

Complimentary Balaka Lounge Access and Airport Meet and Greet Service on First Flight for Students Having Student File

- 1. What extra service we are providing as per this offer?**
 - Balaka Lounge Access.
 - Airport Meet and Greet Service.
- 2. For whom are we providing this offer?**
 - We are providing this offer for the abroad going 'Student' for whom a prime bank customer has opened a new student file.
 - The customer (or the prime account holder) can be the student himself or the sponsor (parent/guardian).
 - But we would provide the service only to the abroad going student
- 3. How many persons under one student file would be eligible for availing lounge access and meet and greet service?**
 - Only one person.
 - The abroad going student himself would be eligible only to receive both services.
 - And both services need to be availed while the student, for the first time, goes abroad for studies.
 - Also, to be noted- the student can avail either one of the services if not both, upon his/her will, but can't ask or request for any of the services that s/he hasn't availed yet in any of his/her other following flights unless he has availed the services in his/her very first flight to study abroad.
- 4. For how many times will these services be available to be availed or enjoyed?**
 - Only once-while the student is going abroad for studies for the first time.
- 5. How would the customers avail the service (when they become eligible)?**
 - Student would mail us at prime_studentfile@primebank.com.bd
 - Mail subject will be 'Lounge Access for Student File', or 'Meet and Greet for Student File'.
 - Mail needs to contain Student Name, Sponsor Name, Account Number, Student Passport Number, Travel Date, Flight Time, Sponsor Phone Number.
 - Prime Bank Wealth Management team would process the request and duly let the customers know on how to avail the services.
- 6. How many days prior to flight must a student request for these complimentary services?**
 - At least two (02) days before his/her flight.
- 7. Will be there any extra cost involved?**
 - No, these extra services would be complimentary on opening of new Student File and would be totally free of cost.
- 8. From when will the proposition be effective from?**
 - From April 1, 2023
 - Students of Student Files opened after April 1 would be eligible.
 - Students of Student Files opened before April 1, but who hasn't flown yet for the first time to abroad, would also be eligible.