

# Statement of Understanding

## 1. CHECKING YOUR STATEMENT

Please retain all sales slips to check against statement entries including printed receipts from electronic terminals. If you make a purchase or booking by post or telephone, please keep a written record.

## 2. DISPUTED ITEMS

In case of disputed transactions, Card members should send us a written request within 14 days of the current statement date to Bank AL Habib Credit Card Service Unit. If such a request is not sent within 14 days of receiving the statement, the transaction would be deemed to be authentic and the Card member would be bound to make payment for the entire amount.

When you write to us, please provide the following information for each disputed transaction (i) Transaction date (ii) Transaction description (merchant name) (iii) US Dollar amount (if international) (iv) Pak Rupee amount. No disputed transaction will be entertained if it is received 14 days after the statement date on which it appears.

## 3. YOUR PAYMENT OPTIONS

You may repay any amount between the Minimum Payment amount up to the current balance outstanding on your statement. However, you must pay at least the Minimum Payment amount on or before the Payment due date to avoid the late payment charges.

## 4. SETTLE YOUR ACCOUNT

You may settle your AL Habib Credit Card account by making payment either through (i) Cash (ii) Cheque (iii) ATM (iv) IVR (v) Internet Banking (vi) Direct Debit (vii) 1Bill if you have an account at BANK AL HABIB. If you pay by cheque, please ensure that your cheque must be drawn on a bank in the same city as your residence. Please make all cheques payable to BANK AL HABIB Cards marked "A/c Payee Only" and payable in Pak Rupees. Also write your AL Habib Credit Card number and your full name on the back of the cheque, and always return your payment coupon (the bottom portion of your Statement of Account together with your payment. A cheque Return Fee, as per Schedule of Charges will be charged. Do not send Cash in the payment envelope. In case you intend to pay in cash, you may do so at any of the BANK AL HABIB branch in Pakistan. If you are living outside Pakistan, we recommend that you make payment by telegraphic transfer through a local unit in BANK AL HABIB. It is safer and faster than paying by outstation cheque. Your payment will be credited to you AL Habib Credit Card Account after funds are received by BANK AL HABIB LTD. Note: Where due date for payment fall on Sunday or any other public holiday(s) due date will be considered next business day. Card member shall ensure that the payment is received by the BAHL on the following first business day. BAHL credit card system does not support holidays resulting due to sighting of moon.

## 5. SERVICE FEE

- (i) For all retail transactions, if full payment is received within the payment due date then no Service Fee is charged.
  - Service Fee is charged on each retail transaction from the transaction date to the date the statement is generated.
  - If you pay the Minimum amount or any amount less than the full payment by the payment due date, then for retail transaction, which can be covered by the payment, a Service Fee is charged from the transaction date to the payment posting date. For retail transaction, which are not covered by the payment, a service fee is charged from the transaction date to the date the next Statement of Account is generated.
- (ii) For each Cash Advance, a service fee will be levied from the date of transaction till the date full payment is made.

## 6. LATE PAYMENT FEE

Late payment fee, as per Schedule of Charges, will be charged on your account if your payment is not realized by BAHL on or before the payment due date.

## 7. CASH ADVANCE FEE

Maximum Cash Advance is 60% of Credit Limit. Cash advance fee, as per Schedule of Charges, will be charged as per transaction by BAHL.

## 8. FOREIGN AIRLINE TICKETS

If you use your AL Habib Credit Card to pay for any foreign airline tickets, the amount that you sign for on the receipts/sales slip may be different from the amount that you are subsequently billed in your Statement of Account. This is because any purchase of tickets of a foreign (non-Pakistan) airline is treated as a foreign currency transaction, since it is sent for clearance to the head office of the concerned airline, in its country of origin.

As such in accordance with the Terms and Conditions applicable to the AL Habib Credit Cards, the transaction will be subject to all applicable rules and procedures of BANK AL HABIB for foreign currency conversion into Rupees, based on the exchange rate. This may cause the receipt amount to differ from the amount billed to you.

## 9. USE OF YOUR CARD OUTSIDE PAKISTAN

For all foreign transactions, the conversion from transaction currency amount to U.S. Dollar amount is billed by MasterCard International at the prevalent MasterCard International exchange rate including its processing fees. The conversion from the U.S. Dollar amount to the Pakistani Rupee amount is processed by the AL Habib Credit Card Centre.

