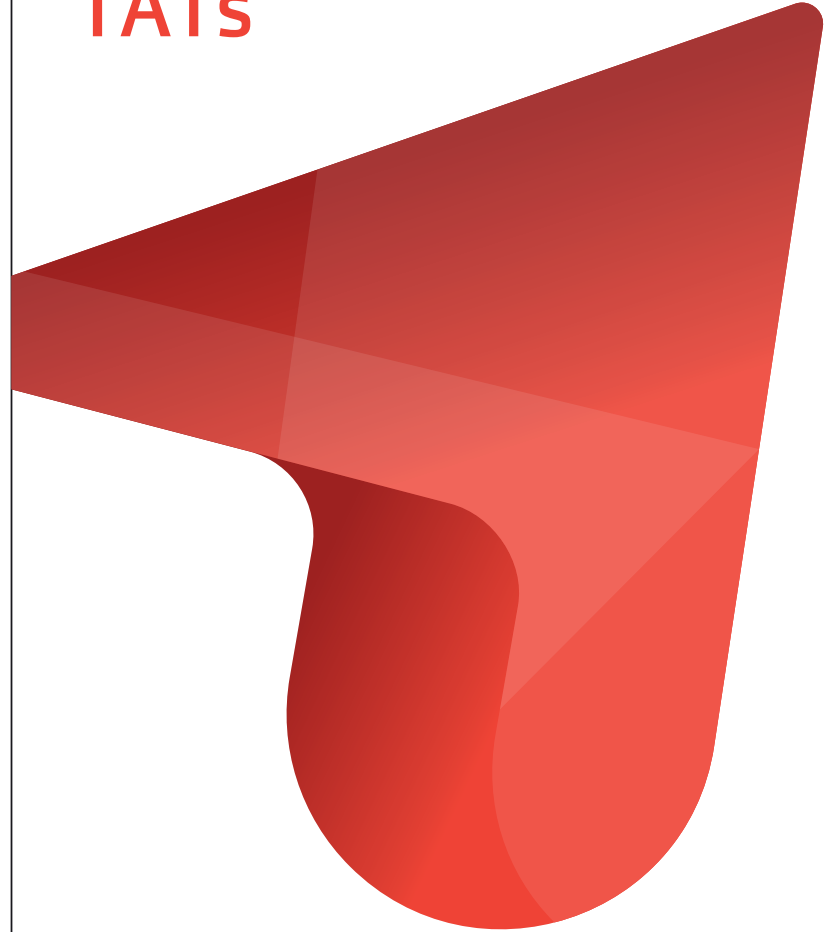


# Bank Alfalah Service Requests TATs



Bank Alfalah Limited  
B. A. Building, I. I. Chundrigar Road,  
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111 225 111  
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 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**
  - Alfalah Current Account
  - Alfalah Basic Banking Account
  - Alfalah Kamyab Karobar Current Account
  - Alfalah Foreign Currency Current Account
- **Saving Accounts**
  - Alfalah Savings Account
  - Alfalah Kifayat Monthly Savings Account
  - Alfalah Senior Citizen Savings Account
  - Alfalah Royal Profit Account
  - Alfalah Foreign Currency Savings Account
- **Term Deposit Accounts**
  - Alfalah Term Deposit
  - Alfalah Mahana Amdan Account
  - Alfalah Mahana Amdan Plus Account
  - Alfalah FCY Term Deposit

## Deposit Accounts - Islamic Banking

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

- **Current Accounts**
  - Alfalah Islamic Current Account
  - Alfalah Islamic Basic Banking Account
  - Alfalah Islamic Asaan Current Account
  - Alfalah Islamic Foreign Currency Current Account
- **Saving Accounts**
  - Alfalah Islamic Classic Savings Account (Regular Savings Account)
  - Alfalah Islamic Mahana Amdani Account
  - Alfalah Islamic Mahana Munafa Account
  - Alfalah Islamic Business Account
  - Alfalah Islamic Musharaka Savings Account
  - Alfalah Islamic Foreign Currency Savings Account
  - Alfalah Islamic Asaan Savings Account
  - Alfalah Islamic Business Way
- **Term Deposit Certificates**
  - Alfalah Islamic Term Deposit Certificates
  - Alfalah Islamic Mahana Munafa Certificates
  - Alfalah Islamic 3 Year Term Deposit Certificates (Monthly Income Certificates)
  - Alfalah Islamic Musharaka Foreign Currency Term Deposit Certificates
  - Alfalah Islamic Premium Term Deposit Certificates

