

TERMS AND CONDITIONS - ACCOUNT OPENING

THIS DOCUMENT states the Terms and Conditions for the conduct of the Account, which the Depositor has opened with MCB Bank Limited. The expression "the Depositor(s)" refers to the person(s) who has/have opened the Account(s). The expression "The Bank" refers to MCB Bank Limited or its successors or assigns.

1. Deposit

- i) All Deposits (except through CDMs) in the Account should be accompanied by a Deposit slip showing the title, Account number to be credited, Contact Number and signature of the Depositor along with other details mentioned on the Deposit slip. The entry will be verified by signature of an official of the Bank under Bank stamp or through validation printer on the duplicate copy of the Deposit slip. The Depositor should be satisfied, from the duplicate copy of the Deposit slip that the transaction is verified.
- ii) The Bank may accept for collection cheques and other permissible instruments payable to the Depositor at Depositor's risk. The Bank may refuse to accept for collection, cheques drawn and crossed specially for credit to the order of third parties.
- iii) The instruments should be crossed before they are deposited for the credit of the Account. Un-cleared items, though credited in the Account, shall not be drawn against even if such items are credited and/or allowed to be drawn against, the Bank shall have a right to debit the Depositor's Account, if they are not realized/returned unpaid.
- iv) The Depositor indemnifies the Bank as collecting Banker, for any loss which the Bank may incur by reason of its guaranteeing any endorsements, discharge or discharges, on any cheque, bill, note, draft, dividend warrant or any other instrument Deposited by a customer for collection and every such guarantee given by the Bank shall be deemed to have been given at the customer's express request in every case.
- v) The Depositor assumes full responsibility for the genuineness, correctness and validity of all endorsements appearing on all cheques, orders, bills, negotiable instruments and receipts or other documents deposited in his/her Account.

2. Withdrawals From Chequing Accounts

- i) A Depositor can withdraw sums from the account by means of cheques (supplied by the Bank for that particular account), through ATMs or via debit authority (accompanied with a cheque) on Bank's prescribed format. Cheque/Authority should be signed as per specimen signature(s) supplied to the Bank and any alterations; erasures or cancellations in the instrument must be authenticated by the drawer's full signature.
In case Call Back Confirmation (CBC) is not confirmed the Bank has the right to return the cheque received over the counter and in clearing, for CBC Bank may set different thresholds from time to time.
- ii) Original paid cheques will be retained by the Bank for a period of ten years and thereafter these may be destroyed after micro-filming or using other modern techniques. The Depositor will accept the images of the cheques if required after the expiry of the retention period.
In any case, the Bank has a right to destroy original paid cheques/micro-filming record etc. as per limitation period or Bank's own 'Record Management Policy & Standard Operating Procedure'.

3. Joint Accounts

- i) If the Account is opened in the names of two or more than two persons, the balance to the credit thereof at any time shall belong to the Depositors or the surviving Depositor(s) when operating instructions are "Either or Survivor" only. All such persons shall be jointly and severally liable for all the liabilities incurred on the Account including but not limited to the payment of any finance, together with return, profit and mark-up thereon at a rate determined by the Bank from time to time.
- ii) In case Joint Account is operated with single signing authority the Bank will inform implications of the signing arrangements in account mandate for the operation of the joint account, particularly that any transactions entered into by the authorized signatory or signatories will be binding on all account holders. The Bank will inform implications of the signing arrangements in account mandate for the operation of the joint account, particularly that any transactions entered into by the authorized signatory or signatories will be binding on all account holders

4. Charges

The Accounts will be subject to applicable Charges as per the Bank's Schedule of Charges as revised from time to time. The Bank shall always be entitled without notice to Depositor to recover from and debit the Accounts(s) for any charges, dues, liabilities, expenses, fees, commissions, mark-up, penalties, withholding taxes, Zakat, stamp duty, other duties, levies of government departments or authorities and any other impositions in respect of the Accounts, balances in the Accounts, and Deposit and withdrawal from the Accounts or any other Banking Transactions from the Account(s) or service provided by the Bank in respect of the features of the Account. The Bank is authorized to reverse credit entries made in error and in case of withdrawal of such credit amount by Depositor

the same shall be returned to the Bank forthwith by Depositor. The Bank is also entitled to reverse debit entries made in error in relation to the Accounts. Any Charges debited by the Bank are not refundable under any circumstances and even upon closure of any or all of the Account(s). The Bank with respect to non-interest charges will:

- a) Give 30 days prior notice before increase in charges.
- b) Allow customer to exit the contract without penalty, provided such right is exercised within the notice periods, and
- c) Treat notice as implied consent of the borrower if no reply is received within the notice period.

