TERMS & CONDITIONS

1. I/ We (hereinafter referred to as the "Customer") hereby request and authorize Bank Alfalah Limited Pakistan (hereinafter referred to as the "Bank") to enroll my/our Card Account mentioned for the Step-by-Step payment plan facility (hereinafter referred to as the "SBS"). The Bank is offering this facility to all the members of the Bank that hold the Credit Cards issued by the Bank.
2. The Purpose of SBS is to enable the Customer to purchase Goods and Services offered by Merchants and transfer such transaction(s) or to transfer existing retail transactions or existing balances on the Credit Card Accounts to SBS using the limit available on his/her Credit Card and repay the amount of the purchase/transfer amount in equal monthly installments in accordance with these Terms and Conditions.
3. If the Customer meets the Terms and Conditions of Bank's Credit Card and also the Terms and Conditions specified herein, he/she may be eligible for enrolling in SBS. SBS is available and will only be offered to those customers, who abide by the Credit Card Conditions, meet the minimum transaction floor limit and have the required Credit Limit on his/her Credit Card Account.
4. All retail transactions made within Pakistan or outside Pakistan (greater than or equal to PKR 3,000), on the said Card Account can be converted into SBS, however, the Bank may at any time, upon giving prior information to the Customers, change the above mentioned floor limit.
5. The tran ons shall be only transferred to SBS for full amounts. The Bank will not allow partial transaction amounts to be transferred on to SBS.
6. SBS will be available to the Customers for Goods and Services purchased and the transactions performed through Credit Card issued by the Bank from time to time.
7. The Customer having made a Bank Alfalah Credit Card transaction can ask for the transference of his/her specified transaction to the SBS. The Customer will be able to utilize SBS from time to time by giving oral instructions, through telephone to the Bank's 24-hour Authorization Centre. The personnel at Authorization Centre, having established the identity of the Customer and obtaining other necessary details, shall fill the application form on the basis of the information provided by the Customer.
8. The Bank would not be bound to act upon any oral instructions purporting to have been given by the Customer unless the Bank can, during such oral instructions, verify any personal/financial information appearing on or resulting from the Customers Bank Alfalah Credit Card Application Form and/or Credit Card Account. The Bank reserves the right to select the item for verbal verification and/or to reject any oral instruction without assigning any reason(s) whatsoever.
9. On receiving the oral instructions the Bank may, if it deems fit, convert the transaction into a SBS transaction in accordance with these SBS Terms and Conditions and the provisions applicable to that specific offer.
10. Installment billed to cardholders on cycle date will be included in Minimum Payment of said cardholder.
11. The SBS Terms & Conditions may vary from one offer to another and different Installment Charge Rates can be levied based on the nature of offer and duration of the Installment Plan opted by the Customer.
12. The Bank would reserve the absolute right to accept/reject the request for conversion of the transaction or balance to SBS.
13. The Bank will not be liable for any damage or loss incurred by the customer arising out of the purchase, installation, use or otherwise of the Good(s) and/or Service(s) under SBS for any negligence, breach of statutory or other duty on the part of the merchant nor shall the Bank be responsible in any way for the quality of the Good(s) and/or Service(s) purchased under SBS. Any complaint as to the quality of Goods purchased or Services rendered through SBS shall be referred to the Supplier or Merchant and shall not affect Customer's obligation to continue paying the SBS monthly installments to the Bank.
14. The Bank is entitled at any time and without any prior notice or liability to the Customer in any manner whatsoever to terminate SBS or cancel or vary its benefits or features, or vary, or add or delete any of these Terms and Conditions. The Bank is also entitled to determine a floor limit for the minimum amount of purchases allowed under the SBS for each particular offer.
15. The Bank reserves the right to disqualify any Customer from further participation, if in its judgment, the Customer has in any way violated these Terms and Conditions, or has violated the Credit Card Terms and Conditions.
16. The Bank shall be entitled to disallow/refuse any application form submitted by the Customer to it under SBS without assigning any reason whatsoever.
17. The Bank shall not be liable if it is unable to perform its obligations under these Terms and Conditions for any reason whatsoever.
18. These Terms and Conditions shall be without prejudice to the existing Credit Card Conditions governing the issue of and use of the Bank's Credit Card and shall apply to SBS.
19. If at any time, dispute arises in connection with the SBS or these Terms and Conditions, the Bank's decision in connection with the same shall be final and binding. The Bank reserves the right to terminate the SBS without prior notice.
20. Each of these Terms and Conditions shall be severable and distinct from one another, if at any time anyone or more of such Terms and Conditions becomes invalid, illegal, or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be in any way impaired or effected thereby.
21. The Terms shall be governed and construed according to the laws of Pakistan and the Courts of Lahore shall have non-exclusive jurisdiction to settle any dispute from the term.
22. Force Majeure: In the event of the occurrence of a Force Majeure event that directly affects the ability of the Bank hereto to perform its obligation hereunder, the Bank shall be entitled to suspend performance of such an obligation for the duration of the Force Majeure event. Force Majeure includes acts of God, war, riots, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, flood, earthquake, explosion, blockade, and or any other cause similar to the kind herein enumerated or of equivalent force not within the control of the Bank.
23. The Customer agrees that the Customer shall not have any claim of any kind against the Bank on the basis of or arising out of or relating to any of the instructions given above & that the Bank, its relevant officers & employees shall not be liable for any action undertaken pursuant to any instructions issued by the Customer.
24. The Facility can only be availed till such time, as the Total Outstanding does not exceed beyond the Credit Limit notified by the Bank to the Customer for the Customer's Bank Alfalah credit card. At any time if making payment of the amount will result in exceeding the Credit Limit, the Bank will not be obliged to pay the Amount in terms of the instructions for the Facility and will not act upon the Customer's instructions and the Customer will not be able to avail the Facility exceeding the Limit. Bank Alfalah Limited does not undertake any responsibility whatsoever for non-payment of any such Amount, and/or any resulting charges/mark-up/losses or any other liability as a result of such non-payment to the beneficiary or any other party.
25. A processing fee of 2% will be applicable per transaction. The Bank reserves the right to change all the SBS related fees and charges at its own discretion.
26. Pre-closure penalty will be 5% of remaining loan amount or Rs. 1,000 (whichever is higher).
27. The Cardmember agrees to reimburse the Bank for payment of any stamp duties and/or excise or other similar taxes or levies payable in connection with any advances, finances or credit provided by the Bank to the Cardmember or any Supplementary Cardmember.
28. The customer will be charged normal service charges on total outstanding balance inclusive of SBS transaction amount till the booking date of SBS.
29. SBS Plan is not applicable on partial transaction amounts.
30. I confirm that I may be allowed to avail other facilities being offered by Bank Alfalah Limited on its credit cards including but not limited to Balance Transfer Facility, Call and Pay facility, etc. I agree that Bank Alfalah Limited shall, from time to time, send me the Terms and Conditions of other facilities and I will only begin to avail any of the provided facilities once I have read the governing Terms and Conditions and fully agree with them.

