HAR SAHULAT, AUR BHI BAA-SAHALAT

Being the Nation's Bank, we aim to cater to the needs of our customers and promise to bring convenient and innovative banking services. Introducing NBP Advanced Services, a suite of facilities that will provide you with hassle-free banking solutions, anytime, anywhere.

Through our vast network of more than 3400 branches across the country, you can now pay your taxes online, make transactions through SMS, pay utility bills via 1-LINE, and take out cash from conveniently placed ATM Points.

E-Payments

- SMS protests
- Complained Payments Request
- E-Payments

Pre-Scheduling of Tax Payments
Secured Banking of Risk Areas

ATM Points

Mobile Banking

- SMS
- Bank Statements
- Balance

Utility Bill Payments

- Pre-Scheduled Payment
- Automated Payment
- Master System

National Bank of Pakistan

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Feedback, Enquiries and Complaints
Telephone Number
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NBP Call Center
111-NBP-NBP (+92-21 11427427), 0800-11427

Terms & Conditions for account opening & operations

Title of Account
Account No.

Sharamakhuwaat, rahmat e jamana ne keda

The Fashion pleat Textile
Cable: 992-652-527
http://www.nbp.com.pk
A. General

1. These Terms and Conditions are for an Account opened by an Account Holder with National Bank of Pakistan (The Bank) and for services provided to the Account Holder by the Bank. The term ACCOUNT means “a Banking relationship” as per Section 5(b) & 7 of Banking Companies Ordinance and sections 25 and 26-A of the National Bank of Pakistan Ordinance 1949 & shall include any Rupee or Foreign Currency Account(s) opened and maintained by an Account Holder with the Bank. The term ACCOUNT HOLDER means a person, a partnership firm, an institution, a company, the Federal, Provincial or local Government or any of its divisions or agencies, a club or society etc. who or which maintain one or more Account with the Bank. The term BANK means all or any branches of NBP. The terms “Bank” and “Account Holder” shall include their respective successor-in-interest and legal assigns. The term “SCHEDULE OF BANK CHARGES” means the document which includes the prescribed fees, commission and charges applicable to, the Account and which shall form a part of these Terms and Conditions. The Schedule of Bank Charges may be modified or amended by the Bank from time to time at its sole discretion. The Schedule of Bank Charges is available at all the branches of the Bank. The term “SERVICES” means any service(s) that the Bank may provide from time to time in connection with or related to the Account. The term STATEMENT OF ACCOUNT means the periodic Statement of Account sent by the Bank to the Account Holder setting out details of transactions carried out and balances in the Account during the related period.

2. The relationship between the Bank and the Account Holder shall be governed by laws of Pakistan, any rules and regulations, circulars, directives, notifications, instructions etc. issued by any regulatory authority including the State Bank of Pakistan as well as these Terms and Conditions. The Account Holder agrees to be bound by the Terms and Conditions set out below and all laws & regulations applicable in Pakistan.

B. Account Types/Products

1. The Bank offers following types of Accounts which can be opened by individuals either singly or jointly, by sole-proprietorship/partnership firms (Registered/Unregistered), by companies (Private/Public), by Govt. Offices/Institution and by clubs, trusts, societies and associations etc. Products:
   - PLS Saving Products- PLS Saving Account, Foreign Currency- Saving, PLS Term Deposit, PLS Plus Term Deposit Certificate, Premium Saver, Premium Aamndi (Government Institutions/Limited Companies not eligible) PLS Special Notice TDRs, National Income Daily Account (NIDA), NBP Staff Account.
   - Forex Remittance

2. The deposits received by the Bank in a PLS saving will be used by the Bank in any manner the Bank considers appropriate.

3. Foreign Currency accounts are opened and maintained subject to local laws and regulations in force, from time to time, including foreign exchange control regulations and directives of State Bank of Pakistan and Government of Pakistan.

4. Withdrawals from a Foreign Currency Account shall be subject to the availability of the particular foreign currency with the Bank and in accordance with the prevailing directives of the State Bank of Pakistan and Government of Pakistan.
National Bank of Pakistan

5. The Account Holder acknowledges that the Bank shall not be liable for any currency exchange loss resulting from any transfer/movement of the balances from foreign currency to the Account Holder's Account in another currency.

6. Other than Premium Aamdani Certificate and Premium Saver Accounts, can be opened in Pak rupees as well as in foreign currencies viz: USS, GBP £, Euro and Japanese Yen ¥.

7. There is no restriction on withdrawal of amount and number of cheques from PLS Saving Account. In case of Premium Saver Account, a higher rate of profit on Bank's discretion will be paid to such account holders who maintain deposit up to Rs. 1,000,000/- while balance of Rs. 1,000,001/- & above will share profit at any rate determined for PLS Saving Account. Further, in Premium Saver Account, maximum two debit transactions in a month will be allowed free of charge. Profit at PLS Saving rate will be paid in case of more than two debit transactions, however incidental charges at prescribed rates may be recovered in case of more than two debit transactions.

8. Premium Aamdani Certificates will only be issued for a period of Five (05) years with minimum investment of Rs. 20,000/- Any additional amount in the lot of Rs. 5,000/- shall be accepted. If Premium Aamdani Certificate is encashed before 12 months profit at the rate of PLS Saving profit rate will be paid and excess profit paid will be adjusted from the principal. If NBP Premium Aamdani Certificate is encashed after 12 months but before end of 24 months, profit will be paid at the rate of 1st year rate. In case Premium Aamdani Certificate is encashed after 2 years but before 3 years, profit will be paid at the rate of 2nd year rate. In case Premium Aamdani Certificate is encashed after 36 months but before 4th year, the profit will be paid at the rate of 3rd year rate. In case Premium Aamdani Certificate is encashed after 48 months but before 5th year, the profit will be paid at the rate of 4th year rate.

9. The PLS term deposit are accepted in multiple of Rs. 1,000/- for a period of 3 months to 5 years. The PLS Term Deposit would be eligible for sharing profit and loss on the condition that they will not be withdrawn before maturity. If any depositor wishes to withdraw the fund after 3 months but before maturity, bank reserves the right to make payment of profit by adopting pre mature encashment procedure.

10. If PLS TDR holder opts, at the time of opening of account, for automatic renewal of the deposit at its maturity, it will be renewed automatically on same terms & conditions. However, if the Account Holder does not opt for the automatic renewal of the deposit, upon maturity of the deposit period, the Account Holder will cease to be eligible for sharing in the profit and loss at the term deposit rate. Instead, the deposit amount will be transferred to overdue PLS Term Deposits and the Account holder will be advised accordingly. Provided, however, if within a period of one month after the expiry date, the Account Holder requests for renewal of the deposit instrument, the PLS term deposit will be renewed for the desired period from the date immediately following the maturity date. In case the depositor fails to give renewal instructions within the said period the overdue deposit will be eligible for payment of profit at PLS Savings Account Rate. In the absence of reinvestment instructions, deposits placed in the Premium Aamdani Certificate product will be reinvested for the same period at the prevailing profit rate under information to the customer.

11. Zakat wherever applicable as per prevailing laws shall be deducted on valuation date duly notified by Government/SBP from accounts having balance in excess of the exempted limit as declared for that particular Zakat year. It is the responsibility of the Account Holder that declaration on prescribed Performa (CZ-50) for exemption of zakat deduction is duly registered & recorded with the Bank at least
one month prior to the zakat deduction date or as per applicable rules.

