

ELECTRONIC FUNDS TRANSFER

Electronic funds transfer

This is a service for transferring funds between your own account, beneficiary account, any Faysal Bank and 1Link/Mnet member Bank account by using Debit Card & other online Banking Services.

EFT Channels

Customer can perform funds transfer transactions via following channels:

- ATM
- Internet Banking
- Mobile App
- Contact Center (111-06-06-06)

For all above mentioned ADC channels, Funds transfer per day limit is of PKR 250,000/-.

EFT Fee, Charges and Tax

For details related to fee and other charges applied on Electronic Fund Transfer, please visit:

<https://www.faysalbank.com/en/schedule-of-charges-conventional/>
<https://www.faysalbank.com/en/islamic/schedule-of-charges-islamic/>

EFT related Error/Dispute/Complaint reporting process

For reporting any error in your Electronic Fund Transfer generated from any ADC channel, you may contact us from any of below channel

- Call us 24 hours, 7 days a week on Faysal Bank Contact Center Number:111-06-06-06
- Write to us at: Complaint Management Division, Faysal House, ST-02, Shahrah-e-Faisal, Karachi, Pakistan.
- Email us at: customercomplaint@faysalbank.com
- Visit any FBL branch for lodgment of Complaint.
- Please provide the following information in your communication
- Name of complainant
- Telephone/Mobile Number
- CNIC / Account Number / Card Number
- Mailing Address
- Branch Name
- Supporting Documents

You should expect to receive

Acknowledgment of the complaint within 04 hours. Intimation of the complaint resolution within 10 working days of the lodgment. An interim response after 10 working days, in case your complaint requires further investigation.

Compensation Policy in case of EFT errors

- Originating / Beneficiary bank is liable to pay the penalty as per the prevailing law to its consumer for any unauthorized transaction, loss and/or damages caused by the failure of an electronic fund transfer system.
- Originating / Beneficiary bank shall pay the compensation to the consumer even without any claim from him/her after determination of the fact that error has occurred.
- Originating/ Beneficiary bank shall not be liable to compensate the consumer in case they declare force majeure.
- In case of force majeure, Originating/ Beneficiary bank shall communicate the events to their consumer/member banks.