

## Frequently Asked Questions (FAQs)

### 1. What is BankIslami Digital Onboarding Portal?

BankIslami Digital Onboarding portal is an advanced and innovative banking solution geared to fulfill all of your self-service banking needs. Open your new account, apply for Debit Cards and much more from the comfort of your home through a completely digitized and convenient online process!

### 2. What services can be availed through BankIslami Digital Onboarding?

Currently customers can avail the following services through BankIslami Digital Onboarding portal

- Applying for a New Account
- Applying for a Debit Card
- E-Statement Subscription
- SMS Alerts Subscription
- Internet Banking Registration
- Cheque Book Request

More services will be added to the BankIslami Digital Onboarding portal soon.

### 3. How can individuals apply for BankIslami Digital Account?

Customers can apply for multiple services by visiting the BankIslami Digital Onboarding portal at **(portal link)**.

### 4. Under what mode(s) of banking is BankIslami Digital Onboarding portal available?

BankIslami Digital Onboarding is available under Islamic Banking mode.

### 5. What services can be availed by new-to-bank (NTB) customers through BankIslami Digital Onboarding portal?

Currently, NTB customers can only apply for a new account through BankIslami Digital Onboarding portal.

### 6. What services can be availed by existing bank (ETB) customers through BankIslami Digital Onboarding portal?

Currently, ETB customers can avail the following service through BankIslami Digital Onboarding portal:

- Applying for a New Account

**7. Who can apply for an Account through BankIslami Digital Onboarding portal?**

A Pakistani resident who is salaried or running own business or self-employed can apply, in individual capacity, for new account through BankIslami Digital Onboarding portal. Even Retired and unemployed individuals such as housewives, students etc. can apply for bank account through it.

**8. Are there any charges to apply for an account through BankIslami Digital Onboarding portal?**

Account Opening through BankIslami Digital Onboarding Portal is being offered free of cost. There shall be no hidden or additional charges whatsoever, however, charges for any additional services opted at the time of account opening such as Debit Card, Cheque Book, SMS Alerts, etc. shall apply as per the existing Schedule of Charges (SOC).

**9. What type of accounts are offered through BankIslami Digital Onboarding portal?**

BankIslami offers multiple Current & Saving Account variants for customers through Digital onboarding portal.

**10. Which currencies are available for onboarding through BankIslami Digital Onboarding portal?**

At present, BankIslami is offering Accounts through BankIslami Digital Onboarding portal in following currencies:

- Pakistani Rupees (PKR)
- United States Dollar (USD)
- Great Britain Pound (GBP)
- Euro (EUR)
- United Arab Emirates Dirham (AED)
- Japanese Yen (JPY)
- Saudi Riyal (SAR)
- Canadian Dollar (CAD)

**11. What Islamic (Shariah Compliant) products are being offered for onboarding through BankIslami Digital Onboarding portal?**

Currently, the following Islamic Products are available for onboarding through BankIslami Digital Onboarding portal:

**CURRENT ACCOUNTS:**

- **Islami Asaan Current Account:** It is a Qard based deposit account with simple documentation requirements for account opening to encourage financial inclusion for all.

- **Islami Current Account:** Islami current account is based on the Islamic principle of Qard (loan) whereby depositor is the lender and the Bank is the borrower.

#### SAVING ACCOUNTS:

- **Islami Asaan Saving Account:** A Mudarabah based deposit account in which profit is monthly calculated and distributed as per SBP's pool management guidelines
- **Islami Bachat Account:** Islami Bachat Account is ideal for customers who need to draw money for monthly expenses but would also like to earn profit on hard earned savings. Corporate Employers can also avail this account to provide convenience, flexibility and halal profits to their employees by opening their salary accounts with us. It is a Mudarabah based deposit account in which profit is calculated and monthly distributed as per SBP's pool management guidelines.
- **Islami Premium Savings Account:** Islami Premium Savings Account is a Mudarabah based deposit account with attractive profit rates.
- **Islami Asaan Sahulat Account:** A Mudarabah based remunerative deposit account in which along with monthly profit, account holders avail few services for free.
- **Islami Sahulat Account:** It is a remunerative deposit account developed on the basis of the mode of Mudarabah in which account holders avail few services for free.

