period Natural Death will not be covered under insurance.

Q. How to De enroll/ Re enroll from MTB Protection Plan?

Ans. Cardholder must write to our Cards Division or call our 24/7 Contact Centre (16219 or 09604016219) to cancel automatic enrollment. In case enrollment has not been cancelled by end of the 2 months trial period, enrollment will be reconfirmed automatically and MPP charge will be applicable. On the contrary, for Re enrollment after initial De enrollment same process can be followed.

Q. How to provide Beneficiary Declaration for MTB Protection Plan?

Ans. Mutual Trust Bank Limited has sent Beneficiary Declaration Form to all it's credit cardholders' and the same has uploaded to MTB website (www.mutualtrustbank.com). Kindly fill the form out with beneficiary's detail and just drop it to any Mutual Trust Bank Limited branch or send it directly to our Cards Department in order for all concerned to identify your beneficiary positively and precisely. Please note that without the beneficiary name and detail, we may not be able to render insurance benefit to desired nominee in case of any unfortunate event.