

Dear Participant,

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

- **“Alfa Transaction Takaful by EFU”** – A financial & life protection-based benefit (Transactional / Term Takaful) aims to provide coverage to participants 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 – WTO & EFU – WTO**, and **Bank Alfalah** is merely acting in the capacity of a distribution agent of **EFU Life – WTO & EFU – WTO** 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 participant resulting from **EFU Life – WTO’s & EFU – WTO’s** processing and/or repudiation of any claim under the plan.
- The free look period is 15 days for **Alfa Transaction Takaful by EFU**, in which the takaful policy / PMD can be terminated without any penalty, and full refund of the paid contribution shall be made to the participant.
- Contribution will be fully refunded by **EFU Life – WTO & EFU – WTO** if the takaful policy / PMD is cancelled within free-look period. However, if the takaful policy is cancelled after free-look period, the refund shall not be given, however the takaful policy can be cancelled anytime. In case of any claim, takaful policy / PMD can be cancelled, and contribution will not be refunded, and claim will be processed as per takaful policy / PMD.
- The following exclusions are not covered under this policy:
 - Any kinds of errors in Transactions Recording System;
 - Debiting of participant’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 Participant before the issuance date of this Policy;
 - No coverage for spoofing and social engineering where participant 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 participant himself/ herself whether alone or in collusion with anyone.
 - Any loss resulting directly or indirectly by participant'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, 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 Takaful Eligibility Criteria:

Eligibility Criteria	Benefits
Enrollment Age: 18 years – 64 years Coverage Age: 18 years – 65 years	Fraudulent Transaction Coverage Term Takaful 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 takaful Policy / PMD, the participant / beneficiary can contact **EFU Life – WTO** or **EFU – WTO** at 111-EFU-HEM or at (+92-21)3565-3907-9. The participant can also call /Whatsapp Bank Alfalah at 021-111-225-111 or email at contactus@bankalfalah.com.
- In case of any claim with regards to the plan, please contact the takaful operators on below address:

For Term Takaful	For Fraudulent Transaction
EFU Life House Contact Details: EFU Life House - Claims Department, Plot No 112, 8th East Street, DHA Phase 1, Karachi. Phone: +92-21-111-338-436 Email to EFU: claims@efulife.com	EFU General Contact Details: First Floor, Kashif Center, Shahrah-e-Faisal, Karachi. Phone: (+92-21) 3565 3907-9 Email to EFU General: central@efuinsurance.com

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

*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 select the policy.
3. Once you have selected the policy, kindly review the policy document thoroughly available in “Policy Briefcase”.