#### 12. What are the transaction limits of BankIslami Digital Accounts?

The following are the transaction limits for BankIslami Digital Accounts.

##### **Islami Asaan Current/ Islami Asaan Saving/ Islami Asaan Sahulat Account**

- Monthly maximum debit transaction limit is of PKR 1,000,000/-
- Maximum credit transaction limit is of PKR 1,000,000/-

##### **Islami Bachat/Sahulat/Premium Savings Account**

- No credit and debit transaction limits are there for these accounts.

#### 13. In case the customer is salaried person, what documents shall be required as proof of their income?

##### **Salaried Persons**

- Latest Salary Slip, OR

- Salary Certificate, OR
- Salary Payment Slips/ Record, OR
- Any Bank Account Statement showing salary receipt, OR
- Income Tax Statement/ Return/ Certificate, OR
- Valid Job/ Employee Card, OR
- Employer/ Job Certificate, OR
- Employment Contract, OR
- Employer Letter, OR
- Work Permit showing profession/ employment details OR
- Any other Document evidencing the Profession.

**Retired Persons (previously salaried but now retired)**

- For Retired Persons, a copy of Retirement Letter/ Proof of Retirement, OR
- An evidence of Terminal Benefits/ Pension Book etc., OR
- Any other document as evidence of source of Income.

**14. In case the customer has other income sources or business owner, what documents shall be required as proof of income?**

The following documents, whichever applies, should be provided as source of Income esp. for *non-salaried/unemployed/self-employed/Business owner* persons:

**Non-Salaried / Un-employed** (such as housewives, students etc.)

- Valid Student ID Card/ Letter from Educational Institute, OR
- Any Bank Account Statement, OR
- Particulars of Income/ Details of Funds Providers (e.g. Any Family Member/Guardian/ Stipends/ Social Benefits etc.), OR
- Self-declaration by unemployed women as dependent, OR
- Income Tax Statement/ Return/ Certificate, OR
- Any other document as evidence of source of income and occupation.

**Self-employed/ Business Owner**

- Receipt of Payment against work or assignment, OR
- Business/ Proprietor Letter Head; or any other Proof of Self Employment (e.g. Lawyer/ Doctor/ Consultant/ Freelancers/ Grocery Store/ Medical Store/ Labor Work etc.), OR
- Partnership/ Business Deed, OR
- Valid Work Permit showing Business/ Nature of Work etc., OR
- Self-declaration by self-employed men and women OR
- Any document as evidence of source of business or self-employment or profession.

As an alternate to above, Customer can provide documents for the following as proof for source of income/ funds:

- Inheritance documents, OR
- Agriculture income, OR

- Investment in securities, bonds, shares, etc., OR
- Investment in property, OR
- Rental Income

Salaried/ Retired/Non-Salaried/ Self-employed/ Business owner/ Un-employed may derive their income/funds from any of these above sources as well and can provide proof of funds.

**15. Can a customer apply for multiple accounts through BankIslami Digital Onboarding portal?**

Yes, a customer can apply to open multiple accounts through BankIslami Digital Onboarding portal, provided they are not already availing the same product in the same category. For instance, if a customer is already having an Islami Current Account, he/she cannot apply for another Islami Current Account but can apply for any other type/ variant of bank account such as Islami Bachat Account.

**16. What is the end-to-end process for Account Opening through BankIslami Digital Onboarding Portal?**

A Customer can open a bank account through BankIslami Digital Onboarding portal in three simple steps:

- **Step 1:** Customer will fill up the Digital Account Opening form and submit it along with required documents on BankIslami Digital Onboarding portal. One of BankIslami representatives shall review the form and activate the account, in case of no discrepancies.
- **Step 2:** Customer will be required to visit any of the 340+ BankIslami Branches or any biometrically enabled BankIslami's ATMs across Pakistan for biometric verification within 70 calendar days from the date of Account Opening otherwise a debit block will be marked on this bank account of customer.
- **Step 3:** Once the biometric verification is completed, the bank account will be regularized and operational, and customers can start enjoying Bank's unmatched product offerings and services.

