



BRANCH ONBOARDING PROCESS

- 1.1. The Account Opening Officer will ask the prospective customer some preliminary questions before issuing the AOF. Following inquiries are made from the prospective customer:
 - Identity Document
 - Occupation
 - Complete Residential Address
 - Complete Employment Address/Business Address
 - Source of Income
 - Purpose of Account
 - FATCA /CRS Status
 - Turnover
 - Counter Parties
- 1.2. The Account Opening Officer will also arrange for a meeting between the prospective customer and the Branch Manager.

Note:

 - The purpose of making the inquiry is to encourage the prospective customers to open an account with a branch which is within the vicinity of the personal/business activities of the prospective customer.
 - For the purpose of collecting organized charity / donation, respective branch will ensure that individual customers will open a new account in the names of Trust/Charities/NGOs or use such existing accounts as per regulatory requirements.
- 1.3. If customer is resident of FATA/PATA or have established business in FATA/PATA and wants to open an account in a FATA/PATA branch, the branch should check CNIC No. and Permanent Residential/business address of said customer in order to confirm customer's residence status. If not satisfied, can also make physical verification of customer's address and after satisfactory verification, said customer will be treated as resident of FATA/PATA and no withholding tax will be deducted.
- 1.4. Branch will ensure that account activities of these customers are consistent with customer's profile and purpose of account stated at the time account opening.
- 1.5. The Branch Manager will meet the prospective customer to make a careful assessment as to the genuineness of prospective customer, source of funds and expected nature of the banking relationship in the future.

1.6. Once satisfied Branch Manager signs on AOF and would forward the complete set of documents to the Account Opening Officer for further processing and opening of Account in Fast Mode after verification of documents.

In case of partnership accounts, the Account Opening Officer will also ensure that all the partners constituting the partnership are physically present at the time of account opening and Branch Manager should meet all partners of the firm.

1.7. Branches should not open accounts for new customers who refuse to provide the documentation required by the Bank as per the List of Documents Required (enclosed).

1.8. Branches will complete the due diligence process including NADRA (Bio Metric/ Verisys) as per the instruction circulated.

1.9. After fulfilling the initial requirements, the Account Opening Officer will provide the prospective customer/ authorized representative of prospective customer (in case of company) with the following documents:

- Account Opening Form (AOF)
- 2 Specimen Signature (SS) Cards

1.10. If the prospective customer wishes to open an account with an expired CNIC, the prospective customer must be asked to apply to NADRA to have the card renewed before the account is opened. If the prospective customer has already applied for renewal of his card, account may be opened on the basis of attested copies of NADRA receipt/token and expired CNIC subject to the condition that Branch Manager will follow up and obtain a copy of renewed CNIC from the prospective customers within 03 months of the opening of account.

1.11. The Account Opening Officer will take Biometric impression of the customer which will be immediately verified through system from NADRA's record.

1.12. Account Opening officer, while establishing banking relationship with customer will obtain NTN certificate subject to its availability/issuance by the tax authorities from the customer.

1.13. Account will only be opened subject to necessary Due Diligence and successful NADRA Verification.

Turn Around Time for Account Opening is 5 Days subject to completion of all required documentations.