



Key Fact Statement for Term Deposit Accounts

Khushhali Microfinance Bank
Ltd.,

.....Branch,
.....City.

Date

IMPORTANT: Read this document carefully if you are considering opening a new account. It is available in English and Urdu. You may also use this document to compare different accounts offered by other banks. You have the right to receive KFS from other banks for comparison.

Account Types & Salient Features:

This information is accurate as of the date above. Services, fees and profit rates may change on need basis. For updated fees/charges, you may visit our website or visit our branches.

Particulars		Term Deposit	
		Khushhali Amdani Certificate (KAC)	Khushhali Izafa Certificate (KIC)
Currency		PKR	PKR
Minimum Balance for Account	To open	Rs. 5000	Rs.25000
	To keep	Not Applicable	Not Applicable
Is Profit Paid on account subject to the applicable tax rate		Yes	Yes
Indicative Profit Rate. (%)		11.50% to 14.50% per annum	12% to 14% per annum
Profit Payment Frequency		Profit paid at maturity	Monthly
For example, on each Rs. 1000 you can earn:		Rs. 115 to Rs. 145 including tax on given periodicity	Rs. 120 to Rs. 140 including tax on given periodicity
Premature/ Early Encashment/Withdrawal Fee		>All TDC booked before 01-Sep-24: 0.5% >All TDC booked after 01-Sep-24: 1.5% >All TDC booked after 01-Jan-25: 3%	>All TDC booked before 01-Sep-24: 0.5% >All TDC booked after 01-Sep-24: 1.5% >All TDC booked after 01-Jan-25: 3%
		Note: Above Changes are applicable for individual & Institution	

Service Charges

IMPORTANT: This is a list of the main service charges for this account. It does not include all charges. You can find a full list at our branches' Notice Board, & on our website <https://www.khushhalibank.com.pk> Please note that all bank charges are exclusive of applicable taxes.

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: As per Pakistan Penal Code 1860 Section 489F, dishonoring of cheques is subject to a criminal trial in Pakistan. 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. Please be aware of fake SMS, email or calls asking for personal/account details. Please note KMBL will never ask for any such information. In case if you receive any such call, SMS, or email, please contact 24/7 KMBL Contact Center 051-111-047-047 immediately.

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

What happens if you do not use this account for a long period? If account in which no customer-initiated transaction (Debit/Credit) or activity has taken place during the preceding one year, it will be marked as 'dormant'. If your account becomes dormant, you will not be able to perform any debit/withdrawal transaction. Your account may be activated upon receipt of a formal request through any authenticated medium, including in person visit to any KMBL Branch, call centers, surface mail with signatures, email, registered mobile number etc.

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 Helpline: 051-111-047-047

Closing this account: In order to close your account, please follow visit in person to your relevant branch with valid CNIC, cheque book and Debit Card (if any). You will be require to furnish "Account Closure Request". Branch will proceed for account closure and your remaining balance (if any) will be handed to you either through Banker's cheque or transfer funds in any KMBL account (if present).

How can you get assistance or make a complaint?

Khushhali Microfinance Bank Ltd,
Plot No. 87-88, Civic Center, Executive Block, Gulberg Green,
Islamabad.
Helpline: 051-111-047-047

Complaint Cell Toll Free: 0800-88887(during business hours only)
Email: complaints@kb.com.pk
Website: <https://www.khushhalibank.com.pk/form/complaint-e-form>

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

The Director,
Consumer Protection Department,
SBP 5th Floor, SBP Main Building,
I. I. Chundrigar Road,
Karachi.

UAN Number: 021-111-727-273
Fax Number: 021-99221160 & 99221154
Email Address: cpd.helpdesk@sbp.org.pk

(Portion to be used for the post-shopping stage)

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT

Customer Name:		Date:	
Product Chosen:			
Mandate of account:	Single/Joint/Either or Survivor		
Address:			
Contact No.:	Mobile No.:	Email Address:	
Customer Signature:	Signature Verified: CSO/AOM/OM		

