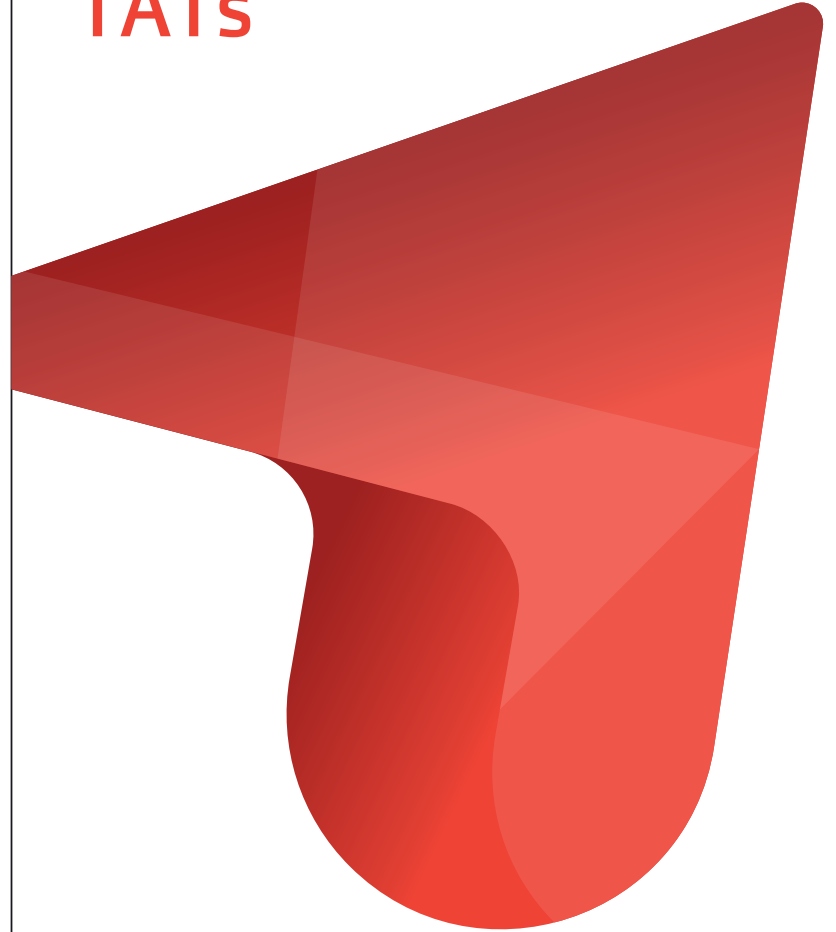


# Bank Alfalah Service Requests TATs



Bank Alfalah Limited  
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# Branch Banking

## Deposit Accounts - Conventional Banking

Bank Alfalah offers a comprehensive deposit product suite designed to meet the diverse needs of our customers. Our deposit products include a range of interest and non-interest bearing accounts aimed at providing daily banking services through our vast branch network, transactional privileges and self-service digital banking solutions.

- **Current Accounts**
  - Alfalah Current Account
  - Alfalah Basic Banking Account
  - Alfalah Kamyab Karobar Current Account
  - Alfalah Foreign Currency Current Account
  - Alfalah Asaan Remittance Current Account
  - Alfalah Pehchaan PKR and FCY Current Account
- **Savings Accounts**
  - Alfalah Savings Account
  - Alfalah Kifayat Monthly Savings Account
  - Alfalah Care Account
  - Alfalah Royal Profit Account
  - Alfalah Foreign Currency Savings Account
  - Alfalah Pehchaan PKR and FCY Savings Account
  - Alfalah Asaan Remittance Savings Account
- **Alfalah SnaPack**
- **Alfalah at Work**
- **Term Deposit Accounts**
  - Alfalah Term Deposit
  - Alfalah Mahana Amdan Term Deposit Account
  - Alfalah FCY Term Deposit
  - Alfalah Floating Term Deposit
  - Alfalah Care Senior Citizen Mahana Amdan Account

## Deposit Accounts - Islamic Banking

Bank Alfalah Islamic Banking offers a wide range of Shariah-compliant deposit accounts. These include basic banking accounts, term deposits, foreign currency and structured savings products, all designed while observing Shariah principles.

- **Current Accounts**
  - Falah Islamic Current Account
  - Falah Basic Banking Account
  - Alfalah Islamic Asaan Current Account
  - Falah Foreign Currency Current Account
  - Alfalah Islamic Asaan Remittance Current Account
- **Savings Accounts**
  - Falah Classic Savings Account (Regular Savings Account)
  - Alfalah Islamic Mahana Amdani Account
  - Falah Business Account
  - Alfalah Islamic Musharaka Savings Account
  - Falah Foreign Currency Savings Account
  - Alfalah Islamic Asaan Savings Account
  - Alfalah Islamic Business Way
  - Alfalah Islamic Asaan Remittance Savings Account
  - Alfalah Islamic Profex Account
  - Falah Islamic Senior Citizen Savings Account
- **Term Deposit Certificates**
  - Falah Term Deposit Certificates
  - Falah Mahana Munafa Certificates
  - Falah 3 Year Term Deposit Certificates (Monthly Income Certificates)
  - Falah Musharaka Term Deposit Certificates Foreign Currency
  - Alfalah Islamic Premium Term Deposit Certificates (Monthly)
  - Alfalah Islamic Premium Term Deposit Certificates (Bullet)
  - Alfalah Islamic Recurring Value Deposit
  - Falah Islamic Senior Citizen Term Deposit
- **Roshan Digital Account**

## Account Opening and Maintenance

S. No.	Transaction	TAT
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### Customer On-boarding and Related Deliverables

1	Account Opening by Branch (all types of accounts including Premier)	Same day (only credit transactions) If AOF received by or before 3 pm  Next working day If AOF received after 3 pm
2	Account Opening TAT (RDA Account)	48 hours
3	Cheque Book Issuance	3-4 working days

### Account Maintenance

1	Address and Title Updation (all types of accounts including Premier)	Same day (subject to completion of documents by 3 pm)
2	CNIC Number Updation (all types of accounts including Premier)	Same day (subject to completion of documents by 3 pm)
3	Account Activation/Dormancy Removal (all types of accounts including Premier)	Same day (provided that all required documents as per SBP PR and Banks internal policy are provided by 2 pm)
4	Signature Updation (all types of accounts including Premier)	Same day (subject to completion of documents by 3 pm)

### Account Related Request

1	Cheque Book Issuance Request via Alfa	2 working days
2	Cheque Book Re-issuance	3-4 working days
3	Account Closure	Same day for savings and current accounts (both) Subject to clearance receiving form all relevant departments.
4	Stop Payment	10 minutes

### Certificate/Statement

1	Balance/Reference Certificate	20 minutes
2	Tax Certificate Issuance	30 minutes Note: For cases where calculation is done manually, TAT may differ.
3	Statement Issuance	20-25 minutes 1 working day (if data required from Bank Smart)
4	e-Statement via Internet Banking (corporate customers)	1 working day

### Counter Transactions

1	Cash Withdrawal	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
2	Cash Deposit	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation) Note: For cases where cash deposit amount consists of small denomination exceeding 8 packets TAT may exceed where counting/sorting is done manually as machines are not compatible for counting of small notes.

