# SIMPLE. SPEEDY. SECURE.

# Frequently Asked Questions for digiBOP WhatsApp Banking

Please read the following FAQs for availing digiBOP WhatsApp Banking services:

▸ **Q: Are there any charges applicable for using digiBOP WhatsApp Banking?**

Currently, the service is free of cost and BOP is not charging any fee to the customers. Please refer to the latest SOC at BOP's website for any change in Fee structure.

▸ **Q: How to initiate a conversation in digiBOP WhatsApp Banking service?**

Simply add BOP UAN (042) 111 267 200 in your contacts and start chatting by typing any message like Hi.

▸ **Q: Is BOP offering WhatsApp banking service with any other number except UAN (042) 111 267 200?**

No, digiBOP WhatsApp banking service is only available with the number (042) 111 267 200. Please verify the green check mark and number (042) 111 267 200 for the trusted service.

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Share your feedback, recommendations or ask a question on

complaints@bop.com.pk or call our helpline on (042) 111-267-200

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▸ **Q: Do I need to register for digiBOP WhatsApp Banking Service?**
digiBOP WhatsApp Banking service is available for everyone.

▸ **Q: What type of accounts are allowed to avail digiBOP WhatsApp banking                                                                                    service?**
All BOP account holder can utilize this service.

▸ **Q: Do I need to share any sensitive & personal information on digiBOP WhatsApp Banking service?**
BOP will never ask you to share your sensitive & personal information like Card or Account Information, PIN or Password etc. via WhatsApp.

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digiBOP