

Airport Pick & Drop Service – Frequently Asked Questions (FAQ)

1. What is the Airport Pick & Drop service?

It is a premium car service provided to eligible Trust Bank Credit Cardholders for international airport pick-up or drop-off using a sedan car.

2. Who is eligible for this service?

- **Signature Plus Credit Card Holders: Up to 8 complimentary services per year for International Arrival & departure only.**
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3. Is the service free?

Yes, the service is complimentary up to the yearly limit based on your card type. After using the complimentary limit, **each pick-up or drop-off will be charged BDT 2,500 per service.**

4. Are pick-up and drop-off charged together or separately?

Pick-up and drop-off are **two separate services.**
If you use both, **each one will be charged separately.**

5. What type of vehicle is provided?

- **Sedan car only**
 - **Suitable for up to 4 passengers**
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6. Is this service available for domestic flights?

No.

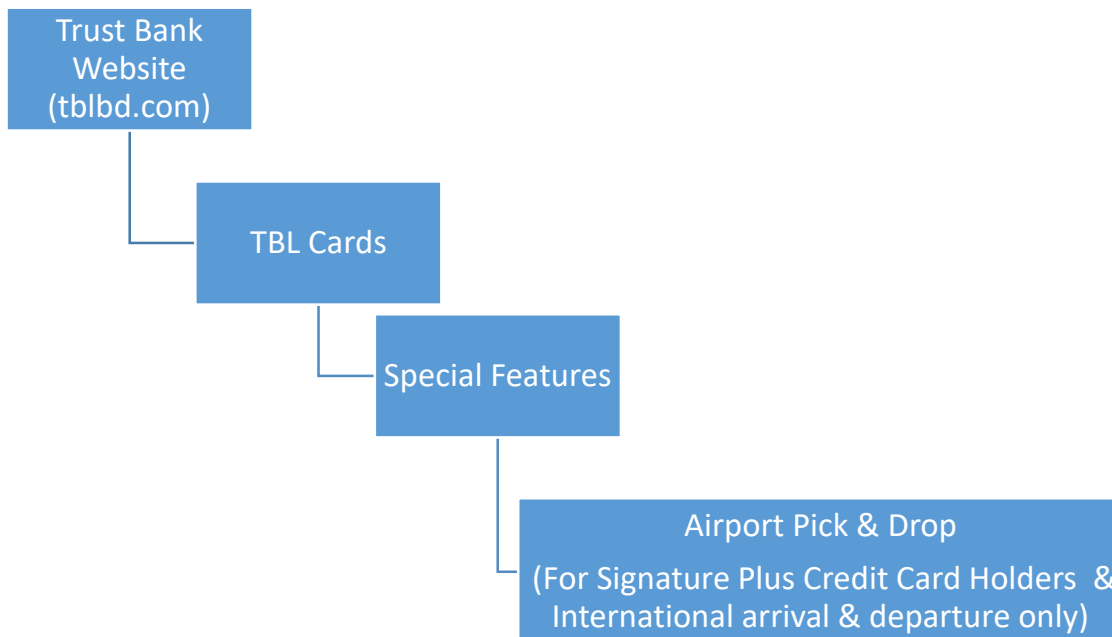
This service is **available only for international arrival and international departure flights.**

7. How can I request the service?

You can place a request through:

- Trust Bank **Call Center**
- **Smart IVR**
- Trust Bank **Mobile App**
- Through **Branch** (When a **TBL Signature or Signature Plus Credit Cardholders** requests Airport Pick & Drop service at a **TBL branch**, the branch must complete and sign the attached request form along with Passport copy & Air Ticket a and send it to callcenter@tblbd.com , with a copy to cards@tblbd.com)
- Through **email** callcenter@tblbd.com (From Trust Bank website where customer download the form, fill and then send with **passport copy & Airlines E-ticket copy**).

Please follow this steps to download the form:



8. How early should I place the request?

You must place the request **at least 72 hours before** your flight date and time.

9. What happens if I cancel my Airport Pick & Drop service late?

If a cancellation request is received less than 36 hours before the scheduled service time, it will be counted as one availed service

10. What information do I need to provide while booking?

You will need to share the following info or attached form:

- Your name and contact details
 - Pick-up or drop-off location
 - Date and time of service
 - International flight details with **PNR**
 - Preferred vehicle category (if applicable)
 - Fill the attached selected form to avail the service in manually or TBL linked site
 - **Upload** Visa copy, Air Ticket, Passport copy or email at **callcenter@tblbd.com**
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11. Will I receive a booking confirmation?

Yes.

Once confirmed, you will receive a **booking confirmation email from the service provider's official email address**, including:

- Vehicle details
 - Pick-up/drop time and location
 - Driver contact details (if available)
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12. What happens after I use all my complimentary Airport Pick & Drop services?

Once the complimentary service limit is fully used, a charge of BDT 2,500 will apply for each airport pick-up or each airport drop-off service.

13. Can I choose a specific service provider?

No.

The service provider is selected by Trust Bank based on availability, customer category, and approved pricing.

14. What happens if I face any service issue or want to give feedback?

You may contact the **Trust Bank Call Center**, and the issue or feedback will be logged and coordinated with the service provider.

15. Is the service available for special or premium customers?

Yes.

Vehicle selection may be aligned based on **special customer segments**, subject to availability and approval. Need to confirm with Md. Nayeem Fardose Shushum (EID -2432) and for this reason only call center supervisor will contact with him.