C. Opening an Account

1. The Account shall be subject to the applicable laws of the Islamic Republic of Pakistan and the prevailing rules, regulations and directives of the State Bank of Pakistan, as may be revised, from time to time.

2. Opening of an account is subject to fulfillment of all requirements including required documents and completion information there under, as prescribed by Bank.

The Bank reserves its right to refuse to open an Account if the requirements laid out in the Prudential Regulations, other instructions issued by SBP from time to time and Bank’s own policies are not met.

In the event, at any time, an Account is opened with incomplete/invalid documents or information, the Bank may, at its sole discretion, restrict the operation of such Account till such time that all the required information and/or documentation is provided to the Bank.

3. The Account Holder undertakes to provide all information and documents related to the Account and/or any other transactions with the Bank as and when required by the Bank.

If identity document (CNIC, NICOP etc.) of the applicant(s) or any other relevant document is found “defective or fake” by NADRA Verisyis during its verification process by the Bank, the Bank can refuse to open the account and/or can close the already opened account.

The Bank reserves the right to refuse to open an Account if the requirements laid out in the Prudential Regulations, other instructions issued by SBP from time to time and Bank’s own policies are not met.

4. Every Account shall be allotted a distinctive number, i.e. account number which is to be quoted in all correspondence with the Bank relating to the Account. Bank also reserves the right to change the allotted account numbers due to system migrations, etc.

5. Not more than one account of each category i.e. Current, PLS Saving, etc. may be opened in any one name in one and the same branch except joint account with any other individual(s) and account in the name of minor children in the capacity of Guardian.

7. The Bank shall endeavor to preserve the secrecy of the Account Holder, however, the Account Holder acknowledges that the Bank is subject to the anti-money laundering laws and regulations of Pakistan implemented and enforced by State Bank of Pakistan (SBP) from time to time and the internal policy of the Bank. The Account Holder agrees to provide any information requested by the Bank for the purpose of complying with any such laws, regulations and policy in respect of the Account and/or any transaction(s) carried out through the Account and/or any balances in the account and/or any banking services availed from the Bank. Further, the Account Holder authorizes the Bank to release such information to any authorized investigating government department/agency in Pakistan as may be required under any applicable law.

8. In terms of instructions contained in para 21 of State Bank of Pakistan’s Revised Anti Money Laundering, Government Accounts are not opened in the personal names of the government official(s). Any such account, which is to be operated by an officer of the Federal/Provincial/Local Government in his/her official capacity, shall be opened only on production of a special resolution/authority from the concerned administrative department duly endorsed by the Ministry of Finance or Finance Department of the concerned Provincial or Local Government.

The contents of the authority letter, apart from other information/instructions as deemed necessary by the concerned Govt. Office, shall contain the following mandatory information:

a. The letter shall be issued by the competent administrative authority of the concerned govt. office intending to open the account and shall be addressed to the Manager of the concerned NBP branch.

مراعتی قسمت یکی مانند زکوۃ کے ناکام پیدا کرنے والا عامل مسلم افراد کے لیے نیاز ہے کہ اس کے لیے زکوۃ کے نظرے سے یوقظ کیا جائے۔ اس کا اثر انداز ہے کہ اس کے لیے جانا جائے۔ یہ یقین کے ساتھ یقین کے ساتھ کیا جاتا ہے۔

ہمیشہ سے نیک ریاستی اور بہترین بانک کے لیے ہماری خدمات اور تجربہ کے ذریعے بہترین خدمات پیش کرتی ہے۔ کامیابی کے لیے ہماری لڑکیوں کے لیے وہ جانا جائے گا۔ ہمیشہ سے نیک ریاستی اور بہترین بانک کے لیے ہماری خدمات اور تجربہ کے ذریعے بہترین خدمات پیش کرتی ہے۔

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<th>Date</th>
<th>Time</th>
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<th>Event</th>
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<tr>
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<td>Thursday</td>
<td>Meeting</td>
<td>Board Room</td>
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<td>21st</td>
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<td>Monday</td>
<td>Training</td>
<td>Conference Hall</td>
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<td>28th</td>
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<td>Friday</td>
<td>Seminar</td>
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b. The letter shall contain a request from the concerned government office for opening an account with the concerned branch of NBP while also mentioning the purpose of opening the account.

c. The above said competent administrative authority shall authorize the official(s) of his/her office to open and operate the above said official account with NBP while appending following details of the authorized official(s):

i) Name of the authorized Official(s) as appearing in his/her/their CNICs.

ii) Designation & Grade of the official(s).

iii) Computerized National Identity Cards (CNIC) numbers of the authorized officials.

iv) Specimen Signatures of the authorized official(s).

The authorizing authority shall be superior to the authorized official(s) in designation/grade.

d. The letter shall be printed on Issuing Authority’s Letter head and shall contain his/her full name, designation, CNIC No. and Official stamp beneath his/her signatures.

e. The authority letter shall be got endorsed by the Govt. Office from Ministry of Finance (MOF) or concerned Finance department of Province/Local Govt. The endorsement shall also be signed by the competent authority of MOF or concerned finance department while appending his/her full name, designation, CNIC No. and official stamp.


a. Individual

The account holder agrees to provide true, accurate and complete information regarding FATCA. Subject to applicable local laws, Account Holder thereby consents for National Bank of Pakistan or any of its affiliates, subsidiaries (including branches) (collectively "the Bank") to share his/her information with domestic or overseas regulators or tax authorities where necessary/applicable to establish his/her tax liability in any jurisdiction. Where required by domestic or overseas regulators or tax authorities, Account holder consents and agrees that the Bank may withhold from his/her account(s) such amounts as may be required according to applicable laws, regulations and directives. Account holder also agrees and undertakes to notify the Bank within 30 calendar days if there is any change in any information which he/she has provided to the Bank.

b. Entity

The authorized persons/directors/chairman, on behalf of the Entity, understand that the FATCA information provided is being submitted to enable National Bank of Pakistan, its branches, affiliates, and/or subsidiaries (collectively "the Bank") to comply with its obligations under FATCA and hereby confirm the information provided therein is true, accurate and complete. The authorized persons/directors/chairman thereby consent for the Bank to share Entity’s required information with regulators or tax authorities, including relevant authorities as required under FATCA, where necessary/applicable to establish entity's tax liability in such jurisdiction(s) where required by regulators or tax authorities. The authorized persons/directors/chairman consent and agrees that, if applicable, the Bank may withhold from the account of the Entity such amounts as may be required according to applicable laws, regulations and directives. The authorized persons/directors/chairman also agree and undertake to notify the Bank within 30 calendar days if there is any change in any information of the Entity, which has been provided to the Bank.

D. Deposits

1. The Bank may accept cheques, drafts and other instruments payable or endorsed to the Account Holder for collection entirely at the Account Holder’s own risk. Un-cleared items though credited, shall not be drawn against, and if the same are allowed to be drawn against, the Bank shall have the right to debit the Account and recover from the Account Holder the value of any such instrument in the
In case of delay or loss in collection of cheques, the Bank will follow-up with the concerned for swift resolution.