5. Statements

- i) The Account Statement in respect of the Accounts will be provided and sent to Depositor by mail as per frequency stipulated by State Bank of Pakistan (SBP) from time to time; charges may be levied for issuance of such Statements as per rules set by SBP. The contents of the Statement of Account will be treated as correct and conclusive for all purposes and all discrepancies or objections, if any therein, shall be deemed to be waived. No Statement of Account will be sent or provided for a term Deposit for which only a Deposit Confirmation Receipt will be issued.
- ii) In case of any error in the recording of credit and debit entries in the Statement of Account, the Bank shall be entitled to unilaterally adjust the entries without notice to the Depositor and to recover any amount(s) wrongly or inadvertently paid to or credited from the Depositor as an amount(s) due from the Depositor to the Bank whether jointly or severally; and will inform the customer subsequently in this regard. The Bank shall not be liable in any manner whatsoever to anyone for any loss or damage caused due to such errors.
- iii) The Customer information including both financial and non-financial data may be shared by the Bank with third party service provider for the purpose of printing, packaging and dispatch of statement of account (SoA) as per regulatory instructions on periodic basis.
- iv) "I/we undertake to declare that the Bank has the right to send my/our Statement of Account relating to my/our MCB Bank Account on the mailing address provided by me/us at the time of Account Opening and subsequent changes in address, the same will be mailed to me/us using a Third Party, and the Bank will not be liable for the risk of information disclosure made to Third Parties in the process.
- v) I/we undertake to declare that the Bank is indemnified against all actions, proceedings, liabilities and claims, cases, damages, costs and expenses in relation to or arising out of the Bank accepting the my/our request and transmitting statements and information through a Third Party Arrangement.
- vi) I/we undertake to declare that, I/we will bear full responsibility to appraise the Bank in case my/our mailing address changes and/or any request for discontinuation of this facility will be immediately informed by me/us to the Bank. The Bank will not be held responsible in case of failure to receive the Statement of Account due to change of the mailing address not being notified by me/us to the Bank.
- vii) All statements or advices sent by the Bank shall be deemed to be accurate and correct unless the customer serves a written notice to the Bank highlighting any inaccuracies or errors reflected on the Statement of Account.

6. Stop Payment

The Bank may, in its absolute discretion, accept from the Depositor any Stop Payment instructions for the cheque(s) (in writing) in cases where Depositor has lost the relevant cheque or in other circumstances in which it is allowed by law and agreed by the Bank. Should the Bank accept any such instructions from Depositor or from some other person purporting to be Depositor or authorized by Depositor, the Depositor hereby irrevocably and unconditionally agrees to fully indemnify the Bank at all times against any loss, damages, costs, expenses, claims, suits (including any legal costs) or demands incurred by the Bank directly or indirectly as a result of or in connection therewith. It is the customer's responsibility to inform his/her concerned branch about the loss or theft of cheque(s) on a timely basis. The Bank is responsible to act in accordance with the instructions of the customer after exercising due diligence.

7. Indemnity

All Deposits and payments are governed by and subject to the laws in effect from time to time in Pakistan. The Bank shall not be responsible for any loss or damage to funds deposited by the Depositor due to any Government Order, Law, Levy, Tax, Embargo, Moratorium, Exchange, Restriction or any other cause beyond the Bank's control.

8. Notices

Any notice, demand or other communication by the Bank under these Terms and

Conditions may be sent to the Depositor (or his personal representative(s)) whether personally or by post or otherwise at his last known address and in that case it shall be considered to have been duly dispatched to the Depositor.

