

Retail		Deposit Product - Key Fact Sheet		faysalbank	
Select Product Here:		403 - Faysal Islami CNY Current Account		IMPORTANT: Read this document carefully if you are considering opening a new account. You may also use this document to compare different accounts offered by other banks. You have the right to receive KFS from other banks for comparison.	
Product Type		Islamic Current Account		This information is accurate as of the date below. Products/Services and/or its fees may change from time to time after notice by the Bank.	
Islamic Mode		Qard			
Currency Type		Foreign Currency			
Currency		CNY			
Minimum Balance for Account		To open	1		
		To keep	0		
Account Maintenance Fee		0			
Is Profit Paid on account. <i>Subject to the applicable tax rate</i>		No			
Last month's declared Profit Rate. (%) per year. (As of August 2023 declared rates. For updated rates please contact your branch or visit FBL website).		N/A			
Profit Payment Frequency		N/A			
Provide example (Profit is calculated on PKR 1,000) Per Month		N/A			
Premature/ Early Encashment/Withdrawal Fee		N/A			
Cash Transaction		Intra-city	200		
		Own ATM withdrawal	N/A		
		Other Bank ATM	N/A		
SMS Alerts (Membership Fee)		ADC/Digital	0		
		Complete Subscription Charges	0		
		Annual option	1,475 + FED		
		Monthly option	145 + FED		
Debit Cards (Per annum)		UnionPay Classic	N/A		
		UnionPay Gold	N/A		
		PayPak-UPI Golootlo	N/A		
		Mastercard Classic	N/A		
		Mastercard Gold	N/A		
		Mastercard Platinum	N/A		
		Mastercard World	N/A		
Cheque Book		Issuance	19/- per leaf		
		Stop payment			
		For one cheque	600/- per instruction plus postage /SWIFT charges		
		More than one cheque	600/- per instruction plus postage /SWIFT charges		
		Loose cheque	N/A		
Remittance Local		Banker's Cheque/ Pay Order	N/A		
		Demand Draft	N/A		
Remittance Foreign		Foreign Demand Draft	1850		
		Wire Transfer	Nil if proceeds are credited to an FBL account, else 1850 plus postal and/or SWIFT charges		
Statement of Account		Annual	-		
		Half Yearly	-		
		Duplicate	35		
Fund Transfer		ADC/Digital Channels	N/A		
		Others	N/A		
Digital Banking		Internet Banking subscription	0		
		Mobile Banking subscription	0		
Clearing - Outward		Normal	Nil		
		Intercity	240 per instrument		
		Same Day	550 per instrument		
Closure of Account		Customer request	0		
<p>*Above charges are in PKR (PKR equivalent to be charged in case of FCY accounts)</p> <p>I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT</p>					
Customer Name				Customer Signature	
Account Number					
Mobile Number					
Email Address					
Account Mode of Operation		(Single/Joint/Either or Survivor)		Signature Verified	
				Tuesday, 24 October 2023	

You Must Know

Requirements to open an account: To open the account you will need to satisfy some identification requirements as per regulatory instructions and Bank's internal policies. These may include providing documents and information to verify your identity. Such information may be required on a periodic basis. For more details please consult our branch representative or call us at our 24/7 help center +92 21 111 06 06 06.

Cheque Bounce: Dishonoring of cheques is subject to a criminal trial in Pakistan. Accordingly, you should be writing cheques with utmost prudence. In this regard Section 489-F of Pakistan Penal Code (PPC) applies, "Dishonestly issuing a cheque": Whoever dishonestly issues a cheque towards repayment of financing or fulfilment of an obligation which is dishonored on presentation, shall be punished with imprisonment which may extend to three years or with fine, or both.

Safe Custody: Safe custody of access tools to your account like ATM cards, PINs, T-Pins, Cheques, e-banking usernames, passwords; other personal information, etc. is your responsibility. Bank cannot be held responsible in case of a security lapse at the customer's end. The State Bank of Pakistan or Faysal Bank will never Call/ SMS/ Mail/ Email to ask for customer's confidential details and other sensitive information related to bank accounts. Customers must be aware of this fact that sharing such information with anyone might cause financial fraud. Similarly, customers must be cautious of phishing emails asking the customer to click on link and for instance, change the password of his/ her bank account.

Record updation: Always keep profiles/records updated with the Bank to avoid missing any significant communication. You can contact/ visit your parent branch for record updation or you may call at our 24/7 help center by dialing +92 21 111 06 06 06 from the number registered with your account.

What happens if you do not use this account for a long period? If your account remains inoperative for 12 months, it will be marked as dormant. If your account becomes dormant, you will not be able to perform any debit/withdrawal transaction. To reactivate your account, you must visit your parent branch with an original valid identity document. Non-Resident Pakistani customers may request their respective parent branches from their registered email address. Account will be reactivated subject to the fulfilment of all regulatory requirements.

Unclaimed Deposits: In terms of Section 31 of Banking Companies Ordinance, 1962 all deposits which have not been operated during the period of last ten years, except deposits in the name of a minor or a Government or a court of law, are surrendered to State Bank of Pakistan (SBP) by the relevant banks, after meeting the conditions as per provisions of law. The surrendered deposits can be claimed through the respective banks. For further information, please contact your parent branch. You will have to fulfil all required regulatory requirements that the Bank might require to proceed further.

Closing this account: In order to close your account, please visit your branch along with your original valid identity document for account closure. The Bank shall perform mandatory requirements for account closure. Any products, services or facilities linked with your account shall automatically be cancelled/ deactivated subsequent to the account closure.

Expired Identity Document: Once your submitted ID document has reached its expiry, you shall be requested to submit a new valid ID document. In case a new valid ID is not submitted by the customer, the account shall be blocked by the Bank subsequent to serving one-month prior notice.

How can you get assistance or make a complaint?

Contact Information:
 Faysal Bank Limited Complaint Management Unit: 6th Floor, (East Wing) Faysal House, ST- 02, Shahrah-e-Faisal, Karachi. Pakistan.
 Helpline: +92 21 111 06 06 06
 Email: customercomplaint@faysalbank.com
 Website: www.faysalbank.com

If you are not satisfied with our response, you may contact:
 Banking Mohtasib Pakistan, 5th floor, Shaheen Complex, M.R. Kiyani Road, Karachi
 Email: info@bankingmohtasib.gov.pk Website: www.bankingmohtasib.gov.pk