

## Frequently Asked Questions (FAQs)

### Q. Who is Freelancer?

A. A freelancer is a self-employed person who offers services, often working on several jobs for multiple clients at one time. Freelancers usually earn money on a per-job basis, charging hourly or daily rates for their work. While a freelancer is not officially employed by another company, they can be subcontracted by other businesses. It's common for freelancers to work on several different jobs or projects at once, but some freelance contracts may restrict who else the freelancer can work for until they complete the project.

### Q. What is Freelancing?

Freelancing is where a person takes on a contract work of company(ies) and organization(s) through freelancing platform. Freelancing refers to a person working on a project or multiple projects at the same time for company(ies) or organization(s) at an agreed amount of money within defined timelines. Freelancing work is usually short-term.

### Q. What is Freelancer Platform?

A. Freelance platforms help companies find and hire independent professionals for temporary job roles or special projects. These platforms offer a marketplace for businesses to browse profiles of freelancer candidates based on skills, experience, location, or other criteria. Alternatively, companies can also post a project description and solicit proposals from freelancers. These capabilities help companies of all sizes outsource work on projects that require specialized skills or additional manpower, freeing up full-time employees to focus on other business activities. Some platforms focus on sourcing freelancers with certain skills, such as writing, design, or programming, while others provide marketplaces for professionals with a wide variety of skills. **Most common freelance platforms are Fiverr, Toptal, Guru, Upwork, Freelancer.com, People Per Hour, etc.**

## Freelancer Account with Faysal Bank

### Q. Can a Freelancer open an account with Bank?

A. Yes, Freelancers can open an account with bank by providing basic documentation.

### Q. What documents are required for account opening?

A. For Freelancer account opening following documents are required:

1. Original CNIC/ NICOP/ POC
2. Utility Bill
3. Certificate/ Statement of earnings for last 3 months **OR**
3. Agreement(s) or email/ letter-based correspondence with the clients mentioning basic details/ information regarding the underlying services.
4. Declaration / undertaking by customer that he/ she will not credited the account by more than USD 25,000 or PKR equivalent in a day/month, whichever comes first.
5. Any other document might be obtained depending on the compliance or regulatory requirement.

**Q. Can freelancer open Islamic bank account, if yes then which products are offered?**

A. Yes, freelancer can open Islamic bank account and following products are offered:

1. Faysal Islamic Current Account (301)\*
2. Faysal Islamic Savings Account (307)\*

\*Prevailing product features will be applicable

**Q. Can the freelancers receive international payments in their accounts?**

A. Yes, the freelancers can receive international payments directly in their accounts.

**Q. Is Cheque book and debit card offered to the Freelancer after account opening?**

A. Yes, both Cheque book and debit card are offered to the Freelancer after account opening.

**Q. Will there be any charges applicable on the issuance Cheque book and debit card in Islamic Account?**

A. Yes, there will be charges applicable as per the latest prevailing Islamic SOC on issuance of Cheque book and debit card in Islamic account.

**Q. Is there any credit limit on Freelancer Account?**

A. Yes, As per SBP EPD Circular letter no. 03 of 2020 freelancer can only credit maximum of USD 25,000 or equivalent in their account in a month.

**Q. If Freelancer credits their account by USD 25,000 or PKR equivalent in a day, then can a customer credit its account for the rest of the month?**

A. No, if a customer has already credited their account by USD 25,000 or PKR equivalent then customer cannot make any other credit in their accounts for the rest of month.

**Q. Is there any Limit of Faysal Bank Debit Card?**

A. Yes, please refer to the latest prevailing Schedule of Charges for the daily transactional limits on your Faysal Bank Debit.

**Linking of Payoneer & Faysal Bank**

**Q. What is Payoneer?**

A. Payoneer is the world's go-to partner for digital commerce, everywhere. From borderless payments to boundless growth, Payoneer promises any business, in any market, the technology, connections and confidence to participate and flourish in the new global economy.

Since 2005, Payoneer has been imagining and engineering a truly global ecosystem so the entire world can realize its potential. Powering growth for customers ranging from aspiring entrepreneurs in emerging markets to the world's leading digital brands like Airbnb, Amazon, Google, Upwork and Walmart, Payoneer offers a universe of opportunities, open to you.

