



S.No.	Term	Glossary
1	Accrued Profit	Profit earned but not received from the customer.
2	Acquirer	Acquirers are banks and financial institutions that collaborate with businesses to accept card payments.
3	Advance Booking	Booking of vehicle with the manufacturer through advance payment.
4	Agreement stamping charges	Charges paid by the customer for stamping of financing agreement.
5	Al-Bai' Al-Mu'ajjal	A financing technique adopted by Islamic banks. It is a contract in which the seller allows the buyer to pay the price of a commodity at a future date in lump sum or installments.
6	Al-Zakah (zakat)	It is an obligatory amount on all Muslim shaving wealth above an exemption limit (nisab) at a rate fixed by the Shari'ah. The object is to take away a part of the wealth of the well-to-do and to distribute it among the poor and the needy.
7	Amortization Schedule	Information of Equal Monthly Installments (EMI) with breakup of principal & profit along with financing amount outstanding.
8	Applicable rate	Profit rate applied on the facility.
9	Application Form	A form to be filled in and signed as per the Bank's requirements to avail Banking facilities. Requirement of details to be filled in will vary for each facility. Applications may also require certain specified documents also to be attached.
10	Appraisal Agency	Agency used for assessing market value of an Asset.
11	ATM	An automated teller machine or any card-operated machine or device whether belonging to the Bank or other participating banks or financial institutions or concerns or to the Visa Card or MasterCard global ATM Network, or the affiliated networks thereof, as the case may be, which accepts the Card.
12	Auto Financing	The financing facilities to purchase the vehicle for use by the customer.
13	Bai' al-Murabaha	Murabaha is particular kind of sale where the Seller (i.e. Bank) expressly mentions the cost of the sold commodity it has incurred, and sells it to another person (i.e. Customer) by adding some profit thereon
14	Bai' al-Musawamah	Musawamah is a general kind of sale in which price of the commodity to be traded is agreed between seller and the buyer without any reference to cost incurred by the former (i.e. Bank).
15	Bai' al-Salam	Salam is a sale of special nature whereby the Seller undertakes to supply some specific commodity (ies) / asset(s) ("Goods") to Buyer at a future date in exchange for an advance price fully paid at spot.
16	Balance Transfer (BTF)	Balance transfer of existing finance facility of customer from other banks/DFIs.
17	Balance Transfer Account	An account in the name of the customer to be opened for the purposes of the facility.
18	Balloon Payment	Payment by customer in addition to the installment amount to reduce the principal outstanding i.e. the customer purchases additional units from the bank.
19	Banker's lien	Bank's charge on the asset.
20	Base rate	Benchmark rate for deriving the pricing of product.
21	Billing cycle	Date of a month when bill/statement is generated.
22	BNPL (Buy Now, Pay Later)	Shariah-compliant Alfa Islamic Buy Now Pay Later facility that allows customers to purchase goods from the seller through digital platforms and pay back their payments in flexible, interest-free future monthly installments.
23	BOQ	Bill of quantity - Break up of amount in construction cases.
24	Business person	Individual having his own business.
25	Buy Back	A contract of sale where a person sells an article on credit and then buys back at a lesser price for cash.

26	Card Account	Visa/Master Card account or any account pertaining to the Card(s) issued by the Bank from time to time, as the case may be, opened by the Bank for the purpose of entering debits / charges incurred by or for the account of, and credits received by or for the Card member and Supplementary Card member.
27	Card Issuer	A bank, financial institution, credit union, or agency that issues a card to public or its members is called a card issuer.
28	Card Member	A person to whom the Card is issued by the Bank and shall also include every Supplementary Card member.
29	Card Replacement Fee	Fees to be charged by the bank for replacement of lost/stolen or damaged card
30	Card Transaction	Any payment made or Cash Advance obtained or any amount to be debited from the Card Account or any amount charged by the Bank or any Merchant for any goods, services and other benefits by or through the use of the Card.
