

For the purpose of these Terms and Conditions for Conventional Saving Account, the word "Bank" shall refer to United Bank Limited, Its successors-in-interest and assigns.

- Any person(s) opening or operating an account with the Bank will be deemed to have read, understood and accepted the Terms of Account and the applicable Schedule of Bank Charges issued and amended from time to time by the Bank.
  - Interpretation of Terms and Conditions mentioned in the account opening form by the Bank will be considered final and binding. However, in case of any dispute, the matter should be referred to SBP and the decision of SBP will be final and binding in that case.
  - Proper identification in the form of Computerized National Identity Card/SNIC/Passport/Alien Registration Card/NICOP/POC/Passport/foreign ID will be required before the Bank opens any account in its sole discretion, which will be independently verified by the Bank. Any non-verification or if something is found wrong/mismatched, Bank has the right to stop the transaction till clearance of ambiguity or close the account. Each account shall possess a distinctive number, which shall be quoted in all correspondence with the Bank in relation to the account.
  - Account feeding will be restricted to Per month 5000 USD or equivalent through foreign inward remittances only (through Bank or Money Exchange/transfer companies) in case the account is opened without valid proof of source of income and only an undertaking is provided at the time of account opening.
  - A customer who already holds an RDA account (having declared his / her income sources backed by valid income proof) cannot open an account by providing an undertaking as income proof, and vice versa.
  - A customer who already holds an Asaan account cannot open an account under this product code, and vice versa
  - Opening of accounts / relationships on the basis of expired CNICs will not be allowed except in cases where NADRA allows exemption from renewal of expired CNICs or as per SBP directives.
1. Any change in the address, or contact / mobile number or constitution of the account holder/depositor should be immediately communicated in writing to the Bank. The post office and other agents for delivery shall be considered agents of the account holder(s)/depositor(s) for delivery of letters, remittances etc., and no responsibility shall be accepted by the Bank for delay, non-delivery, etc., including any shortage of cheque leaves of cheque book send by post at the request of the account holder.
  2. The account holder(s)/customer(s) understands that the Bank may outsource certain of its functions/tasks including but not limited to dispatch of statement of accounts and other tasks as mentioned at clause 6 above, to any agent(s), contractor(s) or third party service provider(s) as the Bank may deem appropriate. The account holder(s)/customer(s) hereby authorizes the Bank to share data/information relating to his/her/its account(s) with such agent(s), contractor(s) or third party service provider(s) as may be required to give effect to the aforesaid outsourcing arrangement. While the Bank will put in place all necessary safeguards to protect the integrity and confidentiality of the customer(s)/account holder(s) data/ information, the account holder(s)/customer(s) agrees to indemnify the Bank against any losses or damages that may be

incurred beyond reasonable care of the Bank to ensure integrity and confidentiality of the account holder(s)/customer(s) data/ information.