2. Subject to the regulations of the State Bank of Pakistan, the Bank may prescribe initial deposit requirement for opening of PLS Saving Bank Accounts. No initial deposit would be required for opening of accounts by i) Mustahkeen of Zakat ii) Students iii) Employees of Government or Semi Government institutions for salary and pension purpose (including widows/children of deceased employees eligible for family pension/benevolent fund grant etc) and other similar type of accounts.

3. All deposits in the Account should be accompanied by complete pay-in-slip clearly showing the title, number of the Account to be credited, Contact No. & Signature of Depositor. The entry will be verified by the signature of two authorized officers of the Bank under the stamp of the Bank on the customer copy of the pay-in-slip. The Account Holder should satisfy himself before leaving the cash counter that the pay-in-slip customer copy is duly verified by two Bank officials.

4. In case of any incorrect entry in the pay-in-slip, the depositor shall fill in a fresh pay-in-slip with due corrections and the Bank shall accept only error free Pay in slips without any overwriting/cutting therein.

5. Every payment received for an Account in a currency other than that of such Account, will be converted by the Bank into the currency of such Account at the Bank’s prevailing rate of exchange, before the same is credited to such Account.

6. Call deposits, notice deposits and term deposits, being non-negotiable, are not transferable by endorsement or otherwise.

7. All cheques and other instruments should be crossed before they are deposited for crediting in the account.

8. In receiving cheques or other instruments for collection in the Account, the Bank acts only as collecting agent of the Customer and assumes no responsibility for the realization of such cheques/instruments.

9. The Bank may refuse to accept cheques/instruments drawn in favor of a third party crossed “Account Payee” or “Non-negotiable” or any other crossing restricting negotiation. Un-cleared cheques/instruments, though credited, shall not be drawn against by the Customer.

10. Without prior notice to Account holder/depositor, the Bank reserves the right to debit the Account for any cheque/instrument, if previously credited, in the event the proceeds thereof are not received by the Bank or even if proceeds have received, the drawee Bank/correspondent Bank subsequently claims the same from the Bank and returns the cheque/instrument unpaid for any reason.

11. The Bank utilizing the services of another bank or other banks for the purpose of carrying out or giving effect to any instructions of the Customer do so for the account and at the sole risk of the Customer. The Bank assumes no liability or responsibility should the instruction it transmits is not carried out by such bank(s) for any reason whatsoever, even if the Bank has itself chosen such bank(s).

12. The Bank shall not be responsible for the delay and/or loss in transit of any cheque/instrument, nor for any act, omission, neglect, loss of profit, default, failure or insolvency of any correspondent bank, agent or sub agent, or for any reason beyond the control of the Bank.

13. The Bank shall have the right to reverse or recover any amounts transferred through erroneous transactions in any of the accounts, from such accounts, without prior notice/intimation to the Customer. The Customer shall be liable to make good any loss accrued to the Bank through withdrawal of amounts erroneously credited to their accounts.
E. Foreign Currency Deposits

1. The Bank shall accept Foreign Currency cash deposits in US Dollars, Pound Sterling, Japanese Yen and Euro and/or such other currency that the State Bank of Pakistan may allow. A deposit in foreign currency accepted by the Bank is subject to regulations of the State Bank of Pakistan in force from time to time.

2. Proceeds of foreign currency cheque(s) deposited in the account, will be available for withdrawal from the Account only after the proceeds of the cheque(s) have been fully realized. In case the amount of cheques/instruments already realized and credited to the customer account is called back by the drawee Bank due to any reason, the same shall be debited to the customer account for refund to the drawee Bank. Further, the customer will have to refund the said amount along with charges, if any, if the proceeds withdrawn by him/her.

3. The Account Holder acknowledges that the rate of return on a Foreign Currency Savings Account is subject to fluctuation, as determined in accordance with State Bank of Pakistan’s directives. Any funds or profit thereon, shall only be payable in the currency of the Account. The Bank shall have no responsibility for any diminution due to taxes or depreciation in the value of funds in the account whether due to devaluation or fluctuation in exchange rate.

Each Foreign Currency transaction will be entered into by the Account Holder with full awareness that Foreign Currency transactions could involve foreign exchange risks for which the Bank shall not be held responsible.

The FEX rules and regulations, as and when promulgated by SBP, regarding the operations in foreign currency accounts shall be binding on all the concerned account holders.

F. Withdrawals

1. Withdrawals from the Account shall be made only in the currency of the Account by cheques or at the request of Account Holder in writing or by ATM.

2. Cheque(s) and other payment instructions should be signed as per specimen signature(s) provided to the Bank and any alterations, erasures or cancellations therein must be authenticated by the drawers full signature. While complying with any instructions of the account holder/depositor, the Bank shall only rely on the signature as provided/inscribed by the account holder/depositor on the Specimen Signature Card at the time of opening of the Bank account.

3. The Bank is not required to contact the Account Holder for confirmation each time a cheque drawn on the Account is presented whether at the counter of a branch of the Bank or through the clearing system for cheque(s).

4. Post-dated/stale and defective cheques shall not be paid.

5. The Bank reserves the right to refuse payment of any cheque drawn in contravention to the practice and law of banking or otherwise than in accordance with these Terms and Conditions.

6. The Customer shall ensure safe keeping of the cheque book and shall not allow access to the cheque book to any unauthorized person. In case of loss or theft of the cheque book or any cheque leaf, the customer shall promptly notify the numbers of such lost cheques to the concerned branch so that no payment is released against them. The Bank will not be liable for any loss or damage, if reported after the payment of such lost/misused cheques.
7. The Bank shall have the right to destroy personalized cheque books not collected by the Account Holder or her/his/their authorized representative, within two months of the request having been made by the account holder for the cheque book. The charges of the cheque book issuance shall be debited to the concerned account.

8. The Account Holder will keep cheque book provided by the Bank safely and securely at all times.

9. The Bank is authorized to release the name of the Account Holder and the Account Number to printers for the purpose of cheque book printing.

10. Payments involving large amounts of cash (in all currencies) will be made subject to availability of cash at the branch of the bank or only after the bank has made necessary arrangements for cash. The Bank may ask for reasonable time to make payments of such large amounts.

11. The Bank may accept stop payment instruction from the Customer if a cheque is reported lost or stolen, provided the necessary details of the lost/stolen cheque are given by the Customer to the Bank and the cheque is not already paid before receiving such instructions. Where the Customer verbally gives the stop payment instruction, he shall immediately send to the Bank written confirmation by facsimile or any other expeditious means. The Customer agrees to fully indemnify the Bank against any loss, damages, claims, demands, costs and expenses (including legal expenses) arising or incurred as a result of acting on the Customer's stop payment instruction.

G. Minor Account(s)

In respect of an account opened in the name of a minor, the Bank shall be entitled to act upon the instructions received from the guardian named in the Account Opening Form, irrespective of whether the minor account holder continues to be a minor or not unless the Bank receives written instructions from the guardian or a notice to the contrary from an appropriate authority.

H. Joint Account(s)

1. If the Account is opened in the names of two or more persons, the balance to the credit thereof at anytime shall belong to the Account Holders jointly. Such Account Holders shall be jointly and severally liable for all liabilities incurred on the Account against the services availed.

2. In case of a joint account to be operated by any of the account holders singly, the Bank may continue to allow operations of the account even on occurrence of death of a joint account holder, if the information of his death is not received by the Bank by NOTICE duly served to the Bank.

