

Rehmat Individual Account – Frequently Asked Question

Q. What is the criteria for participating in Lucky Draw of Hajj/Umrah?

A. Customer has to perform a minimum of 5 ADC transactions within a calendar quarter on any of the following:

- A. POS
- B. ATM
- C. Internet Banking
- D. Mobile Banking
- E. Cash Link

Q. What if lucky draw winner is from religious minority?

B. The winner will have option to claim a travel voucher of same amount from the travel partner.

Q. What if lucky draw winner is a Muslim female?

A. Trip Encashment/voucher allowed if Mehram is not available.

Q. What if the lucky draw winner cannot travel within the assigned dates due to any reason?

A. The winner will have option to claim a travel voucher of same amount from the travel partner.

Q. Can customer be eligible for lucky draw of both Umrah and Hajj package within the same year?

A. No, the customer cannot be eligible for both.

Q. What is the ineligibility time frame for the winner of the draw?

A. The winners selected will not be eligible for another Umrah or Hajj package for one year starting from the date of the draw.

Q. How will customer know about results of lucky draw?

A. After end of every quarter, lucky draw winners will be announced via Call Center, Website and Facebook.

Q. Can I book the same Hajj/Umrah Package for a friend/relative?

A. This totally depends upon the availability of the package and the travel agent.

Q. Can the winner volunteer someone else to go on his/her behalf?

A. No, only the qualified Rehmat Account holder can avail the offer.

Q. If the winner is a Faysal Islamic Rehmat Business Account, who is eligible to avail the package then?

A. Any one of the designated signatories can be chosen by the qualified business to avail the offered Hajj or Umrah.

Q. What the offered Umrah package will include?

A. The package includes air fare, hotel accommodation. However, Faysal Bank is entitled to make any alterations in the package if need be.

Q. What the offered Hajj package will include?

A. Package for Hajj offered includes travel and lodging and other expense. However, Faysal Bank is entitled to make any alterations in the package if need be.