

All Business Sourcing Channel  
Mutual Trust Bank Ltd.

## Frequently Asked Question (FAQ)

### MTB LAKHOPOTI

#### Q: What is MTB Lakhopoti?

A: MTB Lakhopoti Scheme is a recurring monthly savings scheme for any Bangladeshi Citizen. It is a monthly savings plan created for developing the savings habit of customers and turn small savings into 1 Lakh over a certain period of time.

#### Q: What is the eligibility of opening MTB Lakhopoti?

A:

- Any female individual customer having Bangladeshi citizenship with valid ID card
- Must have MTB Angona General or MTB Angona Premium account
- Age: 18 year and above

#### Q: What are the Tenors for MTB Lakhopoti?

A: 12months/18months/24months/36 months

#### Q: Sample Maturity Table for MTB Lakhopoti?

Tenor	Monthly Payment	Maturity Value (Pre-Tax)
12 Months	8,102.00	100,000
18 Months	5,321.00	100,000
24 Months	3,926.00	100,000
36 Months	2,537.00	100,000

\*The maturity amount is excluding tax and please refer to the Interest Rate tab in MNet for updated table of MTB Lakhopoti.

#### Q: Is Joint applicant available in MTB Lakhopoti?

A: Customer can open the account either in the single name or in joint names. The primary applicant has to be MTB Angona General/MTB Angona Premium account holder.

#### Q: What are the required documents for MTB Lakhopoti?

A:

- As per MTB Customer Acceptance Policy, MTB GB Manual and Bangladesh Bank/BFIU/any other regulator's policy from time to time.



**Q: What will happen on Maturity of the account?**

A: On maturity, principal and interest amount will be credited to the customer's link account.

**Q: What is the rules for Premature Closure?**

A:

- In case of premature encashment before 1 year, customer will not receive any Interest. In case of premature encashment after 1 year, customer will receive applicable savings rate for the deposited amount.
- In case of death of the depositor, the plan will cease to be operational. The amount will be paid to the nominee(s) with applicable interest as per the rules after proper identification.

**Q: What is the payment procedure?**

A:

- System will automatically realize the installment from the linked MTB Angona General or MTB Angona Premium Account on the 20<sup>th</sup> day of the month and credit customer's DPS account.
- If the EMI date falls on any holiday, then EMI will be realized on next working day.

**Q: What will be Penalty for installment failure?**

A:

- If sufficient balance (full value of installment) is not available in the corresponding linked account of the customer for realizing installment in time, account holder will have to pay late payment fee @ 2% on installment amount per month.
- If customer fails to pay total 3 installments, the account will be marked as freeze automatically in the system. After 7 days of marking freeze, the concerned branch official will close the account.

**Q: Will there be any credit facility?**

A: The customer can avail loan up to 90% of the Deposited amount. Minimum loan amount will not be less than BDT 50,000.00.

**Q: Can customer avail more than one DPS?**

A: Customer can avail more than One MTB Lakhopoti Scheme

**Q: How the TAX, VAT & Excise Duty will be deducted?**

A: These will be deducted as per NBR rule

**Q: Is there any additional benefits for MTB Lakhopoti customer?**

A: Yes. MTB Lakhopoti Customer will be eligible to avail some FREE health benefits from CMED Health for six months from the day of account opening. The health benefits will be as following –  
**HOSPITALIZATION CASH COVERAGE:** Half yearly up to Tk. 20,000 cash coverage on hospitalization including special Maternity Coverage for MTB Angona Customers (maximum BDT 4,000 per claim x 5 times per subscription period)

- Tk. 4,000 for 3 or more nights stay
- Tk. 2,400 for 2 nights stay
- Tk. 1,200 for 1 night stay

Maximum 1 hospitalization cash claim is allowed per subscription month

**OPD Coverage:** Half yearly up to Tk. 1,600 for OPD Coverage

- Maximum BDT 800 per claim x 2 times per subscription period for doctor consultation (doctor must be MBBS qualified)

Maximum 1 OPD coverage claim is allowed per subscription month

**Isolation Coverage:** Tk. 2,000 for Covid-19 isolation coverage (Isolation must be prescribed by registered doctor; Covid-19 positive test report must be submitted)

**Life Insurance Coverage:** Tk. 10,000 worth of free life insurance coverage for Primary Member (Applicable for death at any cause except Suicide, HIV/AIDS)

**Q: Who will bear the cost of these health benefits?**

A: These health benefits are embedded feature for this MTB Lakhopoti account. Bank will bear the cost for the subscription of these health benefits. Customer will not have to bear any additional cost.

**Q: How can customer claim their health benefits in applicable cases?**

A: Customer will enjoy the FREE health benefits from CMED Health for six months from the day of account opening. During this time, if customer wants to claim any of the benefit mentioned above, customer will have to communicate directly with the dedicated contact center of CMED Health as mentioned below:

**Contact No:** 09 677 221 222

If any customer inquiries about this claim procedure, please guide the customer about the abovementioned contact number. Customer doesn't have to communicate to bank for claim purpose.

For any guidance, please communicate with the following MTBian:

- Sharmin Akter, Women Banking Department, RBD  
akter.sharmin@mutualtrustbank.com

\*The bank also reserves the right to change the rules/procedures of the plans if deemed necessary.