

Frequently Asked Question(FAQ)

MTB NRB Account

1. What is the MTB NRB Account?

Answer: MTB NRB Account is a savings account exclusively designed for Non-Resident Bangladeshis (NRBs) to facilitate seamless banking access for being an expatriate.

2. Who is eligible to open an MTB NRB Account?

Answer: Any Non-Resident Bangladeshi (NRB) aged 18 years and above with a valid passport and overseas employment, residency, or business (e.g., work permit, visa, or residency card).

3. Which currency allow to open the MTB NRB account?

Answer: The account is available in Bangladeshi Taka (BDT) only.

4. Can I open the account from any country?

Answer: Yes, you can open the account from anywhere in the world, provided you have the necessary documents and internet access.

5. Being a NRB, can I open the MTB NRB Account jointly?

Answer: Yes, joint accounts are allowed, but both applicants must be NRBs with valid documents.

6. I am living outside the country; do I have to come to the MTB branch to open a MTB NRB Account?

Answer: Not required to visit MTB branch. You can open MTB NRB Account outside from Bangladesh using our Digital Customer Onboarding Platform (<https://nrb.mutualtrustbank.com/Home/Index> or use MTB Neo).

7. If anyone's Spouse/Brother/Sister/Parents are living abroad; can he/she open MTB NRB Account as a Beneficiary?

Answer: No, only NRBs are allowed to open this account.

8. Where can the MTB NRB Account be opened?

Answer: The account can be opened at any MTB branches, Sub-Branches, Agent Banking Centers, or via the Digital Customer Onboarding Platform or using our smart banking app MTB Neo.

- **Digital channels:** Use the Digital Customer Onboarding platform via a mobile, laptop, or tablet by visiting our website or MTB Neo App.
- **Physical channels:** Visit any MTB branch, sub-branch, or agent banking center, when you are available in Bangladesh.

9. What are the documents required to open the MTB NRB Account?

Answer:

- Valid Passport:
 - Valid MRP/e-Passport
 - If foreign passport, Proof of Bangladeshi origin (e.g: No Visa Required to visit Bangladesh/Old passport/NID/BRC)

- NID/Smart Card (if available)
- Valid Visa/Work Permit/Resident Permit
- Income proof document (Pay Slip/Salary Certificate/Contract paper/Commercial licenses /income declaration (any one))
- Declaration from applicant regarding local source of credit (income in Bangladesh, if any).
- Latest photo of applicant
- NID or Passport of Nominee(s)
- Photo of the Nominee(s)
- Input and/or consent of applicant on transaction profile.
- Proof of income tax return submission (if available)
- W9 form (if US citizen)
- Email Indemnity to be obtained mandatorily for communication and accepting instruction over e-mail.

10. Is there any declaration required for local source of credit (amount to be credited in Bangladesh locally apart from foreign remittance)?

Answer: Yes, the customer must submit the declaration for any amount to be credited locally, within Bangladesh.

11. What types of local sources of funds can be credited to an NRB Account?

Answer: The following funds can be credited to an NRB Account locally apart from the foreign remittance:

- Dividend and interest income from investments in shares and securities.
- Income from landed property and agricultural rent.
- House rent and sale proceeds of properties, supported by documentary evidence.
- Sale proceeds of shares of public limited companies and/or securities of the Government.
- Other local sources of credit (please specify).

12. Why the Contact Point Verification (CPV) required?

Answer: Answer: Contact Point Verification (CPV) is required to:

- Ensure Authenticity – To verify the accuracy of the customer's provided contact details (e.g., address, phone number, email) and prevent fraudulent activities.
- Regulatory Compliance – To meet KYC (Know Your Customer) and AML (Anti-Money Laundering) requirements mandated by regulatory authorities.
- Secure Communication – To establish a reliable channel for official communication between the bank and the customer.

13. How can the Contact Point Verification (CPV) requirement be met?

Answer: present Address: if the customer's written/inputted present address with the present address mentioned in any of the supporting document (any one) e.g; Resident Permit/ Work ID/ Utility Bill/ Driving License/ Government issued ID card/Rent Receipts/ Overseas Bank Statement/Citizenship card / Health Card / Green card / Social Security card/ Job Contract Letter/Mobile Bill/ PO BOX no. will be accepted if the company's name against the PO Box no. is the same as mentioned in employee's office address.

