

KEY FACT STATEMENT FOR DEPOSIT PRODUCTS

Branch Name & Code: _____
City: _____

Period: July - December, 2024
Date: _____

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 Works Basic	MCB Works Classic	MCB Works Classic Plus	MCB Works Premium
Currency		PKR			
Minimum Balance	To Open	NIL	NIL	NIL	NIL
	To Keep	NIL	NIL	NIL	NIL
Account Maintenance Fee (Including Taxes)		Zero			
Is Profit Paid on account		No			
Indicative Profit Rate (%)		NA			
Profit Payment Frequency		NA			
Example		NA			
Premature/ Early Encashment/ Withdrawal Fee		NA			
Service Charges					
<p>IMPORTANT: 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 (www.mcb.com.pk). Please note that all bank charges are exclusive of applicable taxes.</p>					
Services	Modes				
Cash Transaction	Intercity	2 Free Intercity Withdrawals & 2 Free Intercity Clearings	Zero		
	Intra-city	Zero			
	Own ATM withdrawal	Zero			
	Other Bank ATM (inclusive of FED)	Rs. 35	Zero	Zero	Zero
SMS Alerts	Alternate Delivery Channels/Digital Channels	Zero			
	Clearing	Rs. 180 / Month	Zero	Zero	Zero
	For other transactions				
Debit Cards (Issuance/ Annual Fee)	PayPak Classic	Zero	Rs. 1,700	Rs. 1,700	Rs. 1,700
	PayPak Gold	Zero	Rs. 2,300	Rs. 2,300	Rs. 2,300
	Visa Silver	Rs. 2,300	Zero	Zero	Rs. 2,300
	Visa Gold Local	Rs. 3,000	Rs. 3,000	Rs. 3,000	Rs. 3,000
	Visa Gold	Rs. 3,000	Rs. 3,000	Rs. 3,000	Zero
	Visa Platinum	Rs. 10,000	Rs. 10,000	Rs. 10,000	Rs. 10,000
	Visa Signature	* Rs. 5,000 Per Quarter			

* MCB Visa Signature Debit Card charges are waived for maintaining quarterly average total deposits relationship with the Bank of Rs. 5 Million and above or quarterly average current account deposit balance of Rs. 2 Million and above.

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Particulars		MCB Works Basic	MCB Works Classic	MCB Works Classic Plus	MCB Works Premium
Cheque Book	Issuance	Zero			
	Stop payment	Up to Rs. 550 / 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.

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.

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

Accounts not operated for one year which means that no customer initiated transaction or activity has taken place during the preceding 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 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

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

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 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:	