



## Electronic Statement

### SALES PITCH

Faysal Bank E-Statement allows you to view your monthly statements electronically through our website. E-Statements replace your paper statements. They include all the same information that your paper statement does. The e-Statement facility enables you to view your Noor Card and accounts activity along with your Debit Card activities 24 hours a day, 365 days a year from anywhere in the world.

### ELIGIBILITY / TARGET MARKET

E-statements services would be offered for 3 basic products which are as under:

- Faysal Flexi Noor Credit (FFC)
- Symbols SOA (Statement of Accounts)(Current Account & Saving Account)
- Noor Cards

### SALIENT FEATURES / BENEFITS

- **Free** – e statements are sent at no additional cost to customer
- **Security** – e statement are inherently more secure and faster than physical statements dispatched
- **Flexibility** – e statements can be received at daily (transaction based), & monthly & quarterly frequency at up to 10 email address
- **Convenient** – customers can track their current /savings account or card activity
- **Environment friendly** – Go Green and support the environment by discontinuing your paper based statement now. Save the planet.

### SUBSCRIPTION FREQUENCY

Get your respective e-Statements on the below frequencies

Product	Daily	Weekly	Fortnightly	Monthly	Quarterly	Half-yearly
Statement of Account	✓	✓	✓	✓	✓	✓
Faysal Bank Noor Card				✓		
Faysal Flexi Noor Credit	✓			✓		

### SUBSCRIPTION

Subscribe Faysal E Statements Via:

- 24 Hours Call Center
- Digibank App / Internet Banking
- Through Customer Relationship Form (CRF) or Additional Request Form (ARF)
- SMS Banking (Send SMS “GoGreen email address” at 9181)



## FREQUENTLY ASKED QUESTIONS (FAQ's)

### Q1. What is Faysal E-statements?

Faysal E-Statements are digital statements for customers through which they can be updated about their Account and credit card activity against multiple frequencies

### Q2. Who can avail E-statement facility?

The service will be available to the following

- |   |                             |
|---|-----------------------------|
| 1) FBL account holders (Current & Saving) | 3) Noor Card                |
| 2) Corporate/customer company Accounts    | 4) Faysal Flexi Noor Credit |

### Q3. What are the available frequencies for e-statement subscription?

Faysal E-Statements can be subscribed on below frequencies:

- |                |              |
|----------------|--------------|
| 1) Daily       | 4) Monthly   |
| 2) Weekly      | 5) Quarterly |
| 3) Fortnightly | 6) Half-Year |

### Q4. How can I get myself registered for E-statement?

All you need is a valid email address upon which you wish to receive E-Statements. Below are the channels available for customers:

- 1) Faysal DigiBank Mobile App & Internet Banking
- 2) Contact Center
- 3) All FBL Branches countrywide
- 4) SMS Banking (Send SMS "GoGreen email address" at 9181)

### Q5. How much does the E-statement service cost?

This facility is provided free of cost and there is no registration or hidden charges at any point in time.

### Q6. What service can I get by opting for E- statement?

Opting for E-Statement will give you an overview of your account balance & MiniStatements, which can help you in reconciliation and keeping a track of your payments.

### Q7. In case I wish to receive E-statement on my new email, what should I do?

You may update your email address through:



# faysalbank



- 1) Faysal DigiBank Mobile App & Internet Banking
- 2) Contact Center
- 3) All FBL Branches countrywide

## **Q8. Can I receive E-statement for two or more accounts of Faysal Bank?**

Yes, you can receive E-Statements for two or more accounts on same email address.

## **Q9. How will I know when my registration has been completed?**

Once you have completed the registration process you will receive an email confirming your successful registration.

## **Q10. Are e-Statements safe and secure?**

Yes. Online e-Statements reside on our secure server.

## **Q11. Can I receive email on multiple email addresses?**

You can subscribe maximum of ten email addresses.

## **Q12. Can I sign up for Noor card paperless statements even if I do not have a current or savings account?**

Yes, paperless statements are available for all Noor cardholders regardless of current or savings account relationships

Note: For detailed Terms & Conditions, visit below provided links

<https://www.faysalbank.com/en/personal/daily-banking/e-banking/faysal-e-statement/>

<https://www.faysalbank.com/wp-content/uploads/2019/03/Conventional-CRF-TC.pdf>

## **CONTACT DETAILS OF PRODUCT STAFF FOR ASSISTANCE**

Product	Contact Person	Email ID	Contact Number / IP
E-statement	Osama Kizilbash	<a href="mailto:osamakizilbash@faysalbank.com">osamakizilbash@faysalbank.com</a>	32799485

**For Charges, kindly refer to the latest Schedule of Charges at the following link:**

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