31	Cards	The applicable Visa Card, Master Card and / or any other card including but not limited to co-branded cards, e-card, debit card the second card as issued by the Bank, from time to time, to the Card member and shall include Supplementary and subsequently issued, renewal or replacement Cards.
32	Charges	The amount payable by the customer to the Bank under the Terms and Conditions, including but not limited to any transactions, Annual Membership , Services Fee, late fee and other fees / charges.
33	Charity	The customer undertakes that where any amount is required to be paid by the customer under the related agreement on a specified date and is not paid on that date by the customer and the bank is of the opinion that such delay is without a valid reason (which the bank shall inform through a notice), the customer hereby undertakes to pay directly, if instructed by the bank, to the charity fund [constituted by the bank] a sum calculated @ a certain rate for the entire period of default from the date of demand by the bank, calculated on the total amount of the obligations remaining un-discharged. Such additional amounts shall be channeled by the Bank on behalf of the customer for charitable and religious purposes under the guidance of Shari'ah Board of the Bank. The customer hereby consents to such utilisation of the said amount by the Bank, at the latter's absolute discretion.
34	Clear title	When the property in question is free from any doubt is not disputed and is not having any encumbrances and it is said to have a clear title.
35	Closing Balance	The amount payable (or available) as of last working day of the certain period/month.
36	Co Applicant	Secondary person applying for the financing facility with the primary person.
37	Collateral	An asset pledged to a financier to guarantee repayment. Collateral could include savings, Sukuks, takaful policies, jewelry, property or other items that are pledged to pay off financing/rentals/balance outstanding if payments are not made according to the contract.
38	Collector	Bank employee responsible for collection/recovery.
39	Contract Price	Total amount payable by the Customer to the Bank for the Asset pursuant in the Islamic mode of contracts.
40	Credit History	A financial profile of any person based on how he repays his bills, clears his debt and the amount a person owes to various banks and other financial institutions.
41	Credit Limit	It is the maximum amount of money one can draw on his account based on prior sanction or approval from the bank. In other words, it is to draw limit fixed by a bank for a customer depending on his credit history, repaying capacity and relationship with bank.
42	Credit rating / Score	A credit rating is an evaluation of the credit risk of a prospective debtor (an individual), predicting their ability to pay back the debt, and an implicit forecast of the likelihood of the debtor defaulting
43	Cross sell	Selling of product to already existing customer.
44	Current	Customer making all the repayments on time.

45	Current Balance / Outstanding Balance / Total Outstanding	The total amount that customer owes to the bank for availing facility at a particular point in time which may include all the charges (profit, charity due to late payment, joining charges) fees (annual, renewal) & other liabilities.
46	Customer	A person who is availing any facility or products of a bank
47	Dealership	Authorise representative/Dealer of Vehicle manufacturing company through which vehicle shall be procured
48	Debt Ratio/Debt Burden	A ration of amount of money customer owe to banks or credit issuers against total monthly income of a customer. It reflects the percentage of income that goes to paying customer debts every month.
49	Default/ Delinquency	When a customer fails to make any payment(s) due towards the bank as per the terms and conditions agreed or otherwise is termed as default. Furthermore, a breach of contract/terms and conditions may also be categorised as an event of default. Account is classified as delinquent when financing facility payments are not paid according to the contractually agreed upon terms or when due.
50	Delivery Acceptance Form	In the context of auto financing, this is a mandatory document which the customer signs acknowledging acceptance and possession of vehicle from the dealer.
51	Desired financing amount	Amount required by the customer.
52	Desired financing Tenure	Tenure required by the customer.
53	Direct Debit / Auto Debt Facility	A facility offered by the bank to customer against which monthly full payment or minimum payment will be debited from his/her account on the due date.
54	Disbursement	Payment of financing facility made in the name of the customer.
55	Discrepancy	Incomplete or missing documents, or alternatively incomplete, illegible or contradictory information in the customer's financing application or documentation provided by customer.