3. If prior to acting on instructions received from one signatory where the Account is operated with single authority, the Bank receives contradictory instructions from another signatory, the Bank will only act on the instructions of all the signatories jointly not withstanding that any relevantexisting mandate or instructions specify otherwise.

4. Separate CZ-50 is required to be submitted by each account holder in case they desire their account to be exempted from compulsory deduction of Zakat.

I. Charges and Expenses

1. The Account and services provided there against will be subject to applicable charges in accordance with Schedule of Bank charges as revised from time to time.

2. The Bank shall always be entitled for debiting the account without notice to the account holder for Zakat deduction (if applicable), withholding tax, stamp duty, excise duty, other levies of government departments and service charges etc. as per schedule of Bank charges.
3. The Bank is authorized to reverse any credit entries made in error and in case of withdrawal of such credit amount by the Account Holder, the same shall be returned to the Bank forthwith by the Account Holder. The Bank is also entitled to reverse debit entries made in error.

4. If, at anytime, the credit balance in the Account other than PLS Accounts falls below the minimum balance requirement, the Account Holder shall be liable to pay service charges as determined by the Bank from time to time and as specified in the Schedule of Bank charges. The service charge is calculated based on the average daily balance of the account for the month. The service charge for the minimum balance shall be charged on a pro-rata basis for a period of 30 days if the balance is below the minimum balance for more than 15 days.

5. The Bank may debit the Account Holder’s Account for any processing charges from time to time set by the Bank on satisfaction of such conditions as the Bank may from time to time specify.

6. All applicable Government taxes and levies shall be recovered from the customer as per laws and related directives/circulars etc. in force for the time being.

7. Moreover, the Bank shall also have a right to debit any one or more account(s) of the account holder(s)/customer(s) maintained with the Bank to adjust any and all of the outstanding liabilities of the account holder(s), customer(s) towards the Bank or any government authority, if so required/directed, from time to time.

J. Statement of Account

1. A Statement of Account in respect of the Account will be provided and sent to Account Holder having a closing balance equal to or exceeding Rs.10,000/- on six monthly basis within one month from the close of half-year, i.e., June 30 & December 31 by mail, at the Account Holders last known address on record of the Bank.

A Statement of Account will be provided and sent to Account Holder having a closing balance below Rs.10,000/- once in a calendar year within one month from the close of calendar year i.e. by 31st January.

In case an Account has become dormant as per the approved policy of the Bank, dispatch of statement of accounts will be stopped till such time the Account is reactivated or a new address is made available/obtained by the Bank.

Bank will charge for each duplicate/additional Statement of Account as per instructions of State Bank of Pakistan.

2. The Account Holder may notify any discrepancy in Statement of Account within 45 days from the date of issue, after which the Bank statement will be considered final and conclusive, for all purposes whatsoever. The Bank shall not be liable for any damages losses etc., consequent upon such error/adjustments.

3. The Account Holder must notify the Bank immediately in writing if any periodic statement is not received by the Account Holder within a reasonable time. In case the Account Holder requests the Bank for issuance of a Statement of Account via electronic mail, the same will be provided at the e-mail address provided at the entire risk and responsibility of the Account Holder and the Bank shall not be held liable or responsible in any way for any loss or damage resulting to the Account Holder on account of any delay, inaccurate transmission, or error. The Bank may at its discretion impose additional conditions before accepting requests for electronic mail of a Statement of Account.
4. Bank may correct erroneous and incorrect posting of entries and inform the account holder subsequently.

5. Apart from mandatory provision of statement of account (SOA), SOA may be provided by the Bank, subject to charges, as applicable under its schedule of Bank Charges, upon receipt of written request by the customer/account holder only.

K. Death of an Account Holder

In the event of death of an account holder the credit balance, in any account, in the name of an individual will be payable to the legal heirs of the deceased individual account holder against a valid succession certificate or indemnity bond along with other heirship documents as required by the law and if the account is in the name of two or more persons operated jointly, the credit balance will be payable to the legal heirs (as adjudged by the due process of law) of the deceased account holders along with the remaining account holder(s).

In case of operating instruction “Either or Survivor” in the event of death of either of account holder(s), the credit balance in the account will be payable to the surviving account holder(s).

L. Dormancy, Suspension and Closing of Account

1. The Account Holder may close any Account by giving written notice to the Bank. The Bank may however, at the instance of any Court or competent authority of the government may freeze or suspend (dealings) on the Account without prior notice to the Account Holder and without being liable for any breach of any duty it may owe to the Account Holder.

2. In case of death or bankruptcy, the Bank will stop all debit transactions except as allowed by SBP in the account immediately, after the receipt of official notice or as and when becoming aware of it from any other reliable source.

3. In case customer does not operate his account for 1 year the Bank will mark the account as Dormant/Inoperative under one month prior notice to the account holder and no debit transaction through Cheque/Debit ATM Card will be allowed, unless account holder has approached the Bank for restoration of its operations/reactivation of account.

4. No service Charges will be recovered on current account with status Dormant/Inoperative.

5. Debit transaction under the recovery of Loans, Markup, Bank Charges, Zakat deduction (if applicable), Government Duties or Levies, debit initiated in response to instructions issued under any law or by Court of Law will not be subject to debit withdrawal restriction.

6. The bank will activate dormant/inoperative account upon approaching of the account holder, a written request for activation, a copy of valid CNIC/SNIC of the account holder(s) should be provided to the bank.

7. In case either or survivor account, account can be activated on the written request of any one of them, subject to the condition that valid CNICs of all account holders are in the bank record or have been offered to the Bank.
8. On closure of an account, any unused cheque(s) relating to the account and locker key returned forthwith by the Account holder to the Bank. Alternatively, it must be confirm by account holder to the bank in writing that the unused cheque(s) have been destroyed.

9. The Bank in its sole discretion may also close those accounts which show Nil balance for last six months or any account which, in its opinion, is not satisfactorily operated, or for any other reason whatsoever, it shall not be incumbent on the Bank to disclose to the account holder/depositor the reason for doing so.

EXEMPTION OF DORMANT/INOPERATIVE ACCOUNT FOR PAK ARMY JCO’S/SOLDIERS ACCOUNT

1. One time relaxation to activate existing dormant/inoperative account of JCOs/Soldiers on the basis of formal request from the Commanding Officers/Authorized Pak Army official without physical presence of JCOs/Soldiers. However, the Bank shall obtain copy of their CNIC or download/retain on record Verisys copy from NADRA if copy of CNIC is already not available.

2. Extension of one year in addition to one year period defined in AML/CFT regulation for both dormant and inoperative accounts or JCOs/Soldiers.

M. Unclaimed Deposits

1. As per prevailing banking laws in Pakistan an account will become un-claimed if no transaction is made by the account holder in that account and no statement of account is requested or acknowledged by the account holder for a period of Ten (10) years except for a deposit in minor account or Government Account or a deposit by a Court of law.

2. In case of an account becoming un-claimed, the Bank will serve a notice as per directives of SBP in writing to the account holder at his last known address in Bank’s record for activating his account. Subsequent to the notice, in case of no response from the account holder/no operation in the account, the Bank, in terms of section 31 of Banking Companies Ordinance 1962 will surrender the Credit balance in the account to the State Bank of Pakistan as an "unclaimed deposit".