9. Dormant and Unclaimed Accounts

- i) **Current Accounts or Savings Accounts not operated for one year shall be classified as "Dormant Accounts".**
- ii) **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.**
- iii) **The Bank will surrender unclaimed Deposits (except in the name of a Minor or a Government or a Court of Law) to SBP after serving a three-month notice in writing by registered post acknowledgement to the creditor on his/her address last made known to the Bank.**

For reactivation of any of these accounts, the account holder must initiate IN-PERSON a financial transaction along with written request supported by attested copy of valid CNIC (if already not available with the branch).

10. Account Opening - Miscellaneous I Others

- i) The Bank reserves to itself the right to close without prior notice any cheque book bearing Account, which in its opinion is not satisfactorily conducted, or for any other reasons whatsoever which the Bank shall not be obliged to disclose to the Depositor.
- ii) The Bank may transfer any or all the Accounts(s) of Depositor at its sole discretion to any of its branch and can Close, Earmark, Freeze, Suspend dealings in any or all the Accounts of Depositor at its sole discretion without assigning any reason thereto or under law or practice or at the instance of any Court, Administrative Order or otherwise without prior notice to the Depositor and without incurring any risk, responsibility or liability for any breach of trust, obligation or duty on its part.
- iii) Upon the closing of Account either by the Depositor or by the Bank, the unused cheques shall become property of the Bank or the Depositor shall forthwith return them to the Bank.
- iv) The Bank will take care to see that the credit/debit entries are correctly reflected in the Accounts, but in case of any error, the Bank shall be within its right to make the corrective adjusting entries without notice to the Depositor and recover any amount due from the Depositor. The Bank shall not be liable for Damages, Loss etc. consequent upon such error.
- v) Any change in address will be communicated to the Bank. The Post Office and other agents of delivery shall be considered to be the agents of the constituents for all Deliveries of letters, Negotiable Instruments, Remittances etc. and Depositor understands that Bank will not assume any responsibility for any Mishandling, Incorrect delivery, Delayed delivery, Non-delivery, Impairment, Deterioration, Damage, Reduction, Misappropriation, Embezzlement, Loss and Theft, any Negligence and Mistake whatsoever committed by employee(s) authorized representatives / agent of Pakistan Post / Courier or any other agents of delivery in performing their services, duties, functions, responsibilities thereof including Transmission of letters, Documents, Negotiable Instruments, Remittances, etc. including any shortage of cheque leaves of chequebook sent by post at Depositor's request.
- vi) The Accounts, in all respects, shall be governed by the laws of Pakistan and any complaint or claim against the Bank must be lodged in Pakistan with the concerned branch or Call Center at UAN: 111-000-MCB(622).
- vii) The Bank has the right to refuse to open an Account without assigning any reason.
- viii) Subject to the regulations of the State Bank of Pakistan, the Bank may prescribe minimum balance requirement for opening and / or maintaining Accounts(s).
- ix) The Bank is authorized to release the Depositor's name and Account number or any other information deemed necessary for said activity, to the printers for the purpose of Cheque book printing.
- x) The Bank shall not be liable for unavailability of Funds credited to the Accounts due to restrictions on Convertibility or Transferability or Payment of Funds, Requisitions, Involuntary Transfer, Acts of War, Civil strife or Other causes beyond the control of the Bank. Neither the Registered / Principal Office nor any branch, subsidiary or affiliate, employees of the Bank shall be liable for any consequences thereof. If due to any action of or restriction imposed by the Government of Pakistan, the State Bank of Pakistan or any other authority or entity, any branch of the Bank is unable to either make payment to the Depositor in the currency of the Accounts, or to transfer such funds in such currency. The Depositor shall be solely responsible for all such risks and any associated costs and expenses howsoever arising (including without limitation, those arising from any international or domestic, legal or regulatory restrictions) in respect of any such Accounts. Depositor hereby irrevocably and unconditionally agrees that the Bank's determination of whether it is or is not able to be given the prevailing applicable law and regulations, to make any payment from or permit any withdrawal or transfer from any Accounts shall be final and binding and shall not be questioned.
- xi) The Bank shall not be responsible and liable to Depositors in any manner for any Diminution, Depreciation, Impairment, Reduction, Non-convertibility, Non-transferability, loss and unavailability of the Funds in their respective Accounts due to Taxes, Cesses, Duties, Seizure, Confiscation, Devaluation, Fluctuation in Exchange Rates and any other act beyond the control of the Bank.
- xii) In case of death or Bankruptcy, the Bank will stop operation in the account immediately, after the receipt of official notice or as and when become aware of it from any other