3	Online Transaction Processing	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
4	Banker's Cheque Issuance	20 minutes
5	Demand Draft (foreign currency)	20 minutes
6	Online Banker's Cheque Issuance (where CBC/AML formalities applicable)	30 minutes
7	Online Foreign Currency Demand Draft (where CBC/AML formalities applicable)	30 minutes
8	Utility Bill Payment	10 minutes

### Clearing

1	Overnight Clearing	2 working days [T*+1]
2	Same Day Clearing	Same working day [T+0]
3	Intercity Clearing **Centralised Branches	2 working days [T+1]
4	Intercity Clearing ***Decentralised Branches	4 working days [T+3]
5	Local USD Clearing	5-10 working days Cheque lodge on Monday and Thursday only
6	Outward Bills for Collection (OBC)	7 working days

\* T: Date of lodgment

\*\* Centralised branches: Online branches of paying banks

\*\*\* Decentralised branches: Off-line branches of paying banks

### Remittances

S. No.	Transaction	TAT
<b>Outward Foreign Remittances</b>		
1	FCY to FCY - Foreign Currency Account	Same day if received before the cut off time and all related documentation is completed as per SOP.
2	Private (approved) Remittances	Same day if received before the cut off time and all related documentation is completed as per Foreign Exchange (FE) manual and SOP.
3	Commercial (approved) Remittances [Related to Exhibition Fee/IT Related/ Royalty and Franchise, Insurance, etc.]	1-2 working days if all the documentation is completed as per FE manual guidelines and SOP.
4	Commercial (approved) Remittances [Related to Surplus Freight Collection, etc.]	7 working days
5	Commercial Remittance Referred to CRD for Guidance/Assistance regarding SBP Approval	2 working days
6	Customer Debit Advice	2 working days
7	Outward TT - Follow Up on Non-receipt	Within 24 hours of the receipt of the request.
8	Commercial (approved) Remittance [Related to Umrah/Hajj Payment to Vendor, etc.]	3 working days

**Inward Foreign and Home Remittances**

1	Private Remittance (allowed) in FCY Account	Same day
2	Private Remittance/Home Remittance in PKR Account	Same day
3	Commercial Remittances in PKR Account	Same day (if the required details i.e. Form R, rates, due diligence or any other related document are received before the cut off time)
4	PRC Issuance - Commercial/Private Remittance	2 working day (if the transaction is executed within one month) 7 working days (if the transaction is more than a month old)
5	Customer Credit Advice	2 working days
6	WHT Certificate	2 working days (after deposit to the FBR)
7	Home Remittance under PRI Mechanism - Account Credit/RTGS	Same day
8	PRC Issuance under PRI Mechanism - Account Credits of Bank Alfalah Customers	2 working days
9	PRC Issuance under PRI Mechanism - RTGS/ATM Transfer from Member Banks	7 working days
10	Enquiry on Emails regarding Miscellaneous Home Remittance Transactions	1 working day
11	Enquiry Message of Commercial/Private Remittances (Fate, Account Number, Account Title, Commercial, Donation, etc.)	2 working days

**Collection of Bills****Outward Foreign Bills**

1	Physical Lodgment of Foreign Bills (clean) for Collection	Once in a week (on Friday only) Customer account will credit after holding period of 45 working days.
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**Outward Local Bills**

1	Collection of Instruments sent by Non-NIFT Bank Alfalah Branches	3-4 working days
2	Collection of Instruments sent by CFG	6-7 working days

**Transactions in Dormant Account**

1	Processing of Permissible Transactions in Dormant Accounts	2 working days
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# Consumer Products

As the leading consumer business in Pakistan, Bank Alfalah's Consumer Finance product suite is tailored to cater to the diverse lifestyle needs of our customers. The Consumer Finance menu covers a variety of credit card variants for individual and corporate entities as well as fulfils the short and long-term financing needs of individuals.

- **Alfalah Debit Card**

The Alfalah Debit Card is a plastic payment card providing cardholders electronic access to their bank accounts. They can use it for purchases at numerous merchant establishments across Pakistan and abroad, and also for withdrawing cash from ATMs displaying the following logos: VISA | Electron | Plus | 1-Link | MNET.

- **Alfalah Credit Card**

The Alfalah Credit Card boasts the largest circulation in Pakistan and is accepted globally. Cardholders get an unsecured line of credit, which they may use and then pay back the Bank later. The Card may be used at locations displaying the VISA\*, MasterCard\*, American Express\*, 1-Link, Union Pay, and +Plus logos. Core target customers for Alfalah Credit Cards include salaried (government and private) and self-employed individuals who meet the eligibility criteria.

Bank Alfalah offers the following Credit Cards:

- Alfalah VISA Classic Credit Card
- Alfalah VISA Gold Credit Card
- Alfalah MasterCard Titanium Credit Card
- Alfalah VISA Platinum Credit Card
- Alfalah Premier VISA Platinum Credit Card
- Alfalah VISA Corporate Credit Card
- Bank Alfalah Master Optimus Credit Card

\*Depending on the Credit Card.

- **Alfalah Auto Loan**

Alfalah Auto Loan is an affordable, tailor-made financing solution for our customers. It lets them control their payment plan, and enables them to be in the driver's seat when buying their dream car.

If they are short on cash, the down payment amount can be reduced with the Deferred Plan option. Our customers can also choose to pay the registration and insurance fee in monthly instalments. They can also opt for our Residual Value Plan to lower their monthly instalments and pay the rest of the amount towards the end of their loan tenure.

- Competitive markup rates to choose from - fixed and variable
- Option to defer insurance and registration fee
- Residual value option to lower monthly instalment
- Option for a new, used, imported/reconditioned vehicles
- Apply with minimum documentation and hassle-free quick processing
- Select monthly instalment plan from multiple tenure options
- Comprehensive insurance rates
- No termination charges on car replacement
- Option to make balloon payments

- **Alfalah Home Finance**

A wide range of home financing solutions are available for our customers. They have a number of variants to choose from, to buy, build or renovate their space.

- Alfalah Home Buyer
- Alfalah Build Your Home
- Alfalah Home Improvement
- Alfalah Home BTF
- Alfalah Plot and Build
- Alfalah Green Mortgage

With Alfalah Home Finance our customers get:

- Re-payment tenure options from 3 to 20 years
- Option to include their spouse or blood relatives to increase the credit limit or co-ownership of the housing unit
- Annual balloon (partial) payment option to assist them to repay the loan quickly
- Life insurance and property insurance to secure the loan and their home
- Legal counselling on property documents to check the authenticity of the property

- **Alfalah Personal Loan**

Our customers can get Alfalah Personal Loan up to Rs. 2 million without any collateral with the following features:

- Financing up to Rs. 2 million
- Affordable markup rates
- Fixed and variable pricing options
- Hassle-free processing with minimum documentation
- Repayment tenure up to 5 years
- Partial payment option to reduce liability
- Loan top-ups for more financing

## Alfalah Debit Card

S. No.	Transaction	TAT
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### Customer On-boarding

1	Debit Card issuance (first time issuance)	5 working days
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### Maintenance Request

1	Address Update (Return Card)	5 working days
2	Address Update Return Card delivery (including contact number change)	7 working days
3	Change of address/mother name/DOB/ any other data change	2 working days
4	Contact Number – Update	4 working days

### Service Request

1	Debit Card Replacement (without demographic change)	7 working days
2	Debit Card Replacement (with demographic change)	10 working days



## Alfalah Credit Card

S. No.	Transaction	TAT
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### Customer On-boarding

1	Credit Card Issuance	13 working days
2	Credit Limit Enhancement	9 working days
3	Supplementary Card Issuance	9 working days
4	Credit Card Replacement	5 working days
5	Merchant (POS) Deployment	12 working days

### Card Maintenance

1	Demographic/Data Change	4 working days
2	Direct Debit for Credit Card Payment (Enrolment/Cancellation)	2 working days
3	Address Change	5 working days
4	Card Cancellation Request	3 working days
5	Billing Code/Billing Cycle Change	2 working days
6	CNIC Correction/Expiry Update	4 working days
7	Contact/Mobile Number Change	4 working days
8	Change of Email Address	3 working days
9	Card Unblocking	2 working days

