

Key Fact Statement for Deposit Accounts¹



The Bank of Khyber,
Raast Islamic Banking,
-----Branch
-----City

Date
-----/-----/----- (Format DD- MM-YYYY) DD- MM-YYYY

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 KFS from other banks for comparison.

Account Types & Salient Features:

This information is accurate as of the date above. **Services charges** may change on **Half Yearly Basis (Jan & July)** whereas profit rates are declared on monthly basis within **05 working days** after month end closing. For updated **Service charges** and **monthly declared Profit Rates/ Historical profit rates**, you may visit Bank of Khyber website i.e. www.bok.com.pk or any nearest **Islamic branches** ([List of Islamic Branches are also available on Bank of Khyber website](#))

| Particulars | | Islamic | |
|--|---------|---|--|
| | | Deposit accepted in Saving Accounts /Remunerative Current Accounts/Riba Free Certificates /Special Deposits-Certificates are based on Mudarabah Basis (Profit & Loss Sharing) Raast Senior Citizen Account | |
| Currency (PKR, US, EUR, etc.) | | PKR | |
| Minimum Balance for Account (if any, provide the amount) | To open | Zero | |
| | To keep | Zero | |
| Account Maintenance Fee (if any, provide the amount) | | Zero | |
| Is Profit Paid on account (Yes/No) <i>Subject to the applicable tax rate</i> | | Yes | |
| Indicative Profit Rate. Per annum (%) Profit rates are declared on monthly basis. Updated profit rates can be downloaded from www.bok.com.pk | | Expected profit Rate 10% | |
| Profit Payment Frequency (Daily, Monthly, Quarterly, Half yearly and yearly) | | Monthly | |
| Provide example: (On each Rs.1000, you can earn Rs. 8.49/month Amount * Rate) * Number of Days in a month divided by 365/366 | | Assume that expected profit rate is 10%. On Investment / Monthly average balance of Rs. 100,000 , you can get expected profit of Rs. 849.31 (Excluding Govt. applicable with Holding Tax) | |
| Premature/ Early Encashment/Withdrawal Fee (If any, provide amount/rate) | | N/A | |

¹ The template has to be adopted as per the given design and content with font size not less than 9. Bank specific information like name of products, amounts of fees and charges etc. will be added by the bank in the template, where required. The text in 'green' color is for the guidance of the banks and may be omitted from the template to be used for the customers. The KFS shall be printed on a colored paper.

Service Charges

IMPORTANT: This is a list of the main service charges for this account. It does not include all charges. You can find a full list about Schedule of Service Charges – Islamic on [Notice Board](#) of any nearest Raast Islamic Banking branch or you can download from Bank of Khyber website i.e. www.bok.com.pk". Please note that all bank charges are exclusive of applicable taxes.

| Services | Modes | Islamic |
|---------------------|---|--|
| | | Deposit accepted in Saving Accounts /Remunerative Current Accounts/Riba Free Certificates /Special Deposits-Certificates are based on Mudarabah Basis (Profit & Loss Sharing) Raast Senior Citizen Account |
| Cash Transaction | Intercity | Rs. 125 per transaction (Intercity/other District) excluding applicable taxes Note: (a) These charges are not applicable on online transactions performed between twin cities Rawalpindi & Islamabad (b) No service charges shall be charged from the students depositing the amount of fee directly in the fee collecting account of the educational institution (c) No charges are to be recovered from Kamyab Jawan (Tier-1) customers and Insaf Rozgar Scheme (IRS) on online deposit of installments for recovery purpose. (d) No charges are to be recovered from defunct Islamic Banking Windows account holders on online deposit into their accounts from Conventional Banking Branches |
| | Intra-city | Zero |
| | Own ATM withdrawal | Zero |
| | Other Bank ATM | Rs.23.44- per withdrawal (Inclusive of FED) |
| SMS Alerts | ADC/ Digital | Zero |
| | Clearing | Zero |
| | For other transactions | Zero |
| BOK ATM Debit Cards | Pay Pak Debit Card (Issuance, Re - issuance, Renewal and Annual Charges) | Rs. 625/- |
| | JCB-Pay Pak Debit Card (Issuance, Re - issuance, Renewal and Annual Charges) | Rs.775/- |
| | Master Card – Classic (Issuance, Re - issuance, Renewal and Annual Charges) | Rs. 900 /- |
| | Master Card – Gold (Issuance, Re - issuance, Renewal and Annual Charges) | Rs. 1,000/- |
| | Master Card –Platinum (Issuance, Re - issuance, Renewal and Annual Charges) | Rs. 1500/- |
| | Digital Master Card -Gold | Rs. 200/- for 1-year expiry, Rs. 300/- for 2 years' expiry, Rs. 400/- for 3 years expiry |
| | Digital Master Card -Platinum | Rs. 250/- for 1-year expiry, Rs. 375/- for 2 years' expiry, Rs. 500/- for 3 years expiry |

