

## **FAQ for SMS Alerts**

**Q What is SMS Alert facility?**

**A** It's an instant notifications to Bank Alfalah account holders for all debit and credit transactions. Every time a transaction is made, an SMS is generated and sent to customer's registered valid mobile number.

**Q How should I get registered for SMS Alerts?**

**A** All you need is a valid mobile number upon which you wish to receive SMS Alerts and contact your account-maintaining branch for registration. Alternatively, you can also call 111-225-111 for subscription

**Q What are the charges for SMS facility?**

**A** There is no registration charges for SMS Alerts, however a monthly subscription fee of Rs. 60 (plus FED) is applicable eff. 01JUL16.

**Q What are the benefits of SMS alert?**

**A** You can instantly receive alerts about transactional changes in your account via SMS. This real-time SMS Alerts facility gives the customer complete information about their account statements on 24/7 basis.

**Q I receive SMS Alerts from 8287, is this the official number of Bank Alfalah?**

**A** Bank Alfalah uses its official short code 8287 for its branch banking and Credit Card customers. You will receive both transactional and promotional messages from 8287.

**Q In case I wish to receive SMS Alerts on my new mobile number, what should I do?**

**A** Customer should contact his/her parent branch to get new number updated by submitting the form available at the branch.

**Q What if I change my mobile service (Mobile Number Portability – MNP), will it affect receiving SMS Alerts?**

**A** If you change your mobile service (Mobile Number Portability – MNP), you will not stop receiving your SMS Alerts. In order to auto-update, you are required to type the three letter word 'mnp' and send to 8287 (normal messaging charges of a single message applies). You will receive a confirmation message from 8287 that your number has been updated.

Once your number is updated, you will start receiving instant SMS Alerts.

**Q Can I receive SMS Alerts for two or more account of Bank Alfalah on the same number?**

**A** Yes, you can receive SMS Alerts for two or more accounts on same mobile number. *(Please note that SMS Alerts charges are applicable per account).*

**Q I do not have the BAF ATM/Debit Card, am I still qualified for SMS Alerts subscription?**

**A** Yes, Debit Card is not a pre-requisite of SMS Alerts subscription. A customer maintaining his/her account with BAF can also subscribe to SMS Alerts services.

**Q Can I get my available balance detail with transactional alerts??**

**A** Yes, with every transactional alert, you will be notified with the available balance of your account.