

Key Fact Statement for Deposit Accounts

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
	Non Resident Value Current Account LCY	Taqwa Non Resident Value Current Account LCY
Currency	PKR	PKR
Minimum Balance for Account	To open	Zero
	To keep	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
		Non Resident Value Current Account LCY	Taqwa Non Resident Value Current Account LCY
Cash Transaction	Intercity	Zero	Zero
	Intra-city	Zero	Zero
	Own ATM withdrawal	Zero	Zero
	Other Bank ATM	Zero	Zero
SMS Alerts	ADC/Digital	N/A	N/A
	Clearing	N/A	N/A
	For other transactions	N/A	N/A
Debit Cards	Classic	Issuance / Annual / Replacement Charges: 2,300 P/A Supplementary @PKR 1300 Per Annum	Issuance / Annual / Replacement Charges: 2,300 P/A Supplementary @PKR 1300 Per Annum
	Gold	Issuance / Annual / Replacement Charges: 3,000 P/A Supplementary @ PKR 1500 Per Annum	Issuance /Annual/Replacement Charges PKR 3000 P/A Supplementary @PKR 1500 Per Annum
	Platinum	Issuance / Annual / Replacement Charges: 4,500 P/A Supplementary @PKR 2,500 Per Annum	Issuance / Annual / Replacement Charges: 4,500 P/A Supplementary @PKR 2,500 Per Annum
	Paypak	N/A	N/A
	Others	N/A	N/A
Cheque Book	Issuance	First cheque book: Zero. Afterwards, PKR 12 per leaf	First cheque book: Zero. Afterwards, PKR 18 per leaf
	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		

Services	Modes	Conventional	Islamic
		Non Resident Value Current Account LCY	Taqwa Non Resident Value Current Account LCY
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	Rs. 30.17 per statement + Province wise FED/PST

Fund Transfer	ADC/Digital Channels	Zero	Zero
	Others	Zero	Zero
Digital Banking	Internet Banking subscription (one-time & annual)	Zero	Zero
	Mobile Banking subscription (one-time & annual)	Zero	Zero
Clearing	Normal	Zero (O/w clearing is applicable only for collection of instruments in respect of disinvestment in real estate)	Zero (O/w clearing is applicable only for collection of instruments in respect of disinvestment in real estate)
	Intercity	Zero	Zero
	Same Day	Zero	Zero
Closure of Account	Customer request	Zero	Zero
Utility Bills Payment		Zero	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 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/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 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.
- 2- 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	