

## 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 Pensioners Current Account	MCB Pensioners Savings Account	MCB Senior Citizens Current Account	MCB Senior Citizens Savings Account
<b>Currency</b>		PKR			
<b>Minimum Balance</b>	To Open	Zero			
	To Keep	Nil			
<b>Account Maintenance Fee (Including Taxes)</b>		Zero			
<b>Is Profit Paid on account</b>		No	Yes	No	Yes
<b>Indicative Profit Rate (%)</b>		NA	As per Bank's Rate Sheet	NA	As per Bank's Rate Sheet
<b>Profit Payment Frequency</b>		NA	Monthly	NA	Monthly
<b>Example</b>		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
<b>Premature/ Early Encashment/ Withdrawal Fee</b>		NA			
<b>Service Charges</b>					
<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>					
<b>Services</b>	<b>Modes</b>				
<b>Cash Transaction</b>	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. 35			
<b>SMS Alerts</b>	Alternate Delivery Channels/Digital Channels	Zero			
	Clearing	Rs. 180 / Month			
	For other transactions				

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Particulars		MCB Pensioners Current Account	MCB Pensioners Savings Account	MCB Senior Citizens Current Account	MCB Senior Citizens Savings Account
<b>Debit Cards</b>	PayPak Classic	Rs. 1,700			
	PayPak Gold	Rs. 2,300			
	Master Card Classic	Rs. 2,300			
	Visa Silver	Rs. 1,150			
	Visa Gold Local	NA			
	Visa Gold	NA			
	Visa Gold Plus	Rs. 1,500			
	Visa Platinum	Rs. 10,000			
	Visa Signature	* Rs. 5,000 Per Quarter			
<b>Cheque Book</b>	Issuance	Rs. 8.5 / Leaf	Rs. 13.5 / Leaf	Rs. 8.5 / Leaf	Rs. 13.5 / Leaf
	Stop payment	Up to Rs. 550 / cheque			
	Loose cheque	NA			
<b>Local Remittance</b>	Banker Cheque/Pay order	Charges may vary according to the amount / number of transactions. For details, please refer to SOBC			
<b>Foreign Remittance</b>	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			
<b>Statement of Account (Including FED)</b>	Annual	Zero			
	Half Yearly	Zero			
	Duplicate	Rs. 35			
<b>Fund Transfer</b>	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			
<b>Digital Banking</b>	Internet Banking Subscription (One Time/Annual)	Zero			
	Mobile Banking Subscription (One Time/Annual)	Zero			
<b>Clearing</b>	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			
<b>Closure of Account</b>	Customer Request	Zero			

\* 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.

### 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.

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**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 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](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 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:	