3. To safeguard Bank's interest, the Bank may at its discretion and for any other purpose as per the law of the land in force, debit collection or share any information, details or the data relating to the customer's transactions with any competent authority or agency.
4. The Bank in pursuit to comply with laws & regulations may intercept & investigate any payment messages and other information or communications sent to or by the account holder or on the account holder's behalf via other Bank. This process may involve making future enquiries.
5. The Bank shall attempt to collect cheques and other instruments promptly. However, in pursuant of the above, liability for any loss, whether direct or consequential, shall not be borne by the Bank (includes without limitation, loss of profit, interest or damage suffered by any party, due to delay / circumstances beyond control of the branch/Bank).
6. The method of calculating return/profit under the profit/loss sharing scheme is governed by the Bank Rules under prevailing regulations/directives of the State Bank of Pakistan and is subject to change without prior notice.
7. Return/profit on accounts closed before June 30 and December 31 will be paid for the relevant period, after the rates are finalized. All return/profit shall be of a provisional nature until finalized by the Bank.
8. No profit or interest is paid on current accounts whether in respect of Local or Foreign currency.
9. No overdraft facility is allowed unless the overdraft limit is approved to customer as per Bank policy.
10. Any sum to be deposited in the account should be accompanied by duly filled deposit slip showing the name and number of the account to be credited & depositor's signature. Such deposits must be entertained at cash counter only.
11. The Bank may accept for collection of cheques and other instruments payable to the account holder/depositor himself at his sole risk. All cheques and other instruments should be crossed before they are deposited for crediting in the account.
12. Un-cleared instruments and conditional credits in the account shall not be drawn against even if such instruments are credited. The Bank shall have at all times the right to debit the account holder/depositor account, if these are not realized, without prior notice to account holder /depositor.
13. In the event of any instrument deposited, being returned for any reason whatsoever or being returned at any time, although previously advised as paid, the account holder will refund the proceeds of the said instrument and indemnify the Bank against all losses and cost arising there from and authorize the Bank to debit such amount and expenses to any account which the account holder may have with the Bank.
14. The Bank will take due care to see that the credit and debit entries are correctly recorded in the account of the account holder/depositor but in case of any error, the Bank shall be within its right at all time to make the correct adjusting entries, recover any amount due from the account holder/depositor without prior notice and inform the customer subsequently. The Bank shall not be liable for any damages losses etc., and consequent upon such error/adjustments.

15. In case a deposit matures on a public or Bank holiday, then the Bank shall pay the deposit and/or the interest/ return/profit on the next working day when the Bank is open for Banking business.
16. In case of loss or theft of Cheque Book, customer must inform via call center or email before payment is released. The Bank will not be liable for any loss or damage, if reported after the payment of Cheque Book or any other instrument.
17. Cheques may only be drawn on printed cheques supplied by the Bank. The Bank reserves at all times the right to refuse payment of cheques drawn otherwise.
18. Cheques should be signed by the Account holder/depositor as per specimen signature supplied to the Bank and any alteration(s) thereon must be authenticated by drawer's full signature.
19. While complying any instructions of the account holder/depositor, the Bank shall only rely on the signature as provided / inscribed by the account holder/depositor digitally at the time of opening of the Bank account.
20. Post-dated, stale and defective cheques shall not be paid by the Bank.
21. In case of the Bank receiving official notice or as and when become aware of it from any other reliable source, regarding demise of, or bankruptcy of the account holder/depositor, the Bank will stop operations immediately in the account and will not be obliged to allow any operation or withdrawal except on production of a Succession Certificate or other Court orders, from a Court of competent jurisdiction.
22. In case of operating instruction either or survivor, in the event of the death of either of account holder(s)/depositor(s), the credit balance in the account will be payable to the surviving account holder(s)/depositor(s).
23. Current/ Saving account that remains inoperative for one year will be classified as dormant/ inactive. Credit transactions will be allowed in such accounts. The bank will disallow debit transaction(s) in the customer account while the account remains dormant / inactive. However, debits under the recovery of loans and markup etc. any permissible Bank charges, Government duties or levies and instruction issued under any Law or from the Court will not be subject to debit or Withdrawal restrictions.
24. Any change of address / contact / mobile numbers / signatures can be requested during the period of dormancy of account but will not change the status of dormant/inactive/blocked account, the account holder must forward the dormancy removal request via email at roshan@ubl.com.pk. The request will further be entertained as per bank's existing process.
25. If a deposit/ instrument remains inoperative for a period of ten years then it will become unclaimed deposit and will be surrendered to SBP as per the provisions of Banking Companies Ordinance.
26. Periodic statement of account shall be issued by the Bank to the concerned account holder/depositor as per frequency stipulated by customer/SBP. Any discrepancy in the statement of account should be promptly brought to the notice of the Bank in writing within forty-five (45) days from the date of issue, failing which the statement of account shall be deemed to be final and conclusive, for all purposes whatsoever. In the case of any error, the Bank reserves its rights, at all time to make adjusting entries to rectify the error without notice, and recover any amount wrongly paid or credited to any person together with any accrued interest /profit. However, the Bank shall not be liable for any loss or damage due to such error(s) or any consequential loss arising there from to any party.

