



All Business Sourcing Channel
Mutual Trust Bank PLC

MTB Freelancer Bundle

MTB Freelancer Bundle enhances freelancers' banking experience by offering a seamless, value-added solution for managing foreign earnings and cross-border transactions, ensuring greater financial flexibility.

Frequently Asked Questions (FAQ's)

Sl.	Criteria	Features
1.	What is the MTB Freelancer Bundle?	<p>MTB Freelancer Bundle is a comprehensive banking solution specially designed for freelancers in Bangladesh. It integrates an ERQ Account, Savings Account, International Debit Card, Dual Currency Debit Card, and 24/7 fund transfers via MTB Neo to simplify both foreign and local currency transactions.</p> <p><i>*24/7 fund transfers in FCY via MTB Neo - This functionality currently is in work in progress</i></p>
2.	Who is eligible for the MTB Freelancer Bundle?	<ul style="list-style-type: none"> Any freelancer providing ITES and other professional services abroad and receiving payments from international clients can apply for this bundle. Both existing MTB customers and new customers are eligible.
3.	What is an MTB ERQ Account and why do I need it?	<p>MTB ERQ Account retains a portion (currently 30%-35%) of the foreign earnings in foreign currency as per Bangladesh Bank policy.</p> <p>For legitimate purpose, this fund can be used outside the country. Freelancers can freely receive foreign income and make payment (transfer) abroad for bonafide business purposes in compliance with Bangladesh Bank regulations.</p>
4.	What additional features does the MTB ERQ Account offer?	<p>To know more about the features of MTB ERQ Account please go through the FAQ available on Mnet.</p> <p>Mnet → Retail Products → FAQ - MTB ERQ Account for Outsourcing Professionals and Freelancers</p>
5.	Why a BDT account is included in the MTB Freelancer Bundle?	<p>BDT (local currency) account is offered so that the remaining portion of export_proceeds (currently 65%-70%) can be converted and deposited in compliance with Bangladesh Bank regulations.</p>
6.	What documents are required to open an MTB Freelancer Bundle account?	<ul style="list-style-type: none"> Photo (2 copies of PP size for each) of Applicant and Nominee National Identity Card (NID)/ Smart National Identity Card Nominee Birth Certificate/NID Utility Bill Copy/Supporting Documents for confirming address

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		<ul style="list-style-type: none"> • A copy of recent agreement/Contract between the service exporter and the buyer/service importer abroad or copy of email communication (FE Circular 31 dated 31 07 2025) • Electronic Tax Identification Number (ETIN) • Latest Acknowledgement Receipt of Income Tax Return/ Income Tax Certificate • Membership Certificate of Bangladesh Association of Contact Center and Outsourcing (BACCO) (Optional)
7.	Can I open both accounts digitally?	Yes. You can open your ERQ and Savings Accounts simultaneously through MTB's M-easy (eKYC) platform by uploading one set of documents.
8.	Are there any fees for the MTB ERQ Account?	<ul style="list-style-type: none"> • No. There is no account maintenance fee for ERQ accounts under the MTB Freelancer Bundle. • Intercity transaction fees are also waived for bundle accounts maintained at different branches.
9.	What debit cards are offered with the bundle?	<ul style="list-style-type: none"> • International Debit Card (linked to ERQ Account). Applicable fees and charges will follow the Credit Card category as outlined in the Schedule of Charges (SOC). • Dual Currency Debit Card (linked to Savings Account) <p>First-year annual fee for Dual Currency Debit Card is waived if you apply through a branch or via M-easy.</p>
10.	Is it possible for a customer to open an MTB Freelancer Bundle by visiting a branch or Sub-Branch other than an AD branch?	<p>Yes, customers can open an MTB Freelancer Bundle account from any MTB branch/sub branch.</p> <p>Savings Account can be opened at any MTB branch or sub-branch.</p> <p>However, MTB ERQ Accounts can only be opened at MTB's AD/limited AD branch.</p> <p>Receiving branch will collect a single set of documents from the customer and initiate the account opening process, forwarding the documents to the Centralized Remittance & FC Accounts Department for verification of freelancing-related documents. Once verification is successfully completed, the branch finalizes the account opening in the system and sends the Account Opening Form (AoF) with all supporting documents to LOD via DOCUDEX. LOD then opens the account and tags the MTB ERQ account with the designated AD/Limited AD branch as per list provided by Bangladesh Bank. The receiving branch will retain a soft copy of the AoF, while the hard copy will be sent to the designated AD/Limited AD branch for future reference. Simultaneously, the receiving branch will send an email with intimation of tagging AD/Limited AD branch, which will be acknowledged upon receiving the documents.</p>

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11.	Where a customer can open an MTB ERQ Account?	<p>MTB ERQ Accounts can only be opened at MTB's Authorized Dealer (AD) or limited AD branches, as per Bangladesh Bank regulations.</p> <p>Branches allowed to open MTB ERQ accounts are as follows:</p> <ol style="list-style-type: none">1. Agrabad Branch2. Babu Bazar Branch3. Dhanmondi Branch4. Dilkusha Branch5. Gulshan Branch6. Jubilee Road Branch7. Khatungonj Branch8. Panthapath Branch9. Principal Branch10. Progati Sarani Branch11. Uttara Model12. Baridhara Branch13. MTB Centre Corporate Branch14. MTB Tower Branch15. Banani Branch
12.	Who can claim for incentive on the service remittance?	<p>Freelancers are eligible to apply for the incentive. Incentives will be disbursed in accordance with the prevailing government and Bangladesh Bank regulations. For the latest information and updates regarding government cash incentives, customers are advised to contact their account-opening branch, while MTB colleagues and branch officials should coordinate with the Centralized Remittance and Foreign Currency Accounts Department. Currently, a 2.5% incentive has been announced for freelancers exporting Software and Information Technology Enabled Services (ITES) through 55 government-approved marketplaces (Reference: FE Circular 28, July 10, 2025). The list of these 55 government-approved marketplaces is published in FE Circular Letter No.07, January 30, 2022, under the Ministry of Posts, Telecommunications and Information Technology, Government file number: ৫৬.০০.০০০০.০৫৮.২৮.০০১.২১.৪.</p>
13.	Can a customer apply for a credit card through the MTB Freelancer Bundle?	<p>Yes. If a customer maintains an average monthly balance of BDT 100,000 over a 12-months period, he/she will be eligible to apply for an MTB credit card.</p>
14.	What are the key benefits of the MTB Freelancer Bundle?	<ul style="list-style-type: none">• One-stop solution for both foreign and local currency transactions.• Two separate debit cards for global and domestic needs.• Single set of documents for both accounts.• Insurance, travel benefits.

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15.	Will a customer receive an e-statement?	Yes, Monthly/Quarterly/Half-yearly/Yearly (applicable if email address is valid)
16.	Will any Tax, VAT & Excise Duty be deducted from my account?	Yes, it will be deducted as per NBR Rule.

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