### Statement

1	Duplicate E-Statement Issuance	1 working day
2	Duplicate Paper Statement	5 working days

### Rewards/Step-by-Step (SBS) Programme

1	SBS Processing Request	3 working days
2	SBS Item Cancellation	3 working days
3	Credit on Phone Pay Order Processing	7 working days
4	Credit on Phone Pay Order Processing through IBFT	4 working days
5	SBS/Credit on Phone Cancellation-Adjustment	3 working days
6	SBS Product Delivery	20 working days
7	Reward Item Delivery	20 working days
8	BTF Processing	3 working days

### Transaction Disputes/Reversals

1	Reversal of Financial Charges	5 working days
2	Wrong Payment Transfer	3 working days

## Alfalah Credit Card

S. No.	Transaction	TAT
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### Utility Bill Payment

1	Cancellation of Utility Bill Payment Instruction	1 working day
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### Additional Requests

1	Credit Cover Premium (CCP) Enrolment/Cancellation	1 working day
2	E-Statement Enrolment/Cancellation	2 working days
3	Excess Amount Refund Pay Order	7 working days
4	E-Commerce Payment Gateway	14 working days
5	Issuance of Advance Tax Certificate	2 working days
6	Duplicate NOC Request	3 working days
7	Credit Limit Reduction	2 working days
8	Priority Pass Issuance	6 working days
9	Mode of Calculation/History Letter/ Balance Confirmation Letter	2 working days
10	Lien Removal (Post Card Cancellation)	3 working days

## Alfalah Auto Loan

S. No.	Transaction	TAT
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### Customer On-boarding

1	Auto Loan Approval (login to decision)	11 working days
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### Letters

1	Tax Letter/Clearance Letter/E-Tag Letter Issuance	5 working days
2	Issuance of Payoff Sheet	3 working days
3	Issuance of NOC and Excise File	8 working days
4	Partial/Balloon Settlement and Issuance of Revised Amortisation Schedule	5 working days
5	Repayment Schedule	3 working days

### Reversals/Waiver/Settlement

1	Loan Settlement Approval before 6 months (Early Settlement)	7 working days
2	Waiver of Charges Request	7 working days
3	Refund Pay Order	5 working days
4	Insurance Claim Settlement (Theft/ Snatch/Heavy Loss)	30 working days
5	Tracker Related Service Request/Query	6 working days
6	Insurance Policy Request	4 working days
7	Legacy Auto Finance Query Management	7 working days

## Alfalah Home Finance

S.No.	Transaction	TAT
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### Customer On-boarding

1	Home Loan Approval (for Salaried Person)	For Salaried: 22-33 working days*
2	Home Loan Approval (for Business/Self-Employed Person)	42 working days*

\*Subject to documents compilation by customer.

### Statement/Letter

1	Payoff Details	2 working days
2	Loan Statements Requirements	2 working days
3	Re-pricing Letters Issuance (after change in KIBOR on yearly basis)	2 working days
4	Tax Letters (for tax rebate) Issuance	2 working days
5	Loan Inquiries	1 working day
6	NOC Issuance after Loan Settlement	7 working days
7	Partial Payment Details	1 working day

### Maintenance Request

1	Change of Address Request	1 working day
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### Additional Requests

1	Alfalah Green Energy	30 working days
2	Alfalah Ghar Asaan	30 working days

## Alfalah Personal Loan

S.No.	Transaction	TAT
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### Customer On-boarding

1	Personal Loan Approval (login to decision)	11 working days
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### Maintenance Request

1	Demographic Change	4 working days
2	Address Change	7 working days

### Statement/Letter

1	Loan Payoff Sheet Issuance	3 working days
2	Issuance of NOC/Full Settlement	7 working days
3	Issuance of NOC Full Settlement (mode of payment other than cash)	10 working days
4	Partial/Balloon Settlement and Issuance of Revised Amortisation Schedule	5 working days
5	Repayment Schedule	3 working days

### Reversals/Waiver

1	Waiver of Charges	7 working days
2	Refund Pay Order	5 working days

#### Please Note:

- For requests received from Contact Centre (wherever applicable), additional TAT will be applicable. (Reference to Call Centre approved document/SOPs).
- For requests received from branches (wherever applicable), additional TAT will be applicable. (Reference: Debit Card Operations Manual).
- For requests/e-forms received from CF Centres (wherever applicable), additional TAT of 1 working day will be applicable.
- Courier TAT is 7 working days as per agreement with the courier company. The above TATs include courier average TAT.

# Consumer Finance – Islamic Banking

Bank Alfalah Islamic provides Shariah Compliant Consumer Finance product suite, which is tailored to cater to the diverse lifestyle needs of our customers, including individual and corporate entities for their short and long-term finances.

## Car Ijarah

S. No.	Transaction	TAT
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### Customer On-boarding

1	Car Ijarah Application Decision	10 working days
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### Statement/Letter

1	Issuance of Payoff Sheet	5 working days
2	Issuance of NOC and Collateral Release	9 working days
3	Tax Exemption Certificate	5 working days
4	Re-issuance of NOC (Duplicate/Expired)	6 working days
5	Repayment Schedule	5 working days
6	Refund Pay Order	4 working days

### Claims/Reversals/Waiver/Disputes

1	Takaful Claim (total loss/theft/stolen)	30 working days <small>Subject to completion of documents (as per takaful company requirement) from customer including final investigation report.</small>
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## Home Musharakah

S. No.	Transaction	TAT
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### Customer On-boarding

1	Home Musharakah Application Processing	22-33 working days (for salaried) 30-42 working days (for Self-employed/Businessman Professionals)
2	Home Musharakah – Ghar Asaan	30 working days

### Statement/Letter

1	Issuance of Payoff Sheet	5 working days
2	Issuance of NOC and Collateral Release	10 working days
3	Tax Exemption Certificate	5 working days
4	Re-pricing Letter after Change in KIBOR (yearly)	4 working days
5	Balloon Payment	3 working days

# Digital Channels

- **SMS Alerts**

This service keeps our customers updated about their account transactions in real time through SMS alerts to their registered mobile number.

- **e-Statement**

Our customers can choose to sign up for daily, weekly, monthly, quarterly or even bi-annual e-Statement as per their needs. This is a free service.

- **Alfalah Contact Centre**

Alfalah Contact Centre has upgraded its digital payment services. Our customers can now pay bills, check their account balance, and even get their transaction details at their convenience.

