

Key Fact Statement for Alfa Term Deposit - Conventional

Bank Alfalah Limited	Date	
	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 and fees are subject to change on a half-yearly basis, while markup/profit rates may change as when required. For updated fees/charges, you may visit our website or visit our branches.

Particulars		Alfa Term Deposit
Currency (PKR, US, EUR, etc.)		PKR
Minimum Deposit Amount	To Open	Rs. 500
	To Keep	N/A
Account Maintenance Fee		N/A
Is Profit Paid on account (Yes/No) <i>Subject to the applicable tax rate</i>		Yes
Indicative Profit Rate. (%)		<p>Monthly 1 Month – 10.50% 3 Months – 10.15% 6 Months – 9.90% 12 Months – 10.50%</p> <p>Maturity 7 Days – 10.40% 1 Month – 10.50% 3 Months – 10.25% 6 Months – 10.15% 12 Months – 10.65%</p> <p>*Please refer to Alfa App for updated Alfa TDR Rates ** Max Per Transaction Limit of Alfa TDR is PKR 500 Mn</p>

Profit Payment Frequency (Daily, Monthly, Quarterly, Half yearly and yearly)	Maturity/At Maturity	
Provide example:	Monthly: On each Rs. 1,000 booked for 12 Months, you can earn Rs. 8.3 at 10.10% every month Maturity: On each Rs. 1,000 booked for 12 Months, you can earn Rs. 111.00 at 11.1% at maturity	
Premature/ Early Encashment/Withdrawal Fee	Profit will be paid for the completed term at the applicable minimum saving rate* or the rack rate for the nearest completed tenor whichever is lower. In case where customer's profit rate is below the applicable rate (either MSR or rate for nearest completed rate), profit rate -2% shall be paid to customer for completed rate. The penalty amount shall be capped to the extent of customer's profit only, principal shall remain intact in all cases. However, if partial profit has been paid to customer, recovery of profit shall be made as per the applicable rate. *Applicable minimum savings rate to be either the rate at the time of booking or the prevailing rate, whichever is lower.	
Service Charges IMPORTANT: This is a list of the main service charges for this account. It does not include all charges and waivers. You can find a full list of all charges and waivers at our website at https://www.bankalfalah.com/ and at our branches. Please note that all bank charges are exclusive of applicable taxes.		
Services	Modes	Alfa Term Deposit
Cash Transaction	Intercity	N/A
	Intra-city	N/A
	Own ATM withdrawal	N/A
	Other Bank ATM	N/A
SMS Alerts	ADC/Digital	Free
	Clearing	N/A
	For other transactions	Free
Debit Cards	Classic	N/A
	Gold	N/A
	Signature	N/A
	Paypak	N/A
	Others	N/A
Cheque Book	Issuance	N/A
	Stop payment	N/A

	Loose cheque/lost cheque	N/A
Remittance (Local)	Banker's Cheque/Pay Order	N/A
Remittance (Foreign)	Foreign Demand Draft	N/A
	Wire Transfer	N/A
Statement of Account	Annual	N/A
	Half yearly	N/A
	Duplicate	N/A
Funds transfer	ADC/Digital Channels	N/A
	Others	N/A
Digital Banking	Internet Banking subscription (one-time & annual)	N/A
	Mobile Banking subscription (one-time & annual)	Free
Clearing	Normal	N/A
	Intercity	N/A
	Same Day	N/A
Closure of Account	Customer Request	N/A

What 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. Accordingly, you should be writing cheques with utmost prudence. In case of Branchless banking this provision is not applicable.

Safe Custody: Dishonoring of dishonestly issuing cheques is a criminal offence under Section 489 of the Pakistan Penal Code and Section 20(4) of the Financial Institutions (Recovery of Finances) Ordinance, 2001. Accordingly, you should be writing cheques with utmost prudence.

Bank Alfalah Limited will never ask for your personal banking information (like OTAC, login credentials or password) or ask you to login to your account from an email link.

Any call from Bank Alfalah to customer will be accompanied by an authentication SMS during the call. For any further assistance, call 111 225 229.

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, and no withdrawal will be allowed until the account is reactivated. The Bank reserves the right to debit for the recovery of loans and prot/rent etc., any permissible Bank charges, Government duties or levies and instructions issued under any law or from the court will not be subject to debit or withdrawal restrictions. To reactivate your account, you must in person give request in writing to your concerned branch/any other BAFL Branch for change of status and shall hold original SNIC/CNIC/Passport/Pakistan Origin Card (POC)/ National Identity Card for Overseas Pakistani (NICOP) and submit a photocopy of the same to your concerned branch for the record keeping. In exceptional cases where your physical presence in the branch is not possible, you may send a formal duly signed request (either on bank format or on plain paper) along with the copy of valid ID document through your registered email address or through postal service for activation of dormant account at account maintaining branch.

Record Updation: Always keep proles/records updated with the bank to avoid missing any significant communication. You can contact 111 225 229 to update your information.

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 on our helpline 111 225 229.

Closing this account: In order to close your account, please call on our helpline 111 225 229 and request for closure of accounts

How can you get assistance or make a complaint?

Bank Alfalah Ltd.

Complaint Management Unit 6th Floor,
State Life Building, II Chundrigar Road, Karachi

Helpline: +92 (21) 111 225 229

Email: contactus@bankalfalah.com

Website: <http://www.bankalfalah.com/complaint-form>

If you are not satisfied with our response, you may contact:

Banking Mohtasib Pakistan

Karachi Secretariat

5th Floor, Shaheen Complex,

M R Kiyani Road, Karachi

Phone: +9221 – 9921 7334

Fax No: +9221 – 9921 7375

Email: info@bankingmohtasib.gov.pk

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT

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	