Permanent Address: If the customer's written/inputted Permanent address with the Permanent address mentioned in ID document. Permanent address in Bangladesh verification may be done by any of the processes/documents applicable for Standard CPV under "SOP on Risk Based CPV". For physical verification, NRB maker is required to ensure input of CPV required information in CPV app/system, Generate DP number and write down the DP number in remarks column in digital onboarding platform.

14. Is there an initial deposit requirement?

Answer: No initial deposit is required to open the account.

15. Can I open the NRB Account from abroad?

Answer: Yes, being a Non-Resident Bangladeshi (NRB), you can open the NRB Account through the **Digital Customer Onboarding Platform** from any preferred device.

16. What is the interest rate on the MTB NRB Account?

Answer: An attractive and absolutely competitive interest rate will be offered for this account.

17. What services are included with the account?

Answer:

- Internet Banking.
- SMS and email alerts for transactions.
- Monthly e-statements.

18. What are the key features of the MTB NRB Account?

Answer:

- Account opening options via both branches and digital onboarding platforms.
- Easy access to accounts through Internet Banking/MTB Neo.
- ** Access to domestic and international airport lounges.
- ** Airport pick & drop and meet & greet services.
- Locker Facility with a 25% discount.
- Dedicated 24/7 customer support to assist with inquiries and services.

19. What are the eligibility criteria for accessing domestic and international airport lounges, as well as Pick & Drop and Meet & Greet services?

Answer: Eligibility for airport-related privileges such as international and domestic lounge access, Meet & Greet, and Pick & Drop services is based on the account type and maintained balance in your MTB NRB Account. The details are as follows:

Type	Balance (BDT)	Access to Intl. Air Lounge	Access to domestic Air Lounge	Meet & greet at airports	Airport pick & drop	Remarks
New NRB Account	Upto 3 Lac	1 times	2 times	NA	NA	Within 6months of AC opening
NRB Account	Above 3 Lac to 7 Lac	2 times	4 times	NA	NA	Within a year from the day account opened/balance kept.
NRB Account	Above 7 Lac to 15 Lac	3 times	6 times	1 time	1 time	Within a year from the day account opened/balance kept.
NRB Account	Above 15 Lac	4 times	4 times in each DAL	2 times	2 times	Within a year from the day account opened/balance kept.

* One accompanying adult will be eligible to avail the complimentary service along with the account holder.

20. What types of transactions are allowed?

Answer: The following types of transactions are allowed in an NRB Account:

1. Credits (Deposits):

- Inward remittances from abroad.
- Local credits from permitted sources (e.g., dividend income, property income, etc.).
- Sale proceeds of shares and securities as per regulations.

2. Debits (Withdrawals):

- Transfer of funds abroad as per applicable foreign exchange regulations.
- Local payments and cash withdrawal.
- Investments in approved securities and financial instruments.

3. Other Transactions:

- Conversion of foreign currency balances as per regulatory guidelines.
- Any other transactions permitted by the central bank and relevant authorities.

21. Are there any restrictions on debit transactions?

Answer: No, however, a maximum of 10 debit transactions per month is allowed to qualify for the interest.

22. Can I repatriate funds from the MTB NRB Account?

Answer: Yes, Repatriation requests will be considered following a thorough analysis of the transactions executed within the account in accordance with the GFET guidelines and necessary approval from competent authority.

23. Are there any debit card or cheque book facilities?

Answer: Yes, **cheque books and debit cards are available** but must be collected in person from the branch.

24. Can I get a locker for this account?

Answer: Yes, Locker are available. You must visit the MTB branch to access locker service.

25. Is there any charges in MTB NRB Account?

Answer: Yes, account related charges will be as per MTB schedule of charges.

26. Is my account subject to tax, VAT, or excise duty?

Answer: Yes, Tax, VAT, and Excise Duty will be deducted as per National Board of Revenue (NBR) regulations.

27. How do I access the digital onboarding platform?

Answer: You can access the platform through MTB's website, MTB Neo App or via the specific onboarding link provided for NRB customers.

