

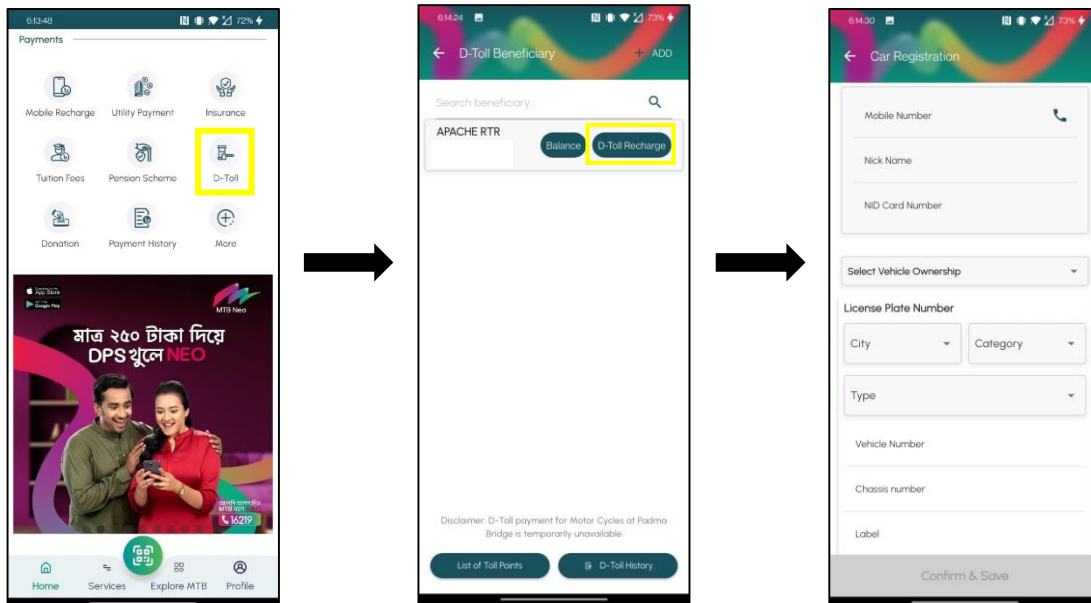
## FAQ for D-Toll (Padma Bridge)

### 1. What is D-Toll?

D-Toll is a feature of MTB Neo that allows customers to pay Padma Bridge toll/s seamlessly using RFID-based automatic scanning. Customers can use the Padma Bridge ETC lane, where tolls are automatically deducted from their D-Toll balance eliminating long queues and ensuring a faster, contactless, and hassle-free travel experience with their own vehicles.

### 2. How to register my vehicle to D-Toll in MTB Neo?

To register your vehicle, you will need to provide the following details: **your registered mobile number linked to the vehicle, NID card number, vehicle ownership status, city, vehicle category, vehicle type, last six digits of the vehicle registration number, chassis number, and label number.**



Upon successful verification of the submitted information, your vehicle registration will be completed after OTP verification.

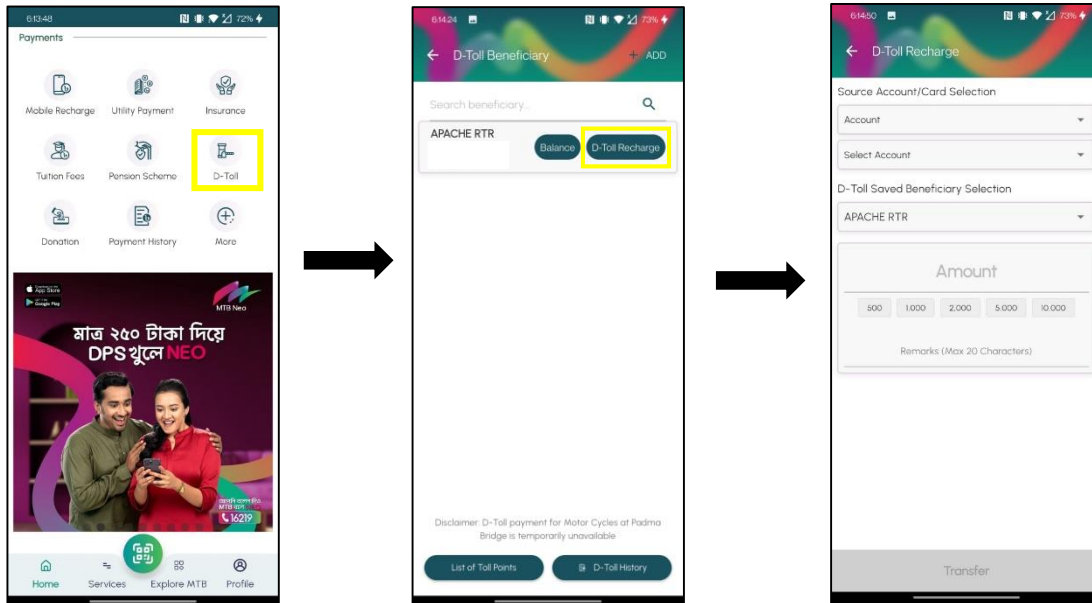
### 3. Do I need to maintain an MTB account and register in MTB Neo to avail the D-Toll feature?