27. No account holder/ depositor may annotate or delete any entries in the statement of account. Any discrepancy found should at once be brought into the notice of the Bank as per clause no. 31.
28. Apart from free mandatory provision of statement of account (SOA), SOA may be provided by the Bank, subject to charge as is applicable under its Schedule of Bank Charges, upon receipt of written request by the customer / account holder only.
29. Account may be transferred from one branch to another branch, free of charge without affecting the profit accruing positions of the amount as the concerning accumulated products of credit balances in such accounts for unaccounted period would also be transferred to the receiving branch along with  
the credit balance on the date of transfer. The Bank may at any time, change the location of any of its branch and inform the account holders accordingly.
30. The Bank in its sole discretion may close those accounts which show nil balance at the time of half yearly closings. Besides this, the Bank reserves the rights to close without prior notice, any account which in its opinion is not satisfactorily operated, or for any other reason whatsoever, it shall not be incumbent on the Bank to disclose to the account holder/depositor the reason for doing so.
31. The Account holder/depositor wishing to close the account must surrender unused cheques, if any.
32. The Bank shall have discharged its liability with respect to an account so closed by mailing to the account holder/depositor at his/her last known address as per the Banks record, a Bank draft in the currency of such account, payable to the order of the account holder/depositor in the amount of then credit balance of such account less deduction(s) in respect of the amount of any claim that the Bank may have on such funds constituting the credit balance.
33. The Bank shall determine from time to time the rate of interest/return/profit payable on the account/deposit in accordance with the prevailing rules and regulations of the State Bank of Pakistan and the policies of the Bank which are subject to change from time to time and the account holder/depositor agrees to accept such rate of interests/return/profit.
34. Zakatis not applicable on RDA Accounts.
35. Declaration on prescribed Performa for exemption of deduction of Zakat will be registered with the Bank at least one month prior to the valuation date or as per the Zakat Rules applicable from time to time, if not provided at the time of account opening. Zakat will be deducted as per Zakat and Usher Ordinance 1980.
36. All applicable Government taxes and levies shall be recovered as per laws and related directives /circulars etc. in force.
37. The account holder/depositor shall not have any recourse against the Head Office or any branch of the Bank outside Pakistan in respect of the payment of any deposits, account balances or interest/profit thereon maintained or/and accruing with the Bank in Pakistan. Any such rights of recourse are expressly waived.
38. The Bank would be within its right to make investment of credit balance deposits in any manner on its sole discretion and to make use of funds to the best of its judgment in the banking business.
39. The account holders/depositors undertake to reimburse the Bank with any claim in respect of losses/charges on the basis of half yearly/yearly closing of the Bank's books of account. The Bank would be within its rights to debit their accounts for the amount(s) of such claims/charges in settlement of business accounts of the Bank.

