

## KEY FACT STATEMENT FOR DEPOSIT PRODUCTS

Branch Name & Code: \_\_\_\_\_  
City: \_\_\_\_\_

Period: Jan - June 2021  
Date: \_\_\_\_\_

**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 above mentioned date. Services, fees and mark up rates may change on a bi-annual basis. For details of current fees/charges, you may visit our website or your nearest MCB Bank branch.

Particulars		MCB Roshan Digital Current Account	MCB Roshan Digital Foreign Currency Account
Currency		PKR	USD/GBP/EUR/CAD/JPY/AED/SAR/CNY/CHF
Minimum Balance	To Open	Zero	Zero
	To Keep	NIL	NIL
Account Maintenance Fee (Including Taxes)		Zero	Zero
Is Profit Paid on account		No	No
Indicative Profit Rate (%)		NA	NA
Profit Payment Frequency		NA	NA
Example		NA	NA
Premature/ Early Encashment/Withdrawal Fee		NA	NA
<b>Service Charges</b>			
<b>IMPORTANT:</b> This is a list of the main service charges for this account and does not include all charges. For the Bank's complete Schedule of Charges, please visit your nearest MCB Bank branch or the 'Quick Links' section of the Bank's.			
<b>Services</b>	<b>Modes</b>		
Cash Transaction	Intercity	Zero	Zero
	Intra-city	Zero	Zero
	Own ATM withdrawal	Zero	Zero
	Other Bank ATM (inclusive of FED)	Rs. 18.75	NA
SMS Alerts	ADC/Digital Channels	NA	
	Clearing		
	For other transactions		
Debit Cards	Visa Silver	Issuance: Zero Annual: Rs. 800	NA
	Visa Gold	Issuance: Zero Annual: Rs. 1,300	
	Visa Gold Plus	Issuance: Zero Annual: Rs. 1,450	
	Visa Platinum	Issuance: Zero Annual: Rs. 4,200	
Cheque Book	Issuance	Zero	Zero
	Stop payment	Up to Rs. 450/Cheque	Up to Rs. 450/Cheque
	Loose cheque	NA	NA
Local Remittance	Banker Cheque/Pay order	As per SOBC	NA

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<b>Foreign Remittance</b>	Foreign Demand Draft	As per SOBC	As per SOBC
	Wire Transfer	Zero	Zero
<b>Statement of Account (Inclusive of FED)</b>	Annual	Zero	Zero
	Half Yearly	Zero	Zero
	Duplicate	Zero	Zero
<b>Fund Transfer</b>	ADC/Digital Channels	Zero	Zero
	Others	Zero	Zero
<b>Digital Banking</b>	Internet Banking Subscription (One Time/Annual)	Zero	Zero
	Mobile Banking Subscription (One Time/Annual)	Zero	Zero
<b>Clearing</b>	Normal	Zero	Zero
	Intercity	Zero	Zero
	Same Day	As per SOBC	As per SOBC
<b>Closure of Account</b>	Customer Request	Zero	Zero

### 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 banks' internal policies. These may include providing documents and information to verify your identity. Such information may be required on a periodic basis. Please ask us for more details.

**Cheque Bounce:** Dishonoring of cheques is subject to a criminal trial in Pakistan w.r.t. 489-F of Criminal Procedure Court. 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. MCB Bank will never ask for your personal information (password, debit/credit card PIN) via call, SMS or email. Kindly do not disclose such details to anyone.

**Record updation:** Always keep profiles/records updated with the bank to avoid missing any significant communication. You can contact your MCB Bank Branch to update your information.

#### What happens if you do not use this account for a long period?

Accounts not operated within one year shall be classified as "Dormant Accounts" i.e. You will not be able to operate your account until it is reactivated. Deposits/Instruments, which remain inoperative for a period of 10 years, shall become unclaimed and will be surrendered to the State Bank of Pakistan (SBP) as per provisions of Section 31 of Banking Companies Ordinance (BCO), 1962. To reactive your account, please visit your branch.

**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 MCB Bank Branch or MCB Contact Centre 111-000-622.

**Closing this account:** In order to close your account, please visit your branch and fill the account closure form. Please surrender any unused Cheque Book(s) and/or Debit Card(s).

#### How can you get assistance or make a complaint?

MCB Bank Limited,  
Complaint Resolution Unit,  
20th Floor, MCB Tower,  
I.I. Chundrigar Road, Karachi  
Helpline: 111-000-622  
Email: info@mcb.com.pk  
Website: www.mcb.com.pk

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

For complaints which remain unresolved beyond 45 days, you may write to Banking Mohtasib Pakistan, Shaheen Complex, M.R. Kiyani Road, Karachi or visit [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk)

**Important note for the customer and the branch:** All new bank accounts must be accompanied by the duly filled below section. At the time of account opening, the duly signed KFS by the bank representative and the customer will be attached with

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT			
Customer Name:		Date:	
Product Chosen:			
Mandate of account:	Single/Joint/Survivor		
Address:			
Contact Number:		Mobile Number:	
Email Address:			
Customer Signature:		Signature Verified:	