



International Prepaid Card

Frequently Asked Questions (FAQs)

Q1: What is an international prepaid card?

Ans: International prepaid card is a card unlike common bank cards, it is not required to conduct credit assessment like credit card and open the account like debit cards. This card is designed to use anywhere in the globe under foreign currency regulation of Bangladesh Bank. This card works in similar fashion of credit card that allows purchase, cash withdrawal and e-commerce transaction.

Q2: Who is eligible for international prepaid card?

Ans: Any Bangladeshi National are eligible for international prepaid card who have valid passport and age at least 18 years.

Q3: Which documents are required to purchase international prepaid card?

Ans: Below documents are required for international prepaid card:

- Filled out Application Form (with KYC)
- A Passport size Photograph of customer
- Valid Photo ID / National ID (NID)
- Valid Passport
- Nominee's ID
- A Passport size Photograph of Nominee

Q4: Is the card secure enough?

Ans: Yes, card is secured by most modern technology "EMV chip"

Q5: Can I get instant card from Branch?

Ans: Yes, you can get instant card from Branch subject to availability of pre-printed card at Branch.

Q6: How can I get card with mentioning my name?

Ans: After applying through Branch, UCB will issue prepaid card with your name.



Q7: How can I activate my card?

Ans: You can activate card through our 24/7 call center.

Note: for pre-printed card, it will require 2 to 3 working days to upload your information into system to allow card activation.

Q8. How can I generate / get PIN for my card?

Ans: You just need to call our call center to generate PIN from your registered phone number.

Q9. How can I load funds into the prepaid card?

Ans: You can load funds to your prepaid card from UCB Branch and through UCB Cash Recycling Machine (CRM).

Q10. Does endorsement require for use of international prepaid card?

Ans: Yes, endorsement is required to use international prepaid card according to Bangladesh Bank rules.

Q11. What type of transaction can be done using international prepaid card?

Ans: International Prepaid Cards are allowed to purchase, cash withdrawal and e-commerce transaction in foreign currency.

Q12. Should I need to convert limit to USD before using Card?

Ans: No, you need not to convert limit. System will automatically convert your transaction currency's to BDT (taka).

Q13. How long I can use my Card?

Ans: You can use your card till card expire date. Normally the Card is valid for 5 years from the card issuing date.

Q14. Is the card renewable?

Ans: Yes, your card is renewable. You just need to have sufficient renewal fee to auto renew your card.



Q15. How can I get back my unused balance?

Ans: You can use your unused balance till expire date. You can return your unused balance while closing the card / by withdrawing cash from any UCB ATMs & ATMs with Visa-Logo.