40. The Bank may from time to time and at any time revise, amend, delete or supplement any of these terms and conditions, whether in whole or part including without limitations of charges leviable in respect to its services. Such charges shall be effective from the date specified by the Bank for such modification. These amendments/ alterations shall be notified to the account holder/depositor and/or displayed at the Bank's premises from time to time and shall be binding on the account holder/depositor. The Bank reserves the right at any time and without notice to impose charges for the use of its services at any point in time.
41. The Bank reserves the right without prior notice to the account holder/depositor, to debit the account for any expenses, fees, commission, mark-up/interest, Zakat, withholding tax, stamp duty, tax, duty or any other cost, charges or expenses arising out of any transaction or operation of the account or term deposit with the Bank as may be payable to the Bank and/or Local or Provincial or Federal Government as levied from time to time.
42. In case of a default pertaining to any banking facility provided to the account holder(s)/customer(s), the account holder(s)/customer(s) agrees and acknowledges that the Bank shall have a right to block all debit transactions on such account of the account holder(s)/customer(s), irrespective of the nature of the account (either single or joint or to be operated by either or survivor).
43. Moreover, the Bank shall also have a right to debit any account of the account holder(s)/customer(s) maintained with the Bank to adjust any and all of the outstanding liabilities of the account holder(s)/customer(s).
44. The Bank is subject to all applicable circulars, orders, directives, rules, regulations, laws, decrees and restrictions issued by competent Government and other regulatory authorities in Pakistan and the liability of the Bank for payment is governed by applicable laws and regulation in force in Pakistan at the relevant time. Repayment of any deposit account, balances, or interest/profit thereon s subject to any acts of the Government of Pakistan or the State Bank of Pakistan or any competent Governmental and other regulatory authority in Pakistan.
45. All account holders/depositors will be charged Fee/commission etc. as per prevalent Schedule of Bank Charges which is amendable as per Bank's procedure.
46. The Bank for the benefit of its Debit Cardholders, will provide free of charge POS transaction alerts; however, it is the account holders responsibility to provide / register their valid mobile number at the time of account opening. In case of any change in the mobile number, it will be the account holder's responsibility to update the mobile number with the Bank. In case of any fraudulent or unauthorized activity on the account holders Debit card, where the free POS transaction alerts were not received by the customer due to a change in mobile number which was not updated / communicated to the Bank, the Bank will not be held responsible or liable to provide any claim against such transactions.
47. Customer information form is an integral part of the Account Opening Form.
48. I/We acknowledge and declare under the penalties of perjury that the information provided above is correct and true and complete to the best of my/our knowledge and belief. I/We agree to provide under the penalties of perjury supporting evidence and provide updates within 30 days in case any of the aforementioned information changes.

49. I/We the undersigned expressly and unconditionally allow United Bank Limited("Bank") to give the necessary information as deemed fit to any regulatory authority allowed access to such information under Pakistan statutes, rules, regulations or any other applicable law and/or (if applicable due to my/our nationality/citizenship, residential status/contact details or any other information that is related to US), to the US Treasury Internal Revenue Services of the United States of America (or its representatives or agents), and do hereby consent, agree and confirm that the Bank shall have the right to disclose my/our personal information with respect to any of my/our accounts with the Bank directly or indirectly to the U.S Treasury Internal Revenue Services of the United States of America (or its representatives or agents) when requested and as deemed necessary by the Bank, of whatsoever nature.
50. Further, I/We authorize the Bank to disclose and share information / data about my account / facilities to /with any other credit bureau, agent, bank, financial institution or company as the Bank considers appropriate from time to time. I declare and confirm that all information stated herein and in other documents provided to the Bank by me is true and accurate in all respects.
51. The Customer acknowledges and accepts that the Bank reserves the right to close or suspend operation of, without prior notice, any account for which required document/information is not submitted within stipulated time or in circumstances where the Bank is not able to verify and/or confirm the documentation and/or information submitted by the Customer.
52. Any existing customer, who desires to convert his /her account from existing type of account to another type, can do so by giving a written request to the branch. Conversion will only be done for the same category of account i.e. from Savings to Savings and from Current to Current.
53. Conversion from Saving to Current and vice versa is not allowed. For this, customers will have to open a new account.

*Important Information for Self Certification applicable to tax requirement:*

54. The account holder acknowledges that the information given to the Bank in connection with this application and any related reportable account(s) may be provided, directly or indirectly, to any relevant tax authority, including the tax authority of the country in which this account(s) is / are maintained and/or country where the Account Holder may be a tax resident pursuant to regulatory directives.
55. I/We certify that I/We am/are the Account Holder (or am authorized to sign for the Account Holder) of all the account(s) to which this form relates.
56. The account holder will notify the Bank and submit a suitably updated form, additional document(s) "if required" within 30 days of any change in circumstances which affects the account holder tax residence status or where any information contained herein becomes incorrect.
57. In the event of any inconsistency conflict or ambiguity between the original English Terms and Conditions and its Urdu Translation, the provisions of English version shall prevail.

