

# MetLife Insurance Payment Procedure through Prime Bank Limited's Internet Banking (ALTITUDE)

1. Log in to ALTITUDE Internet Banking through <https://pib.primebank.com.bd/login.html>
2. Click on “Insurance Payment” link under the “Utility” menu.
3. Complete the following information-
  - a. Choose “MetLife” in the Insurance Company list box.
  - b. Choose a Payment Type.

<input type="checkbox"/> Premium	<input type="checkbox"/> Application	<input type="checkbox"/> Loan Repayment
<input type="checkbox"/> APL Repayment	<input type="checkbox"/> Reinstatement	<input type="checkbox"/> Balance Premium
  - c. Enter Policy Number.
  - d. Select a Debit Account.
  - e. Enter Payment Amount.
4. Click on the “Validate” button to proceed.
5. In the next page, all input information will be displayed. If the input information is correct, click on the “Next” button.
6. You will receive an SMS with a One Time Password (“Secret Code”). Enter the “Secret Code” and the “Secret PIN”.
7. Click on the “Process Transaction” button to complete the transaction.
8. If the transaction is processed, an email notification of the transaction details will be sent and the following confirmation message will be displayed in the next page–

**“We hereby confirm the debit of your Prime Bank Account towards payment of your MetLife Insurance Policy. The Premium/Money Receipt (as applicable) will be issued, signed and provided to you by MetLife.”**
9. You can check the transaction details in the “Activity Search” link under “General” menu or in the “Statement” link under “Account” menu.
10. For further assistance regarding Internet Banking please contact:

**Alternative Delivery Channel**  
Head Office, Prime Bank Limited, 1/C DIT Avenue, Motijheel C/A, Dhaka-1000  
Mob: +88 01730 785 800, +88 01755 607 996, Ph: +88 02 9585483-4 (Ext 737,743)  
Email: pib@primebank.com.bd
11. For information about your MetLife Insurance Payments you can contact us directly at:

**MetLife, MetLife Building, 18-20 Motijheel C.A., Dhaka-1000**  
Phone: +88 02 9561791, (Ext- 435/436/384)