

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

Taqwa Islamic Banking-  
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 Rahat Account (Saving Account)
Currency		PKR
Minimum Balance for Account	To open	Rs. 100/-
	To keep	Zero
Account Maintenance Fee		NA
Is Profit Paid on account Subject to the applicable tax rate		Yes
Indicative Profit Rate. (%)		%age vary as per last month declared profit rate as per respective tier
Profit Payment Frequency		Monthly
Provide example		E.g. Rs. 2.5/- Per Month on Daily net balance of Rs. 1000, @ 3% Per Annum. (Exclusive of applicable taxes)
Premature/ Early Encashment/ Withdrawal Fee		NA

**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](http://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 Rahat Account (Saving Account)
Cash Transaction	Intercity	Zero
	Intra-city	Zero
	Own ATM withdrawal	Zero
	Other Bank ATM	PKR 23.44 per transaction(Inclusive of FED/Sales Tax) International Cash Withdrawal at Master Card ATMs 4% of the transaction amount
SMS Alerts	ADC/Digital	Zero
	Clearing	Zero
	For other transactions (If customer opted SMS Service)	PKR 125 + tax per month * SMS Alerts for all international and domestic digital transactions (such as ATM, POS and Internet / Mobile banking transactions etc.) are free of cost
Debit Cards	Classic	PKR 1700 per annum
	Gold	PKR 2400 per annum
	Platinum	PKR 3400 per annum
	Lahore Qalandars Debit card	PKR 2500 per annum
	Paypak	PKR 1200 per annum
	Khaas Platinum Card	PKR 4,400 per annum
Cheque Book	Issuance	First 25 leave cheque book free After first free cheque book subsequent cheque book will be issued @ Rs.18 per leaf
	Stop payment	Upto 5 cheques PKR 550 per instruction, more than 5 cheques PKR 1,100 per instruction
	Loose cheque	NA

Services	Modes	Islamic
		TAQWA Rahat Account (Saving Account)
Remittance (Local)	Banker Cheque/ Universal Cheque	Through A/c Rs. 400/- Charges for making UC & other related instruments for payment of fee dues in favor of educational institutions, HEC/Boards etc. Shall not exceed 0.50% of fee / dues or Rs. 25/- per instrument, whichever is less.
Remittance Foreign	Foreign Demand Draft	PKR 1,160 or 0.29% of TT amount(inclusive of tax amount) , whichever is higher Swift charges PKR 1,200 for short message and PKR 2,400 for full message.

	Wire Transfer	<b>For Education/Health purpose:</b> PKR 350 (inclusive of FED/PST) plus out of pocket charges (USD10 minimum) <b>For Other Payments (Regardless of Amount):</b> PKR 1,160 or 0.29% of TT amount (Inclusive of FED/PST), whichever is higher. Swift charges PKR 1200 for short message and PKR 2,400 for full message.
<b>Statement of Account</b>	Annual	Zero
	Half Yearly	Zero
	Duplicate	Rs. 30.17 per statement + Province wise FED/PST
<b>Fund Transfer</b>	ADC/Digital Channels	<b>Transfer Amount</b> Upto PKR 25,000/ Month Amount exceeding PKR 25,000 for the month
	Others	Zero
<b>Digital Banking</b>	Internet Banking subscription (one-time & annual)	Zero
	Mobile Banking subscription (one-time & annual)	Zero
<b>Clearing</b>	Normal	Zero
	Intercity	Rs. 325/- through NIFT
	Same Day	Rs.525 per collection through NIFT
<b>Closure of Account</b>	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/ Helpline 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](mailto:complaints@bop.com.pk)  
Website: [www.bop.com.pk](http://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](mailto: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		