reliable source. Further, in the event of death of Depositor, credit balances will be released against a valid succession certificate, letter of administration or probate or against Bond of indemnity-cum-guarantee on competition of requisite formalities for certain amount at the discretion of the Bank. In case of death of any one of the Signatories of a joint Account, unless specific Account operating mandate by the survivors were given in Account Opening Form, for operation of the Account(s), the Bank would allow operation or withdrawal only against succession certificate, letter of administration or probate issued by competent authority.

- xiii) The Bank may at any time debit and recover from the Account(s) the value of any instrument discounted, negotiated, purchased or collected by the Bank in the event that the proceeds are not received against the same at anytime and / or after receipt of proceeds the Account of the Bank is debited or proceeds recovered from the Bank upon return of the instrument by the drawee Bank or correspondent of the Bank.
- xiv) The Depositor hereby irrevocably and unconditionally agrees and undertakes at all times hereafter to fully indemnify the Bank and keep the Bank, its Directors, Employees indemnified and harmless from and against all sorts of Losses, Damages, Costs, Charges and Expenses of whatsoever nature if any suffered, sustained and incurred whether directly or indirectly by the Bank, its successors in interest, administrators and assigns and howsoever arising out of or in connection with Suits, Claims, Actions, Demands, Liabilities, proceedings of whatsoever nature made or brought or filed against the Bank by whomsoever in connection with these terms or arising out on Account of the Bank's opening the Account and providing such Banking services as requested by Depositor or in connection with the Bank's acting upon the instructions of Depositor and Depositor further undertakes to pay the Bank unconditionally and within seven (7) days of the Bank's first written demand any or all the amount of such Claims, Costs, Fees, Expenses, Losses and Damages if any Sustained, Suffered and Incurred by the Bank.
- xv) The Depositor shall not hold the Bank liable and responsible and shall not claim against it anything in any manner, if any of the Instructions of the Depositor are not complied with or any delay takes place in complying with these Instructions for any reason whatsoever. However, in case of delay or loss in collection of cheques, the Bank will follow-up with the concerned for swift resolution.
- xvi) Depositor hereby waives its rights to any and all claims it may have against the Bank pursuant to the Account, Banking products/services availed from time to time or these terms and that may arise at any time from or in connection with the Bank's acts or omissions under or related to these Terms and Procedures unless such claim is based on the Fraud or Willful misconduct of the Bank. The Bank's interpretation of these Terms shall be final and binding on depositor. Depositor has signed the application form as token of acceptance of the Bank's Terms and Conditions and has read and understood the terms prior to such signing.
- xvii) The account Holder shall be governed by these terms and the Bank reserves its rights to unilaterally modify, amend, alter, vary, supplement at its sole discretion these Terms and Conditions from time to time; giving notice to Account Holder as per applicable rules and regulations and that shall be binding upon Account Holder, its legal heirs, successors in interest and assigns with respect to the Account specified on Account Opening Form and / or any other Account that may be opened by the Account Holder with the Bank from time to time. In case the Depositor does not consent to the proposed alterations, the Bank shall have the right to close the Account after giving 7 days' notice to the Account Holder.
- xviii) Notwithstanding, anything contained herein above, the Depositor will irrevocably and unconditionally agree and undertake at all times to comply, fulfill, abide by and be bound and governed by/under all Terms and Conditions of the Bank as well as such terms and Conditions which have been prescribed as per directives of the Bank of Pakistan and as per laws of Islamic Republic of Pakistan in all respects and circumstances.
- xix) The Bank reserves the right to realize the Account Maintenance/Service Charges from the Depositor in cash or by debit to the Account, if the balance maintained by the Depositor with the Bank in the Account, at any point of time, falls below the prescribed minimum limit fixed by the Bank from time to time. The rate of Account maintenance/service charges for violating the prescribed minimum limit will be as per the Schedule of Bank Charges or as determined by the Bank in any form / manner, from time to time.
- xx) These Terms and Conditions are in addition to and not in substitution for the Terms and Conditions, Rules and Regulations, Procedures and Methods of the Bank governing the Account(s) and all other products, term Deposits, Deposit Schemes and Services Offered to Depositor from time to time.
- xxi) The Bank respects the Account Holder's legitimate needs of privacy and its policy is and will continue to be held in confidence information about the Account and the Account Holder. However in certain circumstance, the Account Holder agrees that the Bank may give out or disclose information about the Account and the Account Holder and its use to any third party in case of, amongst others, the following circumstances:
 - a) The Bank is required to do so by any court order or similar process;
 - b) The Bank decides in its sole discretion that it should do so in connection with unusual or suspicious transactions or suspected money laundering or other serious crime;
 - c) Disclosure is required by law, regulation or code of conduct or is made in response to any enquiry from a government (or any of its agencies) or regulatory body which has jurisdiction over the Bank;
 - d) The Bank is required or permitted to do so under the law or rules of any regulatory body of which it is a member or whose rules or provisions apply to the Bank.
- xxii) The Bank may also disclose/provide such details to third parties where it is reasonably necessary to do so for processing the Account Holder's dealings/ transactions with them or to enable them to offer their products or services to the Account Holder.
- xxiii) The Bank or its agent may retain copies of records concerning the Account in paper, electronic or any other form that the Bank may decide and at search locations as it may choose.
- xxiv) The Account Holder shall indemnify and keep the Bank indemnified against all