## Account Opening and Maintenance

S.No.	Transaction	TAT
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### Customer On-boarding and Related Deliverables

1	Account Opening by Branch	1 working day for account opening (only credit transactions)
2	Account Activation	3 working days
3	Cheque Book Issuance	3 working days

### Account Maintenance

1	Address and Title Updation	3 working days
2	CNIC Number Updation	3 working days
3	Account Activation/Dormancy Removal	30 minutes
4	Signature Updation	1 working day

### Account Related Request

1	Cheque Book Issuance Request via Alfa	1 working day
2	Cheque Book Re-issuance	3 working days
3	Account Closure	Maximum 25 minutes (current account) 2 working days (savings account)
4	Stop Payment	10 minutes

### Certificate/Statement

1	Balance/Reference Certificate	20 minutes
2	Tax Certificate Issuance	30 minutes
3	Statement Issuance	20 minutes 1 working day (if data required from Bank Smart)
4	e-Statement via Internet Banking (corporate customers)	1 working day

### Counter Transactions

1	Cash Withdrawal	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
2	Cash Deposit	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
3	Online Transaction Processing	10-12 minutes 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 (where CBC/AML formalities applicable)	30 minutes
7	Online Foreign Currency Demand Draft (where CBC/AML formalities 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 to 10 working days Cheque lodge on Monday and Thursday only
6	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**

### **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 [Related to Exhibition Fee/IT Related/ Royalty and Franchise, Insurance, etc.]	1-2 working day if all the documentation is completed as per FE manual guidelines and SOP.
4	Commercial (approved) Remittances [Related to Surplus Freight Collection, etc.]	7 working days
5	Commercial Remittance 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) Remittance [Related 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 document are received before the cut off time)
4	PRC Issuance - Commercial/Private Remittance	2 working day (if transaction is executed within one month) 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 Lodgment of Foreign Bills (clean) for Collection	Once in a week (on Friday only) Customer account will credit after holding period of 45 working days
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##### **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
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# 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 as well as fulfills the short and long-term financing needs of individuals.

- **Alfalah Debit Card**

The Alfalah Debit Card is a plastic payment card providing cardholders 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 ATMs displaying the following logos: VISA | Electron | Plus | 1Link | Mnet.

- **Alfalah Credit Card**

The Alfalah Credit Card boasts the largest circulation in Pakistan and is accepted globally. Cardholders get an unsecured line of credit which they may 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 Alfalah Credit Cards include salaried (government and private) and self-employed individuals who meet the eligibility criteria.

Bank Alfalah offers the following Credit Cards:

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

\*Depending on the Credit Card.

- **Alfalah Auto Loan**

Alfalah Auto Loan is an affordable, tailor-made financing solution for our customers. It lets them control their payment plan, and enables them to be in the driver's seat when buying their dream car.

If they are short on cash, the down payment amount can be reduced with the Deferred Plan option. Our customers can also choose to pay the registration and insurance fee in monthly instalments. They can also opt for our Residual Value Plan to lower their monthly instalments and pay the rest of the amount towards the end of their loan tenure.

- Competitive markup rates to choose from - fixed and variable
- Option to defer insurance and registration fee
- Residual value option to lower monthly instalment
- Option for a new, used, imported/reconditioned vehicles
- Apply with minimum documentation and hassle-free quick processing.
- Select monthly instalment plan from multiple tenure options
- Comprehensive insurance rates
- No termination charges on car replacement
- Option to make balloon payments

- **Alfalsh Home Finance**

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

- Alfalah Home Buyer
- Alfalah Build your Home
- Alfalah Home Improvement
- Alfalah Home BTF
- Alfalah Plot and Build
- Alfalah Green Mortgage

With Alfalah Home Finance our customers get:

- Re-payment tenure options from 3 to 20 years
- Option to include their 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 their home
- Legal counselling on property documents to check the authenticity of the property

- **Alfalsh Personal Loan**

Our customers can get Alfalah Personal Loan up to Rs. 2 million without any collateral with the following features:

- Financing up to Rs. 2 million
- Affordable markup rates
- Fixed and variable pricing options
- Hassle-free processing with minimum documentation
- Repayment tenure up to 5 years
- Partial payment option to reduce liability
- Loan top-ups for more financing

