

Bank Alfalah Service Standard



Account Opening and Maintenance

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

1	Account Opening by Branch	3 Working Days
2	Cheque Book Issuance	4 Working Days

Account Maintenance

3	Address and Title Updation	1 Working Day
4	NID/Passport Number Update	1 Working Day
5	Account Activation/Dormancy Removal	30 Minutes
6	Signature Update	1 Working Day
7	Processing of Permissible Transactions in Dormant Accounts	Same Day

Account Related Request

8	Check Book Re-issuance	4 Working Days
9	Account Closure	1 Working Day
10	Stop Payment – Lost Cheque	15 minutes
11	Standing Instruction	15 minutes

Certificate/Statement

12	Account Maintenance Certificate	30 Minutes
13	Interest/Solvency/BSP/Encashment/ Profit and Tax Deduction Certificate	30 Minutes
14	Beneficiary Account Certificate	30 Minutes
15	FCY Encashment Certificate	30 Minutes
16	Statement of Current Year	30 Minutes
17	Statement of Previous Year	30 Minutes
18	Foreign Currency Account Statement	30 Minutes
19	Balance Confirmation Certificate	30 Minutes
20	Tax Certificate Issuance	1 Working Day

Counter Transaction

21	Cash Withdrawal	10-12 Minutes 25-30 Minutes (Above Threshold Required AML/CBC Confirmation)
22	Cash Deposit	10-12 Minutes 25-30 Minutes (Above Threshold Required AML/CBC Confirmation)
23	Online Transaction Processing	10-12 Minutes 25-30 Minutes (Above Threshold Required AML/CBC Confirmation)
24	Pay Order Issuance	30 Minutes
25	Demand Draft (Foreign Currency)	1 Hour
26	Duplicate PO/DD Issuance/Cancellation	30 Minutes
27	Duplicate FDD Issuance/Cancellation	1 Hour
28	Online Pay Order Issuance (where CBC/AML formalities applicable)	30 Minutes
29	Online Foreign Currency Demand Draft (where CBC/AML formalities applicable)	30 Minutes
30	Utility Bill Payment	10 minutes

Clearing

31	High Value Clearing	Same Day
32	Regular Value Clearing	2 Working Days
33	BEFTN	2 Working Days
34	RTGS	30 Minutes

Alfalah VISA Debit Card

Customer On-boarding

35	Debit Card Issuance	2 Working Days
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Maintenance Request

36	Address Update	2 Working Days
37	Contact Number Update	2 Working Days
38	Mother Maiden Name Update	2 Working Days
39	DOB Update	2 Working Days
40	Multiple Update Required	2 Working Days
41	Debit Card Replacement with Multiple Update	3 Working Days

Service Request

42	Replacement and Debit Card Issuance	3 Working Days
43	Replacement Due to Fraudulent Activity	3 Working Days
44	Captured Card Return	8 Working Days
45	Debit Card Unblocking	2 Working Days
46	Debit Card Temporarily Blocking	Same Day

Transaction Dispute

47	Debit Card Dispute Filing Time for Customer	7 Working Days After Receiving Statement
48	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

Self Service Banking

Alfalah Internet Banking

49	Internet Banking Registration	Real Time
50	Internet Banking Password Re-set	Real Time

SMS Alerts

51	SMS Alerts Subscription	3 Working Days
52	SMS Alerts Un-subscription	3 Working Days

E-Statements

53	E-Statement Subscription	3 Working Days
54	E-Statement Un-subscription	3 Working Days

Alfalah Contact Center

55	Debit Card Activation	Real Time
56	Debit Card Blocking	Real Time
57	ATM PIN Generation	Real Time
58	TPIN Generation	Real Time
59	Balance Enquiry	Real Time
60	Any other Enquiry	Real Time

Locker Service

61	Locker Issuance	1 Working Day
62	Duplicate Key Issuance	1 Working Day
63	Locker Surrender	Same Day

Trade Services

S.No.	Transaction	Cut off Time	TAT
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Import