consequences that may arise due to such aforesaid disclosure.

- xxv) The Account Holder agrees and understands that the Bank has the right to make inquiry or reference pertaining to the Account Holder from third parties.

TERMS AND CONDITIONS - MCB CALL CENTER

"I/We (hereinafter called as "Customer"), hereby irrevocably agree and undertake to abide by the Terms and Conditions stipulated hereinafter, and request MCB Bank Limited, (hereinafter called as "The Bank"), to accept the request/instructions (hereinafter called as "instructions"), issued on purporting to have been issued by me/us/the customer, via telephone for availing any or all of the Banking services (hereinafter called as "Services"), provided that the Bank may accept the said instructions at its sole discretion. I/We also undertake and agree to confirm my/our acceptance of the Terms and Conditions stipulated hereinafter and for such confirmation, I/we have called up/will call up 111-000-MCB (622) for activation of the Services and the Bank will consider these Terms and Conditions accepted."

I/We the customer hereby undertake that the declared Account mentioned in the application bears my/our name/ as title of account either singly or jointly (either or survivor) and have been consented via signature.

In these Terms and Conditions the following terms are used:

'The Bank'	- means MCB Bank Limited
'Customer'	- means individual Appropriating Enclosed Service.
'TPIN'	- means Telephone Personal Identification Number.
'ATM PIN'	- means Automated Teller machine Personal Identification Number
'IVR'	- means Interactive Voice Response.
'mandate'	- means Terms and Conditions agreed in this document .
'SIM/AMP'	- means Mobile Telephone Services Provider.
'Mobile'	- means Requests/Instructions given by the customer from that.

