

## Frequently Asked Questions (FAQ) for PrimeDiGi

### 1. What is PrimeDiGi?

**Answer:** PrimeDiGi is the 1<sup>st</sup> Digital Savings Account in Bangladesh, where customer can:

- a. Submit Account Opening Form digitally.
- b. Enjoy day to day banking operation through digital platforms instead of physical presence at Branch.

### 2. What are the core features of PrimeDiGi account?

**Answer:** PrimeDiGi account is offered with the following features:

- i) **Account opening facility through online:**  
Customer can apply to open PrimeDiGi account through digital platform (web link=<https://www.primebank.com.bd/index.php/home/primedigi>).
- ii) **Banking at customer convenience:** Customer will not require to come at branch for banking (account open & operation). Account opening will be conducted by Bank's RM through customer visit. Daily Banking transaction of this account will be conducted through alternative delivery channel such as Debit Card, Altitude, RTGS, BEFTN and so on.
- iii) **No Initial deposit** is required to open this account.
- iv) **Free Debit Card**
- v) **Free Internet Banking (ALTITUDE)**
- vi) **Free Monthly E-statement:** Monthly E-statement will be sent to customer's registered e-mail ID tagged with the account.
- vii) **Free A/C Payee Cheque Book:** For this account, customer will only be eligible for A/C payee Cheque Book. No fee will be realized for 1<sup>st</sup> time Cheque Book. Subsequent Cheque Book will be provided with realization of applicable Cheque Book Fee.
- viii) **Interest payment on deposit:** Interest will be provided on deposit as per prevailing savings rate.
- ix) **Unlimited Transaction in any Prime Bank ATM:** Unlimited transaction using Debit Card can be performed in any Prime Bank ATM within the daily transaction volume limit (Debit Card Transaction Limit for PrimeDiGi is BDT 01 Lac per day).
- x) **Simple and instant fund transfer:** Through ALTITUDE customer can transfer fund in any account of Prime Bank or other bank.

### 3. Who can open PrimeDiGi Account?

**Answer:** Any Resident Bangladeshi National who is presently living in Bangladesh can open PrimeDiGi Account. Any Non-resident Bangladeshi & Foreigners cannot open this account.

**4. Is there any area restriction to avail PrimeDiGi Account?**

**Answer:** Yes. Any Individual presently residing in any City Corporation area of Bangladesh is only eligible to avail PrimeDiGi Account.

**5. Is there any age restrictions to open and maintain PrimeDiGi Account?**

**Answer:** Yes. Minimum age of account holder is to be 18 years. However, there is no maximum age restrictions to open and maintain PrimeDiGi Account.

**6. Can a minor open PrimeDiGi Account?**

**Answer:** No. Minor is not allowed to open this account.

**7. Is there any nominee required for PrimeDiGi Account?**

**Answer:** Yes. Minimum one (01) nominee is required for PrimeDiGi Account. For more than one nominee, % share must be clearly mentioned in Account Opening Form (AOF).

**8. How much minimum balance is to be maintained in PrimeDiGi Account?**

**Answer:** Minimum Balance of BDT 500.00 is required to be maintained in PrimeDiGi Account.

**9. Can PrimeDiGi Account be opened by joint applicant?**

**Answer:** Joint Applicant is not allowed for PrimeDiGi Account. Only a single individual can open a PrimeDiGi Account in his/her name and account is to be operated singly.

**10. Can any customer open/maintain multiple PrimeDiGi Account at a time?**

**Answer:** No. At a time, an individual can only open and maintain one PrimeDiGi Account.

**11. What are the terms & conditions of interest payment on deposit for PrimeDiGi Account?**

**Answer:** Interest on deposit will be provided with the following propositions:

- i) **Interest Rate:** Regular Savings Rate.
- ii) **Interest Calculation:** Interest will be calculated on Day End Balance subject to having monthly average balance of BDT 25,000.00 or above. That means at any particular month, if monthly average balance falls under this threshold, interest for that month shall be forfeited.
- iii) **Calculation Module of Monthly Average Balance:** (sum of day end balance of particular month ÷ no. of calendar days of that month)
- iv) **Condition of Interest Payment:** A depositor can withdraw upto 25% of balance from his/her PrimeDiGi Account twice in a week. If any depositor withdraws more than 25% of the balance, the customer will not be entitled for interest on that month.
- v) **Credit Interest to A/C:** Interest will be credited to A/C on half yearly.