64	LC Issuance	2:00 p.m.	Same Day
65	LC Amendment	2:00 p.m.	Same Day
66	LC Cancellation	2:00 p.m.	Same Day
67	Certificates Related to LC	2:00 p.m.	Same Day
68	Scrutiny and payment of Import Documents:		
	Where Shipping Guarantee is Already Issued – Payment	3:00 p.m.	Next Working Day Subject to FC fund Availability
	Where Shipping Guarantee Not Issued – Clean Docs. – Payment / Acceptance Processed	3:00 p.m.	2 Working Days Subject to FC Fund Availability
	Where Shipping Guarantee Not Issued – Discrepant Docs. – Notification to Be Sent To Presenting Bank and Customer	3:00 p.m.	5 Working Days
	Payment Will Be Made Against Discrepant Document Upon Receipt of Bill of Entry.	2:00 p.m.	Same Day Subject to FC Fund Availability
	Retirement & Release of Import Document	2:00 p.m.	Same Day
69	Issuance of Shipping Guarantee	2:30 p.m.	Same Day
70	Issuance of Delivery Order	2:30 p.m.	Same Day
71	Remittance – by MT-103 (for Import)	2:30 p.m.	Same Day
72	Remittance – by FDD (for Import)	2:30 p.m.	Same Day
73	Endorsement of Shipping Documents for Assessment Purpose	2:30 p.m.	Same Day
74	Endorsement of Shipping Documents Against Advance Payment	2:30 p.m.	Same Day
75	Premature Payment of Accepted Bills	1:00 p.m.	Same Day

Export

76	LC / Amendment Advising	2:30 p.m.	Same Day
77	LC / Amendment Transfer	2:30 p.m.	Same Day
78	LC / Amendment Lien	2:30 p.m.	Same Day
79	Certification of EXP Forms	3:30 p.m.	Same Day
80	Issuance of Certificates for Freight & Cancellation of EXP	3:30 p.m.	Same Day
81	Disbursement of Packing Credit/MPSF	2:00 p.m.	Same Day
82	Collection of Export Documents	3:30 p.m.	Same Day
83	Negotiation of Export Documents	1:00 p.m.	Same Day
84	Purchase/Discount of Export Bills & Acceptances	3:00 p.m.	Same Day
85	Processing of Export Proceeds Realization	11:30 a.m.	Same Day
86	Processing of Export Proceeds Realization as Cleared Fund of FDD.	3:30 p.m.	1 Working Day
87	Processing of Export Advance Payment [EAP] – Customer Notification + Credit to Customer After Submission of Required Documents.	3:30 p.m.	Same Day
88	Endorsement of Export Documents Against Advance Payment	3:30 a.m.	Same Day

89	Issuance of PRC:		
	Where Export Proceeds Realized - For Current Month.	12:00 p.m.	Same Day
	Where Export Proceeds Realized -For Previous Month.	3:30 p.m.	2 Working Day
	Where Export Proceeds Realized -For Earlier Than Two Months.	3:30 p.m.	3 Working Days
90	Issuance of Export Related Certificates Other Than PRC:		
	Where Export Proceeds Received - Within The Current Month	12:00 p.m.	Same Day
	Where Export Proceeds Received - Within Last Six Months	3:30 p.m.	2 Working Days
	Where Export Proceeds Received - Earlier Than Six Months But Within a Year	3:30 p.m.	3 Working Days

Guarantee

91	Issuance & Amendment of Bank Guarantee	2:00 p.m.	Same Day
92	Honor of Encashment Claim by the Beneficiary [Subject to Receipt of Legal Opinion]	3:00 p.m.	1 Working Day

Miscellaneous

93	Processing of Cash Incentive Claims - Notification to Customer or Disposal for Auditor	3:00 p.m.	5 Working Days
94	Advance Against Cash Incentive [Subject to Submission of External Auditor's Certificate]	3:00 p.m.	1 Working Day
95	Processing of Application for Bangladesh Bank's Permissions [In Case of Advance Remittance for Import/Extension of Time for Submission of Overdue Bill of Entry/Extension of Validity of LCAF]	3:00 p.m.	1 Working Day