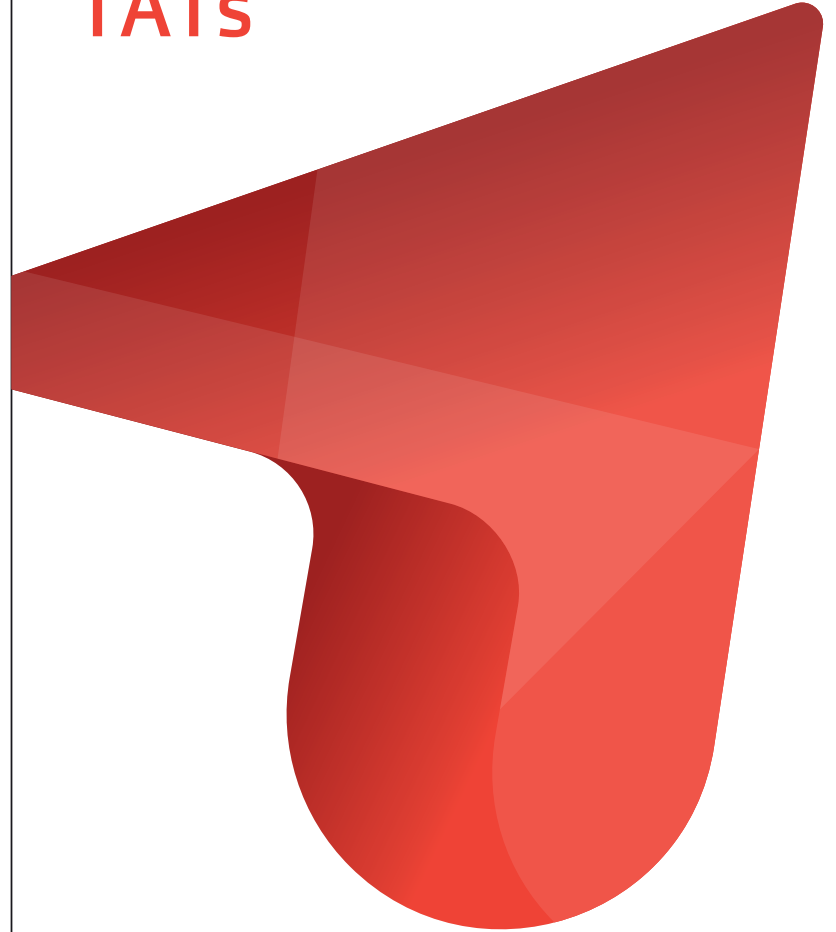


# Bank Alfalah Service Requests TATs



Bank Alfalah Limited  
B. A. Building, I. I. Chundrigar Road,  
Karachi, Pakistan - 74000  
111 225 111  
[www.bankalfalah.com](http://www.bankalfalah.com)

# 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**
  - Bank Alfalah Current Account
  - Bank Alfalah Basic Banking Account
  - Bank Alfalah Kamyab Karobar Current Account
  - Bank Alfalah Foreign Currency Current Account
  - Bank Alfalah Asaan Remittance Current Account
  - Bank Alfalah Pehchaan PKR & FCY Current account
- **Savings Accounts**
  - Bank Alfalah Savings Account
  - Bank Alfalah Kifayat Monthly Savings Account
  - Bank Alfalah Care Account
  - Bank Alfalah Royal Profit Account
  - Bank Alfalah Foreign Currency Savings Account
  - Bank Alfalah Pehchaan PKR and FCY Savings Account
  - Bank Alfalah Asaan Remittance Savings Account
- **Bank Alfalah at Work**
- **Term Deposit Accounts**
  - Bank Alfalah Term Deposit
  - Bank Alfalah Mahana Amdan Term Deposit Account
  - Bank Alfalah FCY Term Deposit
  - Bank Alfalah Floating Term Deposit
  - Bank Alfalah Care Senior Citizen Mahana Amdan Account
- **Roshan Digital Account (RDA)**

## Deposit Accounts - Islamic Banking

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

- **Current Accounts**
  - Bank Alfalah Islamic Current Account
  - Falah Basic Banking Account
  - Bank Alfalah Islamic Asaan Current Account
  - Bank Alfalah Islamic Foreign Currency Current Account
  - Bank Alfalah Islamic Asaan Remittance current account
  - Bank Alfalah Islamic Special Foreign Currency Current Account
- **Savings Accounts**
  - Falah Classic Savings Account (Regular Savings Account)
  - Falah Mahana Amdani Account
  - Falah Business Account
  - Bank Alfalah Islamic Musharakah Savings Account
  - Bank Alfalah Islamic Foreign Currency Savings Account
  - Bank Alfalah Islamic Asaan Savings Account
  - Bank Alfalah Islamic Business Way (Remunerative Current Account)
  - Bank Alfalah Islamic Asaan Remittance Savings Account
  - Bank Alfalah Islamic Profex Account
  - Falah Senior Citizens Saving Account
  - Bank Alfalah Islamic Special Foreign Currency Savings Account
- **Term Deposit Certificates**
  - Falah Term Deposit
  - Falah Mahana Munafa Term Deposit
  - Falah 3 Year Term Deposit (Monthly Income Certificate)
  - Bank Alfalah Islamic Foreign Currency Term Deposit
  - Bank Alfalah Islamic Premium Term Deposit (Monthly)
  - Bank Alfalah Islamic Premium Term Deposit (Bullet Maturity)
  - Bank Alfalah Islamic Recurring Value Deposit
  - Falah Senior Citizens Term Deposit
  - Target Savings Deposit