3. The customer however may approach the bank for refund of unclaimed deposits surrendered to SBP.

N. Return on Account(s)

1. Profit and loss will be distributed on half yearly basis. In case of closing of an Account, Profit and Loss for any broken period will be paid through Payment Order in favor of the Account Holder after the Bank declares the profit rates on half yearly basis. In case of premature encashment of term deposit, the profit will be paid through Payment Order in favour of the Account Holder after the Bank declares the Profit rates on half yearly basis.

2. Any rate of profit determined by the Bank shall be final and binding on the Account Holder. No Account Holder or any other person claiming under the Account Holder shall be entitled to question the basis of determination of such rate of profit. The Bank reserves the right to change the rate of profit without any prior notice or advice and such altered profit rate shall immediately thereafter be binding upon the Account Holder.
3. The profit on PLS term deposits/Premium Aamdani deposits determined by the Bank at the end of each half year on the basis of its net working result, shall be disbursed to the depositors through the account.

4. The holders of the Terms Deposit receipt/Premium Aamdani certificates must keep the receipt/certificates under lock and key. Any loss of receipt/certificates must be notified immediately to the issuing branch of the Bank.

5. In the event that a time/call deposit matures on a day other than a business day, then the Bank shall pay the deposit and/or the return thereon, as the case may be, on the next business day when the Bank is open for business.

O. Assignment/Transfer/Pledge

The Account Holder agrees not to assign, transfer or charge to any third party by way of security (other than NBP Branch where he maintains the account or any of NBP Branches) the amounts deposited to the credit of the Account without the consent of the Bank. The Bank shall not be bound by notice of any assignment or transfer or charge in favor of a third party by way of security as aforesaid. However, a Term Deposit Receipt (TDR) or Premium Aamdani Certificate may be pledged to a third party.

P. Hold Mail Instructions

1. The Bank may upon exercising an option by the Account Holder in AOF, provide a “Hold Mail” facility whereby the Bank shall retain for periodic collection by the Account Holder or his/her/its duly authorized agent, all communications or Statements of Account relating to the Account.

2. The Bank will hold all mail, addressed to the Account Holder for a maximum period of three months and such mail will be deemed to have been received by the Account Holder. The Bank is authorized to charge a fee as per schedule of Bank charges as revised from time to time for this service. Any such fee charged by the Bank may be debited by the Bank from the Account. If the Account Holder fails to collect any such mail within a period of three (3) months, the Bank is authorized to destroy the same at any time thereafter at the Account Holder’s sole risk and responsibility and in doing so the Bank shall be discharged from all responsibility or liability in respect thereof.

3. It is acknowledged that the request for the Hold Mail service is being made entirely for the account holder’s convenience and at his risk and responsibility and without any obligation on part of the Bank. The account holder would assume full responsibility for any loss, adverse consequences or liabilities arising in any manner whatsoever to him or to any third party and would keep the Bank indemnified against any claims, losses or consequences suffered in any way due to the Bank complying with his such request. Account holder further waives any and all claims against the Bank and its officers and employees, for any consequences arising as a result of any mail inadverently being dispatched to him/her in the ordinary course of business or the Bank communicating with him in an emergency situation as perceived by the Bank or for the purposes of serving or issuing any demand or notice to him by the Bank or otherwise to protect the interest of the Bank. For due diligence purposes, the Bank may send any mail/communication at customer’s given address even if hold mail intimation instructions have been provided.
Q. Standing Order(s)/Instruction(s)

1. The Account Holder shall maintain sufficient balance in the Account(s) to enable the Bank to meet any “Standing order(s)” as may be given to the Bank by the Account Holder from time to time.

2. The Bank reserves the right, on the date of affecting such Standing Order(s) as may be given to the Bank by the Account Holder from time to time, to determine the priority of such Standing Order(s) against cheques presented for collection to the Bank, or any other existing arrangement made with the Bank.

3. In case the Account has insufficient funds to meet Standing Orders as may be given to the Bank by the Account Holder from time to time, such Standing Orders so passed shall be treated as null and void.

4. Standing Order(s) that may be given to the Bank from time to time shall remain in effect notwithstanding the death or bankruptcy of the Account Holder, until notice of such death or bankruptcy is given to the Bank, in a manner acceptable to the Bank. Amendments to such Standing Order(s) as may be given to the Bank from time to time by the Account Holder must reach the Bank at least one week before the next successive payment is due.

5. The Bank shall levy a charge as per Schedule of Bank Charges for affecting any amendments to the Standing Order(s) given by the Account Holder to the Bank from time to time, as well as for each new Standing Order. The Bank may also levy as per schedule of Bank charges, a charge for each Standing Order not affected by the Bank due to insufficient funds in the Account of the Account Holder.

6. The charges levied in respect of standing orders shall be additional to any cost, incidental postage and or stamp duty which may be paid by the Bank with respect to each Standing Order payment effected by the Bank.

7. The Customer agrees to fully indemnify the Bank against any loss, damages, claims, demands, costs and expenses (including legal expenses) arising or incurred as a result of acting on the Customer’s standing orders.

R. Stop Payment Instructions

Should an Account Holder desire to stop payment of a cheque, complete instructions fully identifying the cheque, including without prejudice to the generality of the foregoing information: (i) the Cheque Number, (ii) Date, (iii) Payee’s Name, and (iv) Amount, should be sent in writing to the Bank. Stop Payment instructions received other than in writing will not be binding on the Bank. The Account Holder will complete any further documentation required by the Bank in connection with the stop payment instructions. The Bank may levy service charges as per schedule of Bank charges for each stop payment request.

S. Transfer of Funds

1. The Bank shall follow any requests for transfer of funds as may be made by the Account Holder to the Bank from time to time only if sufficient funds for the purpose are available in the Account.

2. The Bank shall comply with any requests of the account holder for transfer funds, subject to compliance with all laws & regulations of the Government of Pakistan or the State Bank of Pakistan, as may be in force from time to time in respect of the transferability of funds.
3. The Account Holder agrees to indemnify the Bank, and to hold the Bank harmless against any loss suffered by or any claims made against the Bank, as a consequence of a bonafide compliance by the Bank of Account Holder’s request to transfer funds.

T. SMS Alert Facility

1. The Customer hereby subscribes to the SMS Alert Facility ("SMS Alert Facility") of the Bank whereby the Customer shall receive short messaging service alerts ("SMS Service") on the Customer’s Authorized Mobile Number in the form of customized messages. The Customer shall not be able to undertake any transaction through the SMS Alert Facility. The SMS alerts shall only be sent to the mobile phone number which has been specifically provided by the Customer for the purposes of these clauses (Authorized Mobile Number*).

2. The SMS alerts will be available to the Customer only if the Customer is within the cellular service range of the particular cellular service provider of the Customer.

3. If the Customer suspects that there is an error in the information contained in the SMS alert sent to him, he/she shall inform the same to the Bank/Branch as soon as possible and the Bank/Branch shall endeavor to correct the error, wherever possible on a best effort basis.

4. The Customer agrees that SMS Alert Facility provided to the Customer is an additional facility for his/her convenience and is susceptible to delay, error, omission and/or inaccuracy. The Customer shall not hold the Bank liable for any loss, damages etc. that may be incurred/suffered by the Customer on account of the SMS Alert Facility.