*Apart from the above, the following Roshan Digital Account Specific Terms & Conditions (Key Facts) will apply:*

58. There is no minimum account balance requirement for Current or Savings (NRVA/FCY) RDA Accounts.

59. Non-Resident Pakistanis (NRPs), Persons of Pakistani Origin (POCs) and other non-resident individuals as permitted under SBP Roshan Digital Account framework may open Roshan Digital Accounts
60. Below may open 'Foreign Currency Value Account' of the following:
  - a. *A non-resident individual Pakistani;*
  - b. *A resident individual Pakistani* who has duly declared assets held abroad, as per wealth statement declared in latest tax return with Federal Board of Revenue (FBR).
61. The resident individual desirous to open FCVA shall have to provide the declaration of his/her assets held abroad, including latest wealth tax statement filed with the FBR.
62. Foreign Currency, current or savings accounts may be established in U.S. Dollars, Pound Sterling, Euro and such other currencies, as the Bank shall determine/allow and in accordance with the local regulations in force from time to time.
63. Profit on Foreign Currency Saving Account is paid at periodic intervals as determined by the Bank and/or upon respective maturity dates of such deposits at such rate as may be determined by the Bank from time to time.
64. Foreign Currency accounts/ deposits are opened and maintained subject to Foreign Exchange Regulations and directive of the government of Pakistan, or any of its organizations / agencies and State Bank of Pakistan from time to time.
65. Any Roshan Digital Account that is closed in the middle of the month will not be eligible for any interest/return/profit for the broken period of that month.
66. For RDA PKR Saving Account, Profit will be calculated on daily average balance and will be disbursed monthly.
67. For RDA FCY Saving Account, Profit will be calculated on monthly average balance and will be disbursed six monthly.
68. Below Credit transactions can be performed under Roshan Digital Account:
  - a. Send remittances to the account from abroad
  - b. Send proceeds and profit/gain from permissible investments made through RDA
  - c. Refund of amounts debited incorrectly or over-charged
69. Below Debit transactions can be performed under Roshan Digital Account:
  - a. Send money to own account outside Pakistan
  - b. Invest in SBP's permissible sectors
  - c. Debit account on basis of applicable Government/Bank charges and reversal of any incorrect/wrong credit entry.
  - d. Conduct any permissible transactions as defined under the SBP's framework for Roshan Digital Account.
70. All single debit transactions to an account will be considered as separate transactions except deductions by the Bank for charging service fee withholding tax etc.
71. The Account may be established in FCY and NRVA, as the Bank shall determine/allow and in accordance with the local regulations in force from time to time.
72. All Single and Joint Individual RDA Accounts are exempted from Income Tax.

73. It is the responsibility of the customer to inform branch before going abroad and return to Pakistan for the purpose of marking the account as resident or non-resident as the case may be.
74. The funds available in the RDA shall be fully repatriable and convertible in to the currency of origin.
75. RDA shall permit inward remittance of funds from the account holder or an authorized foreign currency dealer.
76. FCVA cannot be fed with remittances originating from Exchange Companies. FCVA can only be fed through SWIFT based remittance transactions.
77. Funds in an FCVA cannot be transferred from customers own FCVA Account.
78. RDA shall not permit any credit or deposit from within Pakistan except the profit and principal payable on the investment made through the account in applicable savings instruments.
79. Funds can only be remitted from outside Pakistan or funds can be transferred between two NRP/RDA accounts owned by the same person.
80. RDA opened by overseas customers availing the Bank's simplified framework for remote account opening through the Bank's website or digital application may be utilized for the following purposes only;
  - a. Investment in Bills, receiving profit and principal repayment; and
  - b. Repatriation of profit earned and principal to the country of origin of the investment funds.
  - c. Investment in upcoming government bonds/certificates with attractive rate of return.
81. Investment in stock shares is allowed for NRVA (PKR) account.
82. Investment in Naya Pakistan Certificates (NPC) is allowed from PKR, USD, GBP and EURO based account.
83. Repatriation/Return of funds invested by the customer through the source account (Back to the account where the amount was remitted from).
84. RDA holder can perform transfer between Roshan Digital FCY Account to Roshan Digital PKR Account.
85. Withholding Tax is exempted for Roshan Digital Account Holders for Cash withdrawal and non-cash transactions.
86. 10% WHT will be deducted on profit credited in terms of government bonds/certificates in customers Roshan Digital Account.
87. Customer can avail below features from RDA: online banking (bill payments in Pakistan, Inter/Intra bank Fund Transfers in Pakistan) and ATM/Debit Card purchases/Cash Withdrawal in Pakistan up to PAK Rupee equivalent of USD 5000 per month. The daily purchase/withdrawal limit assigned may be enhanced, at the discretion of the Bank, following enhanced due diligence and any other information the Bank may in its sole opinion require to satisfy all applicable AML/CFT regulations.
88. Funds in an NRVA can also be transferred from the customer's own Foreign Currency Value Account (FCVA) or other NRVA with the same bank.
89. Funds in an FCVA can also be transferred from the customer's own NRVA with the same bank.