## Alfalah Debit Card

S.No.	Transaction	TAT
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### Customer On-boarding

1	Debit Card Issuance	<p><b>For Urban Areas</b> 5-10 days (on 5th day card should be dispatched to the customer)</p> <p><b>For Remote Areas</b> By 10th day branch should receive the card</p>
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### Maintenance Request

1	Address Update (for debit card delivery)	11 working days*
2	Contact Number Update (for debit card delivery)	5 working days*
3	Mother Maiden Name (MMN) Updation	4 working days
4	Date of Birth (DOB) Updation	4 working days
5	Multiple Updations required (Address, MMN, DOB and Contact Number)	4-6 working days
6	Debit Card Replacement with Multiple Updations (Address, MMN, DOB, Contact Number)	15 working days*

### Service Request

1	Replacement Debit Card Issuance	11 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 block removal)	2 working days

\*TAT includes the time that is taken to deliver to the customer after required maintenance/replacement processing.

### Transaction Dispute

1	Debit Card Dispute Filing Time for Customer	7 working days after receiving statement
2	Processing 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



## Alfalah Credit Card

S.No.	Transaction	TAT
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### Customer On-boarding

1	Credit Card issuance	15 working days
2	Credit Limit Enhancement	7-10 working days
3	Virtual Card Processing	3 working days
4	Titanium Card Issuance	15 working days
5	Supplementary Card Issuance	4-5 working days

### Card Maintenance

1	Demographic Change (Address, Contact, etc.)	5 working days
2	Auto Debit Enrolment for Payment	1 working day
3	Cancellation of Auto Debit for Payment	3 working days
4	Card Cancellation Request	1 working day

### 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	3 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	2 working days
7	Warid Limit Enhancement/Decrease/Release	1 working day
8	Warid SIM Blocking	1 working day
9	Warid SIM Unblocking	1 working day
10	Reward Redemption Item Delivery	14-28 working days
11	Points Transfer Request	3 working days

### Transaction Disputes/Reversals

1	Chip Fee Reversal Request	3 working days
2	Reversal of Financial Charges	1 working day
3	Wrong Payment Transfer	1 working day
4	Excess Amount Refund Pay Order	5 working days
5	Charges Adjustment Request	3 working days
6	Credit Card Dispute Filing Time for Customer	7 days after receiving statement
7	Processing of Credit Card Dispute - Providing Temporary Credit	2 working days from request receiving

8	Processing of Liability/Time Barred Cases with Immediate Resolution	2 working days from request receiving
9	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/Hold of Utility Bill Payment	2 working days

#### Additional Requests

1	Temporary Credit Limit Enhancement	5 working days
2	Temporary Credit Limit Reduction	1 working day
3	Credit Advance Cheque Book Issuance	3 working days
4	Credit Advance Cheque Book Activation	1 working day
5	Credit Advance Cheque Stop Payment	1 working day
6	Credit on Phone Pay Order Processing	7-10 working days
7	Enrolment of Credit Cover Premium	1 working day
8	Cancellation of Credit Cover Premium	1 working day
11	Credit Card e-Statement Enrolment	2 working days
12	Replaced Credit Card Delivery	7 working days

### Alfalah Auto Loan

S.No.	Transaction	TAT
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#### Customer On-boarding

1	Auto Loan Approval	New Car: 10 working days Used/Imported Car: 15 working days
2	Delivery of Registration Book and Number Plates upon receipt from ETO	7 working days

#### Letters

1	Tax Letter/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/Waiver/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 (post document completion)
4	Vehicle Tracker Related Issue	7 working days
5	Insurance Policy Related Issue	3 working days

## Alfalah Home Finance

S.No.	Transaction	TAT
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### Customer On-boarding

1	Home Loan Approval	For Salaried: 3-5 weeks For SEB/SEP: 4-6 weeks
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### Maintenance Request

1	Change of Address Request	1 working day
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### Statement/Letter

1	Loan Statements Issuance	3 working days
2	Re-pricing Letters Issuance (after change in KIBOR on yearly basis)	3 working days
3	Tax Letters (for tax rebate) Issuance	3 working days
4	Home Loan Payoff Details	3 working days
5	NOC Issuance after Loan Settlement	10 working days
6	Partial Payment Details	1 working day

## Alfalah Personal Loan

S.No.	Transaction	TAT
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### Customer On-boarding

