

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: 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 Life Current Account
Currency		PKR
Minimum Balance for Account	To open	PKR 100
	To keep	1. Monthly average balance PKR 10,000 to be maintained to avoid monthly account maintaining charges 2. Monthly average balance PKR 25,000 for free product features
Account Maintenance Fee		PKR 50 (inclusive of FED/PST)
Is Profit Paid on account Subject to the applicable tax rate		No
Indicative Profit Rate. (%)		NA
Profit Payment Frequency		NA
Provide example:		NA
Premature/ Early Encashment/ Withdrawal Fee		NA
Insurance Proposition		Upon maintaining Monthly and Quarterly Average Balance of PKR. 5,000 and other insurance eligibility criteria: Sum Assured = 3 times average of last three months’ deposit – Upper Limit PKR 2 Million. 1. Life Coverage (Natural Death) = Sum Assured 2. Life Coverage (Accidental death): On accidental death of the insured person, insurance company will pay an Additional SUM ASSURED 3. Permanent Total Disability Cover: On PTD due to accident or sickness, insurance company will pay equal to your SUM ASSURED The insurance coverage is provided through EFU Life Insurance and is subject to terms, conditions & exclusions of insurance company. Details/FAQs are covered on BOP website. Claims must be made not later than 90 days of the occurrence of insured event.
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 BOP Life Current Account
Cash Transaction	Intercity	Zero
	Intra-city	Zero
	Own ATM withdrawal	Zero
	Other Bank ATM	PKR 23.44 per Transaction (Inclusive of FED/Provincial Sales Tax)
SMS Alerts	ADC/Digital	Zero
	Clearing	Zero
	For other transactions	PKR 195/- + tax per month
Debit Cards	Classic	Issuance: Zero Renewal: Zero, subject to maintaining monthly average balance otherwise: 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 Master Debit Card	Issuance/ Renewal/ Replacement: PKR 17,000 P.A, Supplementary: 9,000
Cheque Book	Issuance	PKR 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	Zero subject to maintaining monthly average balance Otherwise: PKR 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)

Services	Modes	Conventional
		BOP Life Current Account
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.

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.

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.

How to lodge the insurance claim?

It is the responsibility of the customer to educate his/her family/successors about this embedded life insurance coverage. Intimation regarding any claim must be made to his/her parent branch as soon as possible.

Claims must be made not later than 90 days of the occurrence of insured event.

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- III, 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	