*Funds Withdrawal from Pakistan*

90. The funds can be withdrawn in cash from Pakistan through ATM or cheque, and the funds will be disbursed in PKR (where applicable).

### *Funds Withdrawal outside Pakistan*

91. In case of withdrawal outside Pakistan, either the currency of the resident country or any other currency offered for withdrawal in the relevant country shall be disbursed, subject to terms and conditions of payment scheme e.g. VISA/Master. The applicable conversion rates may vary from currency to currency.
92. In case of death of the account holder, the balance available in the account and the outstanding investment made from the account including accrued profit/return, if any, will be paid to the legal heirs of the deceased in accordance with applicable law of inheritance.

### *Local Credits:*

93. Local credits within Pakistan are not allowed except for the following instances;
  - a. Returns on investments and disinvestment proceeds on account of investments made from these account(s) can also be credited in these accounts.
  - b. Profit on Savings can also be credited into this account;
  - c. Reversals, principal amount and / or charges / fee, can also be credited in these accounts.
94. All information of customers including the attached documents are safe and protected. However, UBL reserves the right to share the information with Government of Pakistan (GOP), State Bank of Pakistan (SBP) and any law enforcement agency on demand (if required).
95. The customer hereby indemnifies and holds harmless the Bank against any fine and/or penalty attracted or imposed resulting from inward remittances received in the RDA and shall ensure that all remittances received in the RDA are from verified sources and that the Bank shall not be under any responsibility to conduct an independent AML/CFT check of each remittance received in the subjected accounts.
96. By agreeing to these terms & conditions you provide your consent to the Bank storing and maintaining your personal data for a period of up to ten (10) years following closure of the account and end of your relationship with the Bank. You further consent to the Bank utilizing your personal information to provide you with products and services of the Bank that the Bank may think you like or match your profile, as well as those of our partner companies.

### *UBL Debit Card:*

97. Annual / Issuance charges on all Debit Cards will be governed as per prevailing Schedule of charges. These cards will be issued on checking account and will be governed by the terms & conditions which will be sent along with the welcome pack. In case of disagreement, kindly do not activate or sign the card. Please return it to UBL, cut in half.

### *UBL E-Statement:*

98. In case the account holder, at his/her request, is registered for e-statement, the bank shall discontinue sending the mandatory statement of account via post/courier and provide the Free UBL e-statement facility as per the frequency indicated.

99. The Bank does not guarantee that the integrity of the e-mail has been maintained or that communication will be free of viruses, interceptions or interference. Although, the Bank will take reasonable precautions to ensure that no viruses will be present in the e-mail, the Bank cannot accept the responsibility for any loss or damage arising from the use of the e-mail or attachments.