## Account Opening and Maintenance

S. No.	Service request	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	Account Activation (All type of Account including Premier)	Same day (provided that all required documents as per SBP PR and Banks' internal policy are provided by 2 pm)
4	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)

\*Customer signature is captured upon receipt of original document from branch

Note: Rapid Account TATs will be same as above

### 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 **Centralized Branches	2 working days [T+1]
4	Intercity Clearing ***DeCentralized 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

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

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

### Remittances

S. No.	Service Request	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.

- **Bank Alfalah Debit Card**

The Bank 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 | 1Link | Mnet.

- **Bank Alfalah Credit Card**

The Bank 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 Bank Alfalah Credit Cards include salaried (government and private) and self-employed individuals who meet the eligibility criteria.

Bank Alfalah offers the following Credit Cards:

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

\*Depending on the Credit Card.

- **Bank Alfalah Auto Loan**

Bank Alfalah Auto Loan offers innovative auto financing solutions designed exclusively to meet customer requirements seamlessly while fulfilling auto-financing needs with a host of advantages

Our diversified product suite caters to all customer segments and our skilled auto financing experts facilitate customers to design tailored financing plans as per their requirement  
We offer

- Affordable markup rates
- Digital Auto Application facility through Rapid Portal for convenience to apply from anywhere, anytime
- Simple Application process with minimum documentation and hassle free quick processing
- Special comprehensive insurance rates
- Residual Value Financing and Deferred Insurance & Registration Products to increase affordability
- Financing of Locally Assembled / Manufactured car that is new /used
- No termination charges on car replacement
- Option to make balloon payment
- Co-Borrower Option Spouse, Parents, Siblings (Real Brother & Sister) and Children

- **Bank 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.

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

With Bank Alfalah Home Finance our customers get:

- Re-payment tenure options from 3 to 25 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

- **Bank Alfalah Personal Loan**

Our customers can get Bank Alfalah Personal Loan up to Rs. 3 million without any collateral with the following features:

- Financing up to Rs. 3 million
- Affordable markup rates
- Fixed and variable pricing options
- Hassle-free processing with minimum documentation
- Repayment tenure up to 4 years
- Partial payment option to reduce liability
- Loan top-ups for more financing

## Bank Alfalah Debit Card

S. No.	Service Request	TAT
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### Customer On-boarding

1	Debit Card issuance (first time issuance)	9 working days
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### Maintenance Request

1	Address Update (Return Card)	9 working days
2	Address Update Return Card delivery (including contact number change)	11 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)	11 working days
2	Debit Card Replacement (with demographic change)	14 working days

\*For debit cards, TATs for Corporate Payroll will remains the same as above



## Bank Alfalah Credit Card

S. No.	Service Request	TAT
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### Customer On-boarding

1	Credit Card Issuance	17 working days
2	Credit Limit Enhancement	9 working days
3	Supplementary Card Issuance	13 working days
4	Credit Card Replacement	9 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	6 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	5 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/BTF 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 Item Delivery	20 working days

### Transaction Disputes/Reversals

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

## Bank Alfalah Credit Card

S. No.	Service Request	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 (Refund amount below Rs.100,000/-)	7 working days
4	Excess Amount Refund Pay Order (Refund amount above Rs.100,000/-)	8 working days
5	E-Commerce Payment Gateway	14 working days
6	Issuance of Advance Tax Certificate	2 working days
7	Duplicate NOC Request	3 working days
8	Credit Limit Reduction	2 working days
9	Priority Pass Issuance	6 working days
10	Mode of Calculation/History Letter/ Balance Confirmation Letter	2 working days
11	Lien Removal (Post Card Cancellation)	3 working days

## Bank Alfalah Auto Loan

S. No.	Service Request	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

## Bank Alfalah Home Finance

S. No.	Service Request	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)	30-42 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)	2 working days
5	Loan Inquiries	1 working day
6	NOC Issuance	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	Bank Alfalah Green Energy	30 working days
2	Bank Alfalah Ghar Asaan	30 working days

## Bank Alfalah Personal Loan

S. No.	Service Request	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 center (wherever applicable), additional TAT will be applicable. (Reference to Call Center 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 Centers (wherever applicable), additional TAT of 01 working day will be applicable.
- Courier TAT is seven 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.	Service Request	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 Subject to completion of documents (as per takaful company requirement) from customer including final investigation report.
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## Home Musharakah

S. No.	Service Request	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

\*Subject to documents completion by customer

# Digital Banking

- **SMS Banking**

Under SMS Banking suite, Bank Alfalah is offering its customers various types of notifications matching customers' requirement. To avail any of the below offers, the customers are required to subscribe their account(s) by contacting Bank Alfalah branch or our 24/7 Helpline.

