

Key Fact Statement for Deposit Accounts

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|---|---|----------|
| The Bank of Punjab, ----- Branch, City. | Date | DDMMYYYY |
| | 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 markup/profit rates may change on half yearly basis or as and when required. While in Islamic banking, profit rates may change on monthly basis. For updated fees/charges, you may visit our website or visit our branches. Roshan Digital Accounts (RDA) for Non-Resident Pakistanis with option of full repatriation of funds. Local credits are not allowed in this account.

| Particulars | Conventional | | | Islamic | | |
|---|------------------------|------------------|---------|------------------------------|------------------|---------|
| | Foreign Currency Value | Current Accounts | RDA GBP | Taqwa Foreign Currency Value | Current Accounts | RDA GBP |
| Currency | GBP | | | GBP | | |
| Minimum Balance for Account | To open | Zero | | Zero | | |
| | To keep | Zero | | Zero | | |
| Account Maintenance Fee | Zero | | | Zero | | |
| Is Profit Paid on account Subject to the applicable tax rate | No | | | No | | |
| Indicative Profit Rate. (%) | N/A | | | N/A | | |
| Profit Payment Frequency | N/A | | | N/A | | |
| Provide example | N/A | | | N/A | | |
| Premature/ Early Encashment/ Withdrawal Fee | N/A | | | N/A | | |

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 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 | | | Islamic | | |
|------------------|---|--|------------------|---------|--|------------------|---------|
| | | Foreign Currency Value | Current Accounts | RDA GBP | Taqwa Foreign Currency Value | Current Accounts | RDA GBP |
| Cash Transaction | Intercity | Zero | | | Zero | | |
| | Intra-city | Zero | | | Zero | | |
| | Own ATM withdrawal | N/A | | | N/A | | |
| | Other Bank ATM | N/A | | | N/A | | |
| SMS Alerts | ADC/Digital | N/A | | | N/A | | |
| | Clearing | N/A | | | N/A | | |
| | For other transactions | N/A | | | N/A | | |
| Debit Cards | Classic | N/A | | | N/A | | |
| | Gold | N/A | | | N/A | | |
| | Platinum | N/A | | | N/A | | |
| | Paypak | N/A | | | N/A | | |
| | Others | N/A | | | N/A | | |
| Cheque Book | Issuance | First cheque book: Zero. Afterwards, PKR 12 per leaf (Equivalent amount in GBP currency) | | | First cheque book: Zero. Afterwards, PKR 18 per leaf (Equivalent amount in GBP currency) | | |
| | Stop payment | Zero | | | Zero | | |
| | Loose cheque | N/A | | | N/A | | |
| Courier Charges | For Cheque book and debit card: Delivery charges at actual, Capped at PKR 5,000 (Equivalent amount in GBP currency) | | | | | | |

| Services | Modes | Conventional | | | Islamic | | |
|----------------------|----------------------------------|---|------------------|---------|---|------------------|---------|
| | | Foreign Currency Value | Current Accounts | RDA GBP | Taqwa Foreign Currency Value | Current Accounts | RDA GBP |
| Remittance (Local) | Banker Cheque / Universal Cheque | Zero | | | Zero | | |
| Remittance Foreign | Foreign Demand Draft | Zero. However Foreign Bank's charges apply. | | | Zero. However Foreign Bank's charges apply. | | |
| | Wire Transfer | Zero. However Correspondent Bank's charges apply. | | | Zero. However Correspondent Bank's charges apply. | | |
| Statement of Account | Annual | Zero | | | Zero | | |
| | Half Yearly | Zero | | | Zero | | |
| | Duplicate | Rs. 30.17 per statement + Province wise FED/PST (Equivalent amount in GBP currency) | | | Rs. 30.17 per statement + Province wise FED/PST (Equivalent amount in GBP currency) | | |

| | | | |
|-----------------------|---|------|------|
| Fund Transfer | ADC/Digital Channels | N/A | N/A |
| | Others | Zero | Zero |
| Digital Banking | Internet Banking subscription (one-time & annual) | N/A | N/A |
| | Mobile Banking subscription (one-time & annual) | N/A | N/A |
| Clearing | Normal | N/A | N/A |
| | Intercity | N/A | N/A |
| | Same Day | N/A | N/A |
| Closure of Account | Customer request | Zero | Zero |
| Utility Bills Payment | | N/A | N/A |

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 ATM/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 any BOP branch or email at rda@bop.com.pk or render request at BOP RDA Portal to update your information.

What happens if you do not use this account for a long period? Any account in which no customer initiated transaction (Debit or credit), or any activity i.e. successful login through digital channels that include Mobile App, Internet Banking and RDA portal has taken place during the preceding one year shall be marked as Dormant, certain restrictions apply such as debit transactions and withdrawals shall not be allowed until the account is activated on customer's request. Bank at its own discretion may close dormant account with zero balance as per its internal policy & procedures. To reactivate your account, you need to provide your request through RDA portal by submitting scanned copy of the valid identity document i.e. CNIC/SNIC/POC/NICOP/etc. and FATCA & CRS declarations with updated valid proof of residence status or by sending email at rda@bop.com.pk and rda.rm@bop.com.pk along with required documents through your registered email address. Resident Pakistanis will render reactivation request to their branch

1- 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.

Closing this account: In order to close your account, please render your request to your BOP branch along with debit card & unutilized cheques & cancel the standing instructions, if any. Non Resident Pakistanis will render request at BOP RDA Portal.

How can you get assistance or make a complaint?

Contact Information

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/ Any One Singly | | | | |
| Address | | | | | |
| Contact No.: | | Mobile No. | | Email Address | |
| Customer Signature | | | | Signature Verified | |