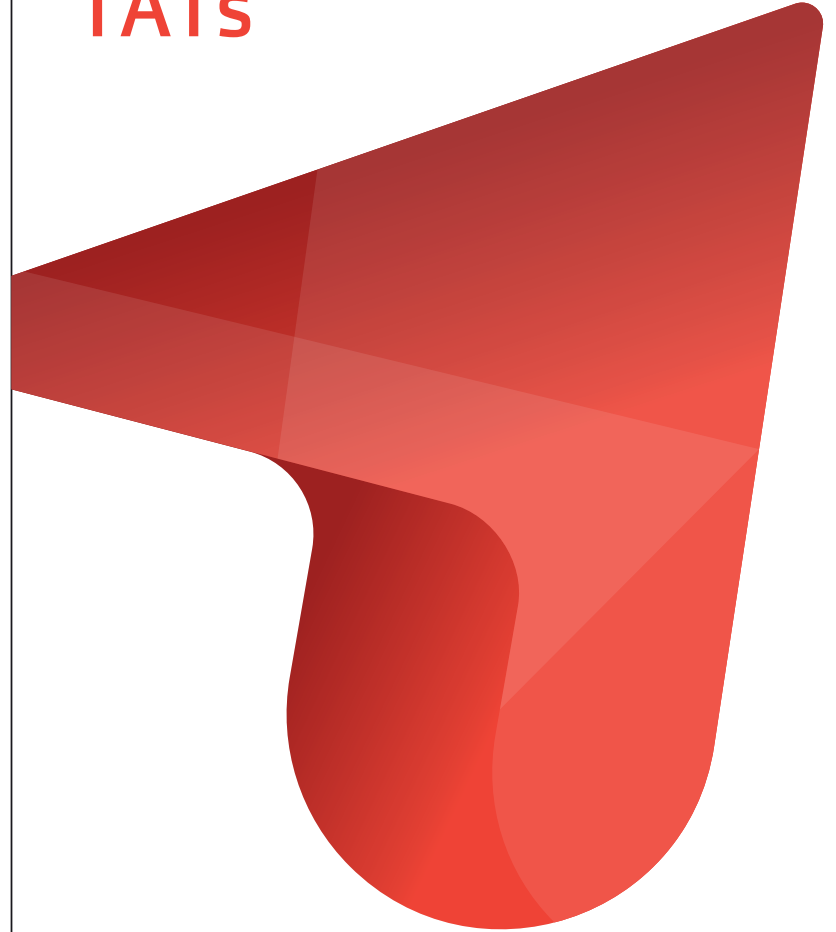


# Bank Alfalah Service Requests TATs



Bank Alfalah Limited  
B. A. Building, I. I. Chundrigar Road,  
Karachi, Pakistan - 74000.  
Phone: 021 111 225 111  
[www.bankalfalah.com](http://www.bankalfalah.com)

# Branch Banking

## Deposit Accounts - Conventional Banking

Bank Alfalah offers a comprehensive deposit product suite designed to meet the diverse needs of our customers. Our deposit products include a range of interest-bearing and non-interest-bearing accounts aimed at providing daily banking services through our vast branch network, transactional privileges, and self-service digital banking solutions.

### • Current Accounts

- Bank Alfalah Current Account
- Bank Alfalah Basic Banking Account
- Bank Alfalah Kamyab Karobar Current Account
- Bank Alfalah Foreign Currency Current Account
- Bank Alfalah Asaan Remittance Current Account
- Bank Alfalah Pehchaan PKR & FCY Current account

### • Savings Accounts

- Bank Alfalah Savings Account
- Bank Alfalah Kifayat Monthly Savings Account
- Bank Alfalah Care Account
- Bank Alfalah Royal Profit Account
- Bank Alfalah Foreign Currency Savings Account
- Bank Alfalah Pehchaan PKR and FCY Savings Account
- Bank Alfalah Asaan Remittance Savings Account

### • Bank Alfalah at Work

### • Term Deposit Accounts

- Bank Alfalah Term Deposit
- Bank Alfalah Mahana Amdan Term Deposit Account
- Bank Alfalah FCY Term Deposit
- Bank Alfalah Floating Term Deposit
- Bank Alfalah Care Senior Citizen Mahana Amdan Account

### • Roshan Digital Account (RDA)

## Deposit Accounts - Islamic Banking

Bank Alfalah Islamic Banking offers a wide range of Shari'ah-compliant deposit accounts. These include basic banking accounts, term deposit accounts, foreign currency accounts and structured savings products, all designed while observing Shari'ah principles.

### • Current Accounts

- Bank Alfalah Islamic Current Account
- Falah Basic Banking Account
- Bank Alfalah Islamic Asaan Current Account
- Bank Alfalah Islamic Foreign Currency Current Account
- Bank Alfalah Islamic Asaan Remittance Current account
- Bank Alfalah Islamic Special Foreign Currency Current Account

### • Savings Accounts

- Khayal Rakhna Account
- Falah Mahana Amdani Account
- Falah Business Account
- Bank Alfalah Islamic Musharakah Savings Account
- Bank Alfalah Islamic Foreign Currency Savings Account
- Bank Alfalah Islamic Asaan Savings Account
- Bank Alfalah Islamic Business Way (Remunerative Current Account)
- Bank Alfalah Islamic Asaan Remittance Savings Account
- Bank Alfalah Islamic Profex Account
- Falah Senior Citizens Savings Account
- Bank Alfalah Islamic Special Foreign Currency Savings Account

### • Term Deposit Certificates

- Falah Term Deposit Certificates
- Falah Mahana Munafa Term Deposit Certificates
- Falah 3 Year Term Deposit Certificates (Monthly Income Certificates)
- Bank Alfalah Islamic Foreign Currency Term Deposit Certificates
- Bank Alfalah Islamic Premium Term Deposit Certificates (Monthly)
- Bank Alfalah Islamic Premium Term Deposit Certificates (Bullet Maturity)
- Bank Alfalah Islamic Recurring Value Deposit Certificates
- Falah Senior Citizens Term Deposit Certificates
- Target Savings Deposit Certificates

## Account Opening and Maintenance

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding and Related Deliverables

|   |   |  |
|---|---|--|
| 1 | Account Opening by Branch<br>(all types of accounts including Premier Accounts) | Same day (only credit transactions)<br>(if AOF is received by or before 3 pm.)<br>Next Working Day<br>(If AOF is received after 3 pm.) |
| 2 | Account Opening TAT (RDA Account)   | 48 hours   |
| 3 | Account Activation<br>(all types of Accounts including Premier Accounts)        | Same day (Provided that all required documents as per SBP PR and Banks' internal policy are provided by 2 pm.)                         |
| 4 | Chequebook Issuance   | 3-4 working days   |
| 5 | Agent Account Opening   | 7 working days   |

### Account Maintenance

|   |   |  |
|---|---|--|
| 1 | Address and Title Updation<br>(all types of accounts including Premier Accounts)          | Same day (subject to completion of documents by 3 pm.)   |
| 2 | CNIC Number Updation<br>(all types of accounts including Premier Accounts)                | Same day (subject to completion of documents by 3 pm.)   |
| 3 | Account Activation/Dormancy Removal<br>(all types of accounts including Premier Accounts) | Same day (Provided that all required documents as per SBP PR and Bank's internal policy are provided by 2 pm.) |
| 4 | Signature Updation<br>(all types of accounts including Premier Accounts)                  | Same day (Subject to completion of documentation by 3 pm.)   |

\*Customer signature is captured upon receipt of original document from branch

Note: Rapid Account TATs will be same as mentioned above.

### Account Related Requests

|   |                                      |  |
|---|--------------------------------------|--|
| 1 | Chequebook Issuance Request via Alfa | 2 working days   |
| 2 | Chequebook Reissuance                | 3-4 working days   |
| 3 | Account Closure                      | Same day for both savings and current accounts<br>(subject to clearance receiving form all relevant departments) |
| 4 | Stop Payment                         | 10 minutes   |

### Certificate/Statement

|   |   |   |
|---|---|---|
| 1 | Balance/Reference Certificate                                 | 20 minutes  |
| 2 | Tax Certificate Issuance                                      | 30 minutes<br>Note: For cases where calculation is done manually, TAT may differ. |
| 3 | Statement Issuance  | 20-25 minutes<br>1 working day (if data is required from Bank Smart)              |
| 4 | E-Statement via Internet Banking<br>(for corporate customers) | 1 Working Day   |

### Counter Transactions

|   |                 |   |
|---|-----------------|---|
| 1 | Cash Withdrawal | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)  |
| 2 | Cash Deposit    | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)<br>Note: In cases where cash deposit amount consists of small denomination, exceeding 8 packets, TAT may be delayed if counting/sorting is done manually as machines are not compatible for counting of small notes. |

|   |  |  |
|---|--|--|
| 3 | Online Transaction Processing  | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation) |
| 4 | Banker's Cheque Issuance   | 20 minutes   |
| 5 | Demand Draft (foreign currency)  | 20 minutes   |
| 6 | Online Banker's Cheque Issuance<br>(where CBC/AML formalities are applicable)      | 30 minutes   |
| 7 | Online Foreign Currency Demand Draft<br>(where CBC/AML formalities are applicable) | 30 minutes   |
| 8 | Utility Bill Payment   | 10 minutes   |

### Clearing

|   |   |  |
|---|---|--|
| 1 | Overnight Clearing                            | 2 working days [T*+1]  |
| 2 | Same Day Clearing                             | Same Working Day [T+0]   |
| 3 | Intercity Clearing **Centralised Branches     | 2 working days [T+1]   |
| 4 | Intercity Clearing ***Decentralised Branches  | 4 working days [T+3]   |
| 5 | Local USD Clearing                            | 5-10 working days<br>(if Cheque is lodged on Monday and Thursday only) |
| 6 | Processing Outward Bills for Collection (OBC) | 7 working days   |

\* T: Date of lodgment

\*\* Centralised branches: Online branches of paying banks

\*\*\* Decentralised branches: Off-line branches of paying banks

### Remittances

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

#### Outward Foreign Remittances

|   |  |  |
|---|--|--|
| 1 | FCY to FCY - Foreign Currency Account  | Same day if received before the cut off time and all related documentation is completed as per SOP.                                  |
| 2 | Private (approved) Remittances   | Same day if received before the cut off time and all related documentation is completed as per Foreign Exchange (FE) manual and SOP. |
| 3 | Commercial (approved) Remittances<br>[Related to Exhibition Fee/IT Related/<br>Royalty and Franchise, Insurance, etc.] | 1-2 working days if all the documentation is completed as per FE manual guidelines and SOP.  |
| 4 | Commercial (approved) Remittances<br>[Related to Surplus Freight Collection, etc.]                                     | 7 working days   |
| 5 | Commercial Remittance Referred to CRD for<br>Guidance/Assistance Regarding SBP Approval                                | 2 working days   |
| 6 | Customer Debit Advice  | 2 working days   |
| 7 | Outward TT - Follow-up on Non-receipt  | Within 24 hours of the receipt of the request.   |
| 8 | Commercial (approved) Remittance [Related<br>to Umrah/Hajj Payment to Vendor, etc.]                                    | 3 working days   |

**Inward Foreign and Home Remittances**

|    |   |  |
|----|---|--|
| 1  | Private Remittance (allowed) in FCY Account   | Same day   |
| 2  | Private Remittance/Home Remittance in PKR Account   | Same day   |
| 3  | Commercial Remittances in PKR Account   | Same day (if the required details i.e. Form R, rates, due diligence or any other related documents are received before the cut-off time) |
| 4  | PRC Issuance - Commercial/Private Remittance  | 2 working days (if the transaction is executed within one month)<br>7 working days (if the transaction is more than a month old)         |
| 5  | Customer Credit Advice  | 2 working days   |
| 6  | WHT Certificate   | 2 working days (after deposit to the FBR)  |
| 7  | Home Remittance under PRI Mechanism - Account Credit/RTGS   | Same day   |
| 8  | PRC Issuance under PRI Mechanism - Account Credits of Bank Alfalah Customers  | 2 working days   |
| 9  | PRC Issuance under PRI Mechanism - RTGS/ATM Transfer from Member Banks  | 7 working days   |
| 10 | Enquiry on Emails Regarding Miscellaneous Home Remittance Transactions  | 1 working day  |
| 11 | Enquiry Message of Commercial/Private Remittances (Fate, Account Number, Account Title, Commercial, Donation, etc.) | 2 working days   |

**Collection of Bills****Outward Foreign Bills**

|   |  |   |
|---|--|---|
| 1 | Physical Lodgement of Foreign Bills (clean) for Collection | Once in a week (on Friday only)<br>The customer's account will be credited after a holding period of 45 working days. |
|---|--|---|

**Outward Local Bills**

|   |  |                  |
|---|--|------------------|
| 1 | Collection of Instruments Sent by Non-NIFT Bank Alfalah Branches | 3-4 working days |
| 2 | Collection of Instruments Sent by CFG                            | 6-7 working days |

**Transactions in Dormant Account**

|   |  |                |
|---|--|----------------|
| 1 | Processing of Permissible Transactions in Dormant Accounts | 2 working days |
|---|--|----------------|

# Consumer Products

As the leading consumer business in Pakistan, Bank Alfalah's Consumer Finance product suite is tailored to cater to the diverse lifestyle needs of our customers. The Consumer Finance menu covers a variety of Credit Card variants for individual and corporate entities, and also fulfils the short-term and long-term financing needs of individuals.

- **Bank Alfalah Debit Card**

The Bank Alfalah Debit Card is a plastic payment Card providing cardholders with electronic access to their bank accounts. They can use it for purchases at numerous merchant establishments across Pakistan and abroad, and also for withdrawing cash from the ATMs displaying the following logos: VISA | Electron | Plus | 1Link | Mnet.

- **Bank Alfalah Credit Card**

The Bank Alfalah Credit Card boasts the largest circulation in Pakistan and is accepted globally. Cardholders get an unsecured line of credit which they can use and then pay back the Bank later. The Card may be used at locations displaying the VISA\*, MasterCard\*, American Express\*, 1-Link, Union Pay, and +Plus logos. Core target customers for Bank Alfalah Credit Cards include salaried (government and private) and self-employed individuals who meet the eligibility criteria.