1. **SMS on transactions through Digital Channels – FREE**

Bank Alfalah is offering its customers Free SMS Alerts on transactions done through Digital Channels including ATM and POS transactions. If a customer has not started receiving his/her Free SMS Alerts on transactions through Digital Channels, please contact Bank Alfalah by using any of the following mediums:

- a. Visit the branch and request for Free Alerts
- b. Contact Helpline 021 111 225 111 and request for Free Alerts
- c. Type 'FREE (space)<Account Number>' and send to 8287 to auto-update for Free Alerts

2. **SMS Alerts on all transactions with language option – Charged as per prevailing SOC**

By subscribing to SMS Alerts, the customers can keep track of their transactions 24/7. The customers will receive real-time SMS Alerts for transactions performed in their account. It also helps them to keep track of all their POS, ATM, in-branch transactions, as and when these are performed. Subscribers will also receive the information about their available balance with every transactional alert along with Orbit points information. Customers can also choose to receive their Debit and Credit alerts in the language of their choice. The languages being offered are as under:

- o Urdu
- o English
- o Punjabi
- o Sindhi
- o Pashto
- o Balochi

To avail SMS Alerts on all transactions, with multi-language option, customers are required to subscribe their account(s) by using any of the following mediums:

- a. Visit the branch and request for all Alerts
- b. Contact Helpline 021 111 225 111 and request for all Alerts

3. **SMS Banking (Pull SMS) – Charged as per prevailing SOC**

Bank Alfalah offers its customers via its SMS Banking channel which is the freedom to get their Account information & do financial transactions (including Mobile bill and BAF Credit Card bill through BAF account) by sending an SMS to 8287. By subscribing to this service, customers can now get their Account Balance, Last 5 transactions, Credit Card information, process Permanent Blocking of Debit Card, perform Temporary Blocking of Internet Banking and ALFA, Activation and Deactivation of E-Commerce transactions, initiate Cheque book requests, inquire about Orbits points, pay off the bill of their registered mobile number and Credit Card through their Bank Alfalah account by sending predefined texts to Bank Alfalah short code 8287.

Following are the codes to type and send to 8287 to use this facility:

- For A/C Balance, type AB
- For Mini Statement, type MS
- For Credit Card details, type CC
- For Permanent Blocking of Debit Card, type DCBLOCK(space)<Last 4 digits of Debit Card>
- For Temporary Blocking of Internet Banking/Alfa, type ALFABLOCK(space)<13 digits CNIC>
- To Activate E-Commerce Tranx, type INTERNET(space)<ON>(space)<Last 4 digits of account>
- To Deactivate E-Commerce, type INTERNET(space)<OFF>(space)<Last 4 digits of account>
- For paying off BAF Credit Card bill from BAF a/c, type CCP(space)<Last 4 digits of Credit Card>(space)<Payment amount>(space)<Last 4 digits of account>
- For Bill Payment (Prepaid), type BPR(space) to (space)<Amount>
- For Bill Payment (Postpaid), type BPS(space) to (space)<Amount>
- For new Cheque Book, type CHQ(space)<No. of leaves>(space)<Last 4 digits of account>
- For updating CNIC expiry, type CU(space)<13 digits CNIC>(space)<Issuance Date in DD/MM/YYYY>
- For Orbits Inquiry, type Orbits(space)<13 digits CNIC>
- For assistance, type HELP and send to 8287.

To avail SMS Banking, customers are required to subscribe their account(s) by using any of the following mediums:

1. Visit the branch and request for SMS Banking (Pull SMS)
2. Contact Helpline 021 111 225 111 and request for SMS Banking (Pull SMS)
3. Type 'SMSBANKING' and send to 8287 to receive a call from Bank Alfalah representative

**Note:**

1. The customers can update their mobile network (ported network) by typing 'MNP' and sending it to Bank Alfalah Short Code 8287.
2. For security purpose, please remove all critical information received on your mobile from bank via SMS to avoid any unauthorised use of information.
3. Terms and Conditions apply.

By calling Bank Alfalah Contact Center at 111-225-111, customers can subscribe to this service or they can visit their branch for the same.

#### **E-Statement**

With our E-Statement service, these customers can receive Daily, Weekly, Monthly, Quarterly or Half-yearly account statements directly via email. This facility is offered to the customers at no extra cost, all they need is a personal e-mail address to which their E-Statements will be sent.

By calling Bank Alfalah Contact Center at 111-225-111, customers can subscribe to this service or they may contact their branch.