- 24/7 access to your account details and banking needs
- Convenient and secure payment options
- Utility and mobile bill payments: PTCL, LESCO, SSGC, K-Electric, SNGPL and all Telcos (prepaid and postpaid bills)
- Funds transfer within Bank Alfalah
- Balance inquiry and transaction details
- Alfalah Debit Card de-activation
- Product information
- Generate and change your IVR TPIN and ATM PIN
- Alfalah Credit Card payment

- **Alfalah Internet Banking**

Now our customers do not need a debit card to sign up and transact from an online account. They can sign up for Alfalah Internet Banking and access it online from anywhere, anytime. They can log in at [bankalfalah.com](http://bankalfalah.com) to

- Account balance inquiry
- Mini-statements
- Account statement for one year
- Transferring funds between your Bank Alfalah accounts – Funds Transfer (FT)
- Transferring funds from your Bank Alfalah account to other Bank Alfalah account holders - Inter Bank Funds Transfer (IBFT)
- Transferring funds to selected 1-Link and MNET member banks
- Utility bill payments
- Credit card bill payments
- Purchasing mobile phone airtime - Telco payments
- Internet service provider bill payments
- Donations to selected charitable organisations
- Payments for online shopping
- Purchasing of bus tickets, movie tickets and event tickets
- Corporate banking
- Managing Alfalah Investments
- Purchasing of E-IPOs
- Shopping from Alfa Mall
- Orbits section for all orbits related management
- Make a request to Bank
- Have an appointment with branch representative
- Investment portfolio section
- Make SMS alerts and change address requests
- Request Banker's Cheque
- Request cheque book
- Download account statement
- Manage your chip based debit card
- Pay your auto/home loan repayments
- Pay credit card bill to banks on boarded on 1Bill grid
- View and Download Dashboard for RVD (Recurring Value Deposit) – IBG product
- School and university fee payments

- **Alfa**

Alfa is Bank Alfalah's mobile banking app that can be downloaded to any smartphone from the App Store for iOS users or the Play Store for Android users. If the customer is already an Alfalah Internet Banking user, he/she can use the same credentials to log on to Alfa. It offers the following features:

- Account balance inquiry
- Mini-statements
- Account statement for one year
- Transferring funds between your Bank Alfalah accounts – Funds Transfer (FT)
- Transferring funds from your Bank Alfalah account to other Bank Alfalah account holders – Inter Branch Funds Transfer.
- Transferring funds from your Bank Alfalah account to wallet accounts and vice versa
- Transferring funds to selected 1-Link and MNET member banks
- Utility bill payments
- Credit card bill payments
- Purchasing mobile phone airtime – Mobile top-up
- Cash In/Out services
- Internet service provider bill payments
- Use the 'Search' feature to find your favourite transactions
- Loans
- QR payments 'Alfa Pay'
- Payments through other bank debit/credit cards
- Multiple beneficiary payments (utility/top-up) in one go through 'Payees'
- Mutual Funds' Investments
- Alfa Account opening with promo code
- Donations to selected charitable organisations
- Order food
- Manage your Alfa App through 'My Alfa App'
- Manage your Alfa account using 'My Alfa Account'
- Manage your cards through 'My Cards'
- Request for new services using 'Apply New Service'
- Subscribe Telco packages
- See the discounts through 'Where to use my Debit/Credit Card' section
- Chat with friends on Alfa using the Alfa Chat feature
- Locate Bank Alfalah Branches/ATMs/CDMs through 'Locator' feature
- Contact Bank Alfalah on Social Media using the 'Contact' feature
- Payments for online shopping
- Purchasing of bus tickets and movie tickets
- Invite friends
- Receive international remittance using Alfa App
- Shopping from Alfa Mall
- Orbits section for all orbits related management
- Debit card management
- Request a Cheque Book, E-Statement, etc. using 'Manage Requests'
- Make SMS alerts and change address requests
- School and university fee payments
- Careem Financing
- Request Banker's Cheque
- Request cheque book
- Manage your chip based debit card
- Pay your auto/home loan repayments
- Pay credit card bill to banks on boarded on 1Bill grid
- Avail credit card facilities online
- Buy insurance products
- Book a term deposit
- Save in goal based savings
- Vouch365

- **Agent Network**

Alfalah Agent Network has been established to enable branchless banking via AlfaPay application provided to retailers. Customers can perform the following:

- Alfa Account opening
- Account upgrade
- Cash withdrawal through Alfa wallet (Cash out)
- Cash deposit in Alfa wallet (Cash in)
- CNIC to CNIC payments (Money Transfer Send and Receive)
- Kafaalat (BISP) payments

## Digital Channels

S. No.	Transaction	TAT
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### SMS Alerts

1	SMS Alerts Subscription/Activation/Enrolment (Inbound)	48 working hours
2	SMS Alerts Un-subscription/De-Activation	48 working hours
3	Pull SMS Alerts Subscription/Activation/Enrollment (Inbound)	48 working hours
4	Pull SMS Alerts Un-subscription/De-Activation	48 working hours
5	SMS Alerts Subscription (Outbound Sales)	48 working hours

### e-Statement

1	e-Statement Subscription/Activation/Enrollment (Inbound)	48 working hours
2	e-Statement Un-subscription/De-Activation	48 working hours

## Alfalah Contact Centre

S. No.	Transaction	TAT
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### Service Offered to Debit Card Customers

1	Debit Card Activation	Real time
2	Debit Card Blocking	Real time
3	TPINs/ATM PINs Generation	Real time
4	Balance Inquiry	Real time
5	TPINs/ATM PINs Issuance/Re-Issuance	Real time

### Service Offered to Merchant Card Customers

1	Merchant Card Activation	Real time
2	Merchant Card PIN Generation	Real time
3	Merchant Card Blocking	Real time
4	Bill Payment	Real time
5	Direct Debit Enrolment/De-Enrolment for Bill Payments	3 working days
6	e-Pay PIN Issuance	Real time
7	SMS Alerts Activation	48 working hours

### Service Offered to Payroll Card Customers

1	Payroll Card Activation	Real time
2	Payroll Card Blocking	Real time
3	Bill Payment	Real time
4	Direct Debit Enrolment for Bill Payments	3 working days
5	e-Pay PIN Issuance	Real time
6	SMS Alerts Activation	48 working hours

### Service Offered to Credit Card Customers

1	Credit Card Activation	Real time
2	Credit Card Blocking	Real time
3	Credit Card PIN Generation	Real time
4	SMS Alerts	48 working hours

### Service Offered to Internet Banking Customers

1	Internet Banking Activation	Real time
2	Internet Banking Password Reset	Real time

3	Internet Banking Temporarily Blocking	Real time
4	Internet Banking Un-Subscription Request	48 working hours

#### Service Offered to Branch Banking Customers

1	Balance Inquiry	Real time
2	Transaction Details	Real time
3	Account Status	Real time
4	IBAN Inquiry	Real time
5	SWIFT Code Inquiry	Real time
6	Banker's Cheque and Demand Draft Inquiry Calls	Real time
7	Stop Cheque(s) request (Account)	Real time

#### Lead Generation

1	Auto Finance/Home Finance/Personal Loan/ Credit Card/Car Ijarah	Real time
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### Agent Network

S. No.	Transaction	TAT
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#### Transaction via AlfaPay-Agent Network

1	Alfa Account Opening	5 minutes
2	Alfa Account Upgrade	5 minutes
3	Cash In	5 minutes
4	Cash Out	5 minutes
5	Money Transfer Send	5 minutes
6	Money Transfer Receive	5 minutes
7	Kafaalat (BISP)	5 minutes

### Transaction via Bank Alfalah Internet Banking

S. No.	Transaction	TAT
1	Internet Banking (IB) Subscription	Real time
2	IB Password Reset	Real time
3	Download Account Statement	Real time
4	Address Change Request	1-2 working days
5	Cheque Book Request*	For Cheque Book collection within city 1-2 working days For Cheque Book collection out of city 3-4 working days
6	Banker's Cheque Request	Near real time
7	SMS Alert Subscription	1-2 working days (48 hours)
8	Branch Appointment	1 working day to confirm requested appointment
9	Current/Savings/Royal Profit Account/ Alfalah Islamic Mahana Amdani Account Opening Request	Bank will contact customer within 1-2 working days
10	Credit Card Request	Bank will contact customer within 1-2 working days
11	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days



12	Bancassurance Request	Bank will contact customer within 1-2 working days
13	Investments Product Request	Bank will contact customer within 1-2 working days
14	Manage your Chip Based Debit Card	Real time
15	Pay your Tax Payment	Real time
16	Pay your Auto/Home Loan Repayments	Real time

\* Processing from Digital Channels is done in real time.

