

## KEY FACT STATEMENT FOR DEPOSIT PRODUCTS

**IMPORTANT:** 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 Pensioners Current Account	MCB Pensioners Savings Account	MCB Senior Citizens Current Account	MCB Senior Citizens Savings Account
Currency		PKR			
Minimum Balance	To Open	Rs. 1000			
	To Keep	Nil			
Account Maintenance Fee (Including Taxes)		Zero			
Is Profit Paid on account		No	Yes	No	Yes
Indicative Profit Rate (%)		NA	As per Bank's Rate Sheet	NA	As per Bank's Rate Sheet
Profit Payment Frequency		NA	Monthly	NA	Monthly
Example		NA	If the indicative profit rate is 15%, on each Rs. 1,000, the customer can earn a gross profit of Rs. 12.5/Month		If the indicative profit rate is 15%, on each Rs. 1,000, the customer can earn a gross profit of Rs. 12.5/Month
Premature/ Early Encashment/ Withdrawal Fee		NA			
<div>Service Charges</div> <p><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 corporate website (<a href="http://www.mcb.com.pk">www.mcb.com.pk</a>). Please note that all bank charges are exclusive of applicable taxes.</p>					
Services	Modes				
Cash Transaction	Intercity	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
	Intra-city	Zero			
	Own ATM withdrawal	Zero			
	Other Bank ATM (inclusive of FED)	Rs. 23.44			
SMS Alerts	Alternate Delivery Channels/Digital Channels	Zero			
	Clearing	Rs. 140 / Month			
	For other transactions				

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Debit Cards	PayPak Classic	Rs. 1,350			
	PayPak Gold	Rs. 1,700			
	Master Card Classic	Rs. 1,600			
	Visa Silver	Rs. 800			
	Visa Gold Local	NA			
	Visa Gold	NA			
	Visa Gold Plus	Rs. 1,200			
	Visa Platinum	Rs. 7,000			
Cheque Book	Issuance	Rs. 6 / Leaf	Rs. 9.5 / Leaf	Rs. 6 / Leaf	Rs. 9.5 / Leaf
	Stop payment	Up to Rs. 450 / cheque			
	Loose cheque	NA			
Local Remittance	Banker Cheque/Pay order	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
Foreign Remittance	Foreign Demand Draft	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
	Wire Transfer	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
Statement of Account (Including FED)	Annual	Zero			
	Half Yearly	Zero			
	Duplicate	Rs. 35			
Fund Transfer	Alternate Delivery Channels/Digital Channels	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
	Others	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
Digital Banking	Internet Banking Subscription (One Time/Annual)	Zero			
	Mobile Banking Subscription (One Time/Annual)	Zero			
Clearing	Normal	Zero			
	Intercity	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
	Same Day	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
Closure of Account	Customer Request	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.

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**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](mailto:info@mcb.com.pk)  
Website: [www.mcb.com.pk](http://www.mcb.com.pk)

**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 the account opening form and a duplicate copy of the complete account opening form and KFS will be provided to the customer for their record and information.

**I have read and understood the information provided above**