APPLICATION FORM

Please complete this form, attach a copy of your CNIC and drop it at any Bank Alfalah drop box location. Allow 2 weeks for processing.

Cardmember's Name _____

Address _____

_____ Tel: _____

Tel (Res) _____ Mobile: _____

Alternate Contact No _____

Alfalah Credit Card No.

				–					–					–				

Expiry Date | | | / | | | Month / Year

CNIC No. | | | | | | | | | | | | | | | | |

Please tick on one of your preferred options:

☐ I would like to avail the services without availing Step-By-Step (SBS) Plan.

☐ Yes, I want to avail the services through Alfalah Step-By-Step (SBS) Plan.

- I understand that Step-By-Step (SBS) Plan is subject to Terms and Conditions outlined overleaf and
- I acknowledge and agree as to their contents.

Please tick your monthly payment plan option:

3 ☐* 6 ☐* 12 ☐ 18 ☐ 24 ☐ 30 ☐ 36 ☐

Please fill in the details for the package selected.

Package No.	Quantity	Price	Total
		Grand Total	

Note: 1 - Processing fee of 2% will be applicable per transaction amount.
2 - A pre-closure penalty of 5% of the outstanding amount or Rs. 1000/- (whichever is higher) will be levied in case of SBS cancellation.

_____ Card member's Signature

_____ Date

* at 0% Interest