1	Personal Loan Approval	8-10 working days
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### Maintenance Request

1	Demographic Change (address, contact details, etc.)	5 working days
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### Statement/Letter

1	Loan Payoff Sheet Issuance	3 working days
2	Issuance of NOC (after full settlement)	6 working days

### Claims/Reversals/Waiver/Disputes

1	Personal Loan Pay Order Refund	5 working days
2	Waiver of Charges	7 working days
3	Partial Loan Settlement	5 working days

# 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 and long-term finances.

## Car Ijarah

S.No.	Transaction	TAT
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### Customer Onboarding

1	Approval of Car Ijarah application	6 days (after completion of documents)
2	Delivery of number plate & Registration book	01 day (after issuance from ETO office)

### Statement/Letter

1	Issuance of Payoff sheet	03 days
2	NOC issuance (termination + NOC)	06 days
3	Collateral release	03 Days
4	Tax exemption certificate	01 day

### Claims/Reversals/Waiver/Disputes

1	Takaful Claim (total loss/Theft/Stolen)	90 days (after completion if documents from customers)
2	Takaful Claim (Partial)	01 Day (after completion of document from customer)

## Home Musharakah

S.No.	Transaction	TAT
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### Customer Onboarding

1	Approval of Musharakah application	10 days (after completion of documents)
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### Statement/Letter

1	Issuance of Payoff sheet	03 days
2	NOC issuance	03 days
3	Collateral release	03 Days
4	Tax exemption certificate	01 day
5	Partial Payment detail	03 days
6	Re-pricing letter after change in KIBOR	03 days

# Digital Channels

Bank Alfalah's Alternative Digital Channels (ADCs) enables our customer to bank from anywhere, anytime!

- **Alfalah Internet Banking**

Now our customers do not need a debit card to signup and transact from an online account now. They can signup for Alfalah Internet Banking and access it online from anywhere, anytime. They can log in at [bankalfalah.com](http://bankalfalah.com) to

- Access account information
- Transfer funds
- Pay utility bills
- Top-up mobile
- Get gift vouchers
- Buy air and movie tickets

- **SMS Alerts**

This service keeps our customers updated about their account transactions in real time through SMS alerts to their registered mobile number.

- **e-Statement**

Our customers can choose to signup for daily, weekly, monthly, quarterly or even bi-annual e-Statement as per their needs. This is a free service.

- **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 an Alfalah Internet Banking user, he/she can use the same credentials to log on to Alfa. It offers the following features:

- Account information
- Transaction details of the last 30 days
- Utility bill payments
- Alfalah Credit Card bill payment
- Access to customers' loans and Bancassurance details
- Request can be made for a
  - Cheque book
  - Address change
  - SMS subscription
  - e-Statement subscription
- Funds transfer to any Bank Alfalah account or other IBFT enabled accounts
- Top-up any mobile number
- Bill payments for Internet Service Providers (ISPs)
- Discount information on Alfalah Credit and Debit Cards
- GPS Locator for ATMs, cash deposit machines and branches
- Online payment option for Daraz.pk, Shophive, Dealsdaily.pk
- Date and location reminder
- Option to change daily transaction limits on the app
- Apply for Bank Alfalah products instantly
- Book Cinepax movie tickets

- **Alfalah Contact Centre**

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 postpaid bills)
- Funds transfer within Bank Alfalah
- Balance inquiry and transaction details
- Alfalah Debit Card de-activation
- Product information
- Generate and change your IVR TPIN and ATM PIN
- Alfalah Credit Card payment

## Digital Channels

S.No.	Transaction	TAT
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### Alfalah Internet Banking

1	Internet Banking (IB) Subscription	Real time
2	IB Password Re-set	Real time

### Mobile Banking

1	Mobile Banking Subscription	1-2 working days
2	Mobile Banking Login PIN Re-set	Real time

### SMS Alerts

1	SMS Alerts Subscription	1-5 working days
2	SMS Alerts Un-subscription	1-5 working days

### E-Statement

1	E-statement Subscription	1-5 working days
2	E-statement Un-subscription	1-5 working days

### Transaction via Alfa Mobile App

1	Alfa Mobile App Subscription	Real time
2	Alfa Mobile App Password Re-set	Real time
3	Financial Transaction	Real time
4	Address Change Request	1-2 working days
5	Cheque Book Request	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 Request	Bank will contact customer within 1-2 working days
10	Credit Card Request	Bank will contact customer within 1-2 working days
11	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days
12	Bancassurance Request	Bank will contact customer within 1-2 working days
13	Investments Product Request	Bank will contact customer within 1-2 working days

