

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.