5. The Bank shall not be liable for any unauthorized use/access to the information and or SMS alerts sent by the Bank to the Mobile Phone Number of the Customer or for the fraudulent duplicate or erroneous use/misuse of such information by any third person.

6. Notwithstanding the above, it is clarified that even though the Customer has hereby subscribed to the SMS Alert Facility the Bank is under no obligation to send SMS alerts to the Customer. Furthermore, the Bank reserves the right to send the SMS alerts to only those Customers who are availing the services of a specific cellular services provider.

7. The Customer hereby authorizes the Bank to send promotional messages including the products of the Bank, greetings or any other messages the Bank may choose to send from time to time. The Customer agrees, unconditionally and irrevocably that such messages/calls made by the Bank or its agents will not be considered as a breach of privacy.

8. The Customer acknowledges and accepts that the SMS Services being provided are dependent on the infrastructure, connectivity and services being provided by the cellular service provider and that the timeliness and accuracy of the information sent by the Bank will depend on factors affecting the network. The Bank shall not under any circumstances be liable for non-delivery of information nor for error, loss or distortion in the transmission of information to the Customer.

9. The SMS Services being provided by the Bank in relation to mobile phone banking facility may be temporarily suspended at any time for the purpose of carrying out repair and maintenance work in respect thereof, such suspension may also be carried out with respect of any security procedure required to be followed by the Bank.
10. The Customer acknowledges that the SMS Services of the Bank will be implemented in different phases and that the bank may decide to add certain facilities in addition to the services already provided. Conversely, the bank may in its absolute discretion decide to cancel or remove any part of or the entire services being provided to the customer, at any time without prior notice in respect thereof.

11. The SMS Alert Facility being offered by the Bank shall be subject to charges as provided in the Schedule of Charges ("SOC") of the Bank, which may be revised from time to time and communicated through revised/latest SOC. Further, the Customer shall be liable for payment of SMS Alert Facility in connection with receiving the Alerts. In the event that the Customer is required to make any payment in connection with the use of services, the Bank shall have the right to debit the Customer’s Account(s) with the Bank. However, in case neither the Customer pays the charges nor sufficient balance available in his/her account, the Bank reserves the right to suspend the SMS Alert Facility without any prior notice.

12. The Customer shall be solely responsible for intimating to the Bank for any change in the phone number. In case the Customer changes his Authorized Mobile Number and does not inform the Bank, the Bank will continue to send SMS alerts at the Authorized Mobile Number provided by the Customer till any contrary instructions are received.

13. The Customer acknowledges that only one mobile number can be registered only against an account.

U. E-Statement

1. The E-Statement will be sent by the bank electronically to the assigned email address provided by the Accountholder at the sole risk and responsibility of the Accountholder.

2. The Accountholder shall advise the Bank in writing, in case of change in the email address or if he does not want the statement of account to be sent by email.

3. The Accountholder agrees and accepts that transmission lines are not encrypted and that email is not a secure means of transmission and is susceptible to viruses, errors, fraud, misuse, hacking, unauthorized/illegal interception, alteration, manipulation or access by any third party, or unauthorized usage thereof, and the Bank shall not be responsible or liable for the same.

4. The Bank shall not be responsible or liable for any breach of secrecy or confidentiality in any manner and for any reason whatsoever if contents of the E-Statement or email address becomes known to or accessed by any third party.

5. The Accountholder shall not disclose the password to any third party and the use and storage of account information, transactions details and any other information contained in the E-Statement shall be the sole responsibility of the Accountholder.

6. The Accountholder shall use the E-Statement for his personal information and record and he shall not use or print and submit it for any legal requirement or to any visa granting authorities or educational institutions within or outside the country. If needed, the Accountholder may request the Bank to provide him computer generated hard copy of the Statement of Account.

7. In case of Corporate account holders, it shall be the responsibility of the Accountholder to ensure that the E-Statement shall be under the custody of authorized/designated employee(s)/director/partners of the company/firm. The Bank shall not be responsible or liable for any unauthorized or misuse of the E-Statement or any alteration/manifestation therein.
9. The Accountholder shall indemnify the Bank for any claim, loss, damage or legal action arising out of or as a result of transmission of the E-Statement, or for any access, misuse or fraudulent use thereof by any third party.

10. The Bank may amend or alter these terms and conditions at any time which will be displayed at the Bank's website or advised by email notification and thereupon the same shall apply and be binding on the Accountholder.

11. To comply with SBP's directives kindly provides us on priority basis, an attested copy of your CNIC and also of your joint accountholders (if applicable) in case the same has not been provided earlier.

V. Internet Banking

1. The customer has an obligation to maintain secrecy in regard to Username & Password registered with the Bank. The bank presupposes that login using valid Username and Password is a valid session initiated by none other than the customer.

2. The customer will not attempt or permit others to attempt accessing the 'NBP Internet Banking Services' through any unlawful means.

3. The customer should keep his/her User ID and password strictly confidential and should not divulge the same to any other person. Any loss sustained by the customer due to non-compliance of this condition will be at his/her own risk and responsibility and the Bank will not be liable for the same in any manner.

4. The customer is free to choose a password of his/her own for NBP internet Banking Services following the basic password requirements. As a precaution, a password that is generic in nature, guessable or inferable personal data such as name, telephone number, driving license, date of birth etc. is best avoided. Similarly, it is a good practice to commit the password to memory rather than writing it down somewhere.

5. The Bank shall not be responsible for any delay, incomplete, improper or non-delivery of E-Statement for any reason whatsoever, including but not limited to telecommunication network failure or any other reason beyond the control of the Bank.

W. Mobile Banking

1. The Customer irrevocably authorizes the Bank to debit his/her Bank Accounts which have been prescribed by him/her at the time of registration for all transactions/services undertaken using mobile banking.

2. The Customer agrees that he/she is aware and accepts that mobile banking services offered by the Bank will enable him/her to execute any financial transaction using mobile phone within the limits prescribed by the Bank.

3. The Customer agrees that the Facility entitles him/her to use only a mobile phone registered in his/her name with the Mobile Service Provider and undertakes to use the facility only through the registered mobile number which has been used for registration of the facility.
4. The Bank reserves the rights to offer the Facility to only those Customers who are availing service of a specific Mobile Service Provider.

5. The Customer shall be required to acquaint himself with the process for using the Facility and the Bank shall not be responsible for any error made by the Customer while using the facility.

6. The Bank reserves the right to decide what services may be offered, making additions to or changes in the services offered under the Facility at its sole discretion. The Customer acknowledge and agrees that the Bank may, in its sole and absolute discretion, without notice and from time to time add to, vary, alter, suspend or remove any part of or all of the Mobile Banking, or any function or feature of Mobile Banking, without giving any reason and without incurring any liability.

7. The instructions of the Customer shall be effected only after authentication of the Customer by verification of his/her USER ID and PIN or through any other mode of verification as may be stipulated at the discretion of the Bank.

8. It shall be the endeavor of the Bank to carry out the instructions received from the Customers promptly. However, the Bank shall not be responsible for delay/failure in carrying out the instructions due to any reasons whatsoever including failure of operational system or due to any requirement of law. The Customer expressly authorizes the Bank to access his/her Account information required for offering the services under the facility and also to share the information regarding his/her Accounts with the service provider/third party as may be required to provide the services under the facility.

