

**KEY TERMS OF CASH WITHDRAWAL TAKAFUL COVERAGE FOR
FAYSAL ISLAMIC REHMAT BUSINESS ACCOUNT**

| | |
|---------------------------------------|--|
| Type of Cover | Cash Withdrawal Takaful Coverage |
| Eligibility Criteria | Faysal Islamic Rehmat Business Account holders who maintain the previous monthly average balance of minimum PKR 1,000,000/- with the Bank. |
| Interest Covered | <p>ATM Cash Withdrawal Takaful Coverage: Loss of cash withdrawn by Faysal Islamic Rehmat Account holder from Faysal Banks's ATM situated anywhere in Pakistan due to snatching, forced deprivation or armed hold-up provided that such cash is withdrawn by using FBL's ATM/Debit Card only.</p> <p>Over the Counter Withdrawal Takaful Coverage: Loss of cash withdrawn over the counter from any of the Faysal Bank's Branches across Pakistan against snatching, armed hold-up or forced deprivation.</p> |
| Frequency of Losses | Each covered account holder shall be entitled up to Maximum 3 number of claims per person in a year. |
| Coverage Period for Withdrawal | Up to One (01) Hours from the time of cash withdrawal. |
| Limit of Coverage | <p>For ATM Cash Withdrawal Takaful: Up to the Daily Cash Withdrawal Limit i.e. PKR 25,000 for Classic Debit Card (Visa/China Union Pay), PKR 50,000 for Gold Debit Card (Visa/China Union Pay) and PKR 100,000 for Platinum Debit Card (Visa) holders.</p> <p>For Over the Counter Withdrawal Takaful: Up to PKR 100,000 for all account holder.</p> |
| Geographical Limits | Pakistan |
| Law & Jurisdiction | This policy is subject to the Laws of Islamic Republic of Pakistan with the Jurisdiction of Competent Courts in Pakistan. |

EXCLUSIONS:

EFU-Window Takaful Operations (WTO) shall not be liable to pay claim under this Cash Withdrawal Takaful Coverage in respect of the following:

1. Cash withdrawal claims made by any person other than the account holder him/ herself both in case of ATM Cash Withdrawal and Over the Counter Withdrawal.
2. If the investigation reveals that the covered occurrence was planned by the covered account holder to obtain the benefits under this PMD.
3. Incomplete claim documents.

4. War, Strike, Riot, Civil Commotion, Terrorism, Sabotage and related acts.
5. An event of Force Majeure
6. Death of the covered account holder.
7. Cancellation of the ATM/ Debit Card.
8. Any other reason due to which the covered account holder ceases to be eligible for this Cash Withdrawal Takaful PMD for any fraudulent, dishonest or criminal reason(s).
9. Mid-Term Cancellation or Termination of this Cash Withdrawal Takaful Agreement/ Arrangement either by Faysal Bank Limited or EFU – WTO.
10. If monthly average balance of PKR 1,000,000 is not maintained in any particular month and claim occurs in following month.

ANNEXURE B CLAIM PROCEDURE

The covered account holder will be able to make a claim under this Cash Withdrawal Takaful PMD if the loss suffered by covered account holder falls under the scope of coverage.

In case of any loss the covered account holder is required to immediately notify such loss to EFU-WTO or notify within 48 hours from the happening of the loss on the contact details given below:

EFU General Insurance Limited WTO– Central Division
1st Floor, Kashif Centre, Shahrah-e-Faisal
Karachi.
Contact numbers: 021-3 5640535, 021-3 5653907 or 021-3 5653909
Email: banca.claims@efuinsurance.com

Upon claim notification, it shall be investigated by appointing a surveyor or Takaful Company's own representative to carry out the post loss survey. Any information (in addition to the Claim Documentation mentioned below) needed by the surveyor or Takaful Company shall be intimated to the covered account holder depending on the circumstances of the loss and covered account holder shall be required to furnish the same in order to assess the claim.

If any statement in the Claim Notification by the covered account holder is found to be false, incorrect or fraudulent or not made in accordance with the terms and conditions herein, EFU – WTO shall be absolved of any liability under this Cash withdrawal Takaful PMD and will not be held responsible.

Documents Required for Claim Settlement:

Set of the following documents will constitute "Claim Documentation" for a valid claim:

1. Claim form duly filled and signed by the account holder.
2. Copy of CNIC (Computerized National Identity Card)
3. FIR (Police report) for all claims
4. Copy of the ATM/ VISA Debit Card
5. Transaction Record of the covered account holder on the date of the loss
6. Pictures taken from CCTV or ATM Camera (if available)
7. Relevant receipts/ copy of Cheque or counter copy/ carbon copy or any other relevant document.

The above list is not exhaustive and the covered account holder may be required to provide more information in addition to the above as the case may be.

No claim whatsoever shall be payable under this Cash Withdrawal Takaful PMD if required claim information is not furnished by the covered account holder in respect of the claim.

CLAIM PAYMENT

1. The claim shall be paid to FBL for onward payment to the respective account holder, FBL shall also confirm to EFU-WTO through an email and/or letter enclosing the relevant proof of payment of the claim by FBL to the account holder which FBL may receive from EFU-WTO as per the provision of this agreement.

GENERAL CONDITIONS

This Takaful Coverage shall become effective from the 1st of every next month *provided* the Participant's qualifies as per the eligibility criteria as mentioned above in this document and Agreement.

1. This Takaful Coverage may be terminated at any time by Faysal Bank Islamic Banking or the Takaful Operator without giving any prior notification to the Participant and after termination no claim shall be payable under this Takaful Coverage to any account holder provided the same was intimated before termination. Those claims notified occurred and notified prior to the termination shall be entertained as per the terms and conditions of PMD.
2. The above criteria may be revised / changed anytime at the Faysal Bank's discretion. Faysal Bank is not liable to inform its Faysal Islamic Rehmat Business Account holders about the change through any separate communication medium. Any revision in criteria will be communicated to the account holders only through the Faysal Islamic Banking Schedule of Charges (SOCs) or the Faysal Bank's website.

This product is not guaranteed or covered by Bank or its affiliates and is not a Bank's product. Bank is only acting as a facilitator in providing this facility and cannot be held responsible for setting claims emanating from this product or for the approval or rejection of any claim or for any act or omission on the part of the customer.

