

Key Fact Statement for Deposit Accounts

Telenor Microfinance Bank Limited,	Date	DD- MM-YYYY
Branch, City.	IMPORTANT: Read this document carefully if you are considering opening a new account. It is available in English and Urdu. 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.	

Account Types & Salient Features :

This information is accurate as of the date above. Services, fees and mark up rates may change on regular basis. (Services& fees rates are updated biannually and Markup can be changed on monthly basis). For updated fees/charges, you may visit our website or visit our branches.

Particulars	Conventional				
	Current	Savings	TDR Shajar	TDR Sukhchain	TDR Back loaded
Currency (PKR, US, EUR, etc.)	PKR	PKR	PKR	PKR	PKR
Minimum Balance for Account (if any, provide the amount)	To open	Nil	Nil	Nil	Nil
	To keep	-	-	-	-
Account Maintenance Fee (if any, provide the amount)	Rs. 100/-+FED	Rs. 100/-+FED	Nil	Nil	Nil
Is Profit Paid on account (Yes/No) <i>Subject to the applicable tax rate</i>	No	Yes	Yes	Yes	Yes
Indicative Profit Rate. (%)	Nil	5.50%	6.50%	6%	6.50%
Profit Payment Frequency (Daily, Monthly, Quarterly, Half yearly and yearly)	Nil	Monthly	Monthly	Monthly	1 Month, 3 Months,6 Months, 1 Year, 2 Years, 3 Years
Provide example: (On each Rs.1000, you can earn Rs on given periodicity)	Nil	Rs. 4.58/-	Rs. 5.42/-	Rs. 5/-	Rs. 5.42/-
Premature/ Early Encashment/Withdrawal Fee (If any, provide amount/rate)	Nil	Nil	2%		2.50%

Service Charges

IMPORTANT: This is a list of the main service charges for this account. It does not include all charges. You can find a full list at branches and on our website under the head "Schedule Of Charges." Please note that all bank charges are exclusive of applicable taxes.

Services	Modes	Conventional			
		Current	Savings	Shajar	Sukhchain
Cash Transaction	Intercity	Rs. 250/-	Rs. 250/-	-	-
	Intra-city	Free	Free	-	-
	Own ATM withdrawal	Free	Free	-	-
	Other Bank ATM	Rs. 18.75	Rs. 18.75	-	-
SMS Alerts	ADC/Digital	Free	Free	-	-
	Clearing	Free	Free	-	-
	For other transactions	Free	Free	-	-
Debit Cards	Classic ³	-	-	-	-
	Gold	-	-	-	-
	Premium	Rs. 500/-	Rs. 500/-	-	-
	Paypak	-	-	-	-
	Others	-	-	-	-
Cheque Book	Issuance	Rs. 250/-	Rs. 250/-	NA	NA
	Stop payment	Rs. 200/-	Rs. 200/-	NA	NA
	Loose cheque	Rs. 100/-	Rs. 100/-	NA	NA

Services	Modes	Conventional			
		Current	Savings	Shajar	Sukhchain
Remittance (Local)	Banker Cheque / Pay Order	Rs. 200/-	Rs. 200/-	NA	NA
Remittance Foreign	Foreign Demand Draft	NA	NA	-	-
	Wire Transfer	NA	NA	-	-
Statement of Account	Annual	Free	Free	-	-
	Half Yearly	Free	Free	-	-
	Duplicate	Rs. 35/-	Rs. 35/-	-	-
Fund Transfer	ADC/Digital Channels	Rs. 116/-	Rs. 116/-	NA	NA
	Others	-	-	-	-
Digital Banking	Internet Banking subscription (one-time & annual)	NA	NA	NA	NA
	Mobile Banking subscription (one-time & annual)	NA	NA	NA	NA
Clearing	Normal	Free	Free	NA	NA
	Intercity	Rs. 250/-	Rs. 250/-	NA	NA
	Same Day	Rs. 300/-	Rs. 300/-	NA	NA
Closure of Account	Customer request	Rs. 150/-	Nil	NA	NA

You Must Know

Requirements to open an account: To open the account you will need CNIC of the customer, BVS (Biometric verification) and relevant source of income document. Please ask us for more details.

Cheque Bounce: Dishonoring of cheques is subject to a criminal trial in Pakistan. Accordingly, you should be writing cheques with utmost prudence.

Safe Custody: Safe custody of access tools to your account like ATM cards, 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.

Record updating: Always keep profiles/records updated with the bank to avoid missing any significant communication. You can contact at 3737 to update your information.

What happens if you do not use this account for a long period? If your account remains inoperative for 12 months, it will be treated as dormant. If your account becomes dormant, you need to visit your parent branch for dormancy activation. The branch will require your CNIC and BVS along your transaction to remove dormancy.

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 3737.

Closing this account: In order to close your account, please visit your parent branch.

How can you get assistance or make a complaint?

Contact Information: Telenor Microfinance Bank Limited
Complaint Management Unit,
Nishat Head office 19-C, Main Khayaban-e-Nishat. Phase -6 DHA. Karachi
Tel : +92-(021 / 042 / 051)-111-003-737
Helpline:3737
Website: www.telenorbank.pk

If you are not satisfied with our response, you may contact :

State Bank of Pakistan

Director
Banking Conduct & Consumer Protection Department
I.I. Chundrigar Road, Karachi
Help Line No: +92 21 111 727 273
Fax No: +92 21 99221160
E-mail: cpd.helpdesk@sbp.org.pk

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT

Customer Name:		Date:	
Product Chosen:			
Mandate of account:	Single/Joint/Either or Survivor		
Address			
Contact No.:	Mobile No.	Email Address	
Customer Signature	Signature Verified		