**17. Why is my cell phone number not being verified and returning an error when the same is active and in my personal use currently?**

To validate your credentials, Customers are required to apply for a BankIslami Digital account using the cell number registered against their own CNIC number with Pakistan Telecommunication Authority (PTA). In case of an error, Customers are requested to kindly enter the mobile phone number registered in their names only.

**18. What is the turnaround time for Account Opening through BankIslami Digital Onboarding portal?**

In case, all the required information and documentation is provided and there are no discrepancies, after the submission of application on Digital Onboarding portal, BankIslami shall activate the bank account within 2 working days.

**19. What shall happen to my account application in case if it is marked discrepant?**

In case if the account has been marked discrepant, because all the required information and documentation is not provided, customers shall receive an email detailing discrepancies within 2 working day from the date of submission of bank account application on the portal along with a link to resolve discrepancy(ies). Customer can resolve the relevant discrepancy(ies) and re-submit the account application for the Bank to review again and activate the account at its earliest.

**20. How can I get my account biometrically verified?**

You can get your BankIslami Digital Account biometrically verified by visiting your nearest BankIslami Branch or through any of BankIslami's biometrically enabled Automated Teller Machines (ATMs) within 70 calendar days from the date of account activation.

**21. What shall happen to my account in case if I am unable to get my account verified within 70 days?**

In case if the account is not biometrically verified within 70 calendar days from account activation, the same shall be temporarily blocked for any debit transactions.

**22. How can I get my account re-activated in case if not biometrically verified within 70 calendar days from initial activation?**

Any temporary blocked account shall be automatically activated and regularized and operational upon biometric verification and all transactional restrictions placed earlier shall be removed.

**23. Do I need to visit my selected branch for document verification?**

You are not required to visit any BankIslami branch for physical verification of your documents.

**24. Can I avail Cheque Book, Debit Card, SMS Alerts, and other facilities prior to getting my account biometrically verified?**

Customers can avail all services and offerings offered by BankIslami prior to biometric verification. Activation of Cheque Book and Debit Card, however, shall only be done after the account has been biometrically verified.

**25. Where will the Cheque Book and Debit card be delivered?**

The Cheque Book & Debit Card shall be collected by you as per existing process from your parent branch, selected by you at the time of submission of Digital Onboarding application.

**26. How can I get my Debit Card and Cheque Book activated?**

At the time of collection of Cheque Book, BankIslami's representative, prior to handing the Cheque Book over to you will get Cheque Book activated for you.

At the time of collection of Debit Card, you can get it activated from the branch; PIN will then be generated by you through BankIslami's ATM or you can activate it through our helpline 021-111-475-264.

**27. How shall I get the credentials for BankIslami Internet Banking and Mobile App?**

Customer can sign up for BankIslami's Internet Banking and mobile app themselves once the bank account is active & Debit Card is issued. Upon signing up, you will be required to set your personalized credentials in order to access BankIslami Internet Banking and App.

**28. How can I link my BankIslami Digital Account in case if I am an existing customer of BankIslami?**

BankIslami Internet Banking/Mobile app automatically links any new account of existing customer with previous existing ones.

**29. How can I get any information provided at the time of Account Opening amended in BankIslami records?**

Customers can get the information amended by visiting any of the closest BankIslami branch to have the information updated.

**30. Shall Zakat be deductible on my BankIslami Digital Account?**

Yes, Zakat shall be deductible on all Saving Accounts. In order to request for Zakat exemption, kindly upload the Zakat Declaration Form (CZ50) prior to 1st of Shabaan on the portal.

**31. Shall taxes apply on my BankIslami Digital account?**

All taxes shall apply as per the latest Finance Bill. For any further queries, feel free to write to us at [contact.center@bankislami.com.pk](mailto:contact.center@bankislami.com.pk) or contact us at our 24/7 helpline +92 21 111 475 264 through phone call or WhatsApp message.