Bank Alfalah offers the following Credit Cards:

- Bank Alfalah VISA Classic Credit Card
- Bank Alfalah VISA Gold Credit Card
- Bank Alfalah MasterCard Titanium Credit Card
- Bank Alfalah VISA Platinum Credit Card
- Bank Alfalah Premier VISA Platinum Credit Card
- Bank Alfalah VISA Corporate Credit Card
- Bank Alfalah Master Optimus Credit Card

\*Depending on the Credit Card.

- **Bank Alfalah Auto Loan**

Bank Alfalah Auto Loan offers innovative auto financing solutions designed exclusively to meet customer requirements seamlessly, while fulfilling auto-financing needs with a host of advantages.

Our diversified product suite caters to all customer segments, and our skilled auto financing experts facilitate customers to design tailored financing plans as per their requirement.

We offer:

- Affordable markup rates
- Digital Auto Application facility through Rapid Portal for convenience to apply from anywhere, anytime
- Simple Application process with minimum documentation and hassle free-quick processing
- Special comprehensive insurance rates
- Residual Value Financing and Deferred Insurance & Registration Products to increase affordability
- Financing of Locally Assembled/Manufactured cars (new and used)
- No termination charges on car replacement
- Option to make balloon payment
- Co-Borrower Options: Spouse, Parents, Siblings (Real Brother & Sister) and Children

- **Bank Alfalah Home Finance**

A wide range of home financing solutions are available for our customers. They have a number of variants to choose from buying, building or renovating their space.

- Bank Alfalah Home Buyer
- Bank Alfalah Build Your Home
- Bank Alfalah Home Improvement
- Bank Alfalah Home BTF
- Bank Alfalah Plot and Build
- Bank Alfalah Green Mortgage

With Bank Alfalah Home Finance, our customers get:

- Repayment tenure options from 3 to 25 years
- Option to include spouse or blood relatives to increase the credit limit or co-ownership of the housing unit
- Annual balloon (partial) payment option to assist them to repay the loan quickly
- Life insurance and property insurance to secure the loan and home
- Legal counselling on property documents to check the authenticity of the property

- **Bank Alfalah Personal Loan**

Our customers can get Bank Alfalah Personal Loan up to Rs. 3 million without any collateral with the following features:

- Financing up to Rs. 3 million
- Affordable markup rates
- Fixed and variable pricing options
- Hassle-free processing with minimum documentation
- Repayment tenure up to 4 years
- Partial payment option to reduce liability
- Loan top-ups for more financing

## Bank Alfalah Debit Card

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |   |                |
|---|---|----------------|
| 1 | Debit Card Issuance (first time issuance) | 9 working days |
|---|---|----------------|

### Maintenance Requests

|   |  |                 |
|---|--|-----------------|
| 1 | Address Updation (Return Card)   | 9 working days  |
| 2 | Address Updation (Return Card delivery, including contact number change) | 11 working days |
| 3 | Change of address/mother name/DOB/ any other data                        | 2 working days  |
| 4 | Contact Number – Updation  | 4 working days  |
| 5 | Debit Card Upgrading/Downgrading (With Demographic Change)               | 7 working days  |
| 6 | Debit Card Upgrading/Downgrading (Without Demographic Change)            | 5 working days  |
| 7 | Priority Pass Issuance   | 6 working days  |

### Service Requests

|   |   |                 |
|---|---|-----------------|
| 1 | Debit Card Replacement (without demographic change) | 11 working days |
| 2 | Debit Card Replacement (with demographic change)    | 14 working days |

\*For Debit Cards, TATs for Corporate Payroll will remain the same as mentioned above



## Bank Alfalah Credit Card

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |                             |                 |
|---|-----------------------------|-----------------|
| 1 | Credit Card Issuance        | 17 working days |
| 2 | Credit Limit Enhancement    | 10 working days |
| 3 | Supplementary Card Issuance | 13 working days |
| 4 | Credit Card Replacement     | 10 working days |
| 5 | Merchant (POS) Deployment   | 12 working days |
| 6 | Credit Card Sales Lead      | 3 working days  |
| 7 | Credit Card General Queries | 1 working day   |

### Card Maintenance

|    |   |                  |
|----|---|------------------|
| 1  | Demographic/Data Change                                       | 5 working days   |
| 2  | Direct Debit for Credit Card Payment (Enrolment/Cancellation) | 2 working days   |
| 3  | Address Change  | 7 working days   |
| 4  | Card Cancellation Request                                     | 3-6 working days |
| 5  | Billing Code/Billing Cycle Change                             | 3 working days   |
| 6  | CNIC Correction/Expiry Updation                               | 4 working days   |
| 7  | Contact/Mobile Number Change                                  | 5 working days   |
| 8  | Change of Email Address                                       | 3 working days   |
| 9  | Card Unblocking   | 2 working days   |
| 10 | Ultra-Card Category Change                                    | 2 working days   |
| 11 | Address/Data Change & Rebooking of Credit Card                | 8 working days   |
| 12 | Credit Card Upgrading/Downgrading                             | 6 working days   |
| 13 | IV/EV Issue   | 5 working days   |
| 14 | Returned Cheque Re-presentment                                | 2 working days   |
| 15 | NOC Issuance against Settlement Waiver/Write-off Cases        | 30 working days  |

### Statement

|   |                                |                |
|---|--------------------------------|----------------|
| 1 | Duplicate E-Statement Issuance | 1 working day  |
| 2 | Duplicate Paper Statement      | 5 working days |

### Rewards/Step-by-Step (SBS) Programme

|   |   |                 |
|---|---|-----------------|
| 1 | SBS/BTF Processing Request                        | 3 working days  |
| 2 | SBS item Cancellation                             | 3 working days  |
| 3 | Credit on Phone Pay-order Processing              | 7 working days  |
| 4 | Credit on Phone Pay-order Processing through IBFT | 4 working days  |
| 5 | SBS/Credit on Phone Cancellation-Adjustment       | 3 working days  |
| 6 | SBS Item Delivery                                 | 20 working days |
| 7 | Bikes Delivery through SBS                        | 28 working days |

### Transaction Disputes/Reversals

|   |                               |                |
|---|-------------------------------|----------------|
| 1 | Reversal of Financial Charges | 5 working days |
| 2 | Wrong Payment Transfer        | 3 working days |

## Bank Alfalah Credit Card

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Utility Bill Payment

|   |  |               |
|---|--|---------------|
| 1 | Cancellation of Utility Bill Payment Instruction | 1 working day |
|---|--|---------------|

### Additional Requests

|    |   |                  |
|----|---|------------------|
| 1  | Credit Cover Premium (CCP) Enrolment/Cancellation                 | 1 working day    |
| 2  | E-Statement Enrolment/Cancellation                                | 3 working days   |
| 3  | Excess Amount Refund Pay-order (Refund amount below Rs.100,000/-) | 8 working days   |
| 4  | Excess Amount Refund Pay-order (Refund amount above Rs.100,000/-) | 10 working days  |
| 5  | E-Commerce Payment Gateway  | 12 working days  |
| 6  | Issuance of Advance Tax Certificate                               | 5 working days   |
| 7  | Duplicate NOC Request   | 6 working days   |
| 8  | Credit Limit Reduction  | 3 working days   |
| 9  | Priority Pass Issuance  | 6 working days   |
| 10 | Mode of Calculation/History Letter/ Balance Confirmation Letter   | 4 working days   |
| 11 | Lien Removal (Post Card Cancellation)                             | 3 working days   |
| 12 | Cheque Stop Payment   | 1 working day    |
| 13 | Credit Card Upgrade   | 7 working days   |
| 14 | Reissuance of Honda Bike Letter                                   | 5 working days   |
| 15 | Cancellation Letter Required                                      | 3-6 working days |
| 16 | CC Activation (Monitor Code 06)                                   | 4 working days   |
| 17 | CC Miscellaneous Maintenance                                      | 2 working days   |
| 18 | Lien Removal Req (Delinquent Account)                             | 4 working days   |
| 19 | Supply Limit Increase or decrease                                 | 2 working days   |
| 20 | CC Excess Limit Activation / Deactivation                         | 2 working days   |
| 21 | CC Non Usage Card Cancellation                                    | 5 working days   |
| 22 | Deceased Marked   | 5 working days   |
| 23 | Card Downgrade  | 6 working days   |

## Bank Alfalah Auto Loan

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |  |   |
|---|--|---|
| 1 | Auto Loan Approval (login to decision) | 15 working days for New Vehicles<br>21 working days for Used Vehicles |
| 2 | Auto Loan Sales Lead                   | 3 working days  |

### Letters

|   |  |                 |
|---|--|-----------------|
| 1 | Tax Letter/Clearance Letter/E-Tag Letter Issuance                        | 5 working days  |
| 2 | Issuance of Payoff Sheet   | 4 working days  |
| 3 | Issuance of NOC and Excise File  | 9 working days  |
| 4 | Partial/Balloon Settlement and Issuance of Revised Amortization Schedule | 5 working days  |
| 5 | Repayment Schedule   | 3 working days  |
| 6 | NOC Issuance Against Settlement Waiver/ Write-off Cases                  | 30 working days |

**Reversals/Waiver/Settlement**

|    |   |                 |
|----|---|-----------------|
| 1  | Loan Settlement Approval before 6 months (Early Settlement) | 7 working days  |
| 2  | Waiver of Charges Request                                   | 7 working days  |
| 3  | Refund Pay-order  | 5 working days  |
| 4  | Insurance Claim Settlement (Theft/ Snatch/Heavy Loss)       | 30 working days |
| 5  | Tracker Related Service Requests/Queries                    | 6 working days  |
| 6  | Insurance Policy Request                                    | 4 working days  |
| 7  | Legacy Auto Finance Query Management                        | 7 working days  |
| 8  | NOC Issuance Against Settlement Waiver/ Write-off Cases     | 30 working days |
| 9  | Insurance Policy Issues                                     | 3 working days  |
| 10 | Claim Form Issuance   | 1 working days  |
| 11 | Insurance & Premium Issues                                  | 5 working days  |
| 12 | Demographic Change  | 3 working days  |
| 13 | Auto Loan Outstanding Letter                                | 4 working days  |
| 14 | Auto Loan General Queries                                   | 1 working day   |

**Bank Alfalah Home Finance**

| S.No. | Service Requests | TAT |
|-------|------------------|-----|
|-------|------------------|-----|

**Customer On-boarding**

|   |   |                                   |
|---|---|-----------------------------------|
| 1 | Home Loan Approval (for Salaried Persons)                 | For Salaried: 22-33 working days* |
| 2 | Home Loan Approval (for Businessmen/Self-Employed Person) | 30-42 working days*               |

\*subject to documents compilation by customer.

**Statement/Letter**

|   |  |                 |
|---|--|-----------------|
| 1 | Payoff Details   | 2 working days  |
| 2 | Loan Statements Requirements   | 4 working days  |
| 3 | Repricing Letters Issuance (after change in KIBOR on yearly basis)     | 4 working days  |
| 4 | Tax Letters (for tax rebate)   | 4 working days  |
| 5 | Loan Inquiries   | 3 working day   |
| 6 | NOC Issuance   | 8 working days  |
| 7 | Issuance of Payoff Sheet (Partial/Balloon Payment)                     | 4 working day   |
| 8 | Issuance of Payoff Sheet (Full Settlement)                             | 4 working days  |
| 9 | NOC Issuance Against Settlement Waiver/ Write-off Cases                | 30 working days |
| 9 | Partial/Balloon Settlement & Issuance of Revised Amortization Schedule | 4 working days  |

**Maintenance Request**

|   |                           |               |
|---|---------------------------|---------------|
| 1 | Change of Address Request | 1 working day |
|---|---------------------------|---------------|

**Additional Requests**

|   |  |                 |
|---|--|-----------------|
| 1 | Bank Alfalah Green Energy/<br>Home Solar Finance     | 30 working days |
| 2 | Waiver of Charges                                    | 7 working days  |
| 3 | Refund of Excess Amount                              | 5 working days  |
| 4 | Mera Ghar Mera Ashiana (MGMA)                        | 30 working days |
| 5 | Partial or Balloon Payment HL Adjustment<br>Activity | 4 working days  |
| 6 | Home Loan General Queries                            | 1 working day   |

Note: Above-mentioned standard TAT will be applied for Hybrid Pricing and Roshan Apna Ghar products.

**Bank Alfalah Personal Loan**

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

**Customer Onboarding**

|   |  |                 |
|---|--|-----------------|
| 1 | Personal Loan Approval (login to decision) | 11 working days |
| 2 | Personal Loan Sales Lead                   | 3 working days  |

**Maintenance Request**

|   |                    |                |
|---|--------------------|----------------|
| 1 | Demographic Change | 5 working days |
| 2 | Address Change     | 8 working days |

**Statement/Letter**

|   |   |                 |
|---|---|-----------------|
| 1 | Loan Payoff Sheet Issuance  | 4 working days  |
| 2 | Issuance of NOC/Full Settlement   | 9 working days  |
| 3 | Issuance of NOC/Full Settlement<br>(mode of payment other than cash)        | 10 working days |
| 4 | Partial/Balloon Settlement and Issuance of<br>Revised Amortization Schedule | 5 working days  |
| 5 | Repayment Schedule  | 3 working days  |
| 6 | NOC Issuance Against Settlement Waiver/<br>Write-off Cases                  | 30 working days |
| 7 | Tax Letter  | 4 working days  |
| 8 | PL Outstanding Letter   | 4 working days  |
| 9 | Personal Loan General Queries   | 1 working day   |

**Reversals/Waiver**

|   |                   |                |
|---|-------------------|----------------|
| 1 | Waiver of Charges | 7 working days |
| 2 | Refund Pay Order  | 5 working days |

Please Note:

- TATs in days will be counted from the next working day of the request received at bank.
- For requests received from Contact center / Branches (wherever applicable), additional TAT of 2 working days will be applicable.
- Above-mentioned TAT are stated subject to fulfillment of required documentation/ due formalities at customer end.
- SBS product delivery TAT's are subject to product availability, prevailing market and economic conditions.
- Extra ordinary events i.e. floods, adverse weather conditions, riots or any disturbance that restrict logistics/mobility may also impact the delivery of physical products, cards delivery, consumer loan issuance process and will not be account far in TAT.
- For handling of disputes within defined TAT, bank have external dependency on acquirer responses (local or international) as per nature of dispute.
- In the case of a customer visit to the Consumer Finance Center or Helpdesk, basic queries and inquiries related to consumer finance loans or credit products will be facilitated during the visit.