- For Cheque Book collection within city 1-2 working days
- For Cheque Book collection out of city 3-4 working days

### Transaction via Alfa Mobile App

S. No.	Transaction	TAT
1	Alfa Mobile App Subscription	Real time
2	Alfa Mobile App Password Reset	Real time
3	Financial Transaction	Real time
4	Address Change Request	1-2 working days
5	SMS Alert Subscription	1-2 working days (48 hours)
6	e-Statement Subscription	1-2 working days (48 hours)
7	Branch Appointment	1 working day to confirm requested appointment
8	Current/Savings/Royal Profit Account Opening/ Alfalah Islamic Mahana Amdani Request	Bank will contact customer within 1-2 working days
9	Credit Card Request	Bank will contact customer within 1-2 working days
10	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days
11	Bancassurance Request	Bank will contact customer within 1-2 working days
12	Investments Product Request	Bank will contact customer within 1-2 working days
13	Manage your Chip Based Debit Card	Real time
14	Pay your Auto/Home Loan Repayments	Real time
15	Cheque Book Request*	For Cheque Book collection within city 1-2 working days For Cheque Book collection out of city 3-4 working days
16	Banker's Cheque Request	Near real time

\* Processing from Digital Channels is done in real time.

- For Cheque Book collection within city 1-2 working days
- For Cheque Book collection out of city 3-4 working days

# Bancassurance/Bancatakaful

Bank Alfalah's Bancassurance/Bancatakaful solutions are especially designed to help our customers provide a stable and secure future to their loved ones. Partnering with leading insurance companies/takaful operators in the country, we offer a wide range of insurance/takaful plans, customised to meet our customers' savings, retirement, hospitalisation and child's education/marriage needs. Our insurance/takaful bundle is available under Conventional and Islamic Banking umbrellas to cater to our diverse client base, and includes the following:

Insurance/Takaful products for conventional branches

- Kamil Takaful Savings Plan
- Roshni Education Plan
- Rida Marriage Plan
- Sahara Retirement Plan
- Rahat Savings and Protection Plan
- Rehnuma Plan
- Kohsar Plan
- Kafeel Plan
- Nighban Insurance Plan
- Hikmat Insurance Plan
- Car a Vaan Motor Insurance Plan
- Endowment Plan
- Sadabahar Assurance Plan
- Three Payment Plan
- Ujala Insurance Plan
- Mukammal Savings and Insurance Plan
- Taskeen Takaful Plan
- Azmat Health Insurance Plan

Takaful products for Islamic branches

- Tadbeer Multi-Purpose Savings Plan
- Danish Education Plan
- Uroos Marriage Plan
- Shifa Takaful Plan
- Zeenat Takaful Plan
- Tahaffuz Takaful Plan
- Zindagi Premier Takaful Savings Plan
- Zaamin Takaful Plan
- Saholat Takaful Savings Plan

**Bancassurance:** [Underwritten By JLI, IGI, Adamjee and State Life]

S. No.	Transaction	TAT
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## Customer On-boarding

1	Policy Issuance	10 working days (from the date of completion of all pertinent requirements)
2	Policy Document Delivery to Customer	10 working days after issuance of policy

## Maintenance

1	Alterations in Policy	10 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Policy Cancellations	15 working days (from the date of completion of all pertinent requirements/documents and approvals)

## Claim/Refund

1	Partial Withdrawal of Policy	15 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Banca Claim Settlement (after submission of complete requirements)	20 working days (from the date of completion of all pertinent requirements/documents)

3	Policy Amount Refund	12 working days (from the date of completion of all pertinent requirements/ documents and approvals)
4	Policy Surrender	15 working days (from the date of completion of all pertinent requirements/ documents and approvals)

**Note:** The above TATs are based on ideal conditions.

### **Bancassurance (Wallet Insurance)** [Underwritten by Alfalah Insurance]

S. No.	Transaction	TAT
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#### **Customer On-boarding**

1	Policy Issuance	Same day of case input
2	Policy Document Delivery to Customer	POS generated membership/issuance certificate at the same time the case is inputted in the system.

#### **Maintenance**

1	Policy Cancellations	15 working days
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#### **Claim/Refund**

1	Banca Claim Settlement (after submission of complete requirements)	10 working days
2	Policy Amount Refund	10 working days

**Note:** The above TATs are based on ideal conditions.

### **Bancassurance (Motor Insurance)** [Underwritten by Alfalah Insurance]

S. No.	Transaction	TAT
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#### **Customer On-boarding**

1	Policy Issuance	3 working days (from the date of completion of all pertinent requirements)
2	Policy Document Delivery to Customer	3 working days after completion of all formalities.

#### **Maintenance**

1	Alterations in Policy	1 working day (from the date of receipt of alteration request from client)
2	Policy Cancellations	2 working days (upon receipt of cancellation request and original policy document)

#### **Claim/Refund**

1	Claim Settlement	10 working days (from the date of submission of all required documents)
2	Policy Amount Refund	8 working days (from the date of receipt of cancellation request and completion of all required documents)

**Note:** The above TATs are based on ideal conditions.

# Digital SMME, Corporate and G2P Solutions

- **EOBI Pension Wallets**

Bank Alfalah has partnered with Employee Old Age Benefits Institution (EOBI) for the disbursement of employees' contributions and pensions in Pakistan. The pension disbursement process has been designed to make it completely digital through the use of branchless banking mobile wallets, which eliminates the use of physical dealing of cash at the time of pension disbursements. The wallet caters to a wide base of 390,000+ pensioners, and 98,000 contributing employers.

- **Payroll Wallets**

Bank Alfalah pitches its digital payroll carded wallets to employers in Pakistan encouraging salary payments of their non-management staff through digital means. Monthly salaries are disbursed into the wallets directly, whereby customers are able to withdraw their salaries through ATM debit cards.

## EOBI Pension Wallets

S. No.	Transaction	TAT
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### Customer On-boarding

1	Account Opening/Card Issuance	20 minutes
2	Screening on UNSC, OFAC and PEP	5 minutes
3	Proof of Life	15 minutes
4	Card Activation	7 minutes
5	Card Blocking	5 minutes

### Maintenance

1	Account Maintenance (received via contact centre/branches)	2 working days
2	Card Replacement (issuance and dispatched from Bank Alfalah) Courier delivery TAT is not included	7 working days

### Statement/Certificate Issuance

1	Account Statement Issuance from Branches	1 hour
2	Last Payment Certificate Issuance (for EOBI regional offices only)	1 working day

## Payroll Wallets

S. No.	Transaction	TAT
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### Customer On-boarding

1	Account Opening and Card Issuance (form/file based)	4-7 working days
2	Card Activation	7 minutes
3	Card Blocking	5 minutes

### Maintenance

1	Account Maintenance (received via contact centre)	2 working days
2	Card Replacement (issuance and dispatched from Bank Alfalah) Courier delivery TAT is not included	7 working days

### Statements/Certificate insurance

1	Account Statement Dispatch	2 working days
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## Digital Products

### ● Alfa Consumer Wallets (Current, Savings and Islamic)

Alfa Account brings banking to your sofa seats. Alfa customers can now open a completely digital account through Alfa App in 4 simple steps. This digital account has both current and saving variants with attractive returns. Furthermore, Alfa Islamic Account is the first Islamic digital account in the industry which also comes with both current and saving variants. The account brings a suite of transaction options and features, including funds transfer, bill payments/mobile top-ups, online shopping, savings and investment options, insurance, food ordering, and much more. A personalised debit card can also be availed.

### ● Home Remittance Account

This service allows the customers to open their HRA wallet either through any of our branches or by downloading Alfa. This account is governed by the regulations set out by SBP under the ambit of Branchless Banking. As such, the branches are required to perform following activities related to this product.

