

ATTENTION! VALUED CUSTOMERS

RESPONSIBILITIES OF DRAWER/PAYEE AND GENERAL GUIDELINES FOR HANDLING & PRESENTMENT OF CHEQUES

In a bid to prevent fraudsters and unscrupulous elements from defrauding naïve customers, following instructions are being communicated to accountholders and beneficiaries for adherence so as to minimize incidents of fraud and forgeries:

Responsibilities of Drawer/Accountholder

- Number of leaves must be counted at the time of receipt of cheque book to ascertain complete quantity, and in case of difference, this fact should be reported immediately to concerned branch for further action.
- Safe custody of cheque book is the sole responsibility of accountholder, and he/she must ensure its safety by placing under lock and key to avoid misuse. Further, Bank officials must be reported immediately in event of loss/theft of any cheque leaf or the entire cheque book for filing of stop payment request.
- Keeping 'Blank' cheque book leaves in pre-signed condition without writing date, amount and beneficiary's name should be avoided.
- Cheque(s) particulars should be filled preferably using own/personal black or blue pen carrying permanent ink so that these may not be washed using chemicals.
- Date field should be properly filled by strictly following DDMMYYYY (DateMonthYear) format, without mentioning any special character such as '/' or '-' etc.
For instance, November 18, 2021 should be written as:

1	8	1	1	2	0	2	1
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- Amount in words and figures should be written clearly in legible handwriting without any decimal, comma, special character or any extra space so as to avoid unauthorized addition. Moreover, it is recommended to enclose amount in figures within expression "= /-" (e.g.=100000/-), while adding suffix "**only**" after amount in words. e.g. One Hundred Thousand Only
- Issuing bogus cheques is a criminal offence and punishable under applicable law.
- Cheques should be signed at designated space only without affecting the MICR line.
- Receipt of Cheque Book from concerned branch must be ensured before stipulated time (i.e. 60 days) to avoid physical destruction.
- In event of termination of relationship through closure of account, unutilized/unused cheque book leaves should be surrendered to concerned branch after tearing off the signature portion.

Responsibilities of Payee/Beneficiary

- Cheques written using pencil/erasable ink or containing invalid/improper date, amount etc. should not be accepted.
- Cheques bearing any signs of alteration/cutting/overwriting should not be accepted unless duly authenticated by means of complete signatures of the drawer/accountholder instead of his/her initials.
- Scotch tape should not be applied across face of the instrument(s)/area of interest.
- Cheques after six months from date of issue will require revalidation from accountholder under his/her complete signatures.
- Cheques returned unpaid in Outward Clearing should be collected from respective branch within 72 hours, failing which such returned instruments will be dispatched at registered address of the account holder.

General Guidelines

- Cheques should be presented during regular banking hours to avoid inconvenience.
- For walk-in customers, it is recommended to bring along the original identity document for availing banking services.
- In case of cash withdrawal from PKR accounts for high-value transactions, prior intimation at least one day before the expected transaction date should be given to concerned branch for making proper arrangements beforehand.
- Accountholders maintaining Photo account cannot lodge cheques in Clearing, and are required to visit branch physically for cash withdrawal.
- Reconciliation of issued cheques should be conducted periodically with one's bank statement of account to identify any irregular payment.