# Consumer Finance – Islamic Banking

Bank Alfalah Islamic provides Shariah Compliant Consumer Finance product suite, which is tailored to cater to the diverse lifestyle needs of our customers, including individual and corporate entities for their short-term and long-term finances.

## Car Ijarah

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |                                 |   |
|---|---------------------------------|---|
| 1 | Car Ijarah Application Decision | 11 working days for New Car<br>22 working days for Used Car |
|---|---------------------------------|---|

### Statement/Letter

|   |  |                |
|---|--|----------------|
| 1 | Issuance of Payoff Sheet               | 5 working days |
| 2 | Issuance of NOC and Collateral Release | 9 working days |
| 3 | Tax Exemption Certificate              | 5 working days |
| 4 | Reissuance of NOC (Duplicate/Renewed)  | 6 working days |
| 5 | Repayment Schedule                     | 5 working days |
| 6 | Refund Pay-order                       | 4 working days |

### Claims/Reversals/Waivers/Disputes

|   |   |   |
|---|---|---|
| 1 | Takaful Claim (total loss/theft/stolen) | 30 working days<br>Subject to completion of documents (as per takaful company requirement) from customer including final investigation report |
|---|---|---|

## Home Musharakah

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |  |   |
|---|--|---|
| 1 | Home Musharakah Application Processing | 22-33 working days (for Salaried Persons)<br>30-42 working days (for Self-Employed Persons/Businessmen/Professionals) |
|---|--|---|

### Statement/Letter

|   |  |                 |
|---|--|-----------------|
| 1 | Issuance of Payoff Sheet                         | 5 working days  |
| 2 | Issuance of NOC and Collateral Release           | 10 working days |
| 3 | Tax Exemption Certificate                        | 5 working days  |
| 4 | Re-pricing Letter after Change in KIBOR (yearly) | 4 working days  |
| 5 | Balloon Payment                                  | 3 working days  |

\*Subject to documents completion by customer

# Digital Banking

- **SMS Banking**

Under SMS Banking suite, Bank Alfalah is offering its customers various types of notifications matching customers' requirements. To avail any of the below-mentioned offers, the customers are required to subscribe their account(s) by contacting any Bank Alfalah branch or our 24/7 Helpline.

1. **SMS on transactions through Digital Channels – FREE**

Bank Alfalah is offering its customers Free SMS Alerts on transactions done through Digital Channels including ATM and POS transactions. If you have not started receiving these Free SMS Alerts on transactions through Digital Channels, please contact Bank Alfalah by using any of the following mediums:

- a. Visit the branch and request for Free Alerts
- b. Contact Helpline 021 111 225 111 and request for Free Alerts
- c. Type 'FREE (space)<Account Number>' and send to 8287 to activate Free Alerts

2. **SMS Alerts on all transactions with language option – Charged as per prevailing SOC**

By subscribing to SMS Alerts, the customers can keep track of their transactions 24/7. The customers will receive real-time SMS Alerts for transactions performed in their account. It also helps them to keep track of all their POS, ATM, in-branch transactions, as and when these are performed. Subscribers will also receive the information about their available balance with every transactional alert, along with Orbit points information. Customers can also choose to receive their Debit and Credit alerts in the language of their choice. The languages being offered are as under:

- o Urdu
- o English
- o Punjabi
- o Sindhi
- o Pashto
- o Balochi

To avail SMS Alerts on all transactions, with multi-language option, customers are required to subscribe their account(s) by using any of the following mediums:

- a. Visit the branch and request for all Alerts
- b. Contact Helpline 021 111 225 111 and request for all Alerts

3. **SMS Banking (Pull SMS) – Charged as per prevailing SOC**

Bank Alfalah offers its customers its SMS Banking channel which is the freedom to get their Account information & do financial transactions (including paying Mobile bills and BAF Credit Card bills through BAF account) by sending an SMS to 8287. By subscribing to this service, customers can now get their Account Balance, Last 5 transactions' details, Credit Card information, process Permanent Blocking of Debit Card, perform Temporary Blocking of Internet Banking and ALFA, Activation and Deactivation of E-Commerce transactions, initiate Chequebook requests, inquire about Orbits points, and pay off the bill of their registered mobile number and Credit Card through their Bank Alfalah account by sending predefined texts to Bank Alfalah short code 8287.

Following are the codes to type and send to 8287 to use this facility:

- For A/C Balance, type AB
- For Mini Statement, type MS
- For Credit Card details, type CC
- For Permanent Blocking of Debit Card, type DCBLOCK(space)<Last 4 digits of Debit Card>
- For Temporary Blocking of Internet Banking/Alfa, type ALFABLOCK(space)<13 digits CNIC>
- To Activate E-Commerce Tranx, type INTERNET(space)<ON>(space)<Last 4 digits of account>
- To Deactivate E-Commerce, type INTERNET(space)<OFF>(space)<Last 4 digits of account>
- For paying off BAF Credit Card bill from BAF a/c, type CCP(space)<Last 4 digits of Credit Card>(space)<Payment amount>(space)<Last 4 digits of account>
- For Bill Payment (Prepaid), type BPR(space) to (space)<Amount>
- For Bill Payment (Post-paid), type BPS(space) to (space)<Amount>
- For new Chequebook, type CHQ(space)<No. of leaves>(space)<Last 4 digits of account>
- For updating CNIC expiry, type CU(space)<13 digits CNIC>(space)<Issuance Date in DD/MM/YYYY>
- For Orbits Inquiry, type Orbits(space)<13 digits CNIC>
- For assistance, type HELP and send to 8287.

To avail SMS Banking, customers are required to subscribe their account(s) by using any of the following mediums:

1. Visit the branch and request for SMS Banking (Pull SMS)
2. Contact Helpline 021 111 225 111, and request for SMS Banking (Pull SMS)
3. Type 'SMSBANKING', and send it to 8287 to receive a call from Bank Alfalah representative

**Note:**

1. The customers can update their mobile network (ported network) by typing 'MNP' and sending it to Bank Alfalah Short Code 8287.
2. For security purpose, please remove all critical information received on your mobile phone from bank via SMS to avoid any unauthorised use of information.
3. Terms and Conditions apply.

By calling Bank Alfalah Contact Centre (111-225-111), customers can subscribe to this service or they can visit their branch for the same.

#### **E-Statement**

With our E-Statement service, these customers can receive Daily, Weekly, Monthly, Quarterly or Half-yearly account statements directly via email. This facility is offered to the customers without extra cost; all they need is a personal e-mail address to receive E-Statements.

By calling Bank Alfalah Contact Centre (111-225-111), customers can subscribe to this service or they may contact their branch.

#### **Email Notifications on account transactions**

To keep Bank Alfalah customers updated for any transactional activity in their account, Bank Alfalah is providing email notification service to the customers' valid email addresses.

The customers will receive notifications on their registered email addresses from Bank Alfalah. This will give them information in real-time about the transactional activity right in their mailboxes.

This facility is offered to the customers without extra cost, all they need is a personal e-mail address to receive email notifications.

For more information about this, please call our 24/7 Bank Alfalah Contact Centre (111-225-111).

#### • **Bank Alfalah Contact Centre**

Bank Alfalah Contact Centre has upgraded its digital payment services. Our customers can now pay bills, check their account balance, and even get their transaction details at their convenience.

- 24/7 access to your account details and banking needs
- Convenient and secure payment options
- Utility and mobile bill payments: PTCL, LESCO, SSGC, K-Electric, SNGPL and all Telcos (prepaid and post-paid bills)
- Funds transfer within Bank Alfalah
- Balance inquiry and transaction details
- Bank Alfalah Debit Card de-activation
- Product information
- Generating and changing your IVR TPIN and ATM PIN
- Bank Alfalah Credit Card payment

#### • **Bank Alfalah Internet Banking**

Now our customers do not need a Debit Card to sign up and transact from an online account. They can sign up for Bank Alfalah Internet Banking and access it online from anywhere, anytime. They can log in at [bankalfalah.com](http://bankalfalah.com) to receive:

- Account balance inquiry
- Mini-statements
- Account statement for one year
- Transferring funds between one's Bank Alfalah accounts – Funds Transfer (FT)
- Transferring funds from one's Bank Alfalah account to other Bank Alfalah account holders - Inter Bank Funds Transfer (IBFT)
- Transferring funds to selected I-LINK & MNET member banks

- Utility bill payments
- Credit Card bill payments
- Purchasing mobile phone airtime – Telco payments
- Internet Service Provider Bill Payments
- Donations to selected charitable organizations
- Payments for online shopping
- Corporate Banking
- Managing Bank Alfalah Investments
- Purchasing of E-IPOs
- Shopping from AlfaMall
- Orbits Section for all orbits related management
- Making a request to Bank
- Investment Portfolio Section
- Making requests for SMS alerts and Address Change
- Requesting Banker's Cheque
- Requesting Chequebook
- Downloading Account Statement
- Managing Chip-based Debit Card
- Paying Auto/Home loan repayments
- Paying Credit Card bill to banks, being onboard on 1Bill grid
- Viewing and Downloading Dashboard for RVD (Recurring Value Deposit) – IBG product
- School and University Fee Payments

- **Alfa**

Alfa is Bank Alfalah's mobile banking app that can be downloaded to any smartphone from the App Store for iOS users or the Play Store for Android users. If the customer is already a Bank Alfalah Internet Banking user, he/she can use the same credentials to log on to Alfa. It offers the following features:

- Account balance inquiry
- Mini-statements
- Account statement for one year
- Transferring funds between one's Bank Alfalah accounts – Funds Transfer (FT)
- Transferring funds from one's your Bank Alfalah account to other Bank Alfalah accountholders – Inter Branch Funds Transfer.
- Transferring funds from one's Bank Alfalah account to wallet accounts and vice versa.
- Transferring funds to selected 1-LINK & MNET member banks
- Utility bill payments
- Credit Card bill payments
- Purchasing mobile phone airtime – Mobile Top-up
- Cash in/out Services
- Internet Service Provider Bill Payments
- Use of the "Search" feature to find favourite transactions
- Loans Facility
- QR Payments "Alfa Pay"
- Payments through Other Bank Debit/Credit Cards
- Multiple beneficiary payments (Utility/Top-up) in one go through "Payees"
- Mutual Funds' Investments
- Alfa Account Opening with promo code
- Donations to selected charitable organisations
- Managing Alfa App through "My Alfa App"
- Managing Alfa Account using "My Alfa Account"
- Managing cards through "My Cards"
- Request for new services using "Apply New Service"
- Subscription to Telco Packages
- Seeing the discounts through "Where to use my Debit/Credit Card" section
- Chatting with friends on Alfa, using the Alfa Chat feature
- Locating Bank Alfalah Branches/ATMs/CDMs through "Locator" feature
- Contacting Bank Alfalah on Social Media using the "Contact" feature
- Inviting Friends
- Receiving International Remittance, using Alfa App
- Shopping from AlfaMall
- Availability of Orbit Section for all orbit related management



- Debit Card Management
- Requesting a Chequebook, E-Statement etc., using "Manage Requests"
- Making requests for SMS alerts and Address Change
- School and University Fee Payments
- Careem Financing
- Requesting Banker's Cheque
- Requesting Chequebook
- Managing Chip-based Debit Card
- Auto/Home loan repayments
- Paying Credit Card bill to banks, being on-board on 1Bill grid
- Availing Credit Card Facilities online
- Buying Insurance products
- Booking a Term Deposit
- Saving in Goal-based Scheme

- **Agent Network**

Bank Alfalah Agent Network has been established to enable branchless banking via AlfaPay application provided to retailers. Customers, now, can perform the following:

- Alfa Account Opening
- Account Upgrading
- Cash Withdrawal through Alfa wallet (Cash-out)
- Cash Deposit in Alfa wallet (Cash-in)
- Utility Bill Payment
- Mobile Top-up
- Fee Payments
- Domestic Remittance (A2P, P2A, A2A)
- International Remittance Services (HRA)
- BISP Payments
- OTC Disbursements & Collections
- Debit Card Issuance
- Availing AlfaMall (agent-assisted)
- BOP Payments

## Digital Channels

| S. No.             | Service Requests  | TAT              |
|--------------------|---|------------------|
| <b>SMS Alerts</b>  |   |                  |
| 1                  | SMS Alerts Subscription/Activation/Enrolment (Inbound)      | 48 working hours |
| 2                  | SMS Alerts Un-subscription/De-activation                    | 48 working hours |
| 3                  | Pull SMS Alerts Subscription/Activation/Enrolment (Inbound) | 48 working hours |
| 4                  | Pull SMS Alerts Un-subscription/De-activation               | 48 working hours |
| 5                  | SMS Alerts Subscription (Outbound Sales)                    | 48 working hours |
| <b>E-Statement</b> |   |                  |
| 1                  | E-Statement Subscription/Activation/Enrolment (Inbound)     | 48 working hours |
| 2                  | E-Statement Un-subscription/De-activation                   | 48 working hours |
| 3                  | E-Statement Delivery  | 48 working hours |

## Bank Alfalah Contact Centre

| S. No.   | Service Requests                         | TAT              |
|--|--|------------------|
| <b>Service Offered to Debit Card Customers</b>       |  |                  |
| 1  | Debit Card Activation                    | Real time        |
| 2  | Debit Card Blocking                      | Real time        |
| 3  | TPINs/ATM PINs Generation                | Real time        |
| 4  | Balance Inquiry                          | Real time        |
| 5  | TPINs/ATM PINs Issuance/Re-Issuance      | Real time        |
| <b>Service Offered to Payroll Card Customers</b>     |  |                  |
| 1  | Payroll Card Activation                  | Real time        |
| 2  | Payroll Card Blocking                    | Real time        |
| 3  | Bill Payment                             | Real time        |
| 4  | Direct Debit Enrolment for Bill Payments | 3 working days   |
| 6  | SMS Alerts Activation                    | 48 working hours |
| <b>Service Offered to Credit Card Customers</b>      |  |                  |
| 1  | Credit Card Activation                   | Real time        |
| 2  | Credit Card Blocking                     | Real time        |
| 3  | Credit Card PIN Generation               | Real time        |
| 4  | SMS Alerts                               | 48 working hours |
| <b>Service Offered to Internet Banking Customers</b> |  |                  |
| 1  | Internet Banking Activation              | Real time        |
| 2  | Internet Banking Password Resetting      | Real time        |
| 3  | Internet Banking Temporary Blocking      | Real time        |
| 4  | Internet Banking Un-subscription Request | 48 working hours |