## Alfalah Contact Centre

S.No.	Transaction	TAT
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### Service Offered to Debit Card Customers

1	Debit Card Activation	Real time
2	Debit Card Blocking	Real time
3	ATM Pins Generation	Real time
4	Balance Inquiry	Real time
5	SMS Alerts Activation Branch Banking	24-48 hours

### Service Offered to Merchant Card Customers

1	Merchant Card Activation	Real time
2	Merchant Card PIN Generation	Real time
3	Merchant Card Blocking	Real time
4	Bill Payment	Real time
5	Bill Payment Cancellation	Same day
6	Direct Debit Enrolment for Bill Payments	3 working days
7	E-Pay Pin Issuance	Real time
8	SMS Alerts Activation	Real time

### Service 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	3 working days
6	E-Pay Pin Issuance	Real time
7	SMS Alerts Activation	Real time

### Service 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	Reward Redemption Cancellation	Same day/Real time
5	SMS Alerts	Real time
6	E-PAY Pin Issuance through Reward points	1 working day

### Service Offered to Internet Banking Customers

1	Internet Banking Activation	Real time
2	Internet Banking Password Reset	Real time

### Service Offered to Mobile Banking Customers

1	Mobile Banking Blocking	Same day
2	Mobile Banking Password Reset	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/Personal Loan	Real time
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# Bancassurance

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

- **Bancassurance Conventional Products**
  - Kamil Takaful Savings Plan
  - Roshni Education Plan
  - Rida Marriage Plan
  - Sahara Retirement Plan
  - Rahat Savings and Protection Plan
  - Rehnuma Plan
- **Bancassurance Islamic Products**
  - Alfalah Tadbeer Multi-Purpose Savings Plan
  - Alfalah Danish Education Plan
  - Alfalah Uroos Marriage Plan

S.No.	Transaction	TAT
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## 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 requirements)	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 conditions.

# Branchless Banking

- **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.

- **Branchless Banking Consumer Wallets**

Alif is an innovatively designed branchless banking mobile wallet, which features a debit card that is powered by UnionPay International. It was launched to meet the objectives of augmenting financial inclusion in Pakistan, consequently reducing the gap between the banked and the unbanked population. In order to do so, this mobile wallet product has been designed to replicate a regular banking account, but with minimum account opening requirements and a wide range of functionalities. It comes in 3 variants; Alif which is a basic wallet account, Cinepay which offers discounts to cinema goers, and Golootlo which offers retail discounts at 900+ merchants.

## EOBI Pension Wallets

S.No.	Transaction	TAT
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### Customer Onboarding

1	Account Opening/Card Issuance	20 minutes
2	Proof of Life Verification	15 minutes
3	Card Activation	7 minutes
4	Card Blocking	5 minutes

### Maintenance

1	Account Maintenance (received via contact centre/branches)	2 working days
2	Car Replacement (issuance and dispatched from BAFL) Courier delivery TAT is not included	7 working days

### Statement/Certificate Issuance

1	Account Statement Issuance from Branches	1 hour
2	Last Payment Certificate Issuance (for EOBI regional offices only)	1 working day

## Branchless Banking Consumer Wallets

S.No.	Transaction	TAT
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### Customer Onboarding

1	Account Opening and Un-personalised Card Issuance (bio-metric)	20 minutes
2	Account Opening and Card Issuance (form based)	7 working days
3	Card Activation	7 minutes
4	Card Blocking	5 minutes

### Maintenance

1	Account Maintenance (received via contact centre)	2 working days
2	Car Replacement (issuance and dispatched from BAFL) Courier delivery TAT is not included	7 working days

### Statement

1	Account Statement Dispatch	2 working days
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# Branch Banking Premier

Make a gold statement with Bank Alfalah Premier. Premier aims to exceed your expectations through innovative service offerings. We at Bank Alfalah Premier acknowledge your sophisticated needs in order to come up with customised solutions. Our goal is to develop a relationship that goes beyond the purely financial and our approach is defined by an unwavering commitment to you and your future goals.

