

You Must Know

Requirements to open an account: To open the account you will need to satisfy some identification requirements as per regulatory instructions and Bank's internal policies. These may include providing documents and information to verify your identity. Such information may be required on a periodic basis. Please ask us for more details from branch representative or by calling our Helpline: +92 21 111-331-331/332.

Cheque Bounce: Dishonouring of cheques is subject to a criminal trial in Pakistan. Accordingly, you should be writing cheques with utmost prudence. In this regard Section 489-F of Pakistan Penal Code (PPC) applies, "Dishonestly issuing a cheque": Whoever dishonestly issues a cheque towards repayment of financing or fulfilment of an obligation which is dishonoured on presentation, shall be punished with imprisonment which may extend to three years or with fine, or both.

Safe Custody: Safe custody of access tools to your account like ATM cards, PINs, T-Pins, Cheques, e-banking usernames, passwords; other personal information, etc. is your responsibility. Bank cannot be held responsible in case of a security lapse at the customer's end. The State Bank of Pakistan or your Bank will never Call/ SMS/ Mail/ Email to ask for customer's confidential details and other sensitive information related to bank account. Customer must be aware of this fact that sharing such information with anyone might cause financial fraud. Similarly, customers must be cautious of phishing emails asking the customer to click on link and for instance, change the password of his/ her bank account.

Record updation: Always keep profiles/records updated with the Bank to avoid missing any significant communication. You can contact/ visit your nearest branch for record updation or you may call at our 24/7 call center by dialing +92 21 111-331-331/ 332 from your number registered with your account.

What happens if you do not use this account for a long period? If your account remains inoperative for 12 months, it will be marked as dormant. If your account becomes dormant, you will not be able to perform any debit/withdrawal transaction. To reactivate your account, you may request via Internet Banking or email Bank's Relationship Manager. Account will be reactivated subject to the fulfilment of all regulatory requirements.

Unclaimed Deposits: In terms of Section 31 of Banking Companies Ordinance, 1962 all deposits which have not been operated during the period of last ten years, except deposits in the name of a minor or a Government or a court of law, are surrendered to State Bank of Pakistan (SBP) by the relevant banks, after meeting the conditions as per provisions of law. The surrendered deposits can be claimed through the respective banks. For further information, please contact your parent/concerned branch. You will have to fulfil all required regulatory requirements that the Bank might require to proceed further.

Closing this account: In order to close your account, please contact Bank's designated Relationship Manager from your registered email address. The Bank shall perform mandatory requirements for account closure. Any products, services or facilities linked with your account shall automatically be cancelled/ deactivated subsequent to the account closure.

Expired Identity Document: Once your submitted ID document has reached its expiry, you shall be requested to submit a new valid ID document. In case a new valid ID is not submitted by the customer, the account shall be blocked by the Bank subsequent to serving one-month prior notice.

How can you get assistance or make a complaint?

You can also write a letter to 'The Manager Customer Care Unit' and post it to our Head Office at Meezan House, C-25, Estate Avenue, Karachi Tel: +92-21-38103500 & +92-21-37133500
 Fax: +92-21-36406049
 Helpline: +92 21 111-331-331/332
 Email: info@meezanbank.com
 Website: www.meezanbank.com

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

Banking Mohtasib Pakistan,
 5th floor, Shaheen Complex,
 M.R. Kiyani Road, Karachi
 Email: info@bankingmohtasib.gov.pk
 Website: www.bankingmohtasib.gov.pk

I ACKNOWLEDGE RECEIVING AND UNDERSTAND THIS KEY FACT STATEMENT

Customer Name:				Date	
Product Chosen:					
Mandate of account:	Single/Joint/Either or Survivor				
Address					
Contact No.:		Mobile No.		Email Address	
Customer Signature				Signature Verified	