**Service Offered to Branch Banking Customers**

|   |  |           |
|---|--|-----------|
| 1 | Balance Inquiry                                | Real time |
| 2 | Transaction Details                            | Real time |
| 3 | Account Status                                 | Real time |
| 4 | IBAN Inquiry                                   | Real time |
| 5 | SWIFT Code Inquiry                             | Real time |
| 6 | Banker's Cheque and Demand Draft Inquiry Calls | Real time |
| 7 | Stopping Cheque(s) request (Account)           | Real time |

**Lead Generation**

|   |  |           |
|---|--|-----------|
| 1 | Auto Finance/Home Finance/Personal Loan/<br>Credit Card/Car Ijarah | Real time |
|---|--|-----------|

**Agent Network**

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

**Transaction via AlfaPay-Agent Network**

|    |                               |        |
|----|-------------------------------|--------|
| 1  | Alfa Account Opening          | 5 mins |
| 2  | Alfa Account Upgrading        | 5 mins |
| 3  | Cash In                       | 5 mins |
| 4  | Cash Out                      | 5 mins |
| 5  | Money Transfer Sending        | 5 mins |
| 6  | Money Transfer Receiving      | 5 mins |
| 7  | Kafaalat (BISP)               | 5 mins |
| 8  | Utility Bill Payment          | 5 mins |
| 9  | Mobile Top-up                 | 5 mins |
| 10 | School Fee Collection         | 5 mins |
| 11 | HRA Account Opening (Islamic) | 5 mins |
| 12 | HRA Pull Transaction          | 3 mins |
| 13 | Debit Card Requisition        | 2 mins |

**Transaction via Bank Alfalah Internet Banking**

| S. No. | Service Requests                   | TAT  |
|--------|------------------------------------|--|
| 1      | Internet Banking (IB) Subscription | Real time  |
| 2      | IB Password Reset                  | Real time  |
| 3      | Download Account Statement         | Real time  |
| 4      | Address Change Request             | 1-2 working days   |
| 5      | Chequebook Request*                | For Chequebook collection within city 1-2 working days<br>For Chequebook collection out of city 3-4 working days |
| 6      | Banker's Cheque Request            | Near real time   |
| 7      | SMS Alert Subscription             | 1-2 working days (48 hours)  |
| 8      | Account Maintenance Certificate    | Real Time  |
| 9      | Raast ID registration              | Real Time  |
| 10     | Raast ID De-Link                   | Real Time  |
| 11     | Raast ID Re-Link                   | Real Time  |
| 12     | Credit Card Management             | Real Time  |

|    |  |   |
|----|--|---|
| 13 | Debit Card Management  | Real Time   |
| 14 | Downloading Credit Card Statement  | Near Real Time  |
| 15 | CNIC Expiry Updation   | Real Time   |
| 16 | Withholding Tax Certificate  | Real Time   |
| 17 | Digital (Full Fledge Branch Banking) Account Opening   | Real Time   |
| 18 | Beneficiary Creation   | Real Time   |
| 19 | Current/Savings/Royal Profit Account/<br>Bank Alfalah Islamic Mahana Amdani Account<br>Opening Request | Bank will contact customer within<br>1-2 working days |
| 20 | Credit Card Request  | Bank will contact customer within<br>1-2 working days |
| 21 | Personal/Car/Home Loan Request   | Bank will contact customer within<br>1-2 working days |
| 22 | Bancassurance Request  | Bank will contact customer within<br>1-2 working days |
| 23 | Investments Product Request  | Bank will contact customer within<br>1-2 working days |
| 24 | Managing Chip-based Debit Card   | Real time   |
| 25 | Tax Payment  | Real time   |
| 26 | Auto/Home Loan Repayments  | Real time   |

\* Processing from Digital Channels is done in real time.

- For Chequebook collection, within city, will take 1-2 working days
- For Chequebook collection, out of city, will take 3-4 working days

### Transaction via Alfa Mobile App

| S. No. | Service Requests  | TAT  |
|--------|---|--|
| 1      | Alfa Mobile App Subscription  | Real time  |
| 2      | Alfa Mobile App Password Resetting  | Real time  |
| 3      | Financial Transaction   | Real time  |
| 4      | Address Change Request  | 1-2 working days   |
| 5      | SMS Alert Subscription  | 1-2 working days (48 hours)  |
| 6      | E-Statement Subscription  | 1-2 working days (48 hours)  |
| 7      | Current/Savings/Royal Profit Account Opening/<br>Bank Alfalah Islamic Mahana Amdani Request | Bank will contact customer within<br>1-2 working days  |
| 8      | Credit Card Request   | Bank will contact customer within<br>1-2 working days  |
| 9      | Personal/Car/Home Loan Request  | Bank will contact customer within<br>1-2 working days  |
| 10     | Bancassurance Request   | Bank will contact customer within<br>1-2 working days  |
| 11     | Investments Product Request   | Bank will contact customer within<br>1-2 working days  |
| 12     | Managing Chip-based Debit Card  | Real time  |
| 13     | Auto/Home Loan Repayments   | Real time  |
| 14     | Chequebook Request*   | For Chequebook collection within<br>city 1-2 working days<br>For Chequebook collection out of<br>city 3-4 working days |
| 15     | Banker's Cheque Request   | Near real time   |
| 16     | Account Maintenance Certificate   | Real time  |
| 17     | New Device Registration   | Real time  |

|    |  |                |
|----|--|----------------|
| 18 | Raast ID registration                        | Real time      |
| 19 | Raast ID De-link                             | Real time      |
| 20 | Raast ID Re-link                             | Real time      |
| 21 | Credit Card Management                       | Real time      |
| 22 | Debit Card Management                        | Real time      |
| 23 | QR generation for Account                    | Real time      |
| 24 | Download Account statement via Alfa          | Near Real Time |
| 25 | Download credit card statement               | Near Real Time |
| 26 | CNIC Expiry Update                           | Real time      |
| 27 | Withholding Tax Certificate                  | Real time      |
| 28 | Digital (Full Fledge Branch Banking) Opening | Real time      |
| 29 | Beneficiary creation                         | Real time      |

\* Processing from Digital Channels is done in real time.

- For Chequebook collection, within city, it will take 1-2 working days
- For Chequebook collection, out of city, it will take 3-4 working days

\*For Alfa, TATs for Corporate Payroll will remain the same as mentioned above

# Digital SMME, Corporate and G2P Solutions

- **EOBI Pension Wallets**

Bank Alfalah has partnered with Employee Old Age Benefits Institution (EOBI) for the disbursement of employees' contributions and pensions in Pakistan. The pension disbursement process has been designed to make it completely digital through the use of branchless banking mobile wallets, which eliminates the use of physical dealing of cash at the time of pension disbursements. The wallet caters to a wide base of 390,000+ pensioners, and 98,000 contributing employers.

- **Payroll Wallets**

Bank Alfalah pitches its digital payroll carded wallets to employers in Pakistan encouraging salary payments of their non-management staff through digital means. Monthly salaries are disbursed into the wallets directly, whereby customers are able to withdraw their salaries through ATM Debit Cards

## EOBI Pension Wallets

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |                                 |            |
|---|---------------------------------|------------|
| 1 | Account Opening/Card Issuance   | 20 minutes |
| 2 | Screening on UNSC, OFAC and PEP | 5 minutes  |
| 3 | Proof of Life                   | 15 minutes |
| 4 | Card Activation                 | 7 minutes  |
| 5 | Card Blocking                   | 5 minutes  |

### Maintenance

|   |  |                |
|---|--|----------------|
| 1 | Account Maintenance (received via contact centre/branches)                                       | 3 working days |
| 2 | Card Replacement (issuance and dispatch from Bank Alfalah: Courier delivery TAT is not included) | 7 working days |

### Statement/Certificate Issuance

|   |  |               |
|---|--|---------------|
| 1 | Account Statement Dispatch   | 1 hour        |
| 2 | Last Payment Certificate Issuance (for EOBI regional offices only) | 1 working day |

## Payroll Wallets (Current and Islamic Account)

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |   |                  |
|---|---|------------------|
| 1 | Account Opening and Card Issuance (form/file based) | 4-7 working days |
| 2 | Card Activation                                     | 7 minutes        |
| 3 | Card Blocking                                       | 5 minutes        |

### Maintenance

|   |  |                |
|---|--|----------------|
| 1 | Account Maintenance (received via contact centre)  | 3 working days |
| 2 | Card Replacement (issuance and dispatched from Bank Alfalah)<br>Courier delivery TAT is not included | 7 working days |

### Statements/Certificate Insurance

|   |                            |                |
|---|----------------------------|----------------|
| 1 | Account Statement Dispatch | 2 working days |
|---|----------------------------|----------------|

- **Alfa Consumer Wallets (Current, Savings and Islamic)**

Alfa Account brings banking to your sofa seats. Alfa customers can now open a completely digital account through Alfa App in 4 simple steps. This digital account has both current and savings variants with attractive returns. Furthermore, Alfa Islamic Account is the first Islamic digital account in the industry which offers also comes with both current and savings variants. The account brings a suite of transaction options and features including funds transfer, bill payments/mobile top-ups, online shopping, savings and investment options, insurance, food ordering and much more. A personalised Debit Card can also be availed.

- **Home Remittance Account**

This service allows the customers to open their HRA wallet either through any of our branches or by downloading Alfa. This account is governed by the regulations set out by SBP under the ambit of Branchless Banking. As such, the branches are required to perform following activities related to this product.

- Opening of HRA wallet via E-Smart. The account is only opened upon customer's positive BVS verification
- Redirecting over the counter (cash) remittances into customer's wallet account
- Cash withdrawal transaction from customers Alfa Remittance Account
- Onetime Biometric verification of customers who have already opened their account via Alfa App

## Alfa Consumer Wallets (Current, Savings and Islamic)

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |  |                |
|---|--|----------------|
| 1 | Account Opening via Alfa App.          | 5 minutes      |
| 2 | Account Opening via Portal (biometric) | 20 minutes     |
| 3 | Account Opening via Digital Kiosk      | 5 minutes      |
| 4 | Account Opening via USSD (AMA)         | 5 minutes      |
| 5 | Card Issuance                          | 7 working days |
| 6 | Card Enablement                        | 7 minutes      |
| 7 | Card Blocking                          | 5 minutes      |

### Maintenance

|   |  |                |
|---|--|----------------|
| 1 | Account Maintenance (received via Contact Centre)  | 3 working days |
| 2 | Card Replacement (issuance and dispatch from Bank Alfalah)<br>Courier delivery TAT is not included | 7 working days |

**Statement**

|   |                            |                |
|---|----------------------------|----------------|
| 1 | Account Statement Dispatch | 2 working days |
|---|----------------------------|----------------|

**Orbit Rewards Program : Orbit Redemption**

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

**Orbits on Alfa and Internet Banking**

|   |                                   |           |
|---|-----------------------------------|-----------|
| 1 | Orbit Balance Inquiry             | Real time |
| 2 | Orbit Statement Inquiry           | Real time |
| 3 | Top-up/Utility Bill Payment       | Real time |
| 4 | Orbit Transfer                    | Real time |
| 5 | Item Redemption on Orbit AlfaMall | Real time |
| 6 | Redemption on POS                 | Real time |

**Orbit Rewards Program : Orbit Earning**

|   |  |  |
|---|--|--|
| 1 | Credit Card Retail Transactions (POS and Online) | 2-3 Working Days after transaction posting       |
| 2 | Debit Card POS Transactions                      | 2-3 Working Days                                 |
| 3 | Credit Card and Debit Card                       | 2-3 Working Days after first transaction posting |
| 4 | CASA Account and ADCs                            | 2-3 Working Days of activation                   |
| 5 | Loans  | 2-3 Working Days after loan disbursement         |
| 6 | Investment                                       | After 30 Days                                    |
| 7 | Bancassurance                                    | After 14 Working Days                            |

**Goal-Based Scheme**

| S. No. | Service Requests          | TAT   |
|--------|---------------------------|---|
| 1      | Goal Creation             | Real time   |
| 2      | Goal Instalment Top-up    | Real time   |
| 3      | Goal Deletion             | Next working day                                  |
| 4      | Goal Instalment Deduction | Based on customer's selection of instalment cycle |

**Digital Investments**

| S. No. | Service Requests | TAT            |
|--------|------------------|----------------|
| 1      | Investment       | 3 working days |
| 2      | Redemption       | 6 working days |

**Digital Insurance**

| S. No. | Service Requests                                | TAT  |
|--------|---|--|
| 1      | Document Delivery                               | 7-10 working days  |
| 2      | Free-look Period                                | From 1 week up to 1 month (depending on insurance product) |
| 3      | Claim Processing                                | 1 month  |
| 4      | Cancellation Reversal (within Free Look Period) | 7 working days   |



## Home Remittance Account (Current, Savings and Islamic Account)

| S. No. | Service Requests  | TAT       |
|--------|---|-----------|
| 1      | Opening of HRA Wallet via E-Smart   | Real time |
| 2      | Redirecting OTC Transactions into Alfa Remittance Account via Remittex                          | Real time |
| 3      | Cash Withdrawal Transaction from Customers' Alfa Remittance Account                             | Real time |
| 4      | One time Biometric Verification of Customers who have already opened their account via Alfa App | Real time |
| 5      | Receive Remittance via App (Pull)   | Real time |

### Maintenance

|   |   |                |
|---|---|----------------|
| 1 | Maintenance (received via Call Centre/Branches) | 3 working days |
|---|---|----------------|

# AlfaMall

AlfaMall is the first platform of its kind offered by a bank in Pakistan. It is Bank Alfalah's digital platform that connects customers with merchants for online shopping. Alfa, our mobile platform, has always been the pivot on which Bank Alfalah has been building its innovations such as managing savings, tracking expenses, paying bills, along with other banking services.

Following on these successes, AlfaMall is a complete online shopping solution that enables Bank Alfalah customers to use their accounts, wallets, Credit Cards or Orbit points to securely pay for their shopping and thousands of products/services available at the best prices with the quality of services.

This platform also provides access to merchants to sell their products and/or services online through the platform.