9. The transactional details will be recorded by the Bank and these records will be regarded as conclusive proof of the authenticity and accuracy of transactions.

10. The Customer understands that the Bank may send rejection or cannot process the request messages for the service request(s) sent by the Customer which could not be executed for any reason.

11. The Bank shall make all reasonable efforts to ensure that the Customer information is kept confidential. However, the Bank shall not be responsible for any inadvertent divulgence or leakage of confidential Customer information for reasons beyond the control of the Bank.

12. The Customer expressly authorizes the Bank to carry out all requests/transactions purporting to have been received from his/her mobile phone and authenticated with his/her PIN without having to verify the authenticity of every request/transaction.

13. In the case of payment facilities like bill payment, the Customer shall be deemed to have expressly authorized the Bank to make the payment when a request is received from him/her.

14. It is the responsibility of the Customer to advise the Bank in writing of any change in his/her mobile number, mobile network, loss/theft of mobile phone/SIM, misuse or unauthorized use of his/her mobile phone, by contacting the Bank at the first possible instance at designated Help Line or the Account maintaining Branch.

15. It is the responsibility of the Customer to ensure the correctness of the information supplied by him/her to the Bank through the use of the Facility or any other method. In case of any discrepancy in this information, the Customer understands that the Bank will not be in any way responsible for action taken based on the information. The Customer may, in certain cases, request the Bank to stop the transfer or transact by calling the designated helpline of the Bank. The Bank shall comply with the request only where it is operationally possible to do so and this shall vary from case to case. The Bank shall, at its sole discretion, decide whether it is possible to stop a transaction or transfer. The Customer shall agree to hold harmless and indemnify the Bank against any loss, costs, claims, damages, expenses, liabilities or proceedings, which the Bank may incur or suffer as a result of acting upon or delaying to act upon or refraining from acting upon the aforesaid stop payment instructions.
16. If the Customer notices an incorrect, erroneous or unauthorized transfer of funds using the Mobile Banking, whether on receipt of the periodic statement or otherwise or any other omission, the Customer must immediately inform the Bank at the designated helpline or the Account maintaining Branch.

17. The Bank and the Mobile Service Provider will conduct an investigation and report there findings to the Customer and correct any error, if so required.

18. The Customer can request for termination of the Facility by contacting the Bank. Notwithstanding the termination of the said facility, the Customer shall remain accountable for all the transactions made prior to confirmation of any such cancellation request on the Customer's Account.

19. The Bank may, at its discretion, withdraw temporarily or terminate the Facility, either wholly or in part, at any time without giving prior notice to the Customer. The Facility may be suspended for any maintenance or repair work or in case of any emergency or for security reasons. The Bank shall endeavor to give a reasonable notice for withdrawal or termination of the facility but shall not be responsible if such an action has to be taken for reasons of security or emergency.

20. The Bank may also terminate or suspend the services under the Facility without prior notice if the Customer has violated the terms and a condition laid down by the Bank or the death of the Customer is brought to the notice of the Bank.

21. The Services being offered by the Bank shall be subject to charges as provided in the Schedule of Charges (SOC) of the Bank, which may be revised from time to time and communicated through revised/latest SOC. Further, the Customer shall be liable for payment of aforementioned services and/or such airtime or other charges which may be levied by the Telco or the Bank in connection with receiving the Alerts. In the event that the Customer is required to make any payment in connection with the use of the Services, the Bank shall have the right to debit the Customer's Account(s) with the Bank. However, in case neither the customer pays the charges nor sufficient balance available in his/her account, the Bank reserves the right to suspend the Services without any prior notice.

22. The Bank for its employee/contractual staff will not be liable for: (a) any unauthorized use of the Customer’s PIN or (b) mobile phone number/instrument or unauthorized access for any fraudulent, duplicate or erroneous instructions given by use of the same; (c) acting in good faith on any instructions received by the Bank; (d) error, default, delay or inability of the Bank to act on all or any of the instructions; (e) loss of any information/instructions/Alerts in transmission; (f) unauthorized access by any other person to any information/instructions given by the Customer or breach of confidentiality.

23. The Bank shall not be concerned with and will not be held liable for any dispute that may arise between the Customer and the MSP and makes no representation or gives no warranty with respect to the quality of the service provided by the MSP or guarantee for timely delivery of the contents of each Alert.
24. The Customer accepts that all Information/Instructions will be transmitted to and/or stored at various locations and accessed by personnel of the Bank (and its affiliates). The Bank is authorized to provide any information or details relating to the Customer or his Account(s) to the MSPs or any other service providers so far as is necessary to give effect to any instructions.

25. The Customer hereby, agrees to abide by, without need of notice and express consent, any and all future modifications, innovations, amendments or alterations to these terms and conditions made by the Bank from time to time.

26. This terms and conditions shall be governed and construed in accordance with the laws of Pakistan whose courts shall be courts of competent jurisdiction.

27. The Customer accepts that the Bank shall not be responsible for any errors which may occur in spite of the steps taken by the Bank to ensure the accuracy of the information and the Customer shall not have any claim against the Bank in an event of any loss/damage suffered by the Customer as a consequence of an inaccurate information provided by the Bank.

28. The Customer will be responsible for all transactions made through the use of his/her mobile phone, SIM card and PIN, regardless of whether or not such transactions are in fact entered into or authorized by him/her, and any financial loss/charges thus incurred will be payable by the Customer.

29. The Customer shall take all steps possible to ensure that his/her mobile phone is not shared with anyone and shall report any misuse/loss of the mobile phone or SIM card immediately.

30. The Customer shall keep the PINs confidential and will not disclose these to any other person or will not record them in a way that would compromise the security of the services.

31. It will be the responsibility of the Customer to notify the Bank immediately if he/she suspects misuse of the PIN. He/she will also immediately initiate the necessary steps to change his/her PIN.

32. The Customer shall keep himself/herself updated with regard to any information/modification relating to the services offered under the facility, including the limits and frequency of permitted transactions, which would be publicized on the websites and at the branches. The Bank shall not be responsible if the Customer fails to do so.

33. The Customer shall be liable for all loss if he/she has breached the Terms and Conditions contained herein or contributed or caused the loss by negligent actions or a failure on his/her part to advise the Bank within a reasonable time about any unauthorized access to the Account.

X1. Amendments

1. The Bank may from time to time and at any time revise and/or change any of the Terms and Conditions including the charges leviable in respect of the services provided against the account. Such changes shall be effective from the date specified by the Bank of such modification. Except as otherwise provided herein, such changes will either be notified to an Account Holder through mail or by affixing a notice to that effect for fifteen days at a conspicuous place within the premises of the Bank’s concerned branches.

2. The Bank reserves the right at any time and after due notice to the account holder to:
   i) Change the fees for the use of the services.
   ii) Add, withdraw or change the type of services, or
iii) Vary the frequency and manner of use of the Services, the withdrawal limits, operating norms and transaction types etc.

X2. Notice

All correspondence, notices or demands by the Bank shall be deemed to have been validity affected or sent if served to the Account Holder personally or delivered or sent by fax or, registered mail/courier to the Account Holders last known address in accordance with the Bank’s record. Further, it shall deemed to be duly delivered to the account holder on the actual date of delivery where personally received by the account holder or within three days of dispatch where sent by registered mail/courier or on next day of dispatch where sent by courier service. In the case of communication sent by SWIFT or facsimile transmission, such communication shall be deemed to be effected on the date the SWIFT or facsimile transmission was actually sent.