- Opening of HRA wallet via E-Smart. The account is only opened upon customer's positive BVS verification
- Redirecting over the counter (cash) remittances into customer's wallet account
- Cash withdrawal transaction from customers Alfa Remittance Account
- Overtime Biometric verification of customers who have already opened their account via Alfa App

## Alif Consumer Wallets (Current, Savings and Islamic)

S. No.	Transaction	TAT
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### Customer On-boarding

1	Account Opening via Alfa app.	5 minutes
2	Account Opening via portal (biometric)	20 minutes
3	Account Opening via Digital Kiosk	5 minutes
4	Account Opening via USSD (AMA)	7 minutes
5	Card Issuance	7 working days
6	Card Enablement	7 minutes
7	Card Blocking	5 minutes

### Maintenance

1	Account Maintenance (received via contact centre)	2 working days
2	Card Replacement (issuance and dispatched from Bank Alfalah) Courier delivery TAT is not included	7 working days

### Statement

1	Account Statement Dispatch	2 working days
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## Orbit Rewards Programme

S. No.	Transaction	TAT
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### Orbits on Alfa and Internet Banking

1	Orbit Balance Inquiry	Real time
2	Orbit Statement Inquiry	Real time
3	Top-up/Utility Bill Payment	Real time
4	Orbit Transfer	Real time
5	Item Redemption on Orbit Mall/Alfa Mall	Real time
6	Redemption on POS	Real time

### Orbits on Call Centre

1	Credit Card Fee Reversal	2 working days
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### Goal-Based Savings

S. No.	Transaction	TAT
1	Goal Creation	Real time
2	Goal Instalment Top-up	Real time
3	Goal Deletion	Real time
4	Goal Instalment Deduction	Based on customer's selection of instalment cycle

### Digital Investments

S. No.	Transaction	TAT
1	Investment	3-4 working days
2	Redemption	3-4 working days

### Digital Insurance

S. No.	Transaction	TAT
1	Insurance Document Delivery (Digital)	7-10 working days
2	Free-look Period	From 1 week up to 1 month (depending on insurance product)
3	Claim Processing	1 month
4	Policy Cancellation	1-3 months (depending on insurance product)

### Home Remittance Account

S. No.	Transaction	TAT
1	Opening of HRA Wallet via E-Smart	Real time
2	Redirecting OTC Transactions into Alfa Remittance Account via Remitex	Real time
3	Cash Withdrawal Transaction from Customers' Alfa Remittance Account	Real time
4	One time Biometric Verification of Customers who have already opened their account via Alfa App	Real time
5	Receive Remittance via App (Pull)	Real time

# AlfaMall

AlfaMall is first of its kind platform by a bank in Pakistan. It is Bank Alfalah's digital platform that connects customers with merchants for online shopping. Alfa, our mobile platform, has always been the pivot on which Bank Alfalah has been building its innovations such as manage savings, tracking expenses, pay bills, along with other banking services.

Following on these successes, AlfaMall is a complete online shopping solution that enables Bank Alfalah customers to use their accounts, wallets, credit cards or Orbit points to securely pay for their shopping for thousands of products/services available at the best prices with the quality of services.

This platform also provides access to merchants to sell their products and/or services online through the platform.

Some of the reasons to shop on Alfa Mall:

- Shop with Trust - The best in class customer experience and service
- One Stop Shop - We provide current Alfa App and BAFI customers with a single outlet for their major shopping needs
- Massive Category and Product Range - Every category provides a huge range of products to cater to your every need
- 100% Verified Partners (Merchants) - Reputed and credible partners are on-boarded for the products offered
- Personalisation and Value-Added Services - Discover the best products and deals customised to you interests and needs
- Escrow Service - Confirmed payments from customers that are only transferred to merchants after they deliver products to customers
- Customer Financing - Instantly Buy Now and Easily Pay Later on thousands of products

The objective of this document is to set out overall TAT of AlfaMall customer related transactions, which provide basis for measuring level of responsiveness with respect to customer services and also a tool to gauge the efficiency of the existing processes.

S. No.	Transaction	TAT
1	Product Delivery	15 working days (pandemic) and 10 working days (regular scenarios)
2	Order Cancellation	Within 48 hours of order
3	Fund Reversal	7 working days (pandemic) and 5 working days (regular scenarios)
4	Technical Issue	5 working days (pandemic) and 3 working days (regular scenarios)

DISCLAIMER: The TATs are subject to followings:

- Revision of processes
- Change in technology
- Merchant & other resources
- Logistic issue



# Digital Lending

Anticipating the wave of innovations in the banking sector over the next decade, bank leaders must re-imagine banking as a whole. Bank Alfalah's Digital Banking Group has already taken the initiative to digitise and transform across the entire value chain for all products. The Digital Lending department is working towards digitising the lending process by developing innovative financial products in its endeavor to create convenience, accessibility and mass appeal for its customers.

- **Instant Loan**

Instant Loan is an affordable, tailor-made financing solution for customers with an end-to-end digitised process. Customers can get a personal loan of up to Rs. 1 million without any collateral or documentation, while sitting at home through their Alfa App in just 5 minutes.

**Features**

- Digital Loan Application Form, no wet signatures required
- Financing up to Rs. 1 million subject to DBR
- Repayment tenure up to 5 years

- **Overdraft**

Alfa Overdraft is a credit line of Rs. 10,000, which is tagged to customers' core account through which customers can drawdown their account using any debit instrument (debit card, cheque, funds transfer, Alfa transactions, etc.) when they have insufficient funds.

**Features**

- Digital Loan Application Form
- Automatic repayment for convenience
- Real time loan status update via Alfa App
- Interest is charged on a daily basis on the utilised amount
- No processing fee

- **Alfa Easy Instalments**

Alfa Easy Instalments is a buy now pay later facility for customers shopping on an Ecommerce platform (e.g. Alfa Mall).

**Features**

- Financing of up to Rs. 50,000 against customers' shopping cart
- Flexible instalment plans of up to 12 months
- No processing fee

- **Digital Merchant Financing**

Recognising the need for financing products in the SME segment, especially catering to the small enterprises, the Digital Merchant Financing product has been created to offer credit based on cash flows. Salient features of Digital Merchant Financing are as follows:

- Cash Flow based financing linked to Bank Alfalah QR payments
- Up to 70% of average monthly throughput can be availed as financing
- Loan amount varies from PKR 10,000 up to PKR 1 million, markup charged only on outstanding amount
- No processing fee
- Auto-deduction of repayment from the subsequent QR throughput

## Instant Loan (Personal Loan)

S. No.	Transaction	TAT
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### Customer On-boarding

1	Personal Loan Approval (Loan Application to Disbursal)	5 minutes
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### Repayment

1	Loan Repayment	Real time
2	Loan Settlement	1 working day
3	Balloon Payment	Real time
4	Balloon Settlement	1 working day

### Letters and Complaints

1	NOC Issuance	7 working days
2	Complaint Handling	7 working days

## Alfa Overdraft

S. No.	Transaction	TAT
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### Customer On-boarding

1	Overdraft Loan Approval (Loan Application to Disbursal)	1 hour
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### Repayment

1	Repayment	Real time
2	Markup Settlement	1 working day

### Letters and Complaints

1	NOC Issuance	7 working days
2	Complaint Handling	7 working days

## Alfa Easy Instalments

S. No.	Transaction	TAT
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### Customer On-boarding

1	Easy Instalments Loan Approval (Loan Application to Disbursal)	1 hour
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### Repayment

1	Loan Repayment	Real time
2	Loan Settlement	1 working day
3	Balloon Payment	Real time
4	Balloon Settlement	1 working day