56	Dishonored/Returned Cheque	A cheque which is returned by the payer's Bank due any number of possible reasons including but not limited "insufficient funds, amounts' mismatch, illegible signature, overwriting, date-barring etc."
57	Disputed transaction	A cardholder posted transaction which is not accepted by him/her and requires clarification.
58	DPD	Number of days past the due date after the customer's payment became due as per the contractually agreed upon terms and conditions.
59	Due Date /Payment Due Date /Installment due date	Date specified in the statement of account for monthly repayments/ schedule for the payment of the Minimum Payment Amount, the Current Balance or Installment to be made to the Bank for the facility availed by the customer.
60	E-Alerts	Electronic Alerts to be sent to customer via email / SMS.
61	Early Settlement	Payment of entire financed amount before the normal maturity of financing as per repayment schedule.
62	E-Banking / Internet Banking	Banking transactions which can be conducted on internet after accessing Bank's application with unique password.
63	e-CIB /Credit Bureau	Electronic Credit Information Bureau-eCIB has been established by the State Bank of Pakistan which requires all banks and financial institutions to report all financing and advances, to the State Bank.
64	EMI	Equal Monthly Installments.
65	Equity/down payment	Customer's stake in the vehicle, customer pays a vehicle value partially before financing.
66	Expiry Date	The date of expiry specified by the Bank in the relevant agreement(s)
67	External agencies	Agencies providing services to customers which are on Bank's panel.
68	Facility rate / Pricing	Profit rate charged on the financed amount.
69	Fatwa	A decree by a competent Shari'ah Scholar qualified to issue decrees on a matter giving an opinion about the position of a matter in light of Shari'ah rules and principles.
70	FCY	Foreign Currency.

71	FED	Federal Excise Duty
72	Financing agreement	Document used for agreement between the customer and the bank.
73	Financing Tenure	The length of time for which financing has been approved by the bank.
74	Fixed Rate	Facilities where the profit rate defined at the time of financing is fixed for the tenure of the facility or until the facility is closed.
75	Fixed term	This applies to products and services, which have a set lifetime. The customer may be charged if the bank agrees to alter the product or service before the end of its life subsequent to customer's request.
76	Floating Rate	Profit rate renewable after certain defined period of time. The profit rate is linked with KIBOR plus a fixed percentage of profit margin.
77	FX Conversion Charges	Foreign Currency Transactions charges to be borne by customer to convert into Pakistani Rupees
78	GCAS	Global Customer Assistance Service
79	Guarantee	A promise given by a person called 'the guarantor' to pay another person's debts if that person does not pay them.
80	Hiba	Gift
81	Hypothecation	Process of placing a charge / lien on vehicle financed by the Bank
82	Income estimation agency	Agency used for assessing customer's income.
83	Insurance	Insurance is a way to provide security and compensation to what is valuable in the event of its loss, damage or destruction based on the principle of risk taking and speculation.
84	Istisna'	Istisna' is a contract of sale of specified items to be manufactured or constructed, with an obligation on the part of the manufacturer or builder (contractor) to deliver them to the purchaser (Bank) on completion date
85	IVR	Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF (Dual Tone Multi Frequency) tones input via keypad.
86	KIBOR	Karachi Interbank Offered Rate as directed by SBP on monthly basis.
87	Lawyer appraisal agency	Agency used to verify and appraise the property document.
88	Lease/Ijarah facility	A lease is a contractual arrangement calling for the lessee (user) to pay the lessor (owner) for use of an asset.
89	Linked Account/Repayment Account	Account opened for making monthly payments/installments.
90	Litigation charges	Charges which will be incurred at the time of filling a suit by the bank against a defaulted customer.
91	LOU	Letter of understanding between the bank and the customer mentioning some of the important terms & conditions of the financing amount.
92	Manufacturer	Individual / Entity who manufactures the assets/goods.
93	Margin	Bank's Profit percentage over and above the agreed KIBOR rate.
94	Maturity	Financing payment completion.
95	Merchant	Any person / entity supplying goods and / or services and / or other benefits who accepts the Card as a means of payment.
