

Terms & Condition

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 for the Credit on Phone facility (hereinafter referred to as the "COP") and further transfer it to 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 for more than 6 months.
2. The Purpose of Credit on Phone is to enable the Customer to purchase Goods and Services and transfer such facility/transaction(s) amount(s) in SBS and repay the amount of the same 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 COP/SBS. COP/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. Up to 75% of credit limit (Maximum) or Minimum PKR 3,000 on the said Credit Card Account can be availed as COP and further converted into SBS, however, the Bank may at any time, without giving prior information to the Customer, change the above mentioned limits.
5. The Credit on Phone transaction(s) shall be only transferred to SBS for full amount(s). The Bank will not allow partial amount(s) of a transaction(s) to be transferred on to SBS.
6. The Customer having available credit limit can ask for the transference of his/her specified amount to issue a pay order issued in his/her own name or get the Credit amount to his/her account maintained in Bank Alfalah branch. The Customer will be able to utilize credit limit from time to time by giving oral instructions, through telephone to the Bank's 24-hour Call Centre/PBO. The personnel at Call Centre, having verified the identity of the Customer and obtaining other necessary details, shall capture the detail on the basis of the information provided by the Customer. The bank shall not be responsible for any error/mistake made by the Customer in communicating or giving instructions to the Bank relating to Credit on Phone transaction amount, to SBS.
7. 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.
8. On receiving the oral instructions the Bank may, if it deems fit, convert the Credit on Phone transaction into a SBS transaction in accordance with these SBS Terms and Conditions and the provisions applicable to that specific offer.
9. 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.
10. The Bank reserves the absolute right to accept/reject the request for Credit on Phone and the conversion of the transaction to SBS.
11. The Bank will not be liable for any damage or loss incurred by the customer arising out of under COP/SBS for any negligence, breach of statutory or other duty on the part of the customer to affect Customer's obligation to continue paying the SBS monthly installments to the Bank.
12. If the Customer defaults in the COP/SBS plan or contravenes the Terms and Conditions herein, the Bank will have the right to recover from the Customer, any loss or damage as a consequence of such default or breach.
13. The Bank is entitled at any time and without any prior notice or liability to the Customer in any manner whatsoever to terminate COP/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 allowed under the COP/SBS for each particular offer.
14. 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.
15. The Bank shall be entitled to disallow/refuse any application form submitted by the Customer to it under COP/SBS without assigning any reason whatsoever.
16. The Bank shall not be liable if it is unable to perform its obligations under these Terms and Conditions for any reason whatsoever.
17. 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 COP/SBS.
18. If at any time, dispute arises in connection with the COP/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 COP/SBS without prior notice.
19. 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 affected thereby.
20. The Terms and Conditions shall be governed and construed according to the laws of Pakistan and only the courts in Lahore shall have jurisdiction to settle any dispute with regard to them.
21. 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.
22. 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.
23. 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 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 does not undertake any responsibility whatsoever for nonpayment 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.
24. A processing fee of 2% will be applicable per transaction. The Bank reserves the right to change all the COP/SBS related fees and charges at its sole discretion.
25. Pre-closure penalty will be 5% of remaining Credit amount or Rs. 1,000 (whichever is higher).
26. 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.



BANK ALFALAH