

### 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:

BOP KHAAS Saving account is a profit bearing account designed for the bank's Priority customers with enhance features in terms of fee waivers, discounts and other privileges.

The eligibility of Priority criteria of BOPKHAAS Saving account is maintenance of a depository relationship balance of PKR 3 Million or above.

The continuation of any Priority benefits (any charges waivers on BOPKHAAS Saving account or other privileges) related to the Priority status will be dependent on meeting minimum depository requirement.

In case the Bank decides to change the BOPKHAAS Priority criteria in future, you will be informed of the same in writing.

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 KHAAS Saving Account	
Currency	PKR	
Minimum Balance for Account	To open	PKR 500,000
	To keep	Zero
Account Maintenance Fee	Zero	
Is Profit Paid on account <i>Subject to the applicable tax rate</i>	Yes	
Indicative Profit Rate. (%)	SBP Repo Rate less 0.50%	
Profit Payment Frequency	Half Yearly	
Provide example:	For deposit of PKR 1,000, if profit rate is 20.50% P.A, the expected profit for half year shall be PKR 102.50.	
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 KHAAS Saving Account (Charges Waivers and discounts are applicable only subject to maintenance of minimum balance requirement of BOPKHAAS Premium Banking Proposition. In case of not maintaining minimum balance requirement charges will be applied as per approved SOC)	
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	Zero	
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	
	KHAAS Platinum	Issuance/ Renewal: Zero Supplementary KHAAS Platinum Debit Card: Zero if Primary Card is KHAAS Platinum	
	Paypak	Issuance/ Renewal/ Replacement: PKR 1,200 P.A.	
	Others	Lahore Qalanders Debit Card PKR 2,500, Supplementary: 1,300	
Cheque Book	Issuance/ Subsequent (Any Size)	Zero	
	Stop payment	Up to 5 cheques per instruction PKR 550, more than 5 cheques per instruction PKR 1,100	
	Loose cheque	NA	
Remittance (Local)	Banker Cheque / Pay Order	Zero	
Remittance Foreign	Foreign Demand Draft	PKR 1,160 or 0.29% of TT amount (Inclusive of FED/PST), whichever is higher. Swift charges PKR 1,000	
	Wire Transfer	For Education/Health purposes: PKR350 (inclusive of FED/PST) plus out of pocket charges (USD10 minimum)	
Statement of Account	Annual	Zero	
	Half Yearly	Zero	
	Duplicate	PKR 30.17 per statement + Province wise FED/PST	
Fund Transfer	ADC/Digital Channels	Zero	
	Others	Free online fund transfer	

Services	Modes	Conventional
		BOP KHAAS Saving Account
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
Locker	Annual Rent	50% fee waiver
Closure of Accounts	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/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?**

The Bank of Punjab  
Complaint Management Unit  
7<sup>th</sup> 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	