

## Alternative Delivery Channel Schedule of Charges for Alternative Delivery Channel Related Services

### Debit Card Related Fees & Charges

Particulars of Schedule of Charges				
Card Products	Charges			
	Annual Fee	Re-Issuance Fee*	Paperless PIN	Renewal Fee
Mastercard Debit Card*	Tk. 500.00	Tk. 300.00	Free	Free
JCB Debit Card*	Tk. 500.00	Tk. 300.00	Free	Free

\* Annual Fee will be applicable for active, new issuance and undelivered Debit Cards.

\* Unrealized Annual Fee will be realized before closure of such Debit Cards.

\* Debit Cardholders are advised to set or change their PIN (Paperless PIN) via Interactive Voice Response (IVR) System by calling our 24/7 Contact Center at 16218.

\* In the event of re-issuance of Paper-Based PIN upon customer's request, Re-Issuance Fee will be applicable.

### ATM Related Charges

Row Labels	Prime Bank ATMs	Other Bank ATMs	
	Processed via PBL Network	Processed via NPSB Network	Processed via Mastercard Network
Cash Withdrawal	Free	Tk. 15.00	Tk. 25.00
Balance Inquiry	Free	Tk. 5.00	Tk. 5.00
Mini Statement	Free	Tk. 5.00	Not Applicable
ATM Video Footage Retrieval Fee		For Prime Bank Cards: Tk. 1,500 For Other Bank Cards: Tk. 2,500	

### Internet Banking Related Charges

Particulars	Internet Banking Platforms: MyPrime & Altitude
Onboarding & Transaction Related Services	Free

\* Fees and charges for product related services via Internet Banking Platforms will be as per Consumer Banking Schedule of Charges.

#### Note:

- 15% VAT will be applicable on all applicable fees and charges.
- This schedule of charges is updated as of September 01, 2023.