- i) That the Bank is irrevocably and unconditionally authorized and instructed to accept all instructions received by the Call center, and the Bank may rely conclusively on the authenticity of and due authorization for any such instructions and regard the same as emanating from me, the customer where the issuer for any such instructions correctly provides such information for identification purpose as is contained in the Subscription Form attached hereto as may be requested by the Bank, including but not limited to: (a) The Customer's Computerized National Identity Card Number & relevant call center verification process / Telephone Personal Identification Number (TPIN) verification, issued by the Bank to the customer to be able to verify the identity of the customer and for the customer to validly issue Instructions for availing any of the Services .
- ii) The Bank shall, at its discretion, be at absolute liberty to refuse to accept or give effect to any instructions given verbally if, in the sole opinion of the Bank, the authenticity of such instructions is doubtful or the Bank is otherwise unable to give effect to the instructions for any reason whatsoever .
- iii) The Customer hereby takes full responsibility for ensuring that no other persons shall have access to the security information furnished in the subscription form .
- iv) The instructions given in the terms of this Mandate shall at all times be legally binding and enforceable against the customer. The customer waives all right and remedies to challenge or dispute any instructions executed by the Bank in compliance with the terms of this Mandate.
- v) The customer hereby permits and authorizes the Bank to use voice-recording and IVR key strokes recording procedures in connection with any communication with me, the customer, in order to record or verify the instructions. Any such voice and IVR recording made by the Bank shall constitute evidence of the Instructions so recorded.
- vi) The customer acknowledges that he/she shall have no claim against the Bank on Account of the Bank relying on this Mandate and any Instructions given in terms hereof, and irrevocably agrees to indemnify and keep the Bank safe and secure against any and all Direct or Consequential Losses, Costs, damage, Expenses, Claims, Litigations or Objections of any nature whatsoever arising out of the Bank acting upon this Mandate.
- vii) The Bank may at times terminate this mandate by notice in writing to the customer, singly or jointly, without assigning any reason thereof. The customer may terminate this Mandate, by verbal Instructions after proving his/her identity by means of the data mentioned in the overleaf, (refer to clause 3) and such termination will only become effective on the 3rd day following the receipt of said verbal instruction. Any instruction given by the customer and executed prior to receipt of such notice shall continue to be valid and irrevocable.
- viii) For availing any Services that may from time to time be made capable by the Bank of being availed by the customer through verbal telephonic instructions in accordance with this Mandate, the customer will comply with all requirements and guidelines issued by the Bank from time to time, either specifically or generally, which will be binding on the customer.

- ix) For instructions pertaining to a payment or transfer of funds via call center out of any Account of Customer, the Customer shall, in advance of such instructions, provide the Bank with the Account number(s) of his/her source Account(s) and a list of the utility company(s), Account numbers to which a transfer of funds may be made by the Bank in reliance upon instructions given in terms of this Mandate. The Bank shall not effect any instructions requiring if transfer of Funds to a third party account if such transactions is not prearranged by the provision of such third party account details in the appropriate form (Third Party Authorization Form).

- x) In case of ATM PIN issuance the customer will not compromise the ATM PIN that is to be issued after authentication of customer's identity in case of suspected fraud or doubt, the customer may be asked for its own security to visit the Branch for verification via proof of identity e.g. CNIC, passport or driving license.
- xi) The customer acknowledges that the issuance of verbal instructions in accordance with this Mandate for utilizing any of the Services through such verbal telephonic instructions involves inherent risks, including but not limited to risks associated with fraud and unintended/erroneous instructions, which the Bank cannot eliminate. Customer's use of the call center implies that he/she fully understands the limitations and inherent risk of verbal instructions for carrying out transactions and agrees to the Conditions of use in force at the time. The Customer hereby absolves the Bank of all responsibility and accepts any and all risk associated with the execution of instructions in accordance with this Mandate.
- xii) SMS services will be provided to customers on registration of their SIM AMP number for any GSM or AMP service provider.
- xiii) The customer will be issued a four digit PIN Number relevant to Debit card at the time of activation of card/feature/benefit activation, this clause covers all products and services requested by the customer by virtue of acceptance of these Terms and Conditions.
- xiv) On Loss / Theft of the registered SIM/AMP the customer must inform the Bank of the same in addition to informing the SIM/AMP issuer. Any and all Transactions after reporting the theft of SIM/AMP connections will be considered void.
- xv) The customer shall remain liable in case of compromising TPIN/ATM PIN or verification details (relevant to any Banking product)to all other persons (regardless of relationship).
- xvi) The customer, at the time of subscription may provide a Debit Account Number for payment. The said Account will be selected when a customer chooses to make payment of outstanding, this implies debit of the specified Account, at the time of selecting confirmation of payment via the IVR or agent.

Digital Banking Products & Services

For all Digital Banking Products please visit our website www.mcb.com.pk

Complaint Logging

1. You can lodge your complaint / queries by calling at 24 hours call center (111-000-622) or visiting our website (www.mcb.com.pk) or writing to us at Complaint Resolution Unit, Service Quality division, 20th floor MCB Tower, I.I Chundrigar Road, Karachi 74000. Email: 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 detail. 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.
2. 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

Notification to Customer regarding Terms & Conditions

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 changing the method of calculating mark up, varying the mark up rates applicable or frequency with which markup is debited or credited, 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 within 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 the Bank's website; or by any electronic Banking channel used by its customer any daily newspaper as admissible under the regulation.