Some of the reasons to shop on AlfaMall:

- Shop with Trust - The best in class customer experience and service
- One-Stop Shop - We provide current Alfa App and BAFL customers with a single outlet for their major shopping needs
- Massive Category and Product Range - Every category provides a huge range of products to cater to your every need
- 100% Verified Partners (Merchants) - Reputed and credible partners are on-boarded for the products offered
- Personalisation and Value-added Services - Discover the best products and deals customised to your interests and needs
- Escrow Service - Confirmed payments from customers that are only transferred to merchants after they deliver products to customers
- Customer Financing - Instantly Buy Now and Easily Pay Later on thousands of products

The objective of this document is to set out overall TAT of AlfaMall customer-related transactions, which provide basis for measuring level of responsiveness with respect to customer services and also a tool to gauge the efficiency of the existing processes.

| S. No. | Service Requests   | TAT  |
|--------|--------------------|--|
| 1      | Product Delivery   | Regular 5 - 7 Working Days<br>Bike 15 - 20 Working Days<br>Home/lifestyle 20 - 25 working days<br>Same Day (8 working hours) |
| 2      | Order Cancellation | Within 48 hours of order   |
| 3      | Fund Reversal      | 5 - 7 Working Days   |
| 4      | Technical Issue    | 3 - 5 Working Days   |

DISCLAIMER: The TATs are subject to the following features:

- Revision of processes
- Change in technology
- Merchant & other resources
- Logistic issue

# Digital Lending

Anticipating the wave of innovations in the banking sector over the next decade, the bank leaders must reimagine banking as a whole. Bank Alfalah's Digital Banking Group has already taken the initiative to digitise and transform the entire value chain for all products. The Digital Lending department is working towards digitising the lending process by developing innovative financial products in its endeavour to create convenience, accessibility and mass appeal for its customers.

- **Instant Loan**

Instant Loan is an affordable, tailor-made financing solution for customers with an end-to-end digitised process. Customers can get a personal loan of up to Rs. 750K without any collateral or documentation, while sitting at home through their Alfa App in just 5 minutes.

**Features:**

- Digital Loan Application Form, no wet signatures required
- Financing up to Rs. 750K, subject to DBR
- Repayment tenure up to 4 years

- **Alfa Overdraft**

Alfa Overdraft is a credit line of Rs. 50,000 which is tagged to a customer's core account through which customers can drawdown their account using any debit instrument (Debit Card, Cheque, fund transfer, Alfa transactions etc.) when they have insufficient funds.

\*Subject to DBR

**Features**

- Digital Loan Application Form
- Automatic repayment for convenience
- Real time loan status update via Alfa App
- Interest is charged on a daily basis on the utilised amount
- No processing fee

- **Agent Financing**

The Agent financing product is designed to offer financing facility to agents who are part of the Bank Alfalah's agent network. The purpose is to enable retailers to increase volumes by catering to their working capital requirements and help the bank to enhance agent network throughput. The entire process of Limit application and utilisation is enabled through the Alfa Pay application.

**Features:**

- Fast, convenient and instant loan processing
- Term of this unsecured facility is 12 months.
- Limit amount from PKR. 1,000 to maximum up to PKR 100,000.
- Limit utilisation will only be offered for transaction via agent Alfa app.
- Paperless, digital application with instant real-time disbursements.
- Agent can only utilise the assigned limit within the agent network's eco-system to grow or expand his business.

- **Alfa BNPL**

The Alfa BNPL (Buy Now, Pay Later) is a Shariah Compliant instalment facility that aims to provide customers with a facility to purchase product from merchants through AlfaMall, and BAFL registered merchants with the facility to defer their payments for future monthly instalments.

**Features:**

- Instant credit assessment
- No processing fee
- 0% on instalments
- Riba-free financing up to PKR 750K
- Financing tenure up to 10 months
- No Credit Card limit blocking
- Digital and paper less customer Onboarding

- **Instant Credit Card**

The Instant Credit Card product enables eligible customers to avail Bank Alfalah's Credit Cards through completely digital application. Key features of the product are as follows:

- Digital application form, no wet signatures required.
- Selection of Credit Card of choice, instant booking and delivery within defined Bank Alfalah Credit Card TAT.
- Auto-debit account & mode selection within Credit Card application for easy repayment.

- **Instant Auto Loan**

Alfa Instant Auto Finance revolutionises the way customers experience vehicle financing by integrating end-to-end process with only a few taps on Alfa Mobile App. From initiating loan requests to managing repayments and even initiating payoff requests; the entire journey is effortlessly managed through the Alfa Mobile App.

The offering includes both conventional and Islamic (Ijarah) variants. It offers a range of features including:

- Fast and convenient processing
- No bank visit
- Instant approval
- Down-payment submission
- Disbursal within 1 working day
- Repayment facility
- Payoff request submission
- Application tracking

## Instant Loan (Personal Loan)

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |   |           |
|---|---|-----------|
| 1 | Personal Loan Approval<br>(Loan Application to Disbursal) | 5 minutes |
|---|---|-----------|

### Repayment

|   |                    |               |
|---|--------------------|---------------|
| 1 | Loan Repayment     | Real time     |
| 2 | Loan Settlement    | 1 working day |
| 3 | Balloon Payment    | Real time     |
| 4 | Balloon Settlement | 1 working day |

### Letters and Complaints

|   |                    |                |
|---|--------------------|----------------|
| 1 | NOC Issuance       | 7 working days |
| 2 | Complaint Handling | 7 working days |

## Alfa Overdraft

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |  |        |
|---|--|--------|
| 1 | Overdraft Loan Approval<br>(Loan Application to Disbursal) | 1 hour |
|---|--|--------|

### Repayment

|   |                   |               |
|---|-------------------|---------------|
| 1 | Markup Settlement | 1 working day |
|---|-------------------|---------------|

### Letters and Complaints

|   |                    |                |
|---|--------------------|----------------|
| 1 | NOC Issuance       | 7 working days |
| 2 | Complaint Handling | 7 working days |

## Instant Auto Loan

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |                         |               |
|---|-------------------------|---------------|
| 1 | Auto Loan Approval      | 1 hour        |
| 2 | Down-payment Submission | Real Time     |
| 3 | Auto Loan Disbursal     | 1 working day |

### Letters and Complaints

|   |                    |                |
|---|--------------------|----------------|
| 1 | NOC Issuance       | Real time      |
| 2 | Complaint Handling | 7 working days |

### Repayment

|   |                 |               |
|---|-----------------|---------------|
| 1 | Loan Repayment  | Real Time     |
| 2 | Loan Settlement | 1 working day |

## Agent Financing

### Customer Onboarding

|   |                           |           |
|---|---------------------------|-----------|
| 1 | Customer Account Creation | Real Time |
| 2 | Customer Limit Creation   | Real Time |

### Letters and Complaints

|   |                    |                |
|---|--------------------|----------------|
| 1 | NOC Issuance       | 7 working days |
| 2 | Complaint Handling | 7 working days |

### Repayment

|   |                |   |
|---|----------------|---|
| 1 | Repayment      | Real Time   |
| 2 | Loan Repayment | Auto Collection & Manual Repayment Option Available |

## Alfa BNPL

### Customer Onboarding

|   |                     |           |
|---|---------------------|-----------|
| 1 | Customer Onboarding | Real Time |
|---|---------------------|-----------|

### Letters and Complaints

|   |                    |   |
|---|--------------------|---|
| 1 | E-NOC              | Real time on Alfa app (subject to closure of internal loan closure process) |
| 2 | Complaint Handling | 7 working days  |

### Repayment

|   |           |                 |
|---|-----------|-----------------|
| 1 | Repayment | Auto Collection |
|---|-----------|-----------------|

## Instant Credit Card

### Customer Onboarding

|   |                           |           |
|---|---------------------------|-----------|
| 1 | Customer Account Creation | Real Time |
| 2 | Customer Limit Creation   | Real Time |

### Servicing

|   |                 |                                     |
|---|-----------------|-------------------------------------|
| 1 | Card Delivery   | As defined in BAFL Credit Card TATs |
| 2 | Card Activation | Real Time through Alfa App          |
| 3 | Card Blocking   | Real Time through Alfa App          |

### Letters and Complaints

|   |                    |                                     |
|---|--------------------|-------------------------------------|
| 1 | NOC                | As defined in BAFL Credit Card TATs |
| 2 | Complaint Handling | As defined in BAFL Credit Card TATs |

### Repayment

|   |           |   |
|---|-----------|---|
| 1 | Repayment | Auto Collection & Manual Repayment Option Available |
|---|-----------|---|

# Digital Payments

**Digital Fee Collection:** Digital Fee Collection, a unit of Digital Payments Department, is engaged in providing top-notch digital fee collection services to, but not limited to, Educational Institutes, Real Estate, and Membership Clubs. While, we are making lives of our Clients easier and convenient with our efficient and effective digital fee collection solution, at the same time we contribute in increasing Bank Alfalah's overall digital footprints through various Digital Channels for fee collection. In line with Bank's vision and mission, we enable our customers to succeed and advance.

| S. No. | Service Requests                       | TAT            |
|--------|--|----------------|
| 1      | Client Onboarding                      | 7-Working Days |
| 2      | Account Modification/Change Request    | 2-Working Days |
| 3      | Maker User/Checker User Change Request | 2-Working Days |
| 4      | Client Settlement TAT                  | 2-Working Days |

DISCLAIMER: The TATs are subject to followings:

- Revision of processes
- Change in technology
- Business Unit & other resources
- Logistic issue

## Virtual Debit Card:

Virtual Debit Card product-related TATs are mentioned below.

| S. No. | Transaction              | TAT     |
|--------|--------------------------|---------|
| 1      | VDC issuance/generation: | Instant |
| 2      | VDC deletion of Card:    | Instant |
| 3      | VDC blocking/unblocking: | Instant |

## Alfa Business App

Alfa Business is a complete business solution, through which Businesses can accept payments from customers irrespective of the issuer banking App. As long as their banking App can read Bank Alfalah-partnered scheme, merchant can accept customer payments via scanning the QR.

### What is in for SME Merchants in Alfa Business App?

- The Merchants' phone is their POS! They can accept payments and maintain business ledger within smart phone
- Digital Merchant Onboarding for Small-scale Merchants
- More business! Merchants can accept payments from 20+ banking & payment Apps
- Error-free payments, Merchants can share Static create Instant dynamic QR Codes
- Funds are settled within 24 working hours
- Manage Money, send Invoices and grow your business.
- Stay on top of payments with smart invoice tracking.
- Request Payments with expiry control. Flexible, Secure and Instant!
- Creation & Topup of Prepaid Card
- Adding to customer's ease, Merchants can setup their own e-shop!
- Never get out-of-stock! Keep a check on inventory within App
- Apply for Digital within App and expand the business!
- Instant Check - Real-time notifications of successful transactions
- Access complete transaction history or date-range-based transaction history in real-time
- Real-time access to download Account Statement
- B2B Funds Transfer option
- Bulk ordering option for Business owners

| S. No. | Service Requests          | TAT              |
|--------|---------------------------|------------------|
| 1      | Merchant Onboarding       | 5 Working Days   |
| 2      | QR Transaction Settlement | 24 Working Hours |

DISCLAIMER:

The TATs are subject to followings:

- Revision of processes
- Change in technology
- Merchant Agreement
- Logistic issue

# Bancassurance/Bancatakaful

Bank Alfalah's Bancassurance/Bancatakaful solutions are specially designed to help our customers provide a stable and secure future to their loved ones. Collaborating with leading insurance companies/takaful operators in the country, we offer a wide range of insurance/takaful plans, customized to meet our customers' savings, retirement, hospitalization, Health, General and child's education/marriage needs. Our insurance/takaful bundle is available under Conventional and Islamic Banking umbrellas to cater to our diverse client base, and includes the following:

Insurance/Takaful products for conventional branches

- Jubilee Kamil Takaful Savings Plan
- Jubilee Roshni Education Plan
- Jubilee Rida Marriage Plan
- Jubilee Sahara Retirement Plan
- Jubilee Rahat Savings and Protection Plan
- Jubilee Kohsar Plan
- Jubilee Kafeel Plan
- Bank Alfalah Insurance Nighban Insurance Plan
- Adamjee Life Hikmat Insurance Plan
- Bank Alfalah Insurance Car a vaan Motor Insurance Plan
- State Life Endowment Plan
- State Life Sadabahar Assurance Plan
- State Life Three Payment Plan
- Jubilee Ujala Insurance Plan
- Jubilee Mukammal Savings and Insurance Plan
- Jubilee Taskeen Takaful Plan
- Jubilee Azmat Health Insurance Plan

Takaful products for Islamic branches

- IGI Life - WTO Tadbeer Multi-Purpose Savings Plan
- IGI Life – WTO Danish Education Plan
- IGI Life – WTO Uroos Marriage Plan
- IGI Life – WTO Shifa Takaful Plan
- IGI Life – WTO Zeenat Takaful Plan
- IGI Life – WTO Zindagi Premier Takaful Savings Plan
- Bank Alfalah Insurance Zaamin Takaful Plan
- IGI Life – WTO Saholat Takaful Savings Plan

**Bancassurance:** [Underwritten By JLI, IGI, Adamjee and State Life]

| S. No.                     | Service Requests   | TAT   |
|----------------------------|--|---|
| <b>Customer Onboarding</b> |  |   |
| 1                          | Policy Issuance  | 15 working days (from the date of completion of all pertinent requirements)   |
| 2                          | Policy Document Delivery to Customer                               | 20 working days after issuance of policy  |
| <b>Maintenance</b>         |  |   |
| 1                          | Alterations in Policy  | 10 working days (from the date of completion of all pertinent requirements/documents and approvals)   |
| 2                          | Policy Cancellations   | 14 working days in free lookup period & 19 working days out of free lookup period (from the date of completion of all pertinent requirements/documents and approvals) |
| <b>Claim/Refund</b>        |  |   |
| 1                          | Partial Withdrawal of Policy                                       | 15 working days (from the date of completion of all pertinent requirements/documents and approvals)   |
| 2                          | Banca Claim Settlement (after submission of complete requirements) | 90 days (from the date of completion of all pertinent requirements/documents)   |



|   |                      |  |
|---|----------------------|--|
| 3 | Policy Amount Refund | 15 working days (from the date of completion of all pertinent requirements/ documents and approvals) |
| 4 | Policy Surrender     | 15 working days (from the date of completion of all pertinent requirements/ documents and approvals) |

**Note:** The above TATs are based on ideal conditions.

## **Bancassurance (Wallet Insurance)** [Underwritten by Bank Alfalah Insurance]

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### **Customer Onboarding**

|   |                                      |  |
|---|--------------------------------------|--|
| 1 | Policy Issuance                      | Same day of case input   |
| 2 | Policy Document Delivery to Customer | POS generated membership/issuance of certificate immediately after the case is inputted in the system. |

### **Maintenance**

|   |                      |                 |
|---|----------------------|-----------------|
| 1 | Policy Cancellations | 15 working days |
|---|----------------------|-----------------|

### **Claim/Refund**

|   |  |                 |
|---|--|-----------------|
| 1 | Banca Claim Settlement (after submission of complete requirements) | 30 working days |
| 2 | Policy Amount Refund   | 10 working days |

**Note:** The above TATs are based on ideal conditions.

## **Bancassurance (Motor Insurance)** [Underwritten by Bank Alfalah Insurance]

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### **Customer Onboarding**

|   |                                      |  |
|---|--------------------------------------|--|
| 1 | Policy Issuance                      | 3 working days (from the date of completion of all pertinent requirements) |
| 2 | Policy Document Delivery to Customer | 2 working days after completion of all formalities.                        |

### **Maintenance**

|   |                       |   |
|---|-----------------------|---|
| 1 | Alterations in Policy | 1 working day (from the date of receipt of alteration request from client)  |
| 2 | Policy Cancellations  | 7 working days within free look up and without free lookup period (upon receipt of cancellation request and original policy document) |

### **Claim/Refund**

|   |                      |  |
|---|----------------------|--|
| 1 | Claim Settlement     | 15 working days (from the date of submission of all required documents)                                    |
| 2 | Policy Amount Refund | 7 working days (from the date of receipt of cancellation request and completion of all required documents) |

**Note:** The above TATs are based on ideal conditions.

## Investment Services:

Investment Services products augment our customers banking experience by providing them with the flexibility to manoeuvre their respective portfolios based on their risk appetites and their short and long term financial goals. Bank Alfalah distributes mutual funds managed by Alfalah Investments, one of the prominent providers of Mutual Funds and Investment Advisory services in the country striving to provide our esteemed customers with the best possible investment solutions with a strong conviction in values such as ethics, transparency, unitholders' interest and sustainable returns.