**Letters and Complaints**

1	NOC Issuance	7 working days
2	Complaint Handling	7 working days

**Digital Merchant Financing**

S. No.	Transaction	TAT
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**Customer On-boarding**

1	Merchant Financing Loan Approval (Loan Application to Disbursal)	1 hour
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# Branch Banking - Conventional Premier Banking

## Account Opening and Maintenance

S. No.	Transaction	TAT
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### Customer On-boarding and Related Deliverable

1	Account Opening by Branch	Same day
2	Account Activation	1 hour (if uploaded on workflow before 4pm)
3	Cheque Book Issuance	3 working days [For Karachi: 1 working day (if processed before 3pm) For Lahore: 2 working days]

### Account Maintenance

1	Address and Title Updation	1 working day
2	CNIC Number Updation	1 working day
3	Account Activation/Dormancy Removal	30 minutes
4	Signature Updation	2 working days

### Account Related Request

1	Cheque Book Issuance Request via Alfa	1 working day
2	Cheque Book Re-issuance	3 working days
3	Account Closure	1 working day (for both current and savings accounts)
4	Stop Payment	10 minutes

### Certificate/Statement

1	Balance/Reference Certificate	20 minutes
2	Tax Certificate Issuance	20 minutes
3	Statement Issuance	20 minutes 1 working day (if data required from Bank Smart)
4	E-Statement via Internet Banking (Corporate Customers)	1 working day

### Counter Transactions

1	Cash Withdrawal	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
2	Cash Deposit	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
3	Online Transaction Processing	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
4	Banker's Cheque Issuance	20 minutes (for multiple BC issuance against one request, additional 5 minutes for each subsequent BC)
5	Demand Draft (FCY)	20 minutes
6	Online Banker's Cheque Issuance (where CBC/AML formalities applicable)	30 minutes

7	Online Foreign Currency Demand Draft (where CBC/AML formalities applicable)	45 minutes (due to CBC and AML formalities)
8	Utility Bill Payment	10 minutes

### Clearing

1	Overnight Clearing	2 business days [T**+1]
2	Same Day Clearing	Same business day [T+0]
3	Intercity Clearing - **Centralised Branches	2 business days [T+1]
4	Intercity Clearing - ***Decentralised Branches	4 business days [T+3]
5	Local USD Clearing	4-8 business days <b>Note:</b> Cheque lodge on Monday and Thursday only

\*T means date of lodgment of instrument

\*\*Centralised Branches mean online branches of paying banks

\*\*\*Decentralised Branches mean offline branches of paying banks

### Remittances

#### Outward Foreign Remittances

1	FCY to FCY - Foreign Currency Account	Same day if received before the cut off time and all related documentation is complete as per SOP.
2	Private (approved) Remittances	Same day if received before the cut off time and all related documentation is complete as per F E Manual guidelines and Bank's SOP.
3	Commercial (approved) Remittances (related to Exhibition Fee/IT Related/Royalty and Franchise, Insurance, etc.)	2 working days if all related documentation is complete as per F E Manual guidelines and SOP.
4	Commercial (approved) Remittances (related to Surplus Freight Collection, etc.)	7 working days
5	Commercial Remittances referred to CRD for guidance/assistance regarding SBP approval	2 working days
6	Customer Debit Advice	2 working days
7	Outward TT - Follow Up on Non-receipt	Within 24 hours of the receipt of the request
8	Commercial (approved) Remittances (related to UMRAH/HAJJ Payments to Vendor, etc.)	3 working day

#### Inward Foreign and Home Remittances

1	Private Remittance (allowed) in FCY Account	Same day
2	Private Remittance/Home Remittance in PKR Account	Same day
3	Commercial Remittances in PKR Account	Same day (if the required details (Form R, Rates, Due Diligence or any other related document) is received before the cut off time)
4	PRC Issuance - Commercial/Private Remittance	1-2 working days (if transaction is executed within one month) 7 working days (if transaction is more than a month old)
5	Customer Credit Advice	2 working days
6	WHT Certificate	2 working days (after deposit to the FBR)
7	Home Remittance under PRI Mechanism - Account Credit/RTGS	Same day
8	PRC Issuance under PRI Mechanism - Account Credits of BAFL Customers	2 working days

9	PRC Issuance under PRI Mechanism - RTGS/ATM Transfer from member banks	7 working days
10	Enquiry on emails regarding miscellaneous home remittance transactions	1 working day
11	Enquiry message of commercial/private remittances (Fate, Account Number, Account Title, Commercial, Donation, etc.)	2 working days

#### Collection of Bills

##### Outward Foreign Bills

1	Physical Lodgment of Foreign Bills (clean) for Collection	Once in a week (On Friday only) Customer account will credit after holding period of 45 working days.
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##### Outward Local Bills

1	Collection of Instruments sent by Non-NIFT BAFL Branches	3-4 working days
2	Collection of Instruments Sent by CFG	6-7 working days

# Consumer Finance - Premier Banking

## Premier VISA Signature Debit Card

S. No.	Transaction	TAT
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### Customer On-boarding

1	Debit Card issuance (through CFG)	2 working days (in case of no discrepancy)
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### Maintenance Request

1	Address Update	2 working days
2	Contact Number Update	3 working days
3	Mother Maiden Name (MMN) Updation	2 working days
4	Date of Birth (DOB) Updation	4 working days
5	Multiple Updation Required (i.e. Address, MMN, DOB and Contact Number)	3 working days
6	Debit Card Replacement with Multiple Updatons (Address, MMN, DOB and Contact Number)	5 working days

### Service Request

1	Replacement Debit Card Issuance	5 working days
2	Debit Card Replacement due to Fraudulent Activity	7 working days
3	Captured (ATM) Debit Cards Return	8 working days
4	Debit Card Unblocking (temporary block removal)	2 working days

### Transaction Dispute

1	Debit Card Dispute Filing Time for Customer (from the date of transaction)	7 working days after receiving
2	Lodgment of Debit Card Dispute (providing temporary credit)	2 working days from request receiving date
3	Processing of Liability/Time Barred Cases with Immediate Resolution	2 working days from request receiving date
4	Debit Card Dispute Cases Resolution	From 30 to 120 working days according to the scenario of the case and as per dispute rules of respective card scheme.

## Premier VISA Platinum Credit Card

S. No.	Transaction	TAT
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### Customer On-boarding

1	Credit Card issuance	6 working days for High Net Worth 4 working days for Ultra High Net Worth (as per policy)  If EV conducted by branch – 4 working days If EV conducted by CFG – 6 working days
2	Credit Limit Enhancement	7-10 working days
3	Supplementary Card Issuance	4-5 working days

**Card Maintenance**

1	Demographic Change (Address, Contact, etc.)	4 working days
2	Auto Debit Enrolment for Payment	1 working day
3	Cancellation of Auto Debit for Payment	2 working days
4	Card Cancellation Request	2 working days

**Letter/Certificate**

1	Duplicate E-Statement Issuance	1 working day
2	Credit Card History Statement Issuance	1 working day
3	Credit Card Balance Confirmation Letter Issuance	1 working day
4	Credit Card Statement Delivery	7 working days

**Rewards/Step-by-Step (SBS) Programme**

1	SBS Processing Request (Retail)	2 working days
2	SBS/Credit on Phone Cancellation	1 working day
3	SBS/Credit on Phone Adjustment	1 working day
4	SBS Product Delivery	21-28 working days
5	SBS Cancellation Request	3 working days
6	BTF Processing	4-5 working days
7	Reward Redemption Item Delivery	14-28 working days
8	Points Transfer Request	3 working days

