

## KEY FACT STATEMENT FOR DEPOSIT PRODUCTS

Branch Name & Code: \_\_\_\_\_  
City: \_\_\_\_\_

Period: July - December, 2023  
Date: \_\_\_\_\_

**IMPORTANT:** Read this document carefully if you are considering opening a new account. It is available in English and Urdu. You may also use this document to compare different accounts offered by other banks. You have the right to receive Key Fact Statement (KFS) from other banks for comparison.

### Account Types & Salient Features:

This information is accurate as of the above mentioned date. Services, fees and mark up rates may change on a bi-annual basis. For details of current fees/charges, you may visit our website or your nearest MCB Bank branch.

Particulars		MCB 365 Savings Gold	MCB Savings Maximizer	MCB Savings Xtra
Currency		PKR		
Minimum Balance	To Open	100		
	To Keep	Nil		
Account Maintenance Fee (Including Taxes)		NA		
Is Profit Paid on account		Yes		
Indicative Profit Rate (%)		As per Bank's Rate Sheet		
Profit Payment Frequency		Monthly		
Example		If the indicative profit rate is 15%, on each Rs. 1,000, the customer can earn a gross profit of Rs. 12.5/month		
Premature/ Early Encashment/Withdrawal Fee		NA		
<b>Service Charges</b> <b>IMPORTANT:</b> This is a list of the main service charges for this account and does not include all charges. For the Bank's complete Schedule of Bank Charges (SOBC), please visit your nearest MCB Bank branch or the 'Quick Links' section of the Bank's corporate website (www.mcb.com.pk). Please note that all bank charges are exclusive of applicable taxes.				
Services	Modes			
Cash Transaction	Intercity	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
	Intra-city	Zero		
	Own ATM withdrawal	Zero		
	Other Bank ATM (inclusive of FED)	Rs. 23.44		
SMS Alerts	Alternate Delivery Channels/Digital Channels	Zero		
	Clearing	Rs. 140 / Month		
	For other transactions			
Debit Cards	Visa Silver	Rs. 1,600	NA	Rs. 1,600
	Visa Gold	Rs. 2,400	Rs. 2,400	NA
	Visa Gold Plus	Rs. 2,400		
	Visa Gold Local	Rs. 2,400	NA	NA
	Visa Platinum	Rs. 7,000		
	PayPak Classic	Rs. 1,350		
	PayPak Gold	Rs. 1,700		
	Master Card Classic	Rs. 1,600		
Cheque Book	Issuance	Rs. 19/leaf		
	Stop payment	Up to Rs. 450/Cheque		
	Loose cheque	NA		

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Particulars		MCB 365 Savings Gold	MCB Savings Maximizer	MCB Savings Xtra
Local Remittance	Banker Cheque/Pay order	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
Foreign Remittance	Foreign Demand Draft	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
	Wire Transfer	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
Statement of Account (Inclusive FED)	Annual	Zero		
	Half Yearly	Zero		
	Duplicate	Rs. 35		
Fund Transfer	Alternate Delivery Channels/Digital Channels	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
	Others	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
Digital Banking	Internet Banking Subscription (One Time/Annual)	Zero		
	Mobile Banking Subscription (One Time/Annual)	Zero		
Clearing	Normal	Zero		
	Intercity	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
	Same Day	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC		
Closure of Account	Customer Request	Zero		

### You Must Know

**Requirements to open an account:** To open the account you will need to satisfy some identification requirements as per regulatory instructions and banks' internal policies. These may include providing documents and information to verify your identity. Such information may be required on a periodic basis. Please ask us for more details.

**Cheque Bounce:** Dishonoring of cheques is subject to a criminal trial in Pakistan w.r.t. 489-F of Criminal Procedure Court. Accordingly, you should be writing cheques with utmost prudence.

**Safe Custody:** Safe custody of access tools to your account like ATM cards, PINs, Cheques, e-banking usernames, passwords; other personal information, etc. is your responsibility. Bank cannot be held responsible in case of a security lapse at the customer's end. MCB Bank will never ask for your personal information (password, debit/credit card PIN) via call, SMS or email. Kindly do not disclose such details to anyone.

**Record updation:** Always keep profiles/records updated with the bank to avoid missing any significant communication. You can contact your MCB Bank Branch to update your information.

### What happens if you do not use this account for a long period?

Accounts not operated within one year shall be classified as "Dormant Accounts" i.e. You will not be able to operate your account until it is reactivated. Deposits/Instruments, which remain inoperative for a period of 10 years, shall become unclaimed and will be surrendered to the State Bank of Pakistan (SBP) as per provisions of Section 31 of Banking Companies Ordinance (BCO), 1962. To reactive your account, please visit your branch.

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**Unclaimed Deposits:** In terms of Section 31 of Banking Companies Ordinance, 1962 all deposits which have not been operated during the period of last ten years, except deposits in the name of a minor or a Government or a court of law, are surrendered to State Bank of Pakistan (SBP) by the relevant banks, after meeting the conditions as per provisions of law. The surrendered deposits can be claimed through the respective banks. For further information, please contact your MCB Bank Branch or MCB Contact Centre 111-000-622.

**Closing this account:** In order to close your account, please visit your branch and fill the account closure form. Please surrender any unused Cheque Book(s) and/or Debit Card(s).

**How can you get assistance or make a complaint?**

MCB Bank Limited,  
Complaint Resolution Unit,  
20th Floor, MCB Tower,  
I.I. Chundrigar Road, Karachi  
Helpline: 111-000-622  
Email: [info@mcb.com.pk](mailto:info@mcb.com.pk)  
Website: [www.mcb.com.pk](http://www.mcb.com.pk)

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

For complaints which remain unresolved beyond 45 days, you may write to Banking Mohtasib Pakistan, Shaheen Complex, M.R. Kiyani Road, Karachi or visit [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk)

**Important note for the customer and the branch:** All new bank accounts must be accompanied by the duly filled below section. At the time of account opening, the duly signed KFS by the bank representative and the customer will be attached with the account opening form and a duplicate copy of the complete account opening form and KFS will be provided to the customer for their record and information.

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT			
Customer Name:		Date:	
Product Chosen:			
Mandate of account:	Single/Joint/Survivor		
Address:			
Contact Number:		Mobile Number:	
Email Address:			
Customer Signature:		Signature Verified:	