## Account Opening & Maintenance

S.No.	Transaction	TAT
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### Customer Onboarding and Related Deliverable

1	Account Opening by Branch	45 minutes (not mentioned in document)
2	Account Activation	45 minutes to 1 hour
3	Cheque Book Issuance	2 working days [For Karachi: 1 working day (if processed before 3pm) For Lahore: 2 days as per email]

### Account Maintenance

1	Address and Title Updation	3 working days
2	CNIC Number Updation	3 working days
3	Account Activation/Dormancy Removal	30 minutes
4	Signature Updation	2 working days

### Account Related Request

1	Cheque Book Issuance Request via Alfa	1 working day
2	Cheque Book 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	30 minutes
2	Tax Certificate Issuance	30 minutes
3	Statement Issuance	20 minutes. 1 working day (if data required from Bank Smart)
4	E-Statement via Internet Banking (corporate customers)	1 working day

### Counter Transactions

1	Cash Withdrawal	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)
2	Cash Deposit	10-12 minutes 25-30 minutes (above threshold required AML/CBC confirmation)

3	Online Transaction Processing	10-12 minutes 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 (where CBC/AML formalities applicable)	30 minutes
7	Online Foreign Currency Demand Draft (where CBC/AML formalities 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 to 8 business days Note: Cheque lodge on Monday and Thursday only

\*T means date of lodgment of instrument

\*\*Centralised Branches mean on-line branches of paying banks

\*\*\*Decentralised Branches mean off-line 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 SOP
3	Commercial (approved) Remittances (related to exhibition fee/IT related/royalty and franchise, insurance, etc.)	2 working days if all the 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) 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 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, donations, etc.)	2 working days

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

1	Physical Lodgment of Foreign Bills (clean) for Collection	Once in a week (on Friday only) customer account will credit after holding period of 45 working days
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**Outward Local Bills**

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

**Transactions in Dormant Account**

1	Processing of Permissible Transactions in Dormant Accounts	Not Applicable
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# Consumer Finance - Premier Banking

## Premier VISA Signature Debit Card

S.No.	Transaction	TAT
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### Customer Onboarding

1	Debit Card issuance	Within 15 Minutes of Account Opening [instant]
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### Maintenance Request

1	Address Update (for debit card delivery)	2 working days
2	Contact Number Update (for debit card delivery)	2 working days
3	Mother Maiden Name (MMN) Updation	2 working days
4	Date of Birth (DOB) Updation	4 working days
5	Multiple Updation Required (address, MMN, DOB and contact number)	2 working days
6	Debit Card Replacement with Multiple Updations (address, MMN, DOB and contact number)	5 working days

### Service Request

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 block removal)	2 working days

### Transaction Dispute

1	Debit Card Dispute Filing Time for Customer	7 working days after receiving statement
2	Processing 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
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### Customer Onboarding

1	Credit Card Issuance	2 working days for High Net Worth 5 working days for Ultra High Net Worth (as per policy)
2	Credit Limit Enhancement	7-10 working days
3	Virtual Card Processing	3 working days
4	Supplementary Card Issuance	4-5 working days

**Card Maintenance**

1	Demographic Change (Address, Contact, etc.)	5 working days
2	Auto Debit Enrolment for Payment	1 working day
3	Cancellation of Auto Debit for Payment	3 working days
4	Card Cancellation Request	1 working day

**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	3 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	2 working days
7	Warid Limit Enhancement/Decrease/Release	1 working day
8	Warid SIM Blocking	1 working day
9	Warid SIM Unblocking	1 working day
10	Reward Redemption Item Delivery	14-28 working days
11	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/Hold of Utility Bill Payment	2 working days

**Additional Requests**

1	Temporary Credit Limit Enhancement	5 working days
2	Temporary Credit Limit Reduction	1 working day
3	Credit Advance Cheque Book Issuance	3 working days
4	Credit Advance Cheque Book Activation	1 working day



5	Credit Advance Cheque Stop Payment	1 working day
6	Credit on Phone Pay Order Processing	7-10 working days
7	Enrolment of Credit Cover Premium	1 working day
8	Cancellation of Credit Cover Premium	1 working day
9	Credit Card E-statement Enrolment	2 working days
10	Replaced Credit Card Delivery	5 working days

## Auto Loan

S.No.	Transaction	TAT
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### Customer Onboarding

1	Auto Loan Approval	New Car:7-10 working days 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 (post document completion)
4	Vehicle Tracker Related Issue	7 working days
5	Insurance Policy Related Issue	3 working days