#### **Email Notifications on account transactions**

To keep Bank Alfalah customers updated for any transactional activity in their account, Bank Alfalah is providing email notification services on the accounts with customers' valid email addresses.

The customers will receive notifications on their registered email address from Bank Alfalah. This will give them the information in real-time about the transactional activity right in their mailbox.

This facility is offered to the customers at no extra cost, all they need is a personal e-mail address to which their email notifications will be sent.

For more information on this, please call our 24/7 Bank Alfalah Contact Center at 111-225-111.

#### • **Bank Alfalah Contact Center**

Bank Alfalah Contact Center 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
- Bank Alfalah Debit Card de-activation
- Product information
- Generate and change your IVR TPIN and ATM PIN
- Bank Alfalah Credit Card payment

#### • **Bank 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 Bank 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 & 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 organizations
- Payments for online shopping
- Corporate Banking
- Managing Bank Alfalah Investments
- Purchasing of E-IPOs
- Shopping from Alfa Mall
- Orbits Section for all orbits related management
- Make a request to Bank
- 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 IBill 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 Bank 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 & 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 favorite 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 organizations
- 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
- 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

- **Agent Network**

Bank 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)
- Utility Bill Payment
- Mobile Top Up
- Fee Payments
- Domestic Remittance (A2P, P2A, A2A)
- International Remittance Services (HRA)
- BISP Payments
- OTC Disbursements & Collections
- Debit Cards Issuance
- Alfa Mall (agent-assisted)
- BOP Payments



## Digital Channels

S. No.	Service Request	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
3	E-Statement Delivery	48 working hours

## Bank Alfalah Contact Center

S. No.	Service Request	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 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
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.	Service Request	TAT
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**Transaction via AlfaPay-Agent Network**

1	Alfa Account Opening	5 mins
2	Alfa Account Upgrade	5 mins
3	Cash In	5 mins
4	Cash Out	5 mins
5	Money Transfer Send	5 mins
6	Money Transfer Receive	5 mins
7	Kafaalat (BISP)	5 mins
8	Utility Bill Payment	5 mins
9	Mobile Top-up	5 mins
10	School Fee Collection	5 mins
11	HRA Account Opening (Islamic)	5 mins
12	HRA Pull Transaction	3 mins
13	Debit Card Requisition	2 mins

**Transaction via Bank Alfalah Internet Banking**

S. No.	Service Request	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	Account Maintenance Certificate	Real Time
9	Raast ID registration	Real Time
10	Raast ID De-Link	Real Time
11	Raast ID Re-Link	Real Time
12	Credit Card Management	Real Time

13	Debit Card Management	Real Time
14	Download Credit Card Statement	Near Real Time
15	CNIC Expiry Update	Real Time
16	Withholding Tax Certificate	Real Time
17	Digital (Full Fledge Branch Banking) Account Opening	Real Time
18	Beneficiary Creation	Real Time
19	Current/Savings/Royal Profit Account/ Bank Alfalah Islamic Mahana Amdani Account Opening Request	Bank will contact customer within 1-2 working days
20	Credit Card Request	Bank will contact customer within 1-2 working days
21	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days
22	Bancassurance Request	Bank will contact customer within 1-2 working days
23	Investments Product Request	Bank will contact customer within 1-2 working days
24	Manage your Chip Based Debit Card	Real time
25	Pay your Tax Payment	Real time
26	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.	Service Request	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	Current/Savings/Royal Profit Account Opening/ Bank Alfalah Islamic Mahana Amdani Request	Bank will contact customer within 1-2 working days
8	Credit Card Request	Bank will contact customer within 1-2 working days
9	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days
10	Bancassurance Request	Bank will contact customer within 1-2 working days
11	Investments Product Request	Bank will contact customer within 1-2 working days
12	Manage your Chip Based Debit Card	Real time
13	Pay your Auto/Home Loan Repayments	Real time
14	Cheque Book Request*	For Cheque Book collection within city 1-2 working days For Cheque Book collection out of city 3-4 working days
15	Banker's Cheque Request	Near real time
16	Account Maintenance Certificate	Real time
17	New Device Registration	Real time

18	Raast ID registration	Real time
19	Raast ID De-link	Real time
20	Raast ID Re-link	Real time
21	Credit Card Management	Real time
22	Debit Card Management	Real time
23	QR generation for Account	Real time
24	Download Account statement via Alfa	Near Real Time
25	Download credit card statement	Near Real Time
26	CNIC Expiry Update	Real time
27	Withholding Tax Certificate	Real time
28	Digital (Full Fledge Branch Banking) Opening	Real time
29	Beneficiary creation	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

\*For Alfa, TATs for Corporate Payroll will remains the same as above

# 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.	Service Request	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)	3 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 Dispatch	1 hour
2	Last Payment Certificate Issuance (for EOBI regional offices only)	1 working day

## Payroll Wallets (Current and Islamic Account)

S. No.	Service Request	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)	3 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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- **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 personalized 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
- Onetime Biometric verification of customers who have already opened their account via Alfa App

