

### Key Fact Statement for Deposit Accounts

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The Bank of Punjab, -----Branch, City.		Date	
		<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.	
<b>Account Types &amp; Salient Features:</b> This information is accurate as of the date above. Services/ fees may change on half yearly basis whereas. For updated fees/charges and markup rates, you may visit our website or visit our branches.			
Particulars		Conventional	
		BOP FCY Supreme Current Account	
Currency		USD, EUR, GBP	
Minimum Balance for Account	To open	US\$ 500/- or equivalent in other currencies.	
	To keep	US\$ 500/- or equivalent in other currencies. Value added features on maintaining minimum balance of USD 10,000 or EURO 8,000 or GBP 7,000	
Account Maintenance Fee		Rs. 50/- or equivalent per month on monthly basis.	
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	
<b>Service Charges</b> <b>IMPORTANT:</b> 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	
		BOP FCY Supreme Current Account	
Cash Transaction	Intercity	N/A for subject account; However, zero for PKR account with same title	
	Intra-city	Zero for subject account and PKR account with same title	
	Own ATM withdrawal	N/A for subject account; However, zero for PKR account with same title	
	Other Bank ATM	NA	
SMS Alerts	ADC/Digital	NA	
	Clearing	NA	
	For other transactions	NA	
Debit Cards	Classic	N/A for subject account; However, zero for PKR account with same title (both issuance and renewal) , subject to maintaining the minimum balance condition.	
	Gold	N/A for subject account; However, zero for PKR account with same title (both issuance and renewal) , subject to maintaining the minimum balance condition.	
	Platinum	N/A for subject account; However, zero for PKR account with same title (both issuance and renewal), subject to maintaining the minimum balance condition.	
	Paypak	N/A for subject account; However, zero for PKR account with same title (both issuance and renewal), , subject to maintaining the minimum balance condition.	
	Others	NA	
Cheque Book	Issuance	Zero for 1 cheque book per month. Subsequent cheque book, if any in the same month: Rs. 12 per leaf (Equivalent FCY)	
	Stop payment	a) Up to 5 cheques per instruction PKR 600, b) More than 5 cheques per instruction PKR 1,150	
	Loose cheque	NA	
Remittance (Local)	Banker Cheque / Universal Cheque/ CDR (in PKR)	Zero, subject to maintaining the minimum balance condition. Otherwise Through A/c Rs. 450	
Remittance Foreign	Foreign Demand Draft	1) Up to US\$ 25,000 (or equivalent): US\$ 15 (or equivalent). 2) Above US\$ 25,000 (or equivalent): US\$ 30 (or equivalent). SWIFT Charges: (Short Message) Rs. 1,000/-, (Full Message) Rs. 2,000/-/-	
Statement of Account	Annual	Zero	
	Half Yearly	Zero	
	Duplicate	PKR 30.17 per statement + Province wise FED/PST	
Fund Transfer	ADC/Digital Channels	NA	
	Others	NA	
Digital Banking	Internet Banking subscription	NA	
	Mobile Banking subscription	NA	
Clearing	Normal	NA	
	Intercity	NA	
	Same Day	NA	
Locker	Small and Medium	Rs 1 on maintaining average balance for six months USD 10,000 or EURO 8,000 or GBP 7,000	
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	