

Dear Customer,

Buying an Insurance plan is an important decision and we thank you for your purchase. As part of our commitment to ensure that you fully understand the risks and the benefits of your purchase, please note the following details for your understanding;

- **“Alfa Transaction Insurance by EFU”** – A financial & life protection-based benefit (Transactional Insurance/Term Life) aims to provide coverage to customers of Bank Alfalah in case of fraudulent transactions and death due to any cause.
- For avoidance of doubt, this product is being marketed and distributed by **Bank Alfalah** hereunder are solely the products of **EFU Life & EFU General**, and **Bank Alfalah** is merely acting in the capacity of a distribution agent of **EFU Life & EFU General** in connection with the offer of such products. The Plans are neither Bank deposits nor the obligations of the Bank and **Bank Alfalah** shall not be liable in connection with the performance of such products or any loss suffered by the customer resulting from **EFU Life’s & EFU General’s** processing and/or repudiation of any claim under the plan.
- The free look period is 15 days for **Alfa Transaction Insurance by EFU**, in which the policy can be terminated without any penalty, and full refund of the paid premium shall be made to the customer.
- Premium will be fully refunded by **EFU Life & EFU General** if the policy is cancelled within free-look period. However, if the policy is cancelled after free-look period, the refund shall not be given, however the policy can be cancelled anytime. In case of any claim, policy can be cancelled, and premium will not be refunded, and claim will be processed as per policy terms and conditions.
- The following are not covered under this policy:
  - Any kinds of errors in Transactions Recording System;
  - Debiting of customer’s account by amounts in excess of or less than the actual transaction amount;
  - Debiting the account by an amount in excess of the allocated card limit allocated by the bank/ financial institution/ account balance.
  - No cover for any kind of cyber fraud/ liability/ crime related and similar losses.
  - No cover given for losses which were already known to the Insured before the issuance date of this Policy.

- No coverage for spoofing where customer innocently or knowingly provide confidential bank information;
- No cover for any mysterious transaction whose cause of loss cannot be ascertained and determined.
- Any loss not discovered and intimated during the policy period.
- Any kind of fraud committed by the customer himself/ herself whether alone or in collusion with anyone.
- Any loss resulting directly or indirectly by customer's sharing the personal information including but not limited to OTP (One time password), personal account and/ or card details etc. consciously or unconsciously or while under any threat or duress.
- War, Strikes, Riots, Civil Commotion (SRCC), terrorism and political risk exclusion, nuclear risks exclusion, communication / infectious disease, Sanction Limitation Exclusion and Money Laundering exclusion.
- Suicide, intentional self-inflicted injury, Murder, assault, assassination, injury sustained through firearm injury, participation in any criminal activity or violation of law.

• Transaction Insurance Eligibility Criteria:

Eligibility Criteria	Benefits
Enrollment Age: 18 years – 64 years Coverage Age: 18 years – 65 years	Fraudulent Transaction Coverage Term Life Coverage
Enrollment Age: 18 years and above Coverage Age: 18 years and above	Fraudulent Transaction Coverage

- Its hereby clarified that for any complaint related to this policy, the customer can contact **EFU Life** or **EFU General** at 111-EFU(338)-111 or at (+92-21)3565-3907-9. The customer can also call/WhatsApp Bank Alfalah at 021-111-225-111 or email at [contactus@bankalfalah.com](mailto:contactus@bankalfalah.com).
- In case of any claim with regards to the plan, please contact the insurers on below address:

For Term Life	For Fraudulent Transaction
EFU Life House Contact Details: EFU Life House - Claims Department, Plot No 112, 8th East Street, DHA Phase 1, Karachi. Phone: +92-21-111-338-111 Email to EFU: <a href="mailto:claims@efulife.com">claims@efulife.com</a>	EFU General Contact Details: First Floor, Kashif Center, Shahrah-e-Faisal, Karachi. Phone: (+92-21) 3565 3907-9 Email to EFU General: <a href="mailto:central@efuinsurance.com">central@efuinsurance.com</a>

**Bank Alfalah** - Phone Banking: (021) 111-225-111

**If you are not satisfied with our response, you may contact :**

Banking Mohtasib Pakistan: Karachi Secretariat, Banking Mohtasib Pakistan Secretariat, 5th Floor, Shaheen Complex, M R Kiyani Road, Karachi.

Telephone: +9221-99217334

Facsimile: +9221-99217375

Email: [info@bankingmohtasib.gov.pk](mailto:info@bankingmohtasib.gov.pk)

\*Terms & Conditions apply.

“Customers may register their complaint through SBP’s customer complaint management service ‘Sunwai’ (<https://sunwai.sbp.org.pk/>)”

**Note:**

1. The bank will consider you educationally qualified on the fact that you logged in the application and are familiar with technology to operate your account.
2. For your convenience the bank has provided the document in Urdu & English. Kindly read and share your consent on the document which will ensure that you are medically sound to purchase the policy.
3. Once you have purchased the policy, kindly review the policy document thoroughly available in “Policy Briefcase”.