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

S. No.	Service Request	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)	5 minutes
5	Card Issuance	7 working days
6	Card Enablement	7 minutes
7	Card Blocking	5 minutes

### Maintenance

1	Account Maintenance (received via Contact Center)	3 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 Program : Orbit Redemption**

S. No.	Service Request	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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**Orbit Rewards Program : Orbit Earning**

1	Credit Card Retail Transactions (POS and Online)	2-3 Working Days after transaction posting
2	Debit Card POS Transactions	2-3 Working Days
3	Credit Card and Debit Card	2-3 Working Days after first transaction posting
4	CASA Account and ADCs	2-3 Working Days of activation
5	Loans	2-3 Working Days after loan disbursement
6	Investment	After 30 Days
7	Bancassurance	After 14 Working Days

**Goal-Based Savings**

S. No.	Service Request	TAT
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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.	Service Request	TAT
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1	Investment	3 working days
2	Redemption	6 working days

**Digital Insurance**

S. No.	Service Request	TAT
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1	Document Delivery	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	Cancellation Reversal (within Free Look Period)	7 working days

## Home Remittance Account (Current, Savings and Islamic Account)

S. No.	Service Request	TAT
1	Opening of HRA Wallet via E-Smart	Real time
2	Redirecting OTC Transactions into Alfa Remittance Account via Remittex	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

### Maintenance

1	Maintenance (received via Call center/Branches)	3 working day
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# 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 your 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.	Service Request	TAT
1	Product Delivery	Regular 5 - 7 Working days Bike 15 - 20 Working days
2	Order Cancellation	Within 48 hours of order
3	Fund Reversal	5 - 7 Working days
4	Technical Issue	3 - 5 Working days

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 digitize and transform across the entire value chain for all products. The Digital Lending department is working towards digitizing 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 digitized process. Customers can get a personal loan of up to Rs. 750K 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. 750K subject to DBR
- Repayment tenure up to 4 years

- **Overdraft**

Alfa Overdraft is a credit line of Rs. 50,000 which is tagged to a customer's core account through which customers can drawdown their account using any debit instrument (debit card, cheque, fund 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

- **Digital Merchant Financing**

Recognizing 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

- **Agent Financing**

The Agent financing product is designed to offer financing facility to agents who are part of the Bank Alfalah's agent network. The purpose is to enable retailers to increase volumes by catering to their working capital requirements and help the bank to enhance agent network throughput. The entire process of Limit application and utilization is enabled through the Alfa Pay application.

**Features**

- Fast, convenient and instant loan processing
- Term of this unsecured facility is 12 months.
- Limit amount from PKR. 1,000 to maximum up to PKR 100,000.
- Limit utilization will only be offered for transaction via agent alfa app.
- Paper-less, digital application with instant real-time disbursements
- Agent can only utilize the assigned limit within the agent network eco-system to grow/expand his business

- **Alfa BNPL**

The Alfa BNPL (Buy Now Pay Later) is a shariah Compliant instalment facility that aims to provide customers to purchase product from merchants through alfamall and BAFL registered merchants having the facility to defer their payments for future monthly instalments.

**Features**

- Instant credit assessment
- No processing fee
- 0% on instalments
- Riba-free financing up to PKR 750K
- Financing tenure up to 10 months
- No credit card limit blocking
- Digital and paper less customer onboarding

- **Instant Credit Card**

The Instant Credit Card product enables eligible customers to avail Bank Alfalah's credit cards through completely digital application. Key features of the product as follows:

- Digital application form, no wet signatures required
- Selection of credit card of choice, instant booking and delivery within defined Bank Alfalah Credit Card TAT
- Auto-debit account & mode selection from within Credit Card application for ease of repayment

## Instant Loan (Personal Loan)

S. No.	Service Request	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.	Service Request	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

## Digital Merchant Financing

S. No.	Service Request	TAT
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### Customer On-boarding

1	Customer Account Creation	Real Time
2	Customer Limit Creation	Real Time

### Letters and Complaints

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

### Repayment

1	Repayment	Real Time
2	Loan Repayment	Auto collection & Manual Repayment Option Available

## Agent Financing

### Customer On-boarding

1	Customer Account Creation	Real Time
2	Customer Limit Creation	Real Time

### Letters and Complaints

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

### Repayment

1	Repayment	Real Time
2	Loan Repayment	Auto collection & Manual Repayment Option Available

## Alfa BNPL

### Customer On-boarding

1	Customer on-boarding	Real Time
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### Letters and Complaints

1	E-NOC	Real time on Alfa app (subject to closure of internal loan closure process)
2	Complaint Handling	7 working days

### Repayment

1	Repayment	Auto collection
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## Instant Credit Card

### Customer On-boarding

1	Customer Account Creation	Real Time
2	Customer Limit Creation	Real Time

### Servicing

1	Card Delivery	As defined in BAFL Credit Card TATs
2	Card Activation	Real Time through Alfa App
3	Card Blocking	Real Time through Alfa App

