

### 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 SACA Account
<b>Currency</b>		PKR
<b>Minimum Balance for Account</b>	To open	Zero
	To keep	Zero
<b>Account Maintenance Fee</b>		Zero
<b>Is Profit Paid on account</b> <i>Subject to the applicable tax rate</i>		No
<b>Indicative Profit Rate. (%)</b>		NA
<b>Profit Payment Frequency</b>		NA
<b>Provide example:</b>		NA
<b>Premature/ Early Encashment/Withdrawal Fee</b>		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. Please note that all bank charges are exclusive of applicable taxes, except where inclusion of tax is explicitly mentioned.

Services	Modes	Conventional BOP SACA Account
<b>Cash Transaction</b>	Intercity	Zero
	Intra-city	Zero
	Own ATM withdrawal	Zero
	Other Bank ATM	PKR 23.44 per transaction (Inclusive of FED/PST)
<b>SMS Alerts</b>	ADC/Digital	Zero
	Clearing	Zero
	For other transactions	Zero
<b>Debit Cards</b>	Classic	Issuance & Renewal: Free, Replacement: PKR 1,700, 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: Free, Replacement: PKR 1,200
	Others	NA
<b>Cheque Book</b>	Issuance/ Subsequent Issuance	Zero (for any number of leaves)
	Stop payment	Zero
	Loose cheque	NA
<b>Remittance (Local)</b>	Banker Cheque / Pay Order	Zero
<b>Remittance Foreign</b>	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 (USD 10 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
<b>Statement of Account</b>	Annual	Zero
	Half Yearly	Zero
	Duplicate	Zero
<b>Fund Transfer</b>	ADC/Digital Channels	Zero
	Others	Free online fund transfer
<b>Digital Banking</b>	Internet Banking subscription (one-time & annual)	Zero
	Mobile Banking subscription (one-time & annual)	Zero
<b>Clearing</b>	Normal	Zero
	Intercity	Zero
	Same Day	Rs.525 per collection through NIFT
<b>Closure of Account</b>	Customer request	Zero
<b>Locker</b>	Rent Fee	Zero for Small and Medium sized upon maintenance of PKR 1m Average balance in Last Month

**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 be writing 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](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	