



## CREDIT CARD STATEMENT



Cardholder's Name		Card Number		Statement Date	Payment Due Date					
RIZWAN AHMED		4588 2600 0161 4868