### Letters and Complaints

1	NOC	As defined in BAFL Credit Card TATs
2	Complaint Handling	As defined in BAFL Credit Card TATs

### Repayment

1	Repayment	Auto collection & Manual Repayment Option Available
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# Digital Payments

**Digital Fee Collection:** Digital Fee Collection, unit of Digital Payments Department, is engaged in providing top-notch digital fee collection services to, but not limited to, Educational Institutes, Real Estate, Membership Clubs. While, we are making lives of our Clients easier and convenient with our efficient and effective digital fee collection solution, at the same time we contribute in increasing Bank Alfalah's overall digital footprint through various Digital Channels for fee collection. In line with Bank's vision and mission, we enable our customers to succeed and advance.

S. No.	Service Request	TAT
1	Client Onboarding	7-Working Days
2	Account Modification/Change Request	2-Working Days
3	Maker User/Checker User Change Request	2-Working Days
4	Client Settlement TAT	2-Working Days

DISCLAIMER: The TATs are subject to followings:

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

## Virtual Debit Card:

Virtual Debit Card product related TATs are mentioned below.

S. No.	Transaction	TAT
1	VDC issuance/generation:	Instant
2	VDC delete Card:	Instant
3	VDC blocking/unblocking:	Instant

## Alfa Business App

Alfa Business is an complete business solution, through which Businesses can accept payments from customers irrespective of the issuer banking App. As long as their banking App can read Bank Alfalah-partnered scheme, merchant can accept customer payments via scanning the QR.

### What's in for SME Merchants in Alfa Business App?

- Merchant's phone is their POS! Accept payments and maintain business ledger within smart phone
- Digital Merchant Onboarding for Small-scale Merchants
- More business! Merchant can accept payments from 17 banking & payment Apps
- Error-free payments, Merchant can create instant dynamic QR Codes
- Funds are settled within 24 working hours
- Add to customer's ease, Merchants can setup their own e-shop!
- Never out-of-stock! Keep a check on inventory within App
- Apply for Digital within App and expand the business!
- Instant Check - Real-time notifications of successful transactions
- Access complete transaction history or date-range based transaction history in real-time
- Real-time access to download Account Statement
- B2B Funds Transfer option
- Bulk ordering option for Business owners

S. No.	Service Request	TAT
1	Merchant Onboarding	5 Working Days
2	QR Transaction Settlement	24 Working Hours

DISCLAIMER:

The TATs are subject to followings:

- Revision of processes
- Change in technology
- Merchant Agreement
- Logistic issue

# Bancassurance/Bancatakaful

Bank Alfalah's Bancassurance/Bancatakaful solutions are specially designed to help our customers provide a stable and secure future to their loved ones. Collaborating with leading insurance companies/takaful operators in the country, we offer a wide range of insurance/takaful plans, customized to meet our customers' savings, retirement, hospitalization, Health, General 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

- Jubilee Kamil Takaful Savings Plan
- Jubilee Roshni Education Plan
- Jubilee Rida Marriage Plan
- Jubilee Sahara Retirement Plan
- Jubilee Rahat Savings and Protection Plan
- Jubilee Kohsar Plan
- Jubilee Kafeel Plan
- Bank Alfalah Insurance Nighban Insurance Plan
- Adamjee Life Hikmat Insurance Plan
- Bank Alfalah Insurance Car a vaan Motor Insurance Plan
- State Life Endowment Plan
- State Life Sadabahar Assurance Plan
- State Life Three Payment Plan
- Jubilee Ujala Insurance Plan
- Jubilee Mukammal Savings and Insurance Plan
- Jubilee Taskeen Takaful Plan
- Jubilee Azmat Health Insurance Plan

Takaful products for Islamic branches

- IGI Life - WTO Tadbeer Multi-Purpose Savings Plan
- IGI Life – WTO Danish Education Plan
- IGI Life – WTO Uroos Marriage Plan
- IGI Life – WTO Shifa Takaful Plan
- IGI Life – WTO Zeenat Takaful Plan
- IGI Life – WTO Zindagi Premier Takaful Savings Plan
- Bank Alfalah Insurance Zaamin Takaful Plan
- IGI Life – WTO Saholat Takaful Savings Plan

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

S. No.	Service Request	TAT
<b>Customer On-boarding</b>		
1	Policy Issuance	11 working days (from the date of completion of all pertinent requirements)
2	Policy Document Delivery to Customer	15 working days after issuance of policy
<b>Maintenance</b>		
1	Alterations in Policy	10 working days (from the date of completion of all pertinent requirements/ documents and approvals)
2	Policy Cancellations	14 working days in free look up period & 19 working days out of free look up period (from the date of completion of all pertinent requirements/ documents and approvals)
<b>Claim/Refund</b>		
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)	90 working days (from the date of completion of all pertinent requirements/documents)

3	Policy Amount Refund	15 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 Bank Alfalah Insurance]

S. No.	Service Request	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)	30 working days
2	Policy Amount Refund	10 working days

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

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

S. No.	Service Request	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	2 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	7 working days within free look up and without free look up period (upon receipt of cancellation request and original policy document)

### **Claim/Refund**

1	Claim Settlement	15 working days (from the date of submission of all required documents)
2	Policy Amount Refund	7 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.



