

Key Fact Statement for Deposit Accounts (Effective from Jan 01 to Jun 30, 2024)

The Bank of Punjab,
-----Branch,
City.

Date

DD- MM-YYYY

IMPORTANT: Read this document carefully if you are considering opening a new account. It is available in English and Urdu. You may also use this document to compare different accounts offered by other banks. You have the right to receive KFS from other banks for comparison.

Account Types & Salient Features :

This information is accurate as of the date above. Services and fees may change on half yearly basis or as and when required, while profit rates may change on monthly basis. For updated fees/charges, you may visit our website or visit our branches.

Particulars		Islamic
		TAQWA Meherbaan Certificate
Currency		PKR
Minimum Balance for Account	To open	Rs. 100,000/-
	To keep	Rs. 100,000/-
Account Maintenance Fee		NA
Is Profit Paid on account Subject to the applicable tax rate		Yes
Indicative Profit Rate. (%)		as per last month declared profit rate
Profit Payment Frequency		Monthly
Provide example		E.g. Rs. 417/- Per Month on Principal / monthly balance of Rs. 100,000/- @ 5% Per Annum. (Exclusive of applicable taxes)
Premature/ Early Encashment/ Withdrawal Fee		In case of pre-mature encashment, rate corresponding to the nearest completed tenure, as available at the time of TMC encashment, shall be applied for the entire outstanding period of TMC. However, in case of TMC prematures within one month, the prevailing rate of respective tier of profit & Loss sharing account shall be applied. The differential of profit already paid, will be settled with customer's account

Service Charges

IMPORTANT: : This is a list of the main service charges for this account. It does not include all charges. You can find a full list at branches and on our website www.bop.com.pk. Please note that all bank charges are exclusive of applicable taxes, except where inclusion of tax is explicitly mentioned.

Services	Modes	Islamic
		TAQWA Meherbaan Certificate
Cash Transaction	Intercity	NA
	Intra-city	NA
	Own ATM withdrawal	NA
	Other Bank ATM	NA
SMS Alerts	ADC/Digital	NA
	Clearing	NA
	For other transactions (If customer opted SMS Service)	NA
Debit Cards	Classic	NA
	Gold	NA
	Platinum	NA
	Paypak	NA
	Others	NA
Cheque Book	Issuance	NA
	Stop payment	NA
	Loose cheque	NA

Services	Modes	Islamic
		TAQWA Meherbaan Certificate
Remittance (Local)	Banker Cheque/ Universal Cheque	NA
Remittance Foreign	Foreign Demand Draft	NA
	Wire Transfer	NA

Statement of Account	Annual	NA
	Half Yearly	NA
	Duplicate	NA
Fund Transfer	ADC/Digital Channels	NA
	Others	NA
Digital Banking	Internet Banking subscription (one-time & annual)	NA
	Mobile Banking subscription (one-time & annual)	NA
Clearing	Normal	NA
	Intercity	NA
	Same Day	NA
Closure of Account	Customer request	NA

You Must Know

Requirements to open an account: To open the account you will need to satisfy some identification requirements as per regulatory instructions and banks' internal policies. These may include providing documents and information to verify your identity. Such information may be required on a periodic basis. Please ask us for more details.

Cheque Bounce: Dishonoring of cheques is subject to a criminal trial in Pakistan as per Pakistan Penal Code (PPC) 489-F. Accordingly, you should be writing cheques with utmost prudence.

Safe Custody: Safe custody of access tools to your account like ATM cards, PINs, Cheques, e-banking usernames, passwords; other personal information, etc. is your responsibility. Bank cannot be held responsible in case of a security lapse at the customer's end. Never share your ATM/Debit Card number, PIN, OTP or any other sensitive information about your account with anyone. BOP staff will never call from Call Center/Hotline for such details.

Record updation: Always keep profiles/records updated with the bank to avoid missing any significant communication. You can contact BOP Call Center at 111 267 200 or visit your branch to update your information.

What happens if you do not use this account for a long period? If your account remains inoperative for 12 months, it will be treated as dormant. If your account becomes dormant, certain restrictions apply such as debit transactions and withdrawals shall not be allowed until the account is activated on customer's request. Accounts dormant since one year and with zero balances will be closed. To reactivate your account, you must request your branch in person for biometric verification along with copy of CNIC/SNIC. Overseas customers may also send their request attested by Pakistani Embassy/High commission through their registered email along with scanned CNIC/SNIC/POC/NICOP, Valid Passport & Visa, Exit Stamp, Valid proof of residence status and Undertaking for Exemption of Biometric Verification.

Unclaimed Deposits: In terms of Section 31 of Banking Companies Ordinance, 1962 all deposits which have not been operated during the period of last ten years, except deposits in the name of a minor or a Government or a court of law, are surrendered to State Bank of Pakistan (SBP) by the relevant banks, after meeting the conditions as per provisions of law. The surrendered deposits can be claimed through the respective banks. For further information, please contact your branch or BOP Call Center at 111-267-200.

Closing this account: In order to close your account, please render your request to your account maintaining branch along with debit card & unutilized cheques & cancel the standing instructions, if any.

How can you get assistance or make a complaint?

Contact Information

The Bank of Punjab

Complaint Management Unit

7th Floor, Big City Plaza

Near Liberty Round About, Gulberg- III, Lahore

Helpline: 111-267-200

Email: complaints@bop.com.pk

Website: www.bop.com.pk

If you are not satisfied with our response, you may contact:

Banking Mohtasib Pakistan

5th Floor, Shaheen Complex, M. R. Kiyani Road, Karachi.

Ph: (+92 21) 99217334-38 Fax: (+92 21) 99217375

Email: info@bankingmohtasib.gov.pk

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT

Customer Name:				Date:	
Product Chosen:					
Mandate of account:	Single/Joint/Either or Survivor				
Address					
Contact No.:		Mobile No.		Email Address	
Customer Signature				Signature Verified	