

The Bank of Khyber

SERVICE LEVEL AGREEMENT/ TURN AROUND TIME (TATS) of DEBIT CARD PRODUCTION

Sr#	Nature of Service	Transaction Turn around time	Cut Off timing
1	Branch Receive & Solicit ATM Card Request Form with complete required documents From the Account Holder	01 Working Day	5:30 PM
2	The collective ATM requests received during the week shall be sent to Alternate Delivery Channel in Customer Information File (CIF) File Format on every Monday	01 to 06 working days (based on the ATM request receipt date and Batch announced)	11:30:AM
3	Customer Information files received from Branches shall be consolidated at Alternate Delivery Channel and the consolidated ATM Card Production report shall be sent to the vendor by day end of Monday.	Same Day or Maximum within 3 days in case of any software issues.	5:30 PM
4	Cards shall be embossed on next day and a Bulk is sent to ADC's in a sealed flyer through courier on same day.	01 Working Day(after the cards are received by the vendor)*	5:30 PM
5	ADC's receives Bulk of embossed card within next Two days. After the cards are received the ADCs shall segregate the cards Branch-wise for onward delivery to concerned Branches on same day	02 Working Day(after the cards are received by ADC)*	5:30 PM
6	Cards received by the local/nearby Branches on the next day. While the far flung Branches usually Three to Four Business Days	02 working day in case of Peshawar based Branches 07 working days in case of Far Flung Branches	5:30 PM
	Total Turn around time	14- 21 working Days	5:30 PM

* variance may be occur in situations beyond bank's control such as natural disasters, strikes political unrest or other reasons which may interrupt the courier services.

** In case of discrepancy in the documents or the requirements are not complete the TAT shall be inapplicable