#### ATM

Using ATM services via biometric verification:

100. Customer shall place their right thumb on the biometric verification device of ATMs to verify their identity using NADRA's Biometric Verification service.
101. During the biometric verification process the customer shall not leave the ATM, till such time as their identity is verified by the ATM and thereafter may carry out their desired transaction or cancel the Session.
102. It is the responsibility of the customer to ensure that the session has ended or has been de-activated prior to leaving the ATM premises.
103. The Bank shall not be responsible for any misuse, fraud, theft or unauthorized transactions resulting from the customer abandoning the session prior to his identity being verified by the ATM or failure on the part of the customer to end or de-activate the session prior to leaving the ATM premises.

Digital channels/App section:

104. The Customer irrevocably unconditionally undertakes to ensure that the password is kept confidential; and to not let any unauthorized person have access to the Internet while the Customer is accessing the Digital Channels/App.
105. The Customer shall not disclose their Digital Channels/App or any other password/passkey/PIN to any person whether inadvertently, voluntarily, accidentally or by mistake. If the Customer forgets the Digital Channels/App password, he/she may request for the issuance of a new password through UBL's website/mobile app.
106. The Customer agrees and acknowledges that UBL shall in no way be held responsible or liable if the Customer incurs a n y loss and/or damages as a result of information being disclosed by the Customer regarding his Account(s) or in carrying out the instruction of the Customer pursuant to the access of the Digital Channels/App and the Customer shall fully indemnify and hold UBL harmless in respect of the same.
107. The Customer shall take all necessary precautions to prevent unauthorized and illegal use of Digital Channels/App and unauthorized access to the Accounts provided by Digital Channels/App.
108. Digital Services available via App & Net banking (Customers can transfer funds to anyone, Bill payment, Mobile top-up, Zakat & Donation payments and all other transactions that are available in Net banking & Digital App).
109. Customer can avail below features from RDA: online banking (bill payments in Pakistan, Inter/Intra bank Fund Transfers in Pakistan) and ATM/Debit Card purchases/Cash Withdrawal in Pakistan up to PAK Rupee equivalent of USD 5000 per month. The daily purchase/withdrawal limit assigned may

be enhanced, at the discretion of the Bank, following enhanced due diligence and any other information the Bank may in its sole opinion require to satisfy all applicable AML/CFT regulations.

E Transaction Account:

115. E Transaction accounts will be governed by the same Terms and Conditions as current accounts.

UBL Contact Center:

116. Please note that the phone number mentioned in the CIF section "Contact Details" is considered your register number and in absence of landline/ cell number you may not be benefiting from the various contact center services. The customer acknowledges that the Phone Banking services provided by the bank as its discretion, involves inherent risks, including but not limited to risk associated with frauds and unintended/ erroneous instructions which the bank cannot eliminate. The customer understands and accepts any and all such risks associated with Phone banking. The customer agrees that the bank may record the conversations its employees have with him / her. The Bank may perform this activity to ensure accuracy of instructions and quality of services and to ensure that customer's instructions are followed as requested. If customer needs any assistance or wants to communicate with the bank he/ she can do so by following means:

- a. Customer can Call 24/7 UBL Contact Center at: 111-825-888 (UAN), +92-21-32402919.
- b. Customer can write at: Customer Services, 1st Floor, UBL warehouse Building, Mai Kolachi Road Karachi - Pakistan.
- c. Customer can write and drop complaint / feedback in the Complaint Box available in nearest UBL/UBL Ameen branch.
- d. Fax at Customer Services: (021) 99217448 Email at roshan@ubl.com.pk.
- e. Lodge online complaint via UBL website [www.ubldigital.com](http://www.ubldigital.com) or UBL social media pages.

Telephonic PIN (T-PIN):

117. T-PIN is a customer selected 4-digit code (any random numbers) that authorizes customers to avail Contact Center services. Customer can generate or re-set his / her T-pin through Contact Center.