### Conventional Products

- Bank Alfalah GHP Alpha Fund
- Bank Alfalah GHP Value Fund
- Bank Alfalah GHP Stock Fund
- Bank Alfalah GHP Sovereign Fund
- Bank Alfalah GHP Money Market Fund
- Bank Alfalah GHP Income Multiplier Fund
- Bank Alfalah Financial Sector Income Fund
- Bank Alfalah Government Securities Fund
- Bank Alfalah GHP Income Fund
- Bank Alfalah GHP Cash Fund
- Bank Alfalah Stable Return Fund
- Bank Alfalah GHP Pension Fund
- Bank Alfalah GHP Prosperity Planning Fund
  - o Active Allocation Plan
  - o Moderate Allocation Plan
  - o Conservative Allocation Plan

### Shariah Compliant Products

- Alfalah Islamic Rozana Amdani Fund
- Alfalah Islamic Money Market Fund
- Alfalah Islamic Income Fund
- Alfalah Islamic Sovereign Fund
- Alfalah GHP Islamic Stock Fund
- Alfalah GHP Islamic Dedicated Equity Fund
- Alfalah Islamic Stable Return Fund
- Alfalah GHP Islamic Value Fund
- Alfalah GHP Islamic Pension Fund
- Bank Alfalah GHP Islamic Prosperity Planning Fund
  - o Islamic Balanced Allocation Plan
  - o Islamic Moderate Allocation Plan
  - o Islamic Active Allocation Plan – II

## Investment Services: [Under Written By Bank Alfalah Investments]

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer Onboarding

|   |                       |   |
|---|-----------------------|---|
| 1 | New Account           | 5 working days (from the date of completion of all pertinent requirements/ documents and approvals) |
| 2 | Subsequent Investment | 5 working days after reporting date   |

### Service Request Form

|   |                                |                                     |
|---|--------------------------------|-------------------------------------|
| 1 | Alterations in Account Details | 5 working days after reporting date |
|---|--------------------------------|-------------------------------------|

### Redemption/Withdrawal

|   |             |  |
|---|-------------|--|
| 1 | Redemptions | 3-5 working days (from the date of submission/reporting) |
|---|-------------|--|

### Conversion Request

|   |             |  |
|---|-------------|--|
| 1 | Conversions | 2-3 working days (from the date of submission/reporting) |
|---|-------------|--|

## SME Conventional

| PR Category             | Prescribed turnaround time (TAT) for approval ** |
|-------------------------|--|
| Small Enterprises (SE)  | 15 working days*                                 |
| Medium Enterprises (ME) | 25 working days*                                 |
| PMYB&ALS                | 45 working days*                                 |

\* From the date of submission of last authentic document related to financing.

\*\* An exception to these TATs, there is PMYB&ALS facility, wherein SBP has allowed Approval TAT of up to 45 days vide IH & SMEFD Circular No. 12 of 2022 dated December 12, 2022.

Furthermore, since the SBP's defined TATs are for approvals only, the disbursement formalities are subject to timely submission of post-approval/disbursement documents by the customer. However, all disbursements are generally allowed within 2-3 working days from the date of completion of all required formalities by the customer.

## SME Islamic

| PR Category             | Prescribed turnaround time (TAT) for approval ** |
|-------------------------|--|
| Small Enterprises (SE)  | 15 working days*                                 |
| Medium Enterprises (ME) | 25 working days*                                 |
| PMYB&ALS                | 45 working days*                                 |

\* From the date of submission of last authentic document related to financing.

\*\* An exception to these TATs, there is PMYB&ALS facility, wherein SBP has allowed Approval TAT of up to 45 days vide IH & SMEFD Circular No. 12 of 2022, dated December 12, 2022.

Furthermore, since the SBP's defined TATs are for approvals only, the disbursement formalities are subject to timely submission of post-approval/disbursement documents by the customer. However, all disbursements are generally allowed within 2-3 working days from the date of completion of all required formalities by the customer.

## Claim Settlement Turn Around Time:

### Turnaround Time of Claim Settlements

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

#### Claim / Refund

##### ATM Cash Withdrawal

|   |            |                                       |
|---|------------|---------------------------------------|
| 1 | Onus ATM   | 2 working days                        |
| 2 | Onus ATM   | 4 working days in case of offsite ATM |
| 3 | Off-us ATM | 5 Working days                        |

#### Funds Transfer

|   |      |                |
|---|------|----------------|
| 1 | IBFT | 4 Working days |
|---|------|----------------|

#### Utility Bill Payment

|   |     |                |
|---|-----|----------------|
| 1 | UBP | 4 Working days |
|---|-----|----------------|

Note: Mnet & ILink are now on Iswitch ILink

|   |                      |                |
|---|----------------------|----------------|
| 1 | CDM Claim Settlement | 3 working days |
|---|----------------------|----------------|

#### RAAST Claim Settlement

|   |                                      |                |
|---|--------------------------------------|----------------|
| 1 | RAAST Fund Transfer Claim Settlement | 5 working days |
|---|--------------------------------------|----------------|

#### NIFT EPAY Claim Settlement

|   |                            |                 |
|---|----------------------------|-----------------|
| 1 | NIFT EPAY Claim Settlement | 10 working days |
|---|----------------------------|-----------------|

### **Transaction Dispute [Debit Card]**

|    |   |  |
|----|---|--|
| 1. | Debit Card Dispute filing Time for customer<br>(From the date of transaction) | 7 working days after receiving   |
| 2. | Lodgement of Debit Card dispute   | 7 working days from request/dispute receiving date   |
| 3. | Processing of Liability/Time Barred cases with immediate resolution           | 7 working days from request/dispute receiving date   |
| 4. | Debit Card dispute cases resolution   | From 30 to 120 working days according to case scenario and as per dispute rules of respective card scheme. |

### **Transaction Disputes / Reversals [Credit Card]**

|    |   |   |
|----|---|---|
| 1. | Credit Card Dispute filing Time for customer                          | 7 days after receiving statement  |
| 2. | Processing of Credit Card Dispute - providing temporary credit        | 7 working days from request/dispute receiving date  |
| 3. | Processing of Liability / time barred cases with immediate resolution | 7 working days from request/dispute receiving date  |
| 4. | Resolution of Credit Card dispute cases                               | From 30 to 120 days according to case scenario of the case and as per the dispute rules of respective card scheme |

# Premier Conventional - Branch Banking Premier

## Account Opening and Maintenance

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding and Related Deliverables

|   |                           |   |
|---|---------------------------|---|
| 1 | Account Opening by Branch | Same day  |
| 2 | Account Activation        | 1 hour (if uploaded on workflow before 4pm.)  |
| 3 | Chequebook Issuance       | 3 working days<br>[For Karachi: 1 working day (if processed before 3pm.)<br>For Lahore: 2 working days] |

### Account Maintenance

|   |                                     |                |
|---|-------------------------------------|----------------|
| 1 | Address and Title Updation          | 1 working day  |
| 2 | CNIC Number Updation                | 1 working day  |
| 3 | Account Activation/Dormancy Removal | 1 hour         |
| 4 | Signature Updation                  | 2 working days |

### Account Related Request

|   |                                      |   |
|---|--------------------------------------|---|
| 1 | Chequebook Issuance Request via Alfa | 1 working day   |
| 2 | Chequebook Re-issuance               | 3 working days  |
| 3 | Account Closure                      | 1 working day (for both current and savings accounts) |
| 4 | Stop Payment                         | 10 minutes  |

### Certificate/Statement

|   |  |   |
|---|--|---|
| 1 | Balance/Reference Certificate                          | 20 minutes  |
| 2 | Tax Certificate Issuance                               | 20 minutes  |
| 3 | Statement Issuance                                     | 20 minutes<br>1 working day (if data is required from Bank Smart) |
| 4 | E-Statement via Internet Banking (Corporate Customers) | 1 working day   |

### Counter Transactions

|   |  |  |
|---|--|--|
| 1 | Cash Withdrawal  | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)   |
| 2 | Cash Deposit   | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)   |
| 3 | Online Transaction Processing  | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)   |
| 4 | Banker's Cheque Issuance   | 20 minutes<br>(for multiple BC issuance against one request, additional 5 minutes will be required for each subsequent BC) |
| 5 | Demand Draft (FCY)   | 20 minutes   |
| 6 | Online Banker's Cheque Issuance (where CBC/AML formalities are applicable) | 30 minutes   |

|   |   |   |
|---|---|---|
| 7 | Online Foreign Currency Demand Draft (where CBC/AML formalities applicable) | 45 minutes (due to CBC and AML formalities) |
| 8 | Utility Bill Payment  | 10 minutes                                  |

### Clearing

|   |  |  |
|---|--|--|
| 1 | Overnight Clearing                             | 2 business days [T**+1]  |
| 2 | Same Day Clearing                              | Same business day [T+0]  |
| 3 | Intercity Clearing - **Centralised Branches    | 2 business days [T+1]  |
| 4 | Intercity Clearing - ***DeCentralised Branches | 4 business days [T+3]  |
| 5 | Local USD Clearing                             | 4-8 business days<br><b>Note:</b> Cheques are lodged on Monday and Thursday only |

\*T means date of lodgement of instrument

\*\*Centralised Branches mean online branches of paying banks

\*\*\*DeCentralised Branches mean offline branches of paying banks

### Remittances

#### Outward Foreign Remittances

|   |   |   |
|---|---|---|
| 1 | FCY to FCY - Foreign Currency Account   | Same day if received before the cut off time and all related documentation is complete as per SOP.                                  |
| 2 | Private (approved) Remittances  | Same day if received before the cut-off time and all related documentation is complete as per F E Manual guidelines and Bank's SOP. |
| 3 | Commercial (approved) Remittances (related to Exhibition Fee/IT Related/Royalty and Franchise, Insurance, etc.) | 2 working days if all related documentation is complete as per F E Manual guidelines and SOP.                                       |
| 4 | Commercial (approved) Remittances (related to Surplus Freight Collection, etc.)                                 | 7 working days  |
| 5 | Commercial Remittances Referred to CRD for Guidance/Assistance Regarding SBP Approval                           | 2 working days  |
| 6 | Customer Debit Advice   | 2 working days  |
| 7 | Outward TT - Follow-up on Non-receipt   | Within 24 hours of the receipt of the request   |
| 8 | Commercial (approved) Remittances (related to UMAH/HAJJ Payments to Vendor, etc.)                               | 3 working days  |

#### Inward Foreign and Home Remittances

|   |  |  |
|---|--|--|
| 1 | Private Remittance (allowed) in FCY Account                          | Same day   |
| 2 | Private Remittance/Home Remittance in PKR Account                    | Same day   |
| 3 | Commercial Remittances in PKR Account                                | Same day (if the required details (Form R, Rates, Due Diligence or any other related document) are received before the cut-off time) |
| 4 | PRC Issuance - Commercial/Private Remittance                         | 1-2 working days (if transaction is executed within one month)<br>7 working days (if transaction is more than a month old)           |
| 5 | Customer Credit Advice   | 2 working days   |
| 6 | WHT Certificate  | 2 working days (after deposit to the FBR)  |
| 7 | Home Remittance under PRI Mechanism - Account Credit/RTGS            | Same day   |
| 8 | PRC Issuance under PRI Mechanism - Account Credits of BAFL Customers | 2 working days   |

|    |   |                |
|----|---|----------------|
| 9  | PRC Issuance under PRI Mechanism - RTGS/ATM Transfer from Member Banks  | 7 working days |
| 10 | Enquiry on emails Regarding Miscellaneous Home Remittance Transactions  | 1 working day  |
| 11 | Enquiry Message of Commercial/Private Remittances (Fate, Account Number, Account Title, Commercial, Donation, etc.) | 2 working days |

#### Collection of Bills

##### Outward Foreign Bills

|   |  |   |
|---|--|---|
| 1 | Physical Lodgement of Foreign Bills (clean) for Collection | Once in a week (On Friday only)<br>Customer account will be credited after holding period of 45 working days. |
|---|--|---|

##### Outward Local Bills

|   |  |                  |
|---|--|------------------|
| 1 | Collection of Instruments sent by Non-NIFT BAFL Branches | 3-4 working days |
| 2 | Collection of Instruments Sent by CFG                    | 6-7 working days |

# Consumer Finance - Premier Banking

## Premier VISA Signature Debit Card

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Customer On-boarding

|   |                                   |  |
|---|-----------------------------------|--|
| 1 | Debit Card issuance (through CFG) | 2 working days (in case of no discrepancy) |
|---|-----------------------------------|--|

