

## Customer Declaration (Terms & Conditions) MCB Ladies Savings Account

1. MCB Ladies Savings Account is a profit bearing rupee Account. Profit is being paid on quarterly basis as per rates declared by the Bank in the rate sheet.
2. There is no minimum balance requirement for account opening and maintenance.
3. Free services offered with MCB Ladies Savings Account are governed through MCB Bank's SOBC that is updated & published on periodic basis. Any future change in charges related to the product services will accordingly be updated and made public in the SOBC as per standard practice.
4. All females can open MCB Ladies Savings Account. In case of a Joint Account, primary applicant should be female.
5. Free semi-annual statements (as per the regulatory requirement) will be provided to the customers accordingly. Account statements issued other than these free statements upon customer's request will be charged as per SOBC.
6. E-statement facility will also be provided to the account holder upon their request for enrollment/registration of this facility.
7. Un-availed free services cannot be carried forward. If a customer does not avail the assigned free service during a said month, the quota for that particular month will expire.
8. Free services cannot be used in advance; a customer cannot use free services that may be available in future.
9. All digital channels for transactions will be available to the customers as per standard procedures.
10. All applicable taxes/ duties will be levied.
11. Zakat is applicable on savings variants and deducted as per Zakat & Usher Ordinance 1980.
12. These terms and conditions shall supplement any and all other terms & conditions agreed by the customer at the time of account opening.
13. By using / continuing with the usage of the services mentioned herein, the customer will be construed to have agreed to the terms and conditions mentioned herein. For more information and assistance, please contact nearest branch or call 111-000-622.
14. Relevant provisions of the SBP guidelines of the business conduct for the bank shall apply.

**Accounts not operated for 1 year shall be classified as "Dormant Accounts". And similarly, accounts will be classified as Unclaimed Deposit where no transaction has taken place and no statement of account has been requested or acknowledged by the creditor during a period of ten years and will be surrendered to the State Bank of Pakistan (SBP) as per provisions of Banking Companies Ordinance.**

These rules and regulations are in addition to and not in substitution for any other Agreements, Mandates, Terms and Conditions relating to the Depositor's Account with the Bank.

The Bank may from time to time and at any time revise and/or change any of terms, conditions, including but not limited to the fees / charges levied in respect of the services and changing of terms and conditions without assigning any reason thereof for all existing as well as new customers. All such changes shall be applicable after the completion of the customer notification period specified by the State Bank of Pakistan. The Bank may notify the customers through direct communication (e.g. by letter, email, SMS, telephone, etc.) or by affixing a notice at a conspicuous place within the premises of the Bank's branches and / or by publication in the media (including Public notices); and notice on bank's website; or by any electronic banking channel used by its customer any daily newspaper as admissible under the regulation.

### Complaint Logging

- i. You can lodge your complaint/ queries by calling at 24 hours call center (111-000-622) or visiting our website ([www.mcb.com.pk](http://www.mcb.com.pk)) or writing to us complaint resolution Unit, Service Quality division, 20th floor MCB Tower I.I Chundrigar Road, Karachi 74000: Email: [info@mcb.com.pk](mailto:info@mcb.com.pk). The Bank will try to resolve all the complaints as per the internal policy; a complaint will normally be responded to within 7 working days if it is of minor nature and does not require detailed investigation. However, if complaint includes issues related fraud, embezzlement of funds, repayment disputes etc. this type of complaint will require at least 10 working days for detailed scrutiny.
- ii. For complaints which remain unresolved beyond forty-five days, you may write to Karachi Secretariat; Banking Mohtasib Pakistan Secretariat 5th Floor, Shaheen Complex, M.R. Kayani Road, Karachi. Telephone: +9221 - 99217334 to 38 (5 lines), facsimile: +9221-99217375, email: [info@bankingmohtasib.gov.pk](mailto:info@bankingmohtasib.gov.pk) or visit [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk)

### Customer Declaration:

I / We have read and fully understood and accepted the Terms & Conditions mentioned above and also receive a copy of these terms and conditions for my/ our record.

Name of Customer(s): \_\_\_\_\_

Signature: \_\_\_\_\_

CNIC #: \_\_\_\_\_

Date: \_\_\_\_\_