X3. Change of Particulars

The Account Holder shall notify the Bank immediately in the event of any change in the particulars of the Account for example mailing address, contact information, change of profession, change in source of income etc. Until such change of particulars has been notified in writing to the Bank and acknowledged by the Bank, the Bank shall rely on the existing information of the Account Holder.

Y. Miscellaneous

1. The Bank may at its sole discretion and from time to time implement new security identification and verification procedures for an Account Holder to access his/her/its Account activity.

2. On the request of an account holder or at the instance of the Bank after due notice to the account holder, an account may be transferred from one branch of the Bank to another branch free of charge, without affecting the profit accruing position of the account as the concerning accumulated products of credit balances in such accounts for unaccounted period would also be transferred to the receiving branch along with the credit balance on the date of transfer.

3. Any complaint or claim against the Bank must be lodged in Pakistan and with the concerned branch of the Bank or as per procedures prescribed by the Banking Mohtasib and/or SBP.

4. Any special features of a newly introduced product of the Bank would not apply generally to any and all Accounts and or Facilities or Services of the Bank and the Account Holder shall not legally or commercially bind the Bank to extend the same to the Account Holders existing Account. The special features of a newly introduced product of the Bank shall be treated as a part of the terms and conditions of that particular product only.

5. Notwithstanding anything contained herein above, the Account Holder will irrevocably and unconditionally, at all times, comply with and be bound and governed by all such other terms and conditions of the Bank which have been prescribed in accordance with directives of State Bank of Pakistan under the laws of the Islamic Republic of Pakistan in respect of opening, maintaining & operations of an account with the Bank.

6. In respect of Account Opened in the name of minors, the Bank shall be entitled to act on instructions received from the guardian named on the Account Opening Form, till the minor’s attaining the age of majority.

7. Interpretation of terms and conditions mentioned in account opening form will be considered final and binding, however, in case of any dispute, matter will be referred to State Bank of Pakistan and their decision will be final and binding in that case.
8. The Accountholder agrees and accepts that any change in their address/contact details/employment and business details or constitution of the account holder/depositor should be immediately communicated in writing to the Bank. The post office and other agents for delivery shall be considered agents of the account holder(s)/depositor(s) for delivery of letters, remittances etc. No responsibility shall be accepted by the Bank for any delay, non-delivery, etc. in case of the incorrect/irrelevant address.

9. The Customer undertakes to abide by all applicable laws, rules and regulations in order to prevent money laundering.

Z. Visually Impaired/Blind Persons

1. A Visually Impaired or a Blind Person (literate or illiterate) may open a regular PKR/FC savings account; they are also eligible to open all other type of accounts including term deposits, Premium Amdami Certificate and Plus Term Deposit Certificate either “Single” or “Joint” with any other person. For opening of a Joint Account, there is no restriction with regard to selection of person(s) as joint account holder(s) as visually impaired/blind person may select person(s) who himself/is/themselves are visually impaired/blind. A Visually Impaired or a Blind Person is also eligible to open an Asaan Account. Minimum set of documentations as applicable to given accounts will also be applicable in case of visually impaired/blind person.

2. In order to protect visually impaired/blind person from risks involved in operations and usage of product/services being offered, a visually impaired/blind person require to offer Undertakings (Annexure A or Annexure B and/or Annexure C), to meet specific requirements of such accounts.

3. An illiterate Visually Impaired/Blind Person will be required to offer both right and left hand thumb impressions (duly witnessed and attested by the Branch Operations Manager or authorized bank officer) on the account opening form and upon the specimen signatures card.

4. The Illiterate Visually Impaired/Blind Person shall be allowed to operate bank account personally in the presence of a witness. In absence of any witness, it should be advised to him/her that the bank will not be held responsible for any losses, claims, demands and consequences that may arise out of operation in the absence of witness, as per undertaking to be obtained. The Branch will record the presence of the witness on the cheque/deposit-slip, as the case may be.

5. In case of illiterate visually impaired/blind person, the following restriction in account operations will impose;

- Physical presence for cash withdrawal preferably in the presence of a witness.
- Self withdrawal only
- Self cheque book requisition and its collection
- Cheques cannot be drawn in favor of any third party for payment over the counter or through clearing, etc.
- Not eligibility for issuance of ATM Cash Card or Credit/Debit cards
- Not eligible for internet banking
- Physical presence for issuance of battling instrument or for online fund transfer transaction
6. In case of a literate visually impaired/blind person, the condition of presence of witness is not required after providing duly witnessed undertaking.

7. On the basis of undertaking there will be no restriction as prescribed for illiterate visually impaired/blind person. The literate visually impaired/blind person is therefore allowed to:

- No restriction in respect of operations of account to self-withdrawal only
- Cheque book requisition and its collection as per usual procedure prescribed for account holders
- Use cheques as is being used by other accountholder.
- Honor the cheques issued in favor of third party(ies)
- Eligibility for issuance of ATM Cash Card or Credit/Debit cards
- Eligible for Internet banking
- Allow to get banking instruments issued through transfers from the account
- Allow to undertake transfer of fund/online transaction in the account.

8. The visually impaired/blind account holder, if desires, is allowed to appoint a person/persons as “Mandatee or Mandate Holder”, to operate his/her bank account. This appointment will be duly witnessed by a person known to the concerned visually impaired person in the presence of the Branch Manager/Branch Operations Manager or any other official nominated by the Branch Manager or Branch Operations Manager, for the given purpose.

9. The visually impaired/blind accountholder is entitled to avail branchless (mobile) banking facility, after its availability for any other category of account holders. The facility of Internet banking will only be provided to literate visually impaired/blind account holders. Visually impaired or blind account holders will come personally for updating of Records/Status of Account/Hold Mail or any standing instruction regarding Account Operations.

10. In the event of death of visually impaired/blind account holder operating singly, the account operations will immediately be ceased and the entire credit balance will be paid to the legal heirs of the deceased account holder, after observance of procedure as prescribed for account holders. In the event of death of any joint account holder, the account operations will be ceased and the entire credit balance will be paid to surviving accountholder(s). The surviving visually impaired/blind person will be allowed to open a fresh account under the policy either single or joint with any other person(s) of his/her choice.

11. Only visually impaired/blind persons are entitled for NBP ATM Cash Card provided they have offered undertaking.

صفحہ جانبی اور اپنے پیپ اسحق کے ساتھ اپنے چارہ کی اپنی اپنی اکاؤنٹ کی اپنی کریڈٹ کا اپنی ڈیٹس کے ساتھ عام کریں۔
ACCEPTANCE OF TERMS & CONDITIONS BY ACCOUNT HOLDER(S)

The Customer acknowledges by signing/impressing thumb impression on the Account Opening Form that he/she has read/or have read out to him/her and understood and agrees to be bound by these Terms and Conditions. Interpretation of these Terms and Conditions by the Bank will be considered final and binding. However, in case of any dispute, matter will be referred to SBP and the decision of the SBP will be final and binding.

Name: ___________________________ Signature: ___________________________

Name: ___________________________ Signature: ___________________________

Name: ___________________________ Signature: ___________________________

Note: Shaded portions may be crossed out. Any blank portions must be filled in.