Yes. To use the D-Toll feature, you must have an active MTB account and be registered in the MTB Neo app.

#### 4. How to recharge my D-Toll account for successful Toll payment?

To recharge your D-toll account,

**Login to MTB Neo → Scroll to "Payments" → Click to D-Toll → Tap on "D-Toll Recharge" from registered vehicle beneficiary list → Select Source A/C → Select "Beneficiary" → Enter Amount → Input OTP → Complete**

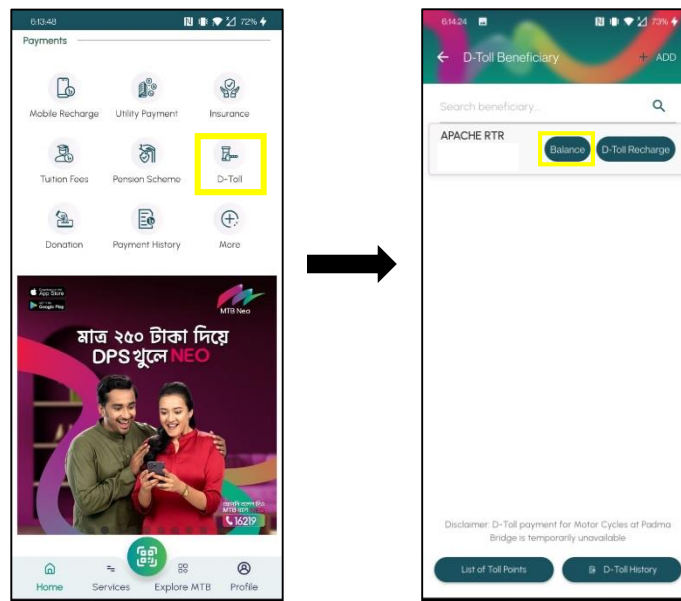


Currently, you can recharge your D-Toll balance only through your account. Recharge using a credit/ prepaid card is not available at this time.

#### 5. How to check available D-Toll balance in my registered beneficiary vehicle?

To check available D-Toll balance,

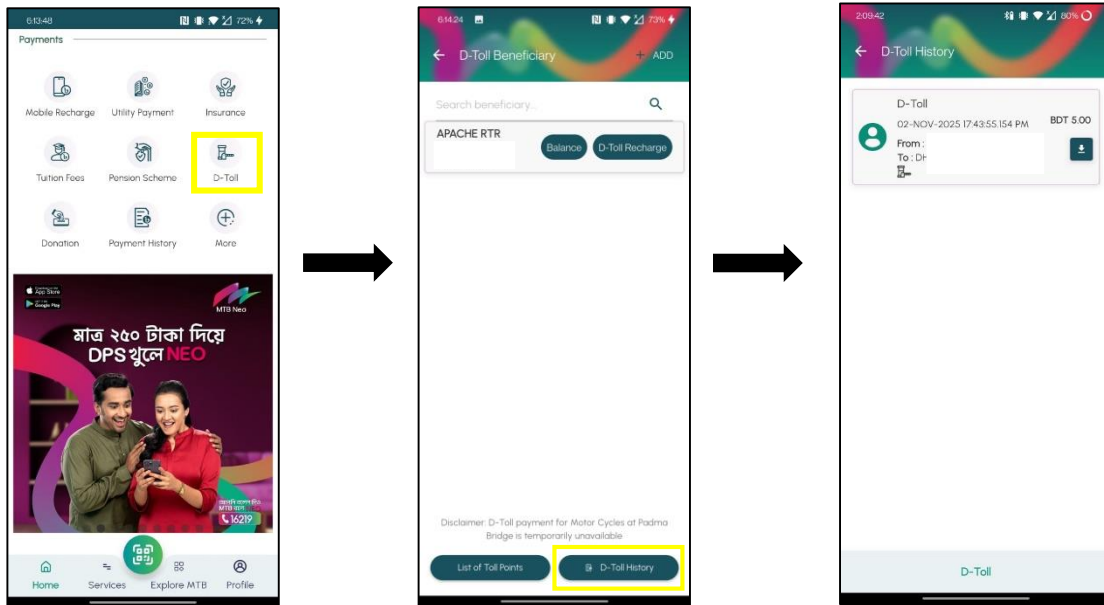
**Login to MTB Neo → Scroll to "Payments" → Click to D-Toll → Tap on "Balance" from registered vehicle beneficiary list.**



## 6. How to check D-Toll recharge history in MTB Neo?

To check D-Toll recharge history,

Login to MTB Neo → Scroll to 'Payments' → Click to D-Toll → Tap on 'D-Toll History' from registered vehicle beneficiary list.



