

KEY FACT STATEMENT FOR DEPOSIT PRODUCTS

 Branch Name & Code: _____
 City: _____

 Period: July - December, 2021
 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 Business Account | MCB Smart Business Account | MCB One Account |
|---|--|---|----------------------------|------------------------------------|
| Currency | | PKR | PKR | PKR |
| Minimum Balance | To Open | Rs. 1,000 | | |
| | To Keep | Monthly Average of Rs. 50,000 | Zero | Monthly Average of Rs. 50,000 |
| Account Maintenance Fee (Including Taxes) | | Rs. 50/month on non-maintenance of monthly average balance | | |
| Is Profit Paid on account | | No | | |
| Indicative Profit Rate (%) | | NA | | |
| Profit Payment Frequency | | NA | | |
| Example | | NA | | |
| Premature/ Early Encashment/Withdrawal Fee | | NA | | |
| Service Charges | | | | |
| <p>IMPORTANT: 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.</p> | | | | |
| Services | Modes | | | |
| Cash Transaction | Intercity | Charges may vary according to the required monthly average balance maintenance. For details, please refer to SOBC | | |
| | Intra-city | Zero | | |
| | Own ATM withdrawal | Zero | | |
| | Other Bank ATM (inclusive of FED) | Rs. 18.75 | | |
| SMS Alerts | Alternate Delivery Channels/Digital Channels | Zero | | |
| | Clearing | Charges may vary according to the required monthly average balance maintenance. For details, please refer to SOBC | | |
| | For other transactions | | | |
| Debit Cards | Visa Silver | Rs. 800 | Rs. 800 | Rs. 800 |
| | Visa Gold | Rs. 1,300 | Rs. 1,300 | Rs. 1,300 |
| | Visa Gold Plus | Rs. 1,450 | Rs. 1,450 | Zero on Issuance, Rs. 1,450 Annual |
| | Visa Platinum | Rs. 4,200 | Rs. 4,200 | Rs. 4,200 |
| | PayPak Classic | Rs. 600 | Rs. 600 | Zero on Issuance, Rs. 600 Annual |
| | PayPak Gold | Rs. 1,000 | Rs. 1,000 | Zero on Issuance, Rs. 1,000 Annual |
| | Master Card Classic | Rs. 1,100 | Rs. 1,100 | Rs. 1,100 |

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| | | | | |
|--|---|---|----------------------|----------------------|
| Cheque Book | Issuance | Rs. 10/leaf | Rs. 10/leaf | Rs. 10/leaf |
| | Stop payment | Up to Rs. 450/Cheque | Up to Rs. 450/Cheque | Up to Rs. 450/Cheque |
| | Loose cheque | NA | | |
| Local Remittance | Banker Cheque/Pay order | Charges may vary according to the required monthly average balance maintenance. 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 of FED) | Annual | Zero | | |
| | Half Yearly | Zero | | |
| | Duplicate | Rs. 35 | Rs. 35 | 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 | Zero | Zero |

By maintaining the required monthly average balance, a set of transactions/services are provided free (details available in SOBC). A monthly bundle services charge of PKR 1+ tax is applicable.

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
Website: 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

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: | |