96	Month	Calendar month.
97	Mortgages	Mortgage is the transfer of an interest in specific immovable property for the purpose of securing the payments by the customer under the financing.
98	Mudarabah	A type of partnership where one partner gives funds (Rab-ul-mal) and the other gives his/her expertise (Mudarib). Profit is shared as per agreed ratios and loss is borne by the investors as per the proportion of their capital

99	Mudarabah certificate	A financial instrument devised by Islamic investment companies to mobilise funds for investment. A Mudarabah certificate can be for a specific purpose or for a general purpose. The former is related to financing of specific projects and matures only on the completion of the project. The latter can have a specific or indefinite duration. Both the types can be issued in negotiable form and can be either registered or bearer.
100	Murabaha	A sale agreement on the basis of over the purchase price of the seller
101	Musharakah	A contract between two or more persons who launch a business or financial enterprise which may be with or without the purpose of making a profit.
102	NCCA/ Non Checking Account	A type of account where a customer can only make deposits but cannot withdraw funds from the account. As such, no instruments (debit card, chequebook, internet banking etc.) are provided to the customer when opening this type of account
103	NOC	No Objection Certificate issued in favour of the customer after financing clearance.
104	Off Us ATM	Transaction conducted on other bank ATM.
105	On Us ATM	Transaction conducted on issuer's bank ATM.
106	Outstanding balance	Any unpaid amount with respect to a financing facility.
107	Overdue Payments	Installment amount which has not been paid as of its due date (or maturity) date. All financial arrangements become overdue one business day after their due date.
108	Payment Facility	To pay any amount(s) to any person / party for any purpose settlement of any bills or for any other purpose approved by the Bank from time to time.
109	PIN/ ATM PIN	The Personal Identification Number issued to a Card member to enable the Card member or a Supplementary Card member or selected by a Card member or a Supplementary Card member and generated through IVR (Interactive Voice Recording) to use the Card at an ATM for a Cash Advance.
110	Pre-Payment/ Early Settlement	A one off payment along with FED charges which the customer may be asked to make if customer decides to pay off financing facility early before maturity.
111	Principal	The amount of financing by bank.
112	Processing Fee	One-time fee charged on approved amount only for processing.
113	Progressive Letter	The detailed information/events/picture provided by the cardholder for continuing his/her dispute with the bank against disputed transaction evidences
114	Qard	Qard is a Shariah-compliant contract of loan between two parties in which borrower is required to pay back only the principal amount borrowed. The Qard shall be repayable on demand.
115	Ready Delivery	Vehicle available at the dealer for delivery after payment.
116	Ready Delivery used	Used vehicle available at dealer's end for delivery after payment.
117	Registration charges	Amount required for registering the vehicle with Excise and Taxation Office.
118	Repayment	The process of returning of the financed amount. The repayment has to be made for the entire tenure of the financing amount. Based on fixed or floating rates on the financed amount, the banks or financial institution decides on an EMI which has to be paid on or before a date mentioned in the payment agreement every month.
119	Repayment period	Tenure of the facility.
120	Repossession	The Bank has the authority to repossess the vehicle in case of default.
121	Riba	The word "Riba" means excess, increase or addition. According to Shariah terminology, it implies any excess compensation without due consideration (consideration does not include time value of money).
122	Right of Set Off	In an event of default or otherwise, bank has the right of set off i.e. bank at its discretion or otherwise and without giving notice to the customer, reserves the right to recover outstanding amount(s) from any of Customer's Account(s) maintained with the bank.
123	Rupee/PKR	Pakistani Rupee Currency.
124	Salaried individual	Person employed on a salaried basis.
125	Sale Order	Confirmation document sent to customers before delivering Vehicle.
126	Samsara	Samsara-based (Shariah compliant) brokerage agreement with Bank and Merchant
127	Schedule of Charges	The document prescribing Service Fee(s), Processing charges and other fee(s)/charges applicable on bank products, issued by the Bank bi-annually

128	Secured Limit	Credit Limit which has been granted by bank and is secured against collateral/liquid/non-liquid securities. In an event of default, or otherwise, bank has the right to recover the amount(s) outstanding against the said security.
