

Key Fact Statement for Deposit Accounts				
The Bank of Punjab, ----- Branch, City.		Date	D D M M Y Y Y Y	
		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 not allowed in this account.				
Particulars		Conventional	Islamic	
		Roshan Digital Current Account for Lower Income Segment	Taqwa Roshan Digital Current Account for Lower Income Segment	
Currency		USD	USD	
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		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	
		Roshan Digital Current Account for Lower Income Segment	Taqwa Roshan Digital Current Account for Lower Income Segment	
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 transactio	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 USD currency)	First cheque book: Zero. Afterwards, PKR 18 per leaf (Equivalent amount in USD currency)	
	Stop payment	Zero	Zero	
	Loose cheque	N/A	N/A	
Services	Modes	Conventional	Islamic	
		Roshan Digital Current Account for Lower Income Segment	Taqwa Roshan Digital Current Account for Lower Income Segment	
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. Maximum of USD \$5000 equivalent foreign inward remittance per month is allowed/credited in account. However, there is no limit on foreign outward remittance.	Zero. However Correspondent Bank's charges apply. Maximum of USD \$5000 equivalent foreign inward remittance per month is allowed/credited in account. However, there is no limit on foreign outward remittance.	
Statement of Account	Annual	Zero	Zero	
	Half Yearly	Zero	Zero	
	Duplicate	Rs. 30.17 per statement + Province wise FED/PST (Equivalent amount in USD currency)	Rs. 30.17 per statement + Province wise FED/PST (Equivalent amount in USD 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	Zero (Outward Clearing is applicable only for collection of instruments in respect of disinvestment in real estate)	Zero (Outward Clearing is applicable only for collection of instruments in respect of disinvestment in real estate)
	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](mailto: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](mailto:rda@bop.com.pk) and [rda.rm@bop.com.pk](mailto: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](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/ Any One Singly				
Address					
Contact No.:		Mobile No.		Email Address	
Customer Signature				Signature Verified	