

FREQUENTLY ASKED QUESTIONS FOR CUSTOMER AWARENESS

ATM & OTC Cash Withdrawal Insurance Coverage for BTA Customers

What type of insurance cover is available to BOP Tjirat Account Customers?

Bank is providing free of cost monthly ATM Cash Withdrawal Insurance & Over the Counter (OTC) Cash Withdrawal Insurance Covers on MOM basis to its BTA Accountholders who meet the following insurance eligibility criteria of the bank:

- who maintained monthly average balance of Rs.100,000/- & above during the last month
- where atleast one calendar month has been passed since the date of account opening (broken days of account opening month will be ignored)

What are the coverage limits for ATM & OTC Insurance?

Loss of Cash Withdrawn from any bank's ATM Rs. 25,000 per transaction per day and Rs. 100,000/- in the aggregate per year.

Loss of Cash Withdrawn from any of BOP cash counters (OTC) Rs.25,000 per transaction per day and Rs.50,000/- in the aggregate per year.

Deductible: Rs.1,000/- Per Loss – to be borne by the customer

What is ATM & OTC Cash Insurance?

It is an exclusive arrangement of two insurance offerings in one comprehensive package. Cash Withdrawal Insurance is an insurance policy which protects you against loss of cash due to violent, forcible and visible robbery, armed hold-up and/or snatching of cash from customer's custody provided that cash is withdrawn by using BOP Debit Card at an ATM of any scheduled bank or which an account holder himself/herself withdraw from their account at the cash counter at any BOP branch counters situated across Pakistan.

Am I eligible for ATM & OTC Insurance? Is there any minimum balance restriction for availing this facility?

This is a Complementary (Free) Insurance Coverage for BOP Tjirat account holders on maintaining monthly average balance of Rs.100,000/- and above during the month and cover will be provided for the next month. For example if "Mr. A" maintains minimum average balance Rs.100,000/- during the month of April in his BTA account, he will automatically be eligible for ATM & OTC cash withdrawal insurance cover for the month of May.

For how long am I covered?

You will be covered up to Sixty (60) minutes from the time the Cash is withdrawn by the customer himself/herself, from the ATM and/or the Bank's Kiosks and/or Bank's Branches across Pakistan, and/ or up to radius of 1.5 kilometers whichever occurs first all across Pakistan. Terms, conditions & exclusions of Insurance Company will apply.

How much I have to pay for this coverage?

You don't need to pay for this coverage. This is a Complementary Coverage arranged by the Bank of Punjab for its BOP Tjirat account holders maintaining monthly average balance of Rs.100,000 and above.

Who is National Insurance Company Limited?

National Insurance Company Ltd (NICL) is the underwriter of this ATM & OTC cash withdrawal insurance policy and NICL will service your queries and claims lodged through us.

Where to Intimate & How Late Can I Intimate regarding my Loss/Claim?

Initial intimation regarding any claim must be made by the customer through writing, call or email at following addresses as soon as possible but not later than **36 Hours** of the occurrence of insured event:

- Bancassurance Central Department, Consumer Banking Group, The Bank of Punjab, Head Office, BOP Tower, Main Boulevard, Gulberg-III, Lahore. Phone # 042-111-200-100, 042-35783700-10, Ext: 9317, 9306, 9349, 9340. Direct Lines: 042-35783826, 35758560, 35757969, 35751470. email: claims@bop.com.pk.
- Manager Claims, National Insurance Company Limited, 4th Floor, Shaheen Complex, Abbot Road, Lahore. Phone # 042-99201551, email: naveeda.shahid@nicl.com.pk.

However; after initial intimation by any of the above means, formal intimation through his/her parent branch to Consumer Banking Group (at above mentioned address) within Bcd3736@36 Hours of the occurrence of insured event is MANDATORY.

The customer himself/ herself has to submit all the required documentation (as demanded by the insurance company/their surveyor), duly completed, to Consumer Banking Group through his/her parent branch **maximum within 15 Days of the event/ benefits claimed for, failing which the coverage herein offered shall be automatically presumed lapsed.**

How Can I Process my Claim?

You can follow following simple steps to process your claim:

- In case of any mishap, please contact your parent branch immediately.
- Provide a written statement, duly signed by the insured customer, describing the nature of the loss.
- Provide a First Information Report (F.I.R) and all necessary documents / explanations and any other evidence as may be required by the insurance company.

What Documents are required for timely processing my Claim?

One must provide following documents for timely processing his/her claim:

- Written request of the customer, duly signed by him/herself and verified by the Branch Manager of parent branch or from where cash withdrawn. Application should include name, A/C #, address, contact #, parent branch, detail of incident with exact location/ bank branch name, date, time, amount withdrawn, amount lost.
- Claim Form dully filled.
- Roznamcha/ FIR Copy.
- Copy of the valid Computerized National Identity Card (CNIC) of the Account Holder.
- Copy of ATM Cash Withdrawal Slip/ both sides photocopy of the Cheque.
- Last six months Statement of Account from the insured event/incident date.
- Any other document so required by the Surveyor as appointed by the Insurance Company, depending upon the nature and type of claim.

Please note that valid claim(s) if any, shall only be processed upon submission of all the documents so required by the Surveyor/Insurance Company.

Whom should I contact if I require more information regarding ATM & OTC Cash Insurance?

You may either contact your Branch Manager

or

Bancassurance Central Department, The Bank of Punjab, Consumer Banking Group, 3rd Floor, BOP Tower, Head Office, Main Boulevard, Gulberg-III, Lahore at 042-111-200-100, 042-35783700-10, Ext: 9317, 9306, 9349, 9340. Direct Lines: 042-35783826, 35758560, 35757969, 35751470

POLICY EXCLUSIONS
ATM & OTC Cash Withdrawal Insurance Coverage

This Insurance does not cover Loss (es), damages or liability of whatsoever nature directly or indirectly resulting from or attributable to, caused by, arising out of, by reason of or in connection with:

- fraud or dishonesty of customer or the Bank 's employees, whether permanent, temporary, seconded, leased or contractual;
- cash withdrawals made by any person other than Bank's Customer himself/ herself.
- transaction or damages done intentionally or unintentionally by customer, his/her spouse, children, relatives, friend, and acquaintances.
- events other than violent, forcible and visible snatching/ robbery.
- loss of cash other than the cash defined in schedule.
- damage(s) / losses(s) which are consequential in nature.
- events arising outside of the territorial limits.
- ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- the radioactivity, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- any loss or damage or liability directly or in directly occasioned by happening through or in consequence of terrorism sabotage, riots, strike, war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalization or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
- pressure waves caused by aircraft and other aerial devices traveling at sonic or super-sonic speeds.
- hurricane, volcanic eruption, earthquake, flood, typhoon, tornado or cyclone.
- fire, explosion, spontaneous combustion, fermentation, natural heating and / or any loss or damage due to flooding or accumulation of water whether due to natural or man-made causes and / or wear, tear, gradual deterioration, moth or vermin.