## Investment Services:

Investment Services products augment our customers banking experience by providing them with the flexibility to maneuver their respective portfolios based on their risk appetites and their short and long term financial goals. Bank Alfalah distributes mutual funds managed by Alfalah Investments, one of the prominent providers of Mutual Funds and Investment Advisory services in the country striving to provide our esteemed customers with the best possible investment solutions with a strong conviction in values such as ethics, transparency, unit holders' interest and sustainable returns.

### Conventional Products

- Bank Alfalah GHP Alpha Fund
- Bank Alfalah GHP Value Fund
- Bank Alfalah GHP Stock Fund
- Bank Alfalah GHP Sovereign Fund
- Bank Alfalah GHP Money Market Fund
- Bank Alfalah GHP Income Multiplier Fund
- Bank Alfalah GHP Income Fund
- Bank Alfalah GHP Cash Fund
- Stable Return Fund
- Bank Alfalah GHP Pension Fund
- Bank Alfalah GHP Prosperity Planning Fund
  - o Active Allocation Plan
  - o Moderate Allocation Plan
  - o Conservative Allocation Plan

### Shariah Compliant Products

- Bank Alfalah GHP Islamic Stock Fund
- Bank Alfalah GHP Islamic Dedicated Equity Fund
- Bank Alfalah GHP Islamic Value Fund
- Bank Alfalah GHP Islamic Rozana Amdani Fund
- Bank Alfalah GHP Islamic Pension Fund
- Islamic Income Fund
- Bank Alfalah GHP Islamic Prosperity Planning Fund
  - o Islamic Balanced Allocation Plan
  - o Islamic Moderate Allocation Plan
  - o Islamic Active Allocation Plan – II
  - o Islamic Active Allocation Plan – III
  - o Islamic Capital Preservation Plan – IV
  - o Islamic Capital Preservation Plan – V
  - o Islamic Capital Preservation Plan – VI

## Investment Services: [Under Written By Bank Alfalah Investments]

S. No.	Service Request	TAT
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### Customer On-boarding

1	New Account	5 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Subsequent Investment	5 working days after reporting date

### Service Request Form

1	Alterations in Account details	5 working days after reporting date
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### Redemption/ Withdrawal

1	Redemptions	3-5 working days (from the date of submission/reporting)
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### Conversion Request

1	Conversions	2-3 working days (from the date of submission/reporting)
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## SME Conventional

PR Category	Prescribed turnaround time (TAT) for approval **
Small Enterprises (SE)	15 working days*
Medium Enterprises (ME)	25 working days*
PMYB&ALS	45 working days*

\* From the date of submission of last authentic document related to financing.

\*\* An exception to these TATs is PMYB&ALS facility, wherein SBP has allowed Approval TAT of up to 45 days vide IH & SMEFD Circular No. 12 of 2022 dated December 12, 2022.

Furthermore, since the SBPs defined TATs are for approvals only, the disbursement formalities are subject to timely submission of post-approval/disbursement documents by the customer. However, all disbursements are generally allowed within 2-3 working days from the date of completion of all required formalities by the customer.

## SME Islamic

PR Category	Prescribed turnaround time (TAT) for approval **
Small Enterprises (SE)	15 working days*
Medium Enterprises (ME)	25 working days*
PMYB&ALS	45 working days*

### Claim Settlement Turn Around Time:

#### Turn Around Time of Claim Settlements

S. No.	Service Request	TAT
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#### Claim / Refund

##### ATM Cash Withdrawal

1	Onus ATM	3 working days
2	Onus ATM	4 working days in case of 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: note that Mnet & ILink are now on Iswitch ILink

1	CDM Claim Settlement	3-4 working days
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#### RAAST Claim Settlement

1	RAAST Fund Transfer Claim Settlement	4 working days
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#### NIFT EPAY Claim Settlement

1	NIFT EPAY Claim Claim Settlement	10 working days
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### Transaction Dispute [Debit Card]

1.	Debit Card Dispute filing Time for customer (From the date of transaction)	7 working days after receiving
2.	Lodgment of Debit Card dispute	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.

### Transaction Disputes / Reversals [Credit Card]

1.	Credit Card Dispute filing Time for customer	7 days after receiving statement
2.	Processing of Credit 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
4.	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

# Premier Conventional - Branch Banking Premier

## Account Opening and Maintenance

S. No.	Service Request	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 - **Centralized Branches	2 business days [T+1]
4	Intercity Clearing - ***DeCentralized 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

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

\*\*\*DeCentralized 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 UMSAH/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 to 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/ Bank 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 Center

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 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	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)	30 working days
2	Policy Amount Refund	15 working days

Note: The above TATs are based on ideal condition.