**12. What is the daily transaction limit of Debit Card for PrimeDiGi Account?**

**Answer:** Maximum Daily transaction amount of debit card for PrimeDiGi A/C is BDT 1,00,000.00

**13. What are the core features of ALTITUDE for PrimeDiGi Account?**

**Answer:**The core features of ALTITUDE for PrimeDiGi Account are:

- i) Real-time Fund Transfer Between Own Accounts of Prime Bank Limited (upto BDT 2 Lac/day)
- ii) Real-time Fund Transfer to Third Party Beneficiary Accounts Of Prime Bank Limited (upto BDT 2 Lac/day)
- iii) Fastest Inter Bank Fund Transfer through BEFTN (Any Bank, Any Branch) (upto BDT 2 Lac/day)
- iv) Credit Card Bill Payment (upto BDT 2 Lac/day)
- v) Real-time Balance Enquiry
- vi) Real-time FDR & Deposit Scheme Information (if any)
- vii) Real-time Loan Information (if any)
- viii) Real-time Transaction Search, from the creation of the account
- ix) Real-time Statement Download, from the creation of the account
- x) Instant recharge of prepaid/postpaid mobile account of any local telecom operator.

**14. How can the fund be deposited in PrimeDiGi Account?**

**Answer:** All available modes of fund deposit are allowed for PrimeDiGi Account. The major modes of fund deposit are:

- i) Cheque
- ii) RTGS
- iii) BEFTN
- iv) Intra Bank Fund Transfer
- v) Branch Cash Counter

**15. How can the fund be withdrawn from PrimeDiGi Account?**

**Answer:** All available modes of fund withdrawal are allowed for PrimeDiGi Account except cash withdrawal from Cash Counter. The major modes of fund withdrawal are:

- i) Cash withdrawal through ATM (Debit Card)
- ii) Altitude:
  - Fund Transfer
  - Bill Payment (Credit Card, Utility Bill, Insurance Premium payment etc.)
  - Other Payment Solution as per ALTITUDE features
- iii) A/C Payee Cheque
- iv) Pay Order
- v) RTGS
- vi) BEFTN
- vii) Intra Bank Fund Transfer

**16. How can a customer apply for a PrimeDiGi Account?**

**Answer:** A customer can only apply through Digital Platform (**Prime Bank Website:**<https://www.primebank.com.bd/index.php/home/primedigi>) to open PrimeDiGi Account. Account Opening Form (AOF) will be available for 07 days to edit/update any information.

**17. Can a customer fill up AOF manually to open PrimeDiGi Account?**

**Answer:** No. Manually filled up AOF (hand writing partial/full) will not be allowed for PrimeDiGi.

**18. What documents are generally required to open PrimeDiGi Account?**

**Answer:** All the photocopies of the documents must be verified with the originals and attested by the bank officials with seal and signature. Common documents required for PrimeDiGi Accounts are:

- Account Opening Form duly completed and signed by the customer
- Foreign Account Tax Compliance Act (FATCA) Form
- 2 copies passport size photograph of account holder duly attested by introducer
- 1 Copy passport size photograph of nominee attested by account holder
- Copy of NID/ Valid Passport/ Birth Registration Certificate of Applicant and nominees
- Legal guardian details (if nominee is minor)
- E-Tin Certificate (If available)
- Proof of Address: Photocopy of Electricity Bill/ Water Bill/ Telephone Bill which is not older than 3 months.
- Paper related to source of income of Account Holder such as employer's certificate/pay slip/ job ID/ Salary Certificate/ Valid Trade License (for business man)/ Spouse Income (where applicable) etc.
- Any other documents can be taken (as required)

**19. How will a customer receive Cheque Book, Debit Card, PIN and other secured documents?**

**Answer:** Considering safety and authentic delivery, customer needs to visit his/her preferred branch to receive Cheque Book, Debit Card, PIN and other secured documents.

**20. What are the other service propositions offered in PrimeDiGi Account?**

**Answer:** All other service propositions will be offered as per Schedule of Charges (SOC).

**21. How will get the Schedule of Charge (SOC) of PrimeDiGi Account?**

**Answer:** Detail SOC of PrimeDiGi Account is available at Prime Bank's Website.

Link: ([https://www.primebank.com.bd/index.php/home/Schedule\\_of\\_Charges](https://www.primebank.com.bd/index.php/home/Schedule_of_Charges)).