

### Key Fact Statement for Deposit Accounts

The Bank of Punjab, -----Branch, City.	Date	DD- MM-YYYY
	<b>IMPORTANT:</b> 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 and fees may change on half yearly basis; however, markup rate may change in line with SBP policy rate or as per market conditions. For updated fees/charges, you may visit our website or visit our branches.

Particulars	Conventional BOP Floating Term Deposit	
	Currency	PKR
Minimum Balance for Account	To open	NA
	To keep	NA
Account Maintenance Fee	NA	
Is Profit Paid on account	Yes	
Indicative Profit Rate. (%)	As per bank's indicative profit rate sheet	
Profit Payment Frequency	Monthly, Quarterly, Semiannually, Maturity	
Provide example	On each Rs.1000 of 1 year TD, you can earn PKR 10.41 on monthly basis, PKR 31.25 on quarterly basis, PKR 62.5 on semiannual basis and PKR 125 on yearly/maturity	
Premature/ Early Encashment/ Withdrawal Fee	In case of pre-mature encashment, rate corresponding to the highest completed tenure, as available at the time of TD booking for respective Term Deposit Product, shall be applied for the entire outstanding period of TD. However, in case of term deposit of one month, the prevailing normal saving rate shall be applied. The differential of profit already paid will be deducted out of accrued profit payable &/or customer's account	

**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 our branches and on our website [www.bop.com.pk](http://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 BOP Floating Term Deposit	
Cash Transaction	Intercity	NA	
	Intra-city	NA	
	Own ATM withdrawal	NA	
	Other Bank ATM	NA	
SMS Alerts	ADC/Digital	NA	
	Clearing	NA	
	For other transactions	NA	
Debit Cards	Classic	NA	
	Gold	NA	
	Platinum	NA	
	Paypak	NA	
	Others	NA	
Cheque Book	Issuance	NA	
	Stop payment	NA	
	Loose cheque	NA	
Remittance (Local)	Banker Cheque / Universal Cheque	NA	
Remittance Foreign	Foreign Demand Draft	NA	
	Wire Transfer	NA	
Statement of Account	Annual	NA	
	Half Yearly	NA	
	Duplicate	NA	
Fund Transfer	ADC/Digital Channels	NA	
	Others	NA	
Digital Banking	Internet Banking subscription (one-time & annual)	NA	
	Mobile Banking subscription (one-time & annual)	NA	
Clearing	Normal	NA	
	Intercity	NA	
	Same Day	NA	

### 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 write 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 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 your branch to update your information.

**What happens if you do not use this account for a long period?** If your account remains inoperative for 12 months, it will be treated as dormant. If your account becomes dormant, certain restrictions apply such as debit transactions and withdrawals shall not be allowed until the account is activated on customer's request. Accounts dormant since one year and with zero balances will be closed. To reactivate your account, you must request your branch in person for biometric verification along with copy of CNIC/SNIC. Overseas customers may also send their request attested by Pakistani Embassy/High commission through their registered email along with scanned CNIC/SNIC/POC/NICOP, Valid Passport & Visa, Exit Stamp, Valid proof of residence status and Undertaking for Exemption of Biometric Verification.

**Unclaimed Deposits:** In terms of Section 31 of Banking Companies Ordinance, 1962 all deposits which have not been operated during the period of last ten 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 account maintaining branch along with debit card & unutilized cheques & cancel the standing instructions, if any.

**How can you get assistance or make a complaint?**

The Bank of Punjab  
Complaint Management Unit  
7<sup>th</sup> 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/Joint/Either or Survivor				
Address					
Contact No.:		Mobile No.		Email Address	
Customer Signature				Signature Verified	