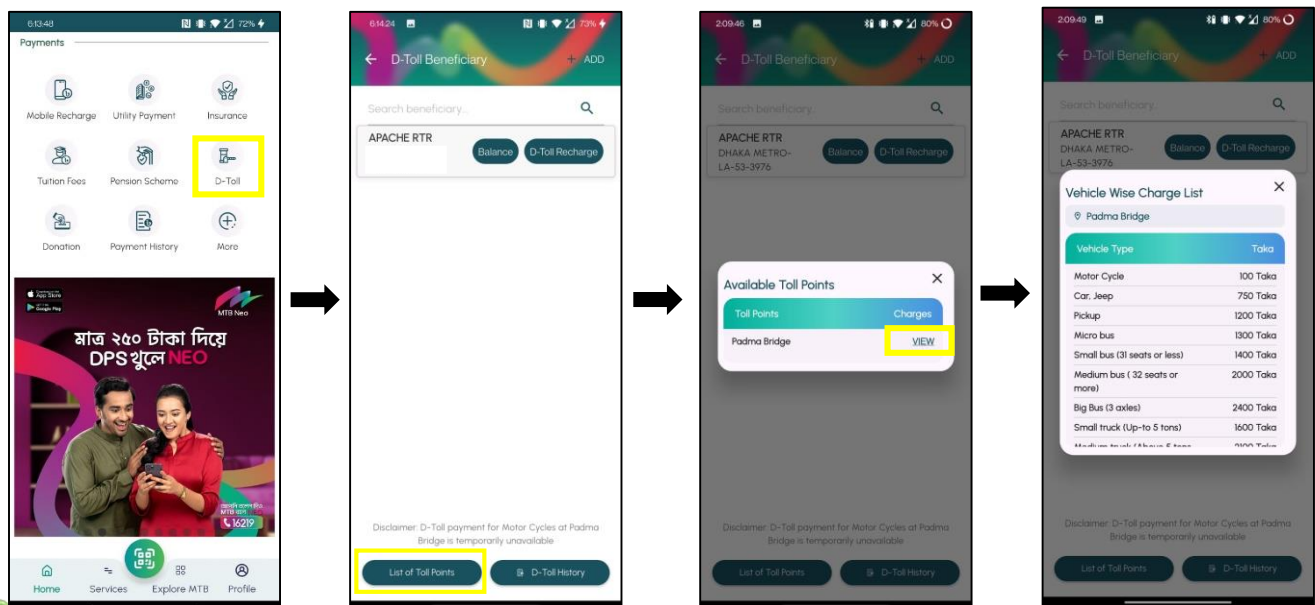
## 7. How to check Toll deduction history in MTB Neo?

Right now, Toll deduction history is not available. It will be integrated soon in the future.

## 8. Where to find vehicle category wise toll charge for toll points in MTB Neo?

To check vehicle wise toll charges,

Login to MTB Neo → Scroll to 'Payments' → Click to D-Toll → Tap on 'List of Toll Points' from registered vehicle beneficiary list.



**9. In which toll points in Bangladesh, I can use the D-Toll feature for faster toll payment?**

Right now, the feature is available to use in **"Padma Bridge" ETC Lane** only.

**10. What verification process must customers complete during their first D-Toll transaction to enable automatic toll deductions for future toll payments?**

Customers are required to complete a **one-time RFID verification** at BRTA booth near Padma Bridge Toll Plaza during their first D-Toll transaction to enable **seamless future travel** with **automatic toll deductions**.

**11. Do I need an internet connection or login to MTB Neo while crossing the toll plaza?**

No. Toll deduction happens automatically through RFID scanning which is already installed in customer's vehicle, even without an active internet connection or login to MTB Neo.

**12. What happens if my D-Toll balance is insufficient?**

If your D-Toll balance is insufficient, the toll payment will not be processed automatically and the toll barricade will not open. Please ensure you have sufficient D-Toll balance before using the ETC lane to avoid inconvenience.

**13. Can I register more than one vehicle under D-Toll?**

Yes. You can register multiple vehicles under your MTB Neo app, provided all required vehicle details are correctly submitted.

**14. Can I register a vehicle in MTB Neo if it is already registered in another MFS or bank app?**

No. If a vehicle is already registered for D-Toll in another MFS or bank app, it cannot be added or registered again in the MTB Neo app. Each vehicle can be linked to only one app for D-Toll services at a time.

**15. Can I register my motorcycle for D-Toll?**

Yes, motorcycles can be registered in the MTB Neo app for D-Toll. However, currently there is no ETC lane available for motorcycles, so tolls must be paid manually at the designated toll point/s.

**16. Is it possible to de-register/ un-register/ de-associate my vehicle from MTB Neo?**

Right now, de-register facility in D-Toll is not available in MTB Neo.

