

## Concept & FAQs

### M Dokter

#### FREQUENTLY ASKED QUESTION:

1. What is M DokterService?

**Ans:**M Dokter is a Tele-Doctor service by which customer can talk with doctor over the phone for primary consultation with a very low cost. This service also provides information by frequent SMSs regarding healthy life style, food habits, nutrition information and general wellbeing.

2. Who can avail this service?

**Ans:** All Robi prepaid and postpaid subscriber can avail this service.

3. How do I avail the services of M Dokter?

**Ans:**Customer will call the call center for placing a request of doctor consultation and depends on the serial doctor will call the customer as soon as possible.

4. Is there any charge for using this M Dokter service?

**Ans:**Daily Tk 2 (+VAT, SC&SD)

5. What if I don't have enough balance for daily deduction in my account?

**Ans:**if you don't have balance for daily deduction for particular day then next day system will automatically try to deduct but only the daily charge, no catch up charge will be applicable.

6. How to de-activate this service?

**Ans:**Subscribers can de-activate the service by dialing the USSD \*21216\*1\*5# or calling the call center 21216.

7. Is the Service available with only with auto renewal feature?

1. **Ans:** Yes. This service is subscribed only with auto renewal feature. Before subscriber confirms for the service registration over USSD he needs to confirm that he/ she is ok with Auto-renewal setup of the service.

Service will be continued until unsubscribed by the subscriber. After successful deduction of daily service fee, the Subscriber is eligible for health tips, doctor consultation and free insurance (conditions applicable). The subscriber is eligible for doctor consultation only if the subscriber is deducted either today or yesterday.

8. Will there be more service added in the future?

**Ans:** We have a plan to add more service in the future. Based on different events and/or to enrich service for Robi subscribers, service may be added or reshuffled.

9. If a customer is in grace period (balance was not deducted today) and calls the doctor for service what will be the response to the customer? Will the service be given and will be advised to recharge later or will the customer need to recharge first and ask for the service?

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**Ans:** In this case customers will be advised to pay through instant payment by dialing USSD and also consultation will be provided straight away. If balance is available that time then it will be deducted straight away and if balance is not available then customer will be advised for recharge.

10. What if customer denied to pay through instant payment?

**Ans:** In this case customer will not get any service and will be advised to keep sufficient balance for daily service fee deduction.

11. How can I avail free insurance?

**Ans:** Subscriber can enjoy free Life and Hospital cash benefit if the service fee deduction slab threshold target is met. The insurance benefit is for the month after the month of deduction.

Below are the slabs of service fee deduction for enjoying free insurance-

Total monthly Deduction in BDT (Excluding VAT, SC,SD)	Service Plan type	Service Plan Benefits (free insurance)	
		Life Coverage	Hospital Cash Coverage
Equal 2 to 8	Plan1	5,000	None
Equal 10 to 18	Plan2	10,000	None
Equal 20 to 28	Plan3	20,000	None
Equal 30 to 38	Plan4	30,000	None
Equal 40 to 48	Plan5	40,000	250
Equal 50 to 58	Plan6	50,000	500
Equal to or more than 60*	Plan7	60,000	1,000

\*For a month of February where the no of days is 28 or 29, and if the subscriber is successfully deducted for those 28 or 29 days, he will receive benefits as per Plan 7.

12. Where I can file free insurance claim?

**Ans:** For free insurance claim customer have to M Doktor helpline 21216. Milvik claim team will help the subscribers for claim filing and other necessary aspects.

13. From where I can collect the free insurance claim form?

**Ans:**

- Robi Website
- Milvik Website
- Robi WIC

14. Where I can submit the claim form?

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### M Daktar

**Ans:**

- a. Robi WIC
- b. Courier to Milvik office address  
Claims department - M Daktar  
12th Floor, Ambon Tower, 99 Bir Uttam AK Khandakar,  
Mohakhali C/A, Dhaka-1212, Bangladesh  
02 9858538
- c. Email to Milvik claim team - [claims@bd.milvik.com](mailto:claims@bd.milvik.com) mention on the Subject - M Daktar claim



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