

Key Fact Statement for Deposit Accounts

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:

BOP Asaan Digital Remittance Account (ADRA) is a non-profit bearing current account designed for resident Pakistanis, who wish to open their remittance account digitally without the hassle of visiting BOP branch.

Transactional Limit:

1. Maximum credit balance limit: PKR 3,000,000
2. Cash Withdrawal limit: PKR 500,000 per day
3. Fund transfer limit: PKR 500,000 per day from ADRA to any other account
4. This account may also be fed through local credit to the extent of PKR 1,000,000 per month
5. No commercial remittances shall be deposited in this account type.

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

Particulars	Conventional	
	Asaan Digital Remittance Current Account (LCY)	
Currency	PKR	
Minimum Balance for Account	To open	Zero
	To keep	No account maintenance charges
Account Maintenance Fee	Nil	
Is Profit Paid on account (Yes/No) <i>Subject to the applicable tax rate</i>	NA	
Indicative Profit Rate. (%)	NA	
Profit Payment Frequency	NA	
Provide example:	NA	
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 our 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	Conventional	
		Asaan Digital Remittance Current Account (LCY)	
Cash Transaction	Intercity	Zero	
	Intra-city	Zero	
	Own ATM withdrawal	Zero	
	Other Bank ATM	PKR 23.44 per transaction (Inclusive of FED/ PST)	
SMS Alerts	ADC/Digital	Zero	
	Clearing	Zero	
	For other transactions	PKR 125 + tax per month	
Debit Cards	Classic	Issuance/ Renewal/ Replacement: PKR 1,700 P.A, Supplementary: 1,000	
	Gold	Issuance/ Renewal/ Replacement: PKR 2,400 P.A, Supplementary: 1,200	
	Platinum	Issuance/ Renewal/ Replacement: PKR 3,400 P.A, Supplementary: 2,200	
	Paypak	Issuance/ Renewal/ Replacement: PKR 1,200 P.A	
	Others	NA	
Cheque Book	Issuance	PKR 12 per leaf	
	Stop payment	Upto 5 cheques per instruction PKR 550 , more than 5 cheques per instruction PKR 1,100	
	Loose cheque	NA	
Remittance (Local)	Banker Cheque / Universal Cheque	Through A/c Rs. 400	
Remittance Foreign	Foreign Demand Draft	NA	
	Wire Transfer	NA	
Statement of Account	Annual	Zero	
	Half Yearly	Zero	
	Duplicate	Rs. 30.17 per statement + Province wise FED/PST	
Fund Transfer	ADC/Digital Channels	Up to PKR 25k/Month free, Above PKR25k/Month 0.1% of Transaction amount or PKR200 which is lower	
	Others	Free online fund transfer	

Services	Modes	Conventional
		Asaan Digital Remittance Current Account (LCY)
Digital Banking	Internet Banking subscription (one-time & annual)	NA
	Mobile Banking subscription (one-time & annual)	Zero
Clearing	Normal	Zero
	Intercity	PKR 325
	Same Day	Rs.525 per collection through NIFT
Closure of Account	Customer request	Zero

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 which include valid source of income 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 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 may request your branch in person for biometric verification along with copy of CNIC/SNIC., or alternatively, you can also submit request electronically through registered medium (i.e. email) accompanied by scanned copy of original identity document. 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 & Locker key (if availed) & cancel the standing instructions, if any.

How can you get assistance or make a complaint?

The Bank of Punjab
Complaint Management Unit
7th Floor, Big City Plaza
Near Liberty Round About Gulberg- II, 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.
(+92 21) 99217334-38 (5 lines)
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	