28. Can I use my mobile to open the MTB NRB Account?

Answer: Yes, the platform is fully mobile-friendly. You can complete the entire process from your smartphone apart from the other device.

29. Is there any app available, or is it browser-based only?

Answer: Yes, NRB customer can on boarded through MTB Smart Banking App or they can on boarded through browser as well.

30. Is the platform secure? How is my data protected?

Answer: Yes, the platform uses end-to-end encryption, secure servers, and multi-layered authentication to protect your personal and financial data.

31. What should I do if the platform crashes or I face technical issues?

Answer: You can contact our support team via email or hotline. Support details are available on the onboarding page.

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

Answer: Yes, if you begin the application and can't finish, you can save progress and resume later using a secure login ID and password.

33. How do I upload my passport and other required documents?

Answer: The platform will guide you to upload clear photos or scanned copies of each document. JPEG, PNG, or PDF formats are also accepted.

34. Do I need to notarize/attested the required documents before uploading?

Answer: No notarization/attestation is needed if you upload clear, valid, and up-to-date documents.

35. Is e-KYC sufficient, or do I still need to visit a branch?

Answer: The e-KYC process is fully digital—no branch visit is required to open an MTB NRB Account.

36. How long does it take to verify my documents?

Answer: Document verification typically takes 24 to 48 hours, depending on the working day, volume and accuracy.

37. What happens if my documents are rejected?

Answer: You will receive a notification with the reason for rejection. You can re-upload corrected documents and resubmit the application.

38. How long does it take for the account to be activated?

Answer: Once all documents are verified and the e-KYC is completed, account activation typically takes 1–2 working days.

39. How will I receive the account number and credentials?

Answer: Your account number and credentials will be shared securely via SMS and/or email.

40. Can I manage the account online after opening it?

Answer: Absolutely. You can access your account through MTB Smart Banking App and Internet Banking for balance check, transfers, and more.

41. How do I remit funds to this MTB NRB account from abroad?

Answer: You can send money through any recognized Money Transfer Operator (MTO), Exchange House, or use MTB's partner remittance channels.

42. Will I be enrolled in Internet Banking when I open an MTB NRB account digitally?

Answer: Yes, you will be automatically enrolled in Internet Banking as part of the digital

account opening process. No separate application is required.

43. When will I receive my Internet Banking credentials?

Answer: Once your NRB account is successfully created, your Internet Banking credentials will be sent to your registered email address.

44. How will I access the Internet Banking platform?

Answer: You will receive a secure link in your registered email that will direct you to the Internet Banking login page.

45. Is there any security measure for the first-time login?

Answer: Yes, for initial login and authentication, a one-time password (OTP) will be sent to your registered email for added security.

46. Do I need to visit a branch to activate Internet Banking?

Answer: No, you do not need to visit any branch. The entire process, including Internet Banking enrollment and activation, is completed through online.

47. What should I do if I don't receive my Internet Banking credentials?

Answer: If you do not receive your credentials within a reasonable time after account opening, please check your spam/junk folder. If still not found, please contact our customer support team for assistance.

48. Is this process compliant with Bangladesh Bank regulations?

Answer: Yes, the platform follows all relevant guidelines of Bangladesh Bank for NRB customer onboarding and account operations.

49. What if I'm a dual citizen—can I still open the account digitally?

Answer: Yes, dual citizens can open the account, provided they have a valid Bangladeshi passport and overseas residency documents.

50. Do I need a TIN or NID to open this account?

Answer: TIN and NID is not mandatory, but if available, it can be submitted.

51. Is there any benefit for inward remittances or incentives from the government?

Answer: Yes, you may be eligible for a 2.5% government cash incentive on remitted amounts, subject to Bangladesh Bank guidelines.

52. What measures are in place to prevent money laundering?

Answer: The account complies with MTB's Money Laundering and Terrorist Financing Risk Assessment Guidelines. High-risk customers undergo Enhanced Due Diligence (EDD).

53. What happens if my account becomes dormant?

Answer: Dormancy will be handled as per relevant section of the MTB Branch Network Operations Manual and BB guidelines.

54. How can I provide feedback or complaints?

Answer: Feedback and complaints can be submitted via the MTB website, by visiting any branch or MTB Customer care.