129	Security	Bank's security against the financing.
130	Self-employed professional	Individual having his own professional business.
131	Semi commercial	Vehicles that can be used for individual consumption and for commercial purpose as well.
132	Service Establishment	Merchant acquiring bank who authorise it's merchant to accept card transaction as per agreement and able to respond disputes queries.
133	Shari'ah Audit	Audit of the operations of an Islamic financial institution to assess the extent to which the institution adhered to the requirements of the shari'ah.
134	Shari'ah Board	A Committee comprising at least 03 Shariah scholars empowered to consider, decide and supervise all Shariah related matters of the banks.
135	Shariah Compliance review	This function is performed by Shariah Compliance Department which include examination and evaluation of the operations of the banks with a view to determining the extent of compliance with the shari'ah rules, guidelines and fatwas issued by the Shari'ah supervisory board
136	Shirkah al-'Aqd	Two or more persons may continue to carry on business on the condition that profit will be shared among them.
137	Shirkah al-Milk	A proprietary partnership between two or more persons who inherit or purchase something together. Neither of them is permitted to dispose-off the others portion except with the others permission. Each of them is considered a stranger in regard to the others portion.
138	SMS Fee	SMS - Short Message Service Charges
139	Standing Instructions/ Auto Debit	Specific written (and signed) instructions provided by a customer to debit his / her account by a specified amount on a pre-determined frequency. In the context of consumer financing, standing instructions are often requested from customers which have another Non checking account which can be used to service their repayments
140	Statement of Account	The Bank's monthly or other periodic statement of account sent to its customers showing particulars of the transactions carried out.
141	Suit	Legal case filing.
142	Supplementary Card	Supplementary Card member means the person who is issued a supplementary card with the authorization and consent of the original / basic card member.
143	Supplementary Card member	The person who is issued a Supplementary Card.
144	T PIN	The Personal Identification Number issued to the Card member to enable the Card member a Supplementary Card member or selected by a Card member or the Supplementary Card member and generated through IVR to use the telephone banking facilities made available by the Bank.
145	Takaful	Islamic Insurance. A scheme based on Waqf that provides coverage to individuals against hazards of falling into unexpected and dire need.
146	Takaful Contribution	The policyholders of takaful contribute an amount (contribution) as donation to the waqf fund to participate in the objectives of fund to compensate their losses as per the rules of the takaful company.
147	Takaful Products	The products designed to cover the customer's liability / assets to any unforeseen circumstances which may face by the customer in future.
148	TAT - Turn Around Time	Time required for application processing.
149	Temporary credit	A limited period of credit posted by bank into cardholder's card account for disputed transaction.
150	Time barred Transactions	A posted transaction which is disputed after 120 days time-limit or Master Card/Visa allowable time-limits by cardholder.
151	Title of the property	Documents identifying the owner of the property.

152	Title of vehicle	Documents identifying the owner of vehicle such as excise file and registration book in Autos.
153	Top - Up	Top Up means line replenishment/enhancement
154	Total Cash Outlay (TCO)	An amount including security deposit, takaful, processing fee etc. which is paid after Auto financing approval.
155	Total Monthly Payment (TMP)	Equal monthly amount payable including financing installment (Principal + Profit) and insurance/takaful premium amount
156	Trenches	Financing amount disbursed in parts are called trenches.
157	Undertaking	Indemnity provided by the customer.
158	Unsatisfactory Credit History	Customer is not making payments against availed cross sell facility/product resulting bank has right to close either temporary or permanently said product/facility.
159	US Dollar	Currency of the United States of America.
160	Validity Date	The validity date specified by the Bank on the Debit Card.
161	Wakalah	Contract of agency in which a person delegates his business to another and substitutes the other in his own place. The latter is called the wakil, or agent, and the former is called muwakkil, or principal.