## Investment Services Premier Banking

S. No.	Service Request	TAT
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### Customer On-boarding

1	New Account	5 working days (from the date of completion of all pertinent requirements/ documents and approvals)
2	Subsequent Investment	5 working days after reporting date

### Service Request Form

1	Alterations in Account details	5 working days after reporting date
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### Redemption/ Withdrawal

1	Redemptions	2-3 working days (from the date of submission/reporting)
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### Conversion Request

1	Conversions	2-3 working days (from the date of submission/reporting)
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Note: The above TATs are based on ideal condition

# Islamic Premier

## Branch Banking

### Account Opening and Maintenance

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

1	Account opening	Same Day (If request received up to 3:00 PM) Next working day (If request received after 3:00 PM)
2	Account Activation	1 hour (if uploaded on workflow before 3pm)
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	Same day (Subject to completion of documents by 3 pm)
2	CNIC Number Updation	Same day (Subject to completion of documents by 3 pm)
3	Account Activation / Dormancy Removal	Same Day (received by 3 PM)
4	Signature Updation	Same Day (Subject to completion of documents by 3 pm)

#### 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)

#### 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)	30 Minutes
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 - **Centralized Branches	2 business days [T+1]
4	Intercity Clearing - ***DeCentralized Branches	4 business days [T+3]
5	Local USD Clearing	4 business days <b>Note:</b> Cheque lodge on Monday and Thursday only
6	Outward Bills for Collection	7 working days

\*T means date of lodgment of instrument

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

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

### 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.)	1-2 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

#### **Outward Foreign Bills For Collection**

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 For Collection**

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

**\*Note:** In exceptional situation (law & order situation, epidemic situation, natural calamities) the TAT shall be adjusted accordingly.

# Bancatakaful Islamic Premier

## Bancassurance

S. No.	Service request	TAT
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### Customer On-boarding

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

### Maintenance

1	Alterations in Policy	2 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Policy Cancellations	5 working days (from the date of completion of all pertinent requirements/documents and approvals)

### Claim/Refund

1	Partial Withdrawal of Policy	5 working days (from the date of completion of all pertinent requirements/documents and approvals)
2	Banca Claim Settlement (after submission of complete requirement)	10 working days (from the date of completion of all pertinent requirements/documents)
3	Policy Amount Refund	5 working days (from the date of completion of all pertinent requirements/documents and approvals)
4	Policy Surrender	5 working days (from the date of completion of all pertinent requirements/documents and approvals)

### Service Standards

1	Membership Underwriting & Issuance	2 working days
2	Participant Membership Document (PMD) dispatch	3 working days

**Note:** The above TATs are based on ideal condition



# Digital Channels - Islamic Premier

## Digital Channels

S. No.	Service request	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/ Bank Alfalah Islamic Mahana Amdani Request	Bank will contact customer within 1-2 working days
10	Car/Home Finance Request	Bank will contact customer within 1-2 working days
11	Bancatakaful Request	Bank will contact customer within 1-2 working days
12	Investments Product Request	Bank will contact customer within 1-2 working days

## Contact Center

S. No.	Service request	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 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	SMS Alerts Activation	24-48 working hours

**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	Real time
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# Islamic Premier Debit Card

## Islamic Premier VISA Signature Debit Card

S. No.	Service request	TAT
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### Customer On-boarding

1	Debit Card Up gradation	2 working days (In case of no discrepancy) (where FRMU consent isn't required) Additional maximum of 3 working days for Debit Card delivery
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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 Note: Additional 2 working days incase acquiring branch isn't issuing branch
4	Debit Card Unblocking (temporary block removal) Responsibility: Contact Center + FRMU	2 working days

### Transaction Dispute

1	Debit Card Dispute Filing Time for Customer (from the date of transaction) Responsibility: DRU	7 working days after receiving
2	Processing of Liability / Time Barred cases with immediate resolution Responsibility: DRU	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.

# Consumer Finance

## Car Ijarah

S. No.	Service request	TAT
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### Customer On-boarding

1	Approval of Car Ijarah Application	5 working days
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### Statement/Letter

1	Tax Exemption Certificate	5 working days
2	Payoff sheet issuance	03 working days
3	Collateral NOC Issuance	07 working days
4	Refund Payorder	04 working days

### Claim/Reversals/Waivers/Dispute

1	Takaful claim Settlement (Theft/Snatch/Heavy Loss)	30 working days (post document completion)
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## Home Loan

S. No.	Service request	TAT
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### Customer On-boarding

1	Approval of Home Musharakah Application	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	Issuance of Pay off Sheet	02 working days
2	Re-pricing Letters issuance (after change in KIBOR on yearly basis)	02 working days
3	Tax Exemption Certificate	02 working days
4	Issuance of NOC and collateral release	07 working days
6	Balloon Payment (After change in KIBOR)	01 working day