**Transaction Disputes/Reversals**

1	Reversal of Financial Charges	1 working day
2	Wrong Payment Transfer	1 working day
3	Excess Amount Refund Pay Order	5 working days
4	Charges Adjustment Request	3 working days
5	Credit Card Dispute Filing Time for Customer	7 days after receiving statement
6	Processing of Credit Card Dispute - providing temporary credit	2 working days from request receiving
7	Processing of Liability/Time Barred Cases with Immediate Resolution	2 working days from request receiving
8	Resolution of Credit Card Dispute Cases	From 30 to 120 days according to scenario of the case and as per the dispute rules of respective card scheme

**Utility Bill Payment**

1	Utility Bill Payment	Same day
2	Cancellation/Hold of Utility Bill Payment	2 working days

**Additional Requests**

4	Credit on Phone Pay Order Processing	7-10 working days
5	Enrolment of Credit Cover Premium	2-3 working days (due to CBC Calls)
6	Cancellation of Credit Cover Premium	1 working day
7	Credit Card E-statement Enrolment	2 working days
8	Replaced Credit Card Delivery	5 working days



## Auto Loan

S. No.	Transaction	TAT
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### Customer On-boarding

1	Auto Loan Approval	New car: 7-10 working days Used/Imported car: 10-15 working days
2	Delivery of Registration Book and Number Plates upon Receipt from ETO	7 working days

### Letters

1	Tax Letters/Clearance Letter/E-Tag Letter Issuance	5 working days
2	Loan Payoff Sheet Issuance	3 working days
3	Collateral NOC Issuance	7 working days

### Claims/Reversals/Waiver/Disputes

1	Waiver of Charges	7 working days
2	Auto Loan Pay Order Refund	5 working days
3	Insurance Claim Settlement (Theft/Snatch/Heavy Loss)	30 working days (post document completion)
4	Vehicle Tracker Related Issue	7 working days
5	Insurance Policy Related Issue	3 working days

## Home Loan

S. No.	Transaction	TAT
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### Customer On-boarding

1	Home Loan Approval	13 working days* *Subject to the submission of complete documents
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### Maintenance Request

1	Change of Address Request	1 working day
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### Statement/Letter

1	Loan Statements Issuance	2 working days
2	Re-pricing Letters Issuance (after change in KIBOR on yearly basis)	2 working days
3	Tax Letters (for tax rebate) Issuance	2 working days
4	Home Loan Payoff Details	2 working days
5	NOC Issuance after Loan Settlement	7 working days
6	Partial Payment Details	1 working day

# Digital Channels - Premier Banking

## Digital Channels

S. No.	Transaction	TAT
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### Internet Banking

1	Internet Banking (IB) Subscription	Real time
2	IB Password Reset	Real time

### SMS Alerts

1	SMS Alerts Subscription	1-2 working days
2	SMS Alerts Un-subscription	1-2 working days

### E-statement

1	E-statement Subscription	1-2 working days
2	E-statement Un-subscription	1-2 working days

### Transaction via Alfa Mobile App

1	Alfa Mobile App Subscription	Real time
2	Alfa Mobile App Password Reset	Real time
3	Financial Transaction	Real time
4	Address Change	1-2 working days
5	Cheque Book Request	1-2 working days
6	SMS Alert Subscription	1-2 working days
7	E-Statement Subscription	1-2 working days
8	Branch Appointment	1 working day to confirm requested appointment
9	Current/Savings/Royal Profit Account Opening/ Alfalah Islamic Mahana Amdani Request	Bank will contact customer within 1-2 working days
10	Credit Card Request	Bank will contact customer within 1-2 working days
11	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days
12	Bancassurance Request	Bank will contact customer within 1-2 working days
13	Investments Product Request	Bank will contact customer within 1-2 working days

## Contact Centre

S. No.	Transaction	TAT
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### Service offered to Debit Card Customers

1	Debit Card Activation	Real time
2	Debit Card Blocking	Real time
3	ATM PIN Generation	Real time
4	Balance Inquiry	Real time
5	SMS Alerts Activation Branch Banking	24-48 working hours

**Service offered to Merchant Card Customers**

1	Merchant Card Activation	Real time
2	Merchant Card PIN Generation	Real time
3	Merchant Card Blocking	Real time
4	Bill Payment	Real time
5	Bill Payment Cancellation	Same day
6	Direct Debit Enrolment for Bill Payments	1 working day
7	E-PAY PIN Issuance	Real time
8	SMS Alerts Activation	Real time

**Service offered to Payroll Card Customers**

1	Payroll Card Activation	Real time
2	Payroll Card Blocking	Real time
3	Bill Payment	Real time
4	Bill Payment Cancellation	Same day
5	Direct Debit Enrolment for Bill Payments	1 working day
6	E-PAY PIN Issuance	Real time
7	SMS Alerts Activation	24-48 working hours

**Service offered to Credit Card Customers**

1	Credit Card Activation	Real time
2	Credit Card Blocking	Real time
3	Credit Card PIN Generation	Real time
4	E-PAY PIN Issuance through Reward Points	24 hours/1 working day
5	Cheque Present/Re-present Request	1 working day
6	Address Updation	1 working day
7	Duplicate Statement Issuance	1 working day
8	Credit Card Replacement	1 working day
9	Utility Bill Payment	Real time
10	SBS Plan-on Request	1 working day
11	SBS Cancellation	1 working day

**Service offered to Internet Banking Customers**

1	Internet Banking Activation	Real time
2	Internet Banking Password Reset	Real time

**Service offered to Branch Banking Customers**

1	Balance Inquiry	Real time
2	Transaction Details	Real time
3	Account Status	Real time
4	IBAN Inquiry	Real time
5	SWIFT Code Inquiry	Real time
6	Banker's Cheque and Demand Draft Inquiry Calls	Real time

**Lead Generation**

1	Auto Finance/Home Finance/Personal Loan/Credit Card	Real time
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# Bancassurance - Premier Banking

## Bancassurance

S. No.	Transaction	TAT
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### Customer On-boarding

1	Policy Issuance	10 working days (from the date of completion of all pertinent requirements)
2	Policy Document Delivery to Customer	10 working days after issuance of policy

### Maintenance

1	Alterations in Policy	10 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Policy Cancellations	15 working days (from the date of completion of all pertinent requirements/documents and approvals)

### Claim/Refund

1	Partial Withdrawal of Policy	15 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Banca Claim Settlement (after submission of complete requirement)	20 working days (from the date of completion of all pertinent requirements/documents)
3	Policy Amount Refund	12 working days (from the date of completion of all pertinent requirements/documents and approvals)
4	Policy Surrender	15 working days (from the date of completion of all pertinent requirements/documents and approvals)

Note: The above TATs are based on ideal condition.

## Bancassurance (Wallet Insurance)

S. No.	Transaction	TAT
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### Customer On-boarding

1	Policy Issuance	Same day of case input
2	Policy Document Delivery to Customer	POS generated membership/issuance certificate at the same time the case is inputted in the system

### Maintenance

1	Policy Cancellations	15 working days
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### Claim/Refund

1	Banca Claim Settlement (after submission of complete requirement)	10 working days
2	Policy Amount Refund	10 working days

Note: The above TATs are based on ideal condition.

# Turnaround Time of Claim Settlements

## Claim/Refund

S. No.	Transaction	TAT
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### ATM Cash Withdrawal

1	Onus ATM	2 working days
2	Onus ATM	4 working days in case offsite ATM
3	Offus ATM	5 working days

### Funds Transfer

1	IBFT	3 working days
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### Utility Bill Payment

1	UBP	4 working days
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**Note:** MNET and 1-Link are now on 1switch 1Link.