For all foreign transactions conducted by you, BANK AL HABIB purchases U.S. Dollar from the open market on your behalf. This is done to settle the account of the foreign merchant, bank, etc. where that transaction was conducted. In the process you assume the foreign exchange rate risk plus premium. We try our utmost to get the most competitive rate for you. However, due to frequent fluctuations in the foreign exchange, the rate that appears in your statement may be higher or lower than the closing rate for that particular day.

Please also note that all foreign exchange conversions are made as per the agreed AL Habib Credit Card terms and conditions.

## 10. OTHER CHARGES

Your expenditure on your Credit Card must remain within the Credit Limit assigned to you. The Credit Shield Insurance, as per Schedule of Charges will be charged per month on a monthly outstanding amount. A copy of sales voucher (up to a maximum of 3 months) can be obtained by paying actual fees.

## 11. REPORT YOUR LOST OR STOLEN AL HABIB CREDIT CARD(S)

In case of loss or theft of your AL Habib Credit Card(s) in or outside Pakistan, please inform to 24/7 Call Centre at +92-21-111-014-014 immediately.

## 12. MONTHLY STATEMENT

All transactions made by you and your Supplementary Card member(s) if any, fees/ charges and service charges on your AL Habib Credit Cards will be listed in your monthly Statement of Account. In case you have not received your monthly Statement of Account within 7 days of your Statement of Account date, please call our 24/7 Call Centre at 111-014-014 for statement details and send your payment before due date to avoid late fees and service charges. However, BANK AL HABIB does not in any way guarantee delivery of the monthly Statement of Account and it would not be in any manner liable for any loss and or damage suffered by the Card member by late or non delivery of the Statement of Account.

## 13. CONTACT DETAILS UPDATE

To update your mailing address / contact details, you can always visit your relationship branch or fill the bottom portion (backside) of your payment coupon and submit it to nearest BAHL drop box. However, it is the Card member's responsibility to ensure that BANK AL HABIB has the correct mailing address / contact details of the Card member.

## 14. 24 HOUR NON-STOP BANKING CENTRE

If you need any help or information, please contact our friendly Customer Service Officer at 24/7 Call Centre.

In case of any problem/complaint, please contact;

**E-mail:** info@bankalhabib.com  
**Fax:** (+92-21) 32412018  
**Phone:** (021) 111-014-014, for International Calls  
(+92-21)111-014-014

**Mailing Address:** ADC Business Division  
17th Floor, Centrepoint Building,  
Shaheed Millat Expressway,  
Near KPT Interchange Flyover, Qayyumabad Karachi.

## 15. NOTE

The above terms and conditions are in addition to the Terms and Conditions governing your Card. The Terms and Conditions in this Statement of Understanding may be revised in accordance with paragraph 6.11 (or such other rate/amount as specified by Bank from time to time through Schedule of charges or as notified by Bank)\* of the Terms and Conditions applicable to the Card. For further details and information, refer to the AL Habib Credit Cards 'Terms and Conditions' or bank website at www.bankalhabib.com. Excise duty will be charged on all charges except service charges. Withholding tax on cash withdrawal will also be charged.

# Bank AL Habib Limited

Please Tick One: ☐ Residence ☐ Office

Please inform if there is any change in your mailing address.

New Mailing Address \_\_\_\_\_

City \_\_\_\_\_ Post Code \_\_\_\_\_ Tel. (Res.) \_\_\_\_\_ Tel. (Off.) \_\_\_\_\_

Tel. (Mobile) \_\_\_\_\_

Credit Card Monthly Statement sent through e-mail. If required, please provide your email address:

E-mail \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

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In case of any problem/complaint, please contact;

**E-mail:** info@bankalhabib.com  
**Fax:** (+92-21) 32412018  
**Phone:** (021) 111-014-014, for International Calls  
(+92-21)111-014-014

**Mailing Address:** ADC Business Division  
17th Floor, Centrepoint Building,  
Shaheed Millat Expressway,  
Near KPT Interchange Flyover, Qayyumabad Karachi.

## 15. NOTE

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# Bank AL Habib Limited

Please Tick One: ☐ Residence ☐ Office

Please inform if there is any change in your mailing address.

New Mailing Address \_\_\_\_\_

City \_\_\_\_\_ Post Code \_\_\_\_\_ Tel. (Res.) \_\_\_\_\_ Tel. (Off.) \_\_\_\_\_

Tel. (Mobile) \_\_\_\_\_

Credit Card Monthly Statement sent through e-mail. If required, please provide your email address:

E-mail \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_