

Dear Participant,

Buying a takaful plan is an important decision and we thank you for your purchase. As part of our commitment to ensure that you fully understand the risks and the benefits of your purchase, please note the following details for your understanding;

- **“Alfa Transaction Takaful by EFU”** – A financial & life protection-based benefit (Transactional / Term Takaful) aims to provide coverage to participants of Bank Alfalah in case of fraudulent transactions and death due to any cause.
- For avoidance of doubt, this product is being marketed and distributed by **Bank Alfalah** hereunder are solely the products of **EFU Life – WTO & EFU – WTO**, and **Bank Alfalah** is merely acting in the capacity of a distribution agent of **EFU Life – WTO & EFU - WTO** in connection with the offer of such products. The Plans are neither Bank deposits nor the obligations of the Bank and **Bank Alfalah** shall not be liable in connection with the performance of such products or any loss suffered by the participant resulting from **EFU Life – WTO’s & EFU – WTO’s** processing and/or repudiation of any claim under the plan.
- The free look period is 15 days for **Alfa Transaction Takaful by EFU**, in which the takaful policy / PMD can be terminated without any penalty, and full refund of the paid contribution shall be made to the participant.
- Contribution will be fully refunded by **EFU Life – WTO & EFU – WTO** if the takaful policy / PMD is cancelled within free-look period. However, if the takaful policy is cancelled after free-look period, the refund shall not be given, however the takaful policy can be cancelled anytime. In case of any claim, takaful policy / PMD can be cancelled, and contribution will not be refunded, and claim will be processed as per takaful policy / PMD.
- Transaction Takaful Eligibility Criteria:

Eligibility Criteria	Benefits
Enrollment Age: 18 years – 64 years Coverage Age: 18 years – 65 years	Fraudulent Transaction Coverage Term Takaful Coverage
Enrollment Age: 18 years and above Coverage Age: 18 years and above	Fraudulent Transaction Coverage

- Its hereby clarified that for any complaint related to this takaful Policy / PMD, the participant / beneficiary can contact **EFU Life – WTO** or **EFU – WTO** at 111-EFU-HEM or at (+92-21)3565-3907-9. The participant can also call Bank Alfalah at 111-225-111 or email at [customercomplaint@bankalfalah.com](mailto:customercomplaint@bankalfalah.com).

- In case of any claim with regards to the plan, please contact the takaful operators on below address:

<b>For Term Takaful</b>	<b>For Fraudulent Transaction</b>
EFU Life House Contact Details: EFU Life House - Claims Department, Plot No 112, 8th East Street, DHA Phase 1, Karachi. Phone: +92-21-111-338-436 Email to EFU: claims@efulife.com	EFU General Contact Details: First Floor, Kashif Center, Shahrah-e-Faisal, Karachi. Phone: (+92-21) 3565 3907-9 Email to EFU General: central@efuinsurance.com

**Bank Alfalah** - Phone Banking: (021) 111-225-111

**Note:**

1. The bank will consider you educationally qualified on the fact that you logged in the application and are familiar with technology to operate your account.
2. For your convenience the bank has provided the document in Urdu & English. Kindly read and share your consent on the document which will ensure that you are medically sound to purchase the policy.
3. Once you have purchased the policy, kindly review the policy document thoroughly available in Policy Briefcase.