### Maintenance Request

|   |  |                |
|---|--|----------------|
| 1 | Address Updation   | 2 working days |
| 2 | Contact Number Updation  | 3 working days |
| 3 | Mother Maiden Name (MMN) Updation  | 2 working days |
| 4 | Date of Birth (DOB) Updation   | 4 working days |
| 5 | Multiple Updation Required (i.e. Address, MMN, DOB and Contact Number)               | 3 working days |
| 6 | Debit Card Replacement with Multiple Updatons (Address, MMN, DOB and Contact Number) | 5 working days |

### Service Requests

|   |  |                |
|---|--|----------------|
| 1 | Replacement Debit Card Issuance                    | 5 working days |
| 2 | Debit Card Replacement due to Fraudulent Activity  | 7 working days |
| 3 | Captured (ATM) Debit Cards Return                  | 8 working days |
| 4 | Debit Card Unblocking (temporary blocking removal) | 2 working days |

### Transaction Disputes

|   |  |  |
|---|--|--|
| 1 | Debit Card Dispute Filing Time for Customer (from the date of transaction) | 7 working days after receiving   |
| 2 | Lodgement of Debit Card Dispute (providing temporary credit)               | 2 working days from request receiving date   |
| 3 | Processing of Liability/Time Barred Cases with Immediate Resolution        | 2 working days from request receiving date   |
| 4 | Debit Card Dispute Cases Resolution  | From 30 to 120 working days, according to the scenario of the case and as per dispute rules of respective card scheme. |

## Premier VISA Platinum Credit Card

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Customer On-boarding

|   |                             |   |
|---|-----------------------------|---|
| 1 | Credit Card Issuance        | 6 working days for High Net Worth<br>4 working days for Ultra High Net Worth (as per policy)<br><br>If EV conducted by branch – 4 If EV conducted by CFG – 6 working days |
| 2 | Credit Limit Enhancement    | 7-10 working days   |
| 3 | Supplementary Card Issuance | 4-5 working days  |



**Card Maintenance**

|   |   |                |
|---|---|----------------|
| 1 | Demographic Change (Address, Contact, etc.) | 4 working days |
| 2 | Auto Debit Enrolment for Payment            | 1 working day  |
| 3 | Cancellation of Auto Debit for Payment      | 2 working days |
| 4 | Card Cancellation Request                   | 2 working days |

**Letter/Certificate**

|   |  |                |
|---|--|----------------|
| 1 | Duplicate E-Statement Issuance                   | 1 working day  |
| 2 | Credit Card History Statement Issuance           | 1 working day  |
| 3 | Credit Card Balance Confirmation Letter Issuance | 1 working day  |
| 4 | Credit Card Statement Delivery                   | 7 working days |

**Rewards/Step-by-Step (SBS) Programme**

|   |                                  |                     |
|---|----------------------------------|---------------------|
| 1 | SBS Processing Request (Retail)  | 2 working days      |
| 2 | SBS/Credit on Phone Cancellation | 1 working day       |
| 3 | SBS/Credit on Phone Adjustment   | 1 working day       |
| 4 | SBS Product Delivery             | 21-28 working days  |
| 5 | SBS Cancellation Request         | 3 working days      |
| 6 | BTF Processing                   | 4 to 5 working days |
| 7 | Reward Redemption Item Delivery  | 14-28 working days  |
| 8 | Points Transfer Request          | 3 working days      |

**Transaction Disputes/Reversals**

|   |   |  |
|---|---|--|
| 1 | Reversal of Financial Charges                                       | 1 working day  |
| 2 | Wrong Payment Transfer  | 1 working day  |
| 3 | Excess Amount Refund Pay Order                                      | 5 working days   |
| 4 | Charges Adjustment Request  | 3 working days   |
| 5 | Credit Card Dispute Filing Time for Customer                        | 7 days after receiving statement   |
| 6 | Processing of Credit Card Dispute - providing temporary credit      | 2 working days from request receiving  |
| 7 | Processing of Liability/Time Barred Cases with Immediate Resolution | 2 working days from request receiving  |
| 8 | Resolution of Credit Card Dispute Cases                             | From 30 to 120 days according to scenario of the case and as per the dispute rules of respective card scheme |

**Utility Bill Payment**

|   |  |                |
|---|--|----------------|
| 1 | Utility Bill Payment                         | Same day       |
| 2 | Cancellation/Holding of Utility Bill Payment | 2 working days |

**Additional Requests**

|   |                                      |                                     |
|---|--------------------------------------|-------------------------------------|
| 4 | Credit on Phone Pay-order Processing | 7-10 working days                   |
| 5 | Enrolment of Credit Cover Premium    | 2-3 working days (due to CBC Calls) |
| 6 | Cancellation of Credit Cover Premium | 1 working day                       |
| 7 | Credit Card E-Statement Enrolment    | 2 working days                      |
| 8 | Replaced Credit Card Delivery        | 5 working days                      |

## Auto Loan

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Customer Onboarding

|   |   |   |
|---|---|---|
| 1 | Auto Loan Approval  | New car: 7-10 working days<br>Used/Imported car: 10-15 working days |
| 2 | Delivery of Registration Book and Number Plates upon Receipt from ETO | 7 working days  |

### Letters

|   |  |                |
|---|--|----------------|
| 1 | Tax Letters/Clearance Letter/E-Tag Letter Issuance | 5 working days |
| 2 | Loan Payoff Sheet Issuance                         | 3 working days |
| 3 | Collateral NOC Issuance                            | 7 working days |

### Claims/Reversals/Waivers/Disputes

|   |  |   |
|---|--|---|
| 1 | Waiver of Charges                                    | 7 working days  |
| 2 | Auto Loan Pay Order Refund                           | 5 working days  |
| 3 | Insurance Claim Settlement (Theft/Snatch/Heavy Loss) | 30 working days<br>(Post completion of documents/formalities by Customer as per IC requirement) |
| 4 | Vehicle Tracker Related Issue                        | 7 working days  |
| 5 | Insurance Policy Related Issue                       | 3 working days  |

## Home Loan

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Customer On-boarding

|   |                    |  |
|---|--------------------|--|
| 1 | Home Loan Approval | 13 working days*<br>*Subject to the submission of complete documents |
|---|--------------------|--|

### Maintenance Request

|   |                           |               |
|---|---------------------------|---------------|
| 1 | Change of Address Request | 1 working day |
|---|---------------------------|---------------|

### Statement/Letter

|   |   |                |
|---|---|----------------|
| 1 | Loan Statements Issuance  | 2 working days |
| 2 | Re-pricing Letters Issuance (after change in KIBOR on yearly basis) | 2 working days |
| 3 | Tax Letters (for tax rebate) Issuance                               | 2 working days |
| 4 | Home Loan Payoff Details  | 2 working days |
| 5 | NOC Issuance after Loan Settlement                                  | 7 working days |
| 6 | Partial Payment Details   | 1 working day  |

# Digital Channels - Premier Banking

## Digital Channels

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Internet Banking

|   |                                    |           |
|---|------------------------------------|-----------|
| 1 | Internet Banking (IB) Subscription | Real time |
| 2 | IB Password Resetting              | Real time |

### SMS Alerts

|   |                            |                  |
|---|----------------------------|------------------|
| 1 | SMS Alerts Subscription    | 1-2 working days |
| 2 | SMS Alerts Un-subscription | 1-2 working days |

### E-Statement

|   |                             |                  |
|---|-----------------------------|------------------|
| 1 | E-Statement Subscription    | 1-2 working days |
| 2 | E-Statement Un-subscription | 1-2 working days |

### Transaction via Alfa Mobile App

|    |   |   |
|----|---|---|
| 1  | Alfa Mobile App Subscription  | Real time   |
| 2  | Alfa Mobile App Password Resetting  | Real time   |
| 3  | Financial Transaction   | Real time   |
| 4  | Address Change  | 1-2 working days                                      |
| 5  | Chequebook Request  | 1-2 working days                                      |
| 6  | SMS Alert Subscription  | 1-2 working days                                      |
| 7  | E-Statement Subscription  | 1-2 working days                                      |
| 8  | Branch Appointment  | 1 working day to confirm requested appointment        |
| 9  | Current/Savings/Royal Profit Account Opening/<br>Bank Alfalah Islamic Mahana Amdani Request | Bank will contact customer within<br>1-2 working days |
| 10 | Credit Card Request   | Bank will contact customer within<br>1-2 working days |
| 11 | Personal/Car/Home Loan Request  | Bank will contact customer within<br>1-2 working days |
| 12 | Bancassurance Request   | Bank will contact customer within<br>1-2 working days |
| 13 | Investments Product Request   | Bank will contact customer within<br>1-2 working days |

## Contact Centre

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Services offered to Debit Card Customers

|   |  |                     |
|---|--|---------------------|
| 1 | Debit Card Activation                  | Real time           |
| 2 | Debit Card Blocking                    | Real time           |
| 3 | ATM PIN Generation                     | Real time           |
| 4 | Balance Inquiry                        | Real time           |
| 5 | SMS Alerts Activation (Branch Banking) | 24-48 working hours |

**Services offered to Payroll Card Customers**

|   |  |                     |
|---|--|---------------------|
| 1 | Payroll Card Activation                  | Real time           |
| 2 | Payroll Card Blocking                    | Real time           |
| 3 | Bill Payment                             | Real time           |
| 4 | Bill Payment Cancellation                | Same day            |
| 5 | Direct Debit Enrolment for Bill Payments | 1 working day       |
| 6 | SMS Alerts Activation                    | 24-48 working hours |

**Services offered to Credit Card Customers**

|    |   |                        |
|----|---|------------------------|
| 1  | Credit Card Activation                    | Real time              |
| 2  | Credit Card Blocking                      | Real time              |
| 3  | Credit Card PIN Generation                | Real time              |
| 4  | E-PAY PIN Issuance through Reward Points  | 24 hours/1 working day |
| 5  | Cheque Presentment/Re-presentment Request | 1 working day          |
| 6  | Address Updation                          | 1 working day          |
| 7  | Duplicate Statement Issuance              | 1 working day          |
| 8  | Credit Card Replacement                   | 1 working day          |
| 9  | Utility Bill Payment                      | Real time              |
| 10 | SBS Plan-on Request                       | 1 working day          |
| 11 | SBS Cancellation                          | 1 working day          |

**Services offered to Internet Banking Customers**

|   |                                     |           |
|---|-------------------------------------|-----------|
| 1 | Internet Banking Activation         | Real time |
| 2 | Internet Banking Password Resetting | Real time |

**Services offered to Branch Banking Customers**

|   |  |           |
|---|--|-----------|
| 1 | Balance Inquiry                                | Real time |
| 2 | Transaction Details                            | Real time |
| 3 | Account Status                                 | Real time |
| 4 | IBAN Inquiry                                   | Real time |
| 5 | SWIFT Code Inquiry                             | Real time |
| 6 | Banker's Cheque and Demand Draft Inquiry Calls | Real time |

**Lead Generation**

|   |   |           |
|---|---|-----------|
| 1 | Auto Finance/Home Finance/Personal Loan/Credit Card | Real time |
|---|---|-----------|

# Bancassurance - Premier Banking

## Bancassurance

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Customer On-boarding

|   |                                      |   |
|---|--------------------------------------|---|
| 1 | Policy Issuance                      | 10 working days (from the date of completion of all pertinent requirements) |
| 2 | Policy Document Delivery to Customer | 10 working days after issuance of policy                                    |

### Maintenance

|   |                       |   |
|---|-----------------------|---|
| 1 | Alterations in Policy | 10 working days (from the date of completion of all pertinent requirements/documents and approvals) |
| 2 | Policy Cancellations  | 15 working days (from the date of completion of all pertinent requirements/documents and approvals) |

### Claim/Refund

|   |   |   |
|---|---|---|
| 1 | Partial Withdrawal of Policy                                      | 15 working days (from the date of completion of all pertinent requirements/documents and approvals) |
| 2 | Banca Claim Settlement (after submission of complete requirement) | 20 working days (from the date of completion of all pertinent requirements/documents)               |
| 3 | Policy Amount Refund  | 12 working days (from the date of completion of all pertinent requirements/documents and approvals) |
| 4 | Policy Surrender  | 15 working days (from the date of completion of all pertinent requirements/documents and approvals) |

Note: The above TATs are based on ideal condition.

## Bancassurance (Wallet Insurance)

| S. No. | Transaction | TAT |
|--------|-------------|-----|
|--------|-------------|-----|

### Customer On-boarding

|   |                                      |   |
|---|--------------------------------------|---|
| 1 | Policy Issuance                      | Same day of case input  |
| 2 | Policy Document Delivery to Customer | POS generated membership/issuance certificate at the same time the case is inputted in the system |

### Maintenance

|   |                      |                 |
|---|----------------------|-----------------|
| 1 | Policy Cancellations | 15 working days |
|---|----------------------|-----------------|

### Claim/Refund

|   |  |                 |
|---|--|-----------------|
| 1 | Banca Claim Settlement (after submission of complete requirements) | 30 working days |
| 2 | Policy Amount Refund   | 15 working days |

Note: The above TATs are based on ideal condition.

