

### Key Fact Statement for Deposit Accounts

The Bank of Punjab, -----Branch, City.	Date	DD- MM-YYYY
	<b>IMPORTANT:</b> 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, fees and mark up rates may change on half yearly basis. For updated fees/charges, you may visit our website or visit our branches.

Particulars		Conventional
		BOP Current Direct Pension Credit Account
Currency		PKR
Minimum Balance for Account	To open	PKR 100
	To keep	Zero
Account Maintenance Fee		Zero
Is Profit Paid on account <i>Subject to the applicable tax rate</i>		No
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](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	Conventional
		BOP Current Direct Pension Credit Account
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 195/- + tax per month
Debit Cards	Classic	Issuance & Renewal/Replacement PKR 2,300 per annum Supplementary @ PKR 1,300 per annum
	Gold	Issuance & Renewal/Replacement PKR 3,000 per annum Supplementary @ PKR 1,500 per annum
	Platinum	Issuance & Renewal/Replacement PKR 4,500 per annum Supplementary @ PKR 2,500 per annum
	Paypak	PKR 1,700 per annum for Issuance/Renewal/Replacement
	World Debit Master Card	Issuance/ Renewal/ Replacement: PKR 17,000 P.A, Supplementary: 9,000
Cheque Book	Issuance	Rs. 12/- per leaf
	Stop payment	a) Up to 5 cheques per instruction Rs. 600/- b) More than 5 cheques per instruction Rs. 1,150/-
	Loose cheque	NA
Remittance (Local)	Banker Cheque / Universal Cheque	Through A/c Rs. 450
Remittance Foreign	Foreign Demand Draft	PKR 1160 or 0.29% of TT amount (Inclusive of FED/PST), whichever is higher. Swift charges: Short message Rs. 1,000/- Full message Rs. 2,000/-
	Wire Transfer	For Education/Health purposes: PKR350 (inclusive of FED/PST)
Statement of Account	Annual	Zero
	Half Yearly	Zero
	Duplicate	Rs. 30.17 per statement + Province wise FED/PST
Fund Transfer	ADC/Digital Channels	Upto PKR 25,000/month Free, Amount exceeding PKR 25,000 0.1 % of transaction amount for the month or Rs. 200 whichever is lower (inclusive of FED/PST)
	Others	Free online fund transfer
Digital Banking	Internet Banking subscription (one-time & annual)	Zero
	Mobile Banking subscription (one-time & annual)	Zero
Clearing	Normal	Zero
	Intercity	Rs.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 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 write 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 must request **any BOP** branch in person for biometric verification along with copy of CNIC/SNIC.

**Customer having Individual (single/joint) accounts may also send their original scanned request duly signed through their registered postal /email address.**

Overseas/**Abroad** customers may also send **their original scanned** request **duly** attested by Pakistani Embassy/High commission through their registered **postal /email address** along with **original** scanned CNIC/SNIC/POC/NICOP, **first two pages of 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 **through enactment of the Banking Companies (Amendment) Act, 2024** all deposits which have not been operated during the period of last **fifteen** 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?

The Bank of Punjab  
Complaint Management Unit  
7<sup>th</sup> 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.  
(+92 21) 99217334-38 (5 lines)  
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	