## Home Loan

S.No.	Transaction	TAT
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### Customer Onboarding

1	Home Loan Approval	13 working days* *subject to the submission of complete documents
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### Maintenance Request

1	Change of Address Request	1 working day (please provide the correct document name)
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### 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
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### Internet Banking

1	Internet Banking (IB) Subscription	Real time
2	IB Password Re-set	Real time
3	Temporary Blocking of Internet Banking Services	Real time
4	Re-activation after Temporary Block	Real time

### Mobile Banking

1	Mobile Banking Subscription	1-2 working days
2	Mobile Banking Password Re-set	Real time
3	Temporary Blocking of Mobile Banking Services	Same day
4	Re-activation after Temporary Block	2 working days

### SMS Alerts

1	SMS Alerts subscription	1 working day
2	SMS Alert 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 Re-set	Real time
3	Address Change Request	1-2 working days
4	Cheque Book Request	1-2 working days
5	SMS Alert Subscription	1-2 working days
6	E-Statement Subscription	1-2 working days
7	Branch Appointment	1 working day to confirm requested appointment
8	Current/Saving/Royal Profit Account Opening Request	Bank will contact customer within 1-2 working days
9	Credit Card Request	Bank will contact customer within 1-2 working days
10	Personal/Car/Home Loan Request	Bank will contact customer within 1-2 working days
11	Bancassurance Request	Bank will contact customer within 1-2 working days
12	Investments Product Request	Bank will contact customer within 1-2 working days

## Contact Centre

S.No.	Transaction	TAT
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### Service Offered to Debit Card Customers

1	Debit Card Activation	Real time
2	Debit Card Blocking	Real time
3	ATM Pins Generation	Real time
4	Balance Inquiry	Real time
5	SMS Alerts Activation Branch Banking	24-48 hours

### Service Offered to Merchant Card Customers

1	Merchant Card Activation	Real time
2	Merchant Card PIN Generation	Real time
3	Merchant Card Blocking	Real time
4	Bill Payment	Real time
5	Bill Payment Cancellation	Same day
6	Direct Debit Enrolment for Bill Payments	Real time
7	E-PAY Pin Issuance	Real time
8	SMS Alerts Activation	Real time

### Service 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	Real time
6	E-PAY Pin Issuance	Real time
7	SMS Alerts Activation	Real time

### Service 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	Reward Redemption Cancellation	Same day
5	E-PAY Pin Issuance through Reward Points	24 hours/1 working day*
6	Credit Card SMS Alerts Enrolment	Real time
7	Credit Card SMS Alerts Cancellation	Real time
8	Cheque Present/Re-present Request	24 hours/1 working day*
9	Address Updation	24 hours/1 working day*
10	Duplicate Statement Issuance	24 hours/1 working day*
11	Credit Card Replacement	24 hours/1 working day*
12	Reward Points Redemption	24 hours/1 working day*
13	Reward Points Transfer	Real time*
14	Warid Bill Payment	Real time
15	Utility Bill Payment	Real time
16	SBS Plan-on Request	24 hours/1 working day*
17	SBS Cancellation	24 hours/1 working day*

\*Request is taken via e-form.

**Service Offered to Payroll Card Customers**

1	Payroll Card Activation	Real time
2	Payroll Card Blocking	Real time

**Service Offered to Mobile Banking Customers**

1	Mobile Banking Blocking	Same day
2	Mobile Banking Password Re-set	24 hours/1 working day

**Service offered to Branch Banking customers**

1	Balance Inquiry	Real time
2	Transaction Details	Real time
3	Account Status	Real time
4	IBAN Number Inquiry	Real time
5	SWIFT Code Inquiry	Real time
6	Pay Order and Demand Draft Inquiry Calls	Real time

**Lead Generation**

1	Auto Finance/Home Finance/Personal Loan	Real time
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# Bancassurance - Premier Banking

## Bancassurance

S.No.	Transaction	TAT
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### Customer Onboarding

1	Policy Issuance	10 working days
2	Policy Document Delivery to Customer	10 working days after issuance of policy

### Maintenance

1	Alterations in Policy	10 working days
2	Policy Cancellations	15 working days

### Claim/Refund

1	Partial Withdrawal of Policy	15 working days
2	Banca Claim Settlement	20 working days
3	Policy Amount Refund	12 working days
4	Policy Surrender	15 working days