[www.payoneer.com](http://www.payoneer.com)

**Q. How do I register to Payoneer through my Faysal Digibank Mobile App?**

A. Follow below mentioned easy steps for registering Payoneer through my Faysal Digibank Mobile App:

1. Log in to your Faysal Digibank Mobile App
2. Go to the Menu and Select "Payoneer"
3. On the Display Page, click "Create Payoneer Account"
4. Fill in the required details on the registration form
5. Payoneer accounts are FREE and you can link your Payoneer account to your Faysal Bank account for faster transfer.

### **Q. How to link Payoneer to your Faysal Bank Account?**

A. Follow below mentioned easy steps for linking Payoneer to your Faysal Bank Account:

1. Log in to your Faysal Digibank Mobile App
2. Go to the Menu and Select “Payoneer”
3. On the Display Page, click “Link Payoneer Account”
4. Enter Payoneer Login Credentials
5. Click “Sign-in” Button
6. Select “Agree” to allow Faysal Bank to link your Payoneer account

### **Q. How do I withdraw funds from My Payoneer Account and Top Up my Faysal Bank account?**

A. After you have linked your Payoneer account to your Faysal Bank account, you can now transfer your Payoneer funds to Faysal Bank via withdraw.

#### **Before you can withdraw via Payoneer:**

- Your Faysal Bank account must be successfully linked to Payoneer.
- You will need a verified Payoneer account.
- Your withdraw amount must fit into the bank limits.
  1. Log in to the Faysal Digibank app. Select “Payoneer”
  2. Select the currency balance and enter the amount you wish to withdraw to Faysal. When you tap “Next”, the currency conversion will appear and confirm the amount for cash-in.
  3. Key in the 6-digit certification code which will be sent via SMS to your Faysal registered mobile number
  4. A screen will be prompted to notify that the transaction is in progress and will be received within the next 24 hours.

### **Q. How long does it take until the funds reach my Faysal Bank account?**

A. Most transactions from Payoneer are instantaneous; however, some transactions may take up to 24 hours for funds to be fully processed.

### **Q. More than 24 hours have passed, and my funds have not yet arrived. What should I do?**

You may double check your transaction history whether or not you have passed your Faysal monthly transaction limit or contact Faysal Bank’s Helpline at (021) 111 06 06 06.

### **Q. How do I contact Payoneer if I have any question related to my Payoneer account?**

A. Visit: [https://payoneer.custhelp.com/app/Contact\\_us](https://payoneer.custhelp.com/app/Contact_us)

### **Up to 100% Cashback Campaign on Transaction Fee**

#### **Q. Who is eligible for up to 100% cashback campaign on Transaction Fee?**

A. Freelance customers who have linked FBL & Payoneer account and received payment from Payoneer into their FBL account during the campaign period are eligible for the up to 100% cashback campaign on transaction fee.

#### **Q. How many transactions are eligible for up to 100% cashback campaign on Transaction Fee per customer in a month?**

A. A customer can avail up to 100% cashback on Transaction Fee on maximum two transaction in a month

**Q. What if, customer conducts three or more transactions in a month then which transactions will be selected for cashback on Transaction Fee?**

A. In case, customer has conducted three or more transaction in a month then transactions with lowest value will be selected for cashback on Transaction Fee.

**Q. What is the maximum amount of cashback in up to 100% cashback campaign on Transaction Fee?**

A. Maximum amount that a customer can receive in the 'up to 100% cashback campaign on Transaction Fee' is PKR 1,000 per customer.

**Q. How long this campaign will be live?**

A. This campaign will be live for 3 months, starting from 1<sup>st</sup> December 2021 to 28<sup>th</sup> February 2022.

**Q. What is the eligible transaction limit for up to 100% cashback campaign on Transaction Fee?**

A. Eligible transaction limit for 100% cashback campaign on Transaction Fee is minimum PKR 1 to maximum PKR 500,000.

**Q. Would a customer receive cashback, if transaction value were above PKR 500,000 in "up to 100% cashback campaign" on Transaction Fee?**

A. No, customer would not receive any cashback, if transaction value were above PKR 500,000 in "up to 100% cashback campaign" on transaction fee.

**Q. When will eligible winners of the campaign receive their cashback?**

A. Eligible winners of the campaign will receive cashback in the subsequent month.

**Q. How eligible winners of the campaign will receive their cashback amount?**

A. Eligible winners of the campaign will receive cashback amount credited in their FBL account.