

### 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 markup rates may change on half yearly basis. For updated fees/charges, you may visit our website or visit our branches. Waiver on locker rent for 1st year, 50% discount of processing fee on Personal/ Car Loan & various insurance plans on maintenance of Monthly average balance of PKR 50K.

Particulars		Conventional
		BOP NAAZ (Current Account)
Currency		PKR
Minimum Balance for Account	To open	PKR 1,000
	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
Insurance Proposition		<p>Upon maintaining Monthly Average Balance of PKR. 50,000 and other insurance eligibility criterion:</p> <ol style="list-style-type: none"> <li>1. Woman Critical Illness Coverage Plan (Up to PKR 500,000)</li> <li>2. Death and Permanent Disability Insurance Coverage for School Fees (PKR 20,000 per month for 12 months)</li> <li>3. Death and Permanent Disability Home Expenditure Cover (PKR 20,000 per month for 12 months)</li> </ol> <p>The insurance coverage is provided through EFU Life Insurance and is subject to terms, conditions &amp; exclusions of insurance company. Details/FAQs are covered on BOP website.</p> <p>Claims must be made not later than 90 days of the occurrence of insured event.</p>

#### 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 NAAZ (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	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
	Platinum	Issuance/ Renewal/ Replacement: PKR 3,400 P.A, Supplementary: 2,200
	Paypak	Issuance/ Renewal/ Replacement: PKR 1,200 P.A.
	NAAZ Card	Issuance: Free Renewal / Replacement Charges: PKR 2,200 P.A, Supplementary: 1,100
Cheque Book	Issuance	Free 1st 25 leaves Cheque Book; Subsequent Cheque Book of PKR 12 per leaf
	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 / Universal Cheque	Through A/c Rs. 400
Remittance Foreign	Foreign Demand Draft	PKR 1,160 or 0.29% of TT amount, whichever is higher. Swift charges PKR 1,000
	Wire Transfer	<b>For Education/Health purposes:</b> PKR 350 (inclusive of FED/PST) plus out of pocket charges (USD10 minimum) <b>For Other Payments Regardless of Amount:</b> PKR 1,160 or 0.29% of TT amount (Inclusive of FED/PST), whichever is higher
Statement of Account	Annual	Zero
	Half Yearly	Zero
	Duplicate	PKR 30.17 per statement + Province wise FED/PST
Fund Transfer	ADC/Digital Channels	Up to PKR 25k/Month free, Above PKR 25K/Month 0.1% of transaction amount or PKR 200 whichever is lower
	Others	Free online fund transfer

Services	Modes	Conventional
		BOP NAAZ (Current 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
Closure of Account	Customer request	Zero
Locker	Customer Request	Locker Fee: Annual Rent - Free for 1st Year.

#### 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 to lodge the insurance claim?

It is the responsibility of the customer to educate his/her family/successors about this embedded 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  
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	