



M-EASY REGULAR ACCOUNT

A DIGITAL CUSTOMER ONBOARDING PLATFORM FOR REGULAR KYC BASED ACCOUNTS WHERE MONTHLY TRANSACTION AMOUNT IS MORE THAN BDT 100,000

Frequently Asked Question (FAQ)

Q01: What is M-Easy?

Ans: M-Easy is a digital account opening platform introduced by Mutual Trust Bank Ltd. (MTB) to Bangladeshi nationals having a valid NID. Using PM-Easy, customer can open individual savings and current accounts anytime without visiting any branch.

Q02: Can I open another account if I already have an account with MTB?

Ans: You cannot open similar type of account. Example- if you already have an MTB Inspire account then you can't open MTB Inspire account again. However, you can open current account in such case.

Q03: I am completely new to this bank having no earlier relationship with MTB. Can I open an account using M-Easy?

Ans: Yes, you can. You just need to have required documents like NID and Nominee information etc.

Q04: What are the documents required for opening account using M-Easy?

Ans: The requirement of document is based on your monthly transaction volume.

a) If your monthly transaction volume is BDT 1 Lac or below, you need:

- NID
- E-TIN(if any)
- Nominee Photo & ID (e.g. NID/Birth Certificate/Passport)

b) If your monthly transaction volume is more than BDT 1 Lac, you need:

- NID
- Photo
- E-TIN(if any)
- Nominee Photo & ID (e.g. NID/Birth Certificate/Passport)
- Address Proof Document (e.g. Utility Bill Copy)
- Income Proof Document (e.g. Salary Statement or Trade License for Business)
- Upload other income/identification related document (As Applicable)

Q05. What if I don't have income proof document (Pay slip or salary certificate) available at the time of account opening?

Ans: Income proof document is mandatory by regulator if your monthly transaction amount is more than BDT 1 Lac. If your monthly transaction amount is less than or equal to BDT 1 Lac you do not need income proof document and in such case, please apply through MTB Simple account tab in M-Easy platform. However, you can visit your nearest branch anytime with supporting document to update your account.



Q06: Is mobile number mandatory to open account using M-Easy?

Ans: Yes. You need to have valid Bangladeshi mobile phone number in order to open bank account. You will receive OTP in your mobile number while opening the account.

Q07: Is my mobile phone number and other details safe with you?

Ans: Yes. Your contact details are safe with us and confidentiality will be strictly maintained.

Q08: Is E-TIN number mandatory?

Ans: No, E-TIN is not mandatory. But you would have to pay source tax of 15% if you don't provide your E-TIN number, otherwise it will be 10%. And if you provide your E-TIN number, you must upload your own E-TIN.

Q09: Is selecting a nominee mandatory for an account?

Ans: Yes. You must select a nominee as this is a mandatory requirement.

Q10: In case of multiple nominees, do I need to provide information for all?

Ans: Yes. You need to provide information of all the nominees you add.

Q11: Can I add more nominees after opening an account in M-Easy?

Ans: If you want to add more nominees, you have to visit your nearest branch. Moreover, you have to mention % share of the nominees and the total of % share must not exceed 100%.

Q18: Do I need to upload the image of the nominee?

Ans: Yes, this is a regulatory requirement.

Q19: Can a minor be a nominee?

Ans: Yes. But the information of the Legal Guardian of the minor nominee must be filled up.

Q20: Is there any additional information requirement to be fulfilled in the app for minor nominee?

Ans: Yes. You have to provide Legal Guardian Name, NID number and Relationship with the minor information in addition to nominee information.

Q21: What is FATCA declaration?

Ans: FATCA declaration is a regulatory requirement.

Q22: What will happen if any of the declaration from FATCA is "yes"?

Ans: In this case, you have to come to the branch to open the account.

Q23: Can I get debit card if I open account using M-Easy?

Ans: Yes you can. If you tick the debit card option during the digital account opening procedure, you will get a debit card as per product rule.

Q24: Can I get a cheque book if I open account using M-Easy?

Ans: Yes you can. If you tick the cheque book option during the digital account opening procedure.

Q25: Why do I need to select a branch?

Ans: You need to select a branch because any service after opening the account will be served from your selected branch.



Q26: Which branch should I select?

Ans: You should select the nearest branch from your convenient location from the list of branches in the dropdown.

Q27: I am an existing customer of MTB. Can I open another account outside of my current branch?

Ans: Yes. You can select any desired branch from the dropdown list.

Q28: How will I be confirmed that my account opening process has been completed?

Ans: You will receive a confirmation SMS/Email from bank in your registered mobile number/email id.

Q29: How will I collect my Debit Card and Cheque Book?

Ans: You will have to receive Debit Card and Cheque Book from your selected branch.