- a. The Bank shall not be liable for any loss, damage or expense incurred by the Customer howsoever caused if the T- PIN is shared by the customer with any other person whether voluntarily or accidentally.
- b. The Customer shall be under an absolute duty to maintain the secrecy of the T- PIN and to notify the Bank immediately if the T-PIN is lost or may become known to any other person.
- c. Upon receipt by the Bank of such notification, the Bank shall be entitled to suspend and/or terminate Phone Banking Services and/or to cancel the PIN. The Customer may be required to set up a fresh PIN at the Bank's discretion.
- d. The customer shall be liable for all Transactions effected until the T-PIN has actually been cancelled by the Bank.
- e. In case T-Pin is selected, our representative will contact you.

*Acceptance of Terms and Conditions:*

118. The customer acknowledges that entering the One-Time-Password (OTP), providing fingerprint biometric and/or signing the Specimen Signature card, shall constitute the customer's agreement and acceptance of these terms and conditions & AOF.
119. The Customer irrevocably unconditionally undertakes to ensure that the password is kept confidential; and to not let any unauthorized person have access to the Internet while the Customer is accessing the Digital Channels/App.
120. The Customer shall not disclose their Digital Channels/App or any other password/passkey/PIN to any person whether inadvertently, voluntarily, accidentally or by mistake. If the Customer forgets the Digital Channels/App password, he/she may request for the issuance of a new password through UBL's website/mobile app.
121. The Customer agrees and acknowledges that UBL shall in no way be held responsible or liable if the Customer incurs any loss and/or damages as a result of information being disclosed by the Customer regarding his Account(s) or in carrying out the instruction of the Customer pursuant to the access of the Digital Channels/App and the Customer shall fully indemnify and hold UBL harmless in respect of the same.
122. The Customer shall take all necessary precautions to prevent unauthorized and illegal use of Digital Channels/App and unauthorized access to the Accounts provided by Digital Channels/App.
123. I understand that the information supplied by me is covered by the full provisions of the terms and conditions governing the Account Holder's relationship with UBL setting out how UBL may use and share the information supplied by me. I acknowledge that the information contained in this form and information regarding the Account Holder and any Reportable Account(s) may be provided to the tax authorities of the country in which this account(s) is/are maintained and exchanged with tax authorities of another country or countries in which the Account Holder may be tax resident pursuant to intergovernmental agreements to exchange financial account information.
124. I certify that I am the Account Holder (or am authorized to sign for the Account Holder) of all the account(s) to which this form relates
125. I declare all statements made in this declaration are, to the best of my knowledge and belief, correct and complete.
126. I undertake to advise UBL within 30 days of any change in circumstances which affects the tax residency status of the individual identified in the Individual Tax Residency section of this form or causes the information contained herein to become incorrect, and to provide UBL with a suitably updated self-certification and Declaration within 90 days of such change.
127. To open a Roshan Digital account, UBL will authenticate the email address and mobile number provided with CNIC to proceed further for account opening. In case the two don't match, the bank reserves the rights to hold off/cancel account opening unless the defect is remedied to the satisfaction of the bank.
128. I hereby agree to be bound by the above stated information and that it is true and correct to the best of my knowledge, I further state that I have no other way of documenting my income. I understand/accept that this information is to be used to open a Digital Account with United Bank Limited and hold/shall hold no objection in case the information provided above becomes a part of the UBL record for future reference. I further accept any liability that may arise in case the above stated information is found to be untrue.

129. I understand that the bank may use my submissions for processing of my account opening request for due diligence and supervisory functions.

I acknowledge having read, understood these terms & conditions and unconditionally agree with all the indemnities and undertakings contained hereinabove. That any provisions of these terms & conditions which was not clear or understood by me has been explained to my satisfaction by an employee of the Bank. I submit that all the information provided, by me, is correct, true and accurate. I hereby covenant and agree to observe and be bound by these terms & conditions and any changes, supplements or modifications hereto that may be made by the Bank from time to time. I confirm the Bank having communicated this account opening form along with the terms & conditions to me electronically via email.