## Investment Services Premier Banking

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |                       |   |
|---|-----------------------|---|
| 1 | New Account           | 5 working days (from the date of completion of all pertinent requirements/ documents and approvals) |
| 2 | Subsequent Investment | 5 working days after reporting date   |

### Service Request Form

|   |                                |                                     |
|---|--------------------------------|-------------------------------------|
| 1 | Alterations in Account details | 5 working days after reporting date |
|---|--------------------------------|-------------------------------------|

### Redemption/ Withdrawal

|   |             |  |
|---|-------------|--|
| 1 | Redemptions | 2-3 working days (from the date of submission/reporting) |
|---|-------------|--|

### Conversion Request

|   |             |  |
|---|-------------|--|
| 1 | Conversions | 2-3 working days (from the date of submission/reporting) |
|---|-------------|--|

Note: The above TATs are based on ideal condition

# Islamic Premier

## Branch Banking

### Account Opening and Maintenance

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

#### Customer Onboarding and Related Deliverables

|   |                     |   |
|---|---------------------|---|
| 1 | Account Opening     | Same Day (If request is received till 3:00 PM)<br>Next working day (If request is received after 3:00 PM) |
| 2 | Account Activation  | 1 hour (if uploaded on workflow before 3pm)   |
| 3 | Chequebook Issuance | 3 working days<br>[For Karachi: 1 Working Day (if processed before 3pm)<br>For Lahore: 2 working days]    |

#### Account Maintenance

|   |                                       |   |
|---|---------------------------------------|---|
| 1 | Address and Title Updation            | Same day (Subject to completion of documents by 3 pm) |
| 2 | CNIC Number Updation                  | Same day (Subject to completion of documents by 3 pm) |
| 3 | Account Activation / Dormancy Removal | Same day (received by 3 PM)                           |
| 4 | Signature Updation                    | Same day (Subject to completion of documents by 3 pm) |

#### Account Related Requests

|   |                                      |   |
|---|--------------------------------------|---|
| 1 | Chequebook Issuance Request via Alfa | 1 Working Day   |
| 2 | Chequebook Reissuance                | 3 working days  |
| 3 | Account Closure                      | 1 Working Day (for both current and savings accounts) |
| 4 | Stop Payment                         | 10 minutes  |

#### Certificate/Statement

|   |                               |   |
|---|-------------------------------|---|
| 1 | Balance/Reference Certificate | 20 minutes  |
| 2 | Tax Certificate Issuance      | 20 minutes  |
| 3 | Statement Issuance            | 20 minutes<br>1 working day (if data is required from Bank Smart) |

#### Counter Transactions

|   |  |   |
|---|--|---|
| 1 | Cash Withdrawal  | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)                            |
| 2 | Cash Deposit   | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)                            |
| 3 | Online Transaction Processing  | 10-12 minutes<br>25-30 minutes (above threshold required AML/CBC confirmation)                            |
| 4 | Banker's Cheque Issuance   | 20 minutes<br>(for multiple BC issuance against one request, additional 5 minutes for each subsequent BC) |
| 5 | Demand Draft (FCY)   | 20 minutes  |
| 6 | Online Banker's Cheque Issuance (where CBC/AML formalities are applicable) | 30 minutes  |

|   |   |            |
|---|---|------------|
| 7 | Online Foreign Currency Demand Draft (where CBC/AML formalities are applicable) | 30 minutes |
| 8 | Utility Bill Payment  | 10 minutes |

### Clearing

|   |  |  |
|---|--|--|
| 1 | Overnight Clearing                             | 2 business days [T**+1]  |
| 2 | Same Day Clearing                              | Same business day [T+0]  |
| 3 | Intercity Clearing - **Centralised Branches    | 2 business days [T+1]  |
| 4 | Intercity Clearing - ***DeCentralised Branches | 4 business days [T+3]  |
| 5 | Local USD Clearing                             | 4 business days<br><b>Note:</b> Cheques are lodged on Monday and Thursday only |
| 6 | Outward Bills for Collection                   | 7 working days   |

\*T means date of lodgement of instrument

\*\*Centralised Branches mean online branches of paying banks

\*\*\*DeCentralised Branches mean offline branches of paying banks

### Outward Foreign Remittances

|   |   |   |
|---|---|---|
| 1 | FCY to FCY - Foreign Currency Account   | Same day if received before the cut-off time and all related documentation is complete as per SOP.                                  |
| 2 | Private (approved) Remittances  | Same day if received before the cut-off time and all related documentation is complete as per F E Manual guidelines and Bank's SOP. |
| 3 | Commercial (approved) Remittances (related to Exhibition Fee/IT Related/Royalty and Franchise, Insurance, etc.) | 1-2 working days if all related documentation is complete as per F E Manual guidelines and SOP.                                     |
| 4 | Commercial (approved) Remittances (related to Surplus Freight Collection, etc.)                                 | 7 working days  |
| 5 | Commercial Remittances referred to CRD for Guidance/Assistance regarding SBP Approval                           | 2 working days  |
| 6 | Customer Debit Advice   | 2 working days  |
| 7 | Outward TT - Follow-up on Non-receipt   | Within 24 hours of the receipt of the request   |
| 8 | Commercial (approved) Remittances (related to UMRAH/HAJJ Payments to Vendor, etc.)                              | 3 Working Days  |

### Inward Foreign and Home Remittances

|   |  |   |
|---|--|---|
| 1 | Private Remittance (allowed) in FCY Account                          | Same day  |
| 2 | Private Remittance/Home Remittance in PKR Account                    | Same day  |
| 3 | Commercial Remittances in PKR Account                                | Same day (if the required details (Form R, Rates, Due Diligence or any other related document) is received before the cut-off time) |
| 4 | PRC Issuance - Commercial/Private Remittance                         | 1-2 working days (if transaction is executed within one month)<br>7 working days (if transaction is more than a month old)          |
| 5 | Customer Credit Advice   | 2 working days  |
| 6 | WHT Certificate  | 2 working days (after deposit to the FBR)   |
| 7 | Home Remittance under PRI Mechanism - Account Credit/RTGS            | Same day  |
| 8 | PRC Issuance under PRI Mechanism - Account Credits of BAFL Customers | 2 working days  |



|    |   |                |
|----|---|----------------|
| 9  | PRC Issuance under PRI Mechanism - RTGS/ATM Transfer from Member Banks  | 7 working days |
| 10 | Enquiry via emails Regarding Miscellaneous Home Remittance Transactions   | 1 working day  |
| 11 | Enquiry Message of Commercial/Private Remittances (Fate, Account Number, Account Title, Commercial, Donation, etc.) | 2 working days |

#### **Outward Foreign Bills For Collection**

|   |  |   |
|---|--|---|
| 1 | Physical Lodgement of Foreign Bills (clean) for Collection | Once in a week (on Friday only)<br>Customer's account will be credited after holding period of 45 working days. |
|---|--|---|

#### **Outward Local Bills For Collection**

|   |  |                     |
|---|--|---------------------|
| 1 | Collection of Instruments Sent by Non-NIFT BAFL Branches | 3 to 4 working days |
| 2 | Collection of Instruments Sent by CFG                    | 6 to 7 working days |

**\*Note:** Note: In exceptional situation (law & order situation, epidemic situation, natural calamities, etc.), the TAT shall be adjusted accordingly.

# Bancatakaful Islamic Premier

## Bancassurance

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |                                      |  |
|---|--------------------------------------|--|
| 1 | Policy Issuance                      | 2 working days (from the date of completion of all pertinent requirements) |
| 2 | Policy Document Delivery to Customer | 3 working days after issuance of policy                                    |

### Maintenance

|   |                       |  |
|---|-----------------------|--|
| 1 | Alterations in Policy | 2 working days (from the date of completion of all pertinent requirements/documents and approvals) |
| 2 | Policy Cancellations  | 5 working days (from the date of completion of all pertinent requirements/documents and approvals) |

### Claim/Refund

|   |   |  |
|---|---|--|
| 1 | Partial Withdrawal of Policy                                      | 5 working days (from the date of completion of all pertinent requirements/documents and approvals) |
| 2 | Banca Claim Settlement (after submission of complete requirement) | 10 working days (from the date of completion of all pertinent requirements/documents)              |
| 3 | Policy Amount Refund  | 5 working days (from the date of completion of all pertinent requirements/documents and approvals) |
| 4 | Policy Surrender  | 5 working days (from the date of completion of all pertinent requirements/documents and approvals) |

### Service Standards

|   |  |                |
|---|--|----------------|
| 1 | Membership Underwriting & Issuance             | 2 working days |
| 2 | Participant Membership Document (PMD) Dispatch | 3 working days |

**Note:** The above TATs are based on ideal condition

# Digital Channels - Islamic Premier

## Digital Channels

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Internet Banking

|   |                                    |           |
|---|------------------------------------|-----------|
| 1 | Internet Banking (IB) Subscription | Real time |
| 2 | IB Password Resetting              | Real time |

### SMS Alerts

|   |                            |                  |
|---|----------------------------|------------------|
| 1 | SMS Alerts Subscription    | 1-2 working days |
| 2 | SMS Alerts Un-subscription | 1-2 working days |

### E-Statement

|   |                             |                  |
|---|-----------------------------|------------------|
| 1 | E-Statement Subscription    | 1-2 working days |
| 2 | E-Statement Un-subscription | 1-2 working days |

### Transaction via Alfa Mobile App

|    |   |   |
|----|---|---|
| 1  | Alfa Mobile App Subscription  | Real time   |
| 2  | Alfa Mobile App Password Resetting  | Real time   |
| 3  | Financial Transaction   | Real time   |
| 4  | Address Change  | 1-2 working days                                      |
| 5  | Chequebook Request  | 1-2 working days                                      |
| 6  | SMS Alert Subscription  | 1-2 working days                                      |
| 7  | E-Statement Subscription  | 1-2 working days                                      |
| 8  | Branch Appointment  | 1 Working Day to confirm requested appointment        |
| 9  | Current/Savings/Royal Profit Account Opening/<br>Bank Alfalah Islamic Mahana Amdani Request | Bank will contact customer within<br>1-2 working days |
| 10 | Car/Home Finance Request  | Bank will contact customer within<br>1-2 working days |
| 11 | Bancatakaful Request  | Bank will contact customer within<br>1-2 working days |
| 12 | Investments Product Request   | Bank will contact customer within<br>1-2 working days |

## Contact Centre

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Service offered to Debit Card Customers

|   |  |                     |
|---|--|---------------------|
| 1 | Debit Card Activation                  | Real time           |
| 2 | Debit Card Blocking                    | Real time           |
| 3 | ATM PIN Generation                     | Real time           |
| 4 | Balance Inquiry                        | Real time           |
| 5 | SMS Alerts Activation (Branch Banking) | 24-48 working hours |

**Services offered to Payroll Card Customers**

|   |  |                     |
|---|--|---------------------|
| 1 | Payroll Card Activation                  | Real time           |
| 2 | Payroll Card Blocking                    | Real time           |
| 3 | Bill Payment                             | Real time           |
| 4 | Bill Payment Cancellation                | Same day            |
| 5 | Direct Debit Enrolment for Bill Payments | 1 Working Day       |
| 6 | SMS Alerts Activation                    | 24-48 working hours |

**Service offered to Internet Banking Customers**

|   |                                     |           |
|---|-------------------------------------|-----------|
| 1 | Internet Banking Activation         | Real time |
| 2 | Internet Banking Password Resetting | Real time |

**Service offered to Branch Banking Customers**

|   |  |           |
|---|--|-----------|
| 1 | Balance Inquiry                                | Real time |
| 2 | Transaction Details                            | Real time |
| 3 | Account Status                                 | Real time |
| 4 | IBAN Inquiry                                   | Real time |
| 5 | SWIFT Code Inquiry                             | Real time |
| 6 | Banker's Cheque and Demand Draft Inquiry Calls | Real time |

**Lead Generation**

|   |                           |           |
|---|---------------------------|-----------|
| 1 | Auto Finance/Home Finance | Real time |
|---|---------------------------|-----------|

# Islamic Premier Debit Card

## Islamic Premier VISA Signature Debit Card

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |                         |   |
|---|-------------------------|---|
| 1 | Debit Card Up gradation | 2 working days (in case of no discrepancy) (where FRMU consent isn't required)<br>Additional 3 (maximum) working days for Debit Card delivery |
|---|-------------------------|---|

### Maintenance Request

|   |   |                |
|---|---|----------------|
| 1 | Address Updation  | 2 working days |
| 2 | Contact Number Updation   | 3 working days |
| 3 | Mother's Maiden Name (MMN) Updation   | 2 working days |
| 4 | Date of Birth (DOB) Updation  | 4 working days |
| 5 | Multiple Updation Required (i.e. Address, MMN, DOB and Contact Number)                | 3 working days |
| 6 | Debit Card Replacement with Multiple Pupations (Address, MMN, DOB and Contact Number) | 5 working days |

### Service Requests

|   |  |  |
|---|--|--|
| 1 | Replacement Debit Card Issuance  | 5 working days   |
| 2 | Debit Card Replacement due to Fraudulent Activity  | 7 working days   |
| 3 | Captured (ATM) Debit Cards Return  | 8 working days<br>Note: Additional 2 working days in case that acquiring branch isn't the issuing branch |
| 4 | Debit Card Unblocking (temporary block removal)<br>Responsibility: Contact Centre + FRMU | 2 working days   |

### Transaction Dispute

|   |   |   |
|---|---|---|
| 1 | Debit Card Dispute Filing Time for Customer (from the date of transaction)<br>Responsibility: DRU | 7 working days after receiving  |
| 2 | Processing of Liability/Time Barred Cases with Immediate Resolution<br>Responsibility: DRU        | 2 working days from request receiving date  |
| 4 | Debit Card Dispute Cases Resolution   | From 30 to 120 working days according to the scenario of the case and as per dispute rules of respective card scheme. |

# Consumer Finance

## Car Ijarah

| S. No. | Service Requests | TAT |
|--------|------------------|-----|
|--------|------------------|-----|

### Customer On-boarding

|   |                                    |                |
|---|------------------------------------|----------------|
| 1 | Approval of Car Ijarah Application | 5 working days |
|---|------------------------------------|----------------|

### Statement/Letter

|   |                           |                 |
|---|---------------------------|-----------------|
| 1 | Tax Exemption Certificate | 5 working days  |
| 2 | Payoff Sheet Issuance     | 03 working days |
| 3 | Collateral NOC Issuance   | 07 working days |
| 4 | Refund of Pay order       | 04 working days |

### Claims/Reversals/Waivers/Disputes

|   |   |   |
|---|---|---|
| 1 | Takaful Claim Settlement<br>(Theft/Snatch/Heavy Loss) | 30 working days<br>(post document completion) |
|---|---|---|

## Home Loan

| S. No. | Services | TAT |
|--------|----------|-----|
|--------|----------|-----|

### Customer Onboarding

|   |   |  |
|---|---|--|
| 1 | Approval of Home Musharakah Application | 13 working days*<br>*subject to the submission of complete documents |
|---|---|--|

### Maintenance Request

|   |                           |               |
|---|---------------------------|---------------|
| 1 | Change of Address Request | 1 Working Day |
|---|---------------------------|---------------|

### Statement/Letter

|   |  |                 |
|---|--|-----------------|
| 1 | Issuance of Pay off Sheet  | 02 working days |
| 2 | Re-pricing Letters Issuance<br>(after change in KIBOR on yearly basis) | 02 working days |
| 3 | Tax Exemption Certificate  | 02 working days |
| 4 | Issuance of NOC and Collateral Release                                 | 07 working days |
| 6 | Balloon Payment (After change in KIBOR)                                | 01 Working Day  |