| | | |
|----------------------|--|---|
| | Others | <ul style="list-style-type: none"> Point of Sale (POS) Fee @ 3% of transaction amount per international transaction Debit card International cash withdrawal @ 3% of transaction amount or Rs. 400/- Whichever is higher. Debit card international balance inquiry @ Rs. 300/- per transaction Utility Bills Payment @ Zero Fund transfer through Debit card/ Over the counter (OTC) to other Bank (IBFT)@ 0.1 % or Rs. 200/- whichever is lower on the amount exceeding Rs. 25,000/- in a month Statement inquiry through own Bank ATM @ Rs. 5/- (Inclusive of FED) Balance inquiry through other Bank ATM @ Rs. 3.13 (Inclusive of FED) Arbitration Charges as per Actual |
| Cheque Book | Issuance | Rs 10/- per leaf (FED not applicable), however first time issuance of 25 leaves Cheque book is free |
| | Stop payment | Rs.250/- per instruction |
| | Loose Cheque | N/A |
| Remittance (Local) | Demand Draft/ Pay Order /Bankers Cheque | Pay order/Banker's Cheque Rs 150/- (Through account) The Charges for making PO/BC any other instruments for payment of fee/dues in favor of educational institution, HEC/Board etc. may not exceed 0.25% of fee/dues or Rs. 12.5 per instrument whichever is less. |
| Remittance Foreign | Foreign Demand Draft | Issuance of FDD in terms of Exchange Regulations a) Issuance from FC account (US \$ 20 plus swift charges) b) Issuance from PKR account (0.05 % minimum Rs. 750, Maximum Rs. 4,000/- plus swift charges) c)Under General permission or specific approval of SBP Rs.100/- per instrument. |
| | Wire Transfer | FDD in terms of Exchange Regulations a) Issuance from FC account (US \$ 20 plus swift charges) b) Issuance from PKR account (0.05 % minimum Rs. 750, Maximum Rs. 4,000/- plus swift charges) c)Under General permission or specific approval of SBP Rs.100/- per instrument. |
| Statement of Account | Annual | N/A |
| | Quarterly/Half Yearly | Free |
| | Duplicate | Rs. 17.5/- for each duplicate / additional statement of account including FED |
| Fund Transfer | ADC/Digital Channels | Fund transfer through Debit card/ Over the counter (OTC) to other Bank (IBFT)@ 0.1 % or Rs. 200/- whichever is lower on the amount exceeding Rs. 25,000/- in a month. Through "Raast", IBFT is free. |
| | Others | Zero |
| Digital Banking | Internet Banking subscription (onetime & annual) | Free |
| | Mobile Banking subscription (one- time & annual) | Free |
| Clearing | Normal | Free (Local) |
| | Intercity | Rs.175/- Per Cheque |
| | Same Day | Rs.250/- Per Cheque |
| Closure of Account | Customer request | Free |

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

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

to verify your identity. Such information may be required on a periodic basis. Please ask us for more details by visiting any nearest Islamic Branch.

Cheque Bounce: Dishonoring of cheques is subject to a criminal trial in Pakistan. Accordingly, you should be writing cheques with utmost prudence. In this regard Section 489-F of Pakistan Penal Code(PPC) applies. “Dishonestly issuing a cheque” Whoever dishonestly issues a cheque towards repayment of financing or fulfillment of an obligation which is dishonored on presentation, shall be punished with imprisonment which may extend to three years or with fine, or both.

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. The State Bank of Pakistan or your bank will never Call/SMS/Mail/Email to ask for customer’s confidential details and other personal information related to bank. Confidentiality and Infidelity as per relevant clause of BCO 1962 will be followed.

Record updation: Always keep profiles/records updated with the bank to avoid missing any significant communication. You can contact/visit your nearest branch to update your information.

What happens if you do not use this account for a long period? If your account remains inoperative for 12 months, it will be treated as dormant. If your account becomes dormant, you will not be able to perform any debit/withdrawal transaction. To reactivate your account, you must visit your concern BOK branch with your CNIC copy along with original valid CNIC. Non-Resident Pakistani customers may contact their respective branch.

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 concern branch.

Closing this account: In order to close your account, please visit your branch along with original valid CNIC, Cheque Book (remaining leaf of cheque book) ATM Debit Card (If issued).

How can you get assistance or make a complaint?

The Bank of Khyber,
Complaint Management Unit,
Service Quality Deptt, 4th Floor,
HO Towers,
The Mall, Peshawar Cantt.
Tel. 0915253867
Helpline. 021111265265
Email. complaints@bok.com.pk
Website. www.bok.com.pk

If you are not satisfied with our response, you may contact Mohtasib (Ombudsman) address is as follows,

Banking Mohtasib Pakistan Secretariat, 5th Floor, Shaheen Complex, MR Kiyani road, Karachi, 02199217334-38
Email: info@bankingmohtasib.gov.pk
Website: www.bankingmohtasib.gov.pk

(Portion to be used for the post-shopping stage)

| I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT | | | | | |
|--|---------------------------------|------------|--|--------------------|--|
| Customer Name: | | | | Date: | |
| Product Chosen: | | | | | |
| Mandate of account: | Single/Joint/Either or Survivor | | | | |
| Address | | | | | |
| Contact No.: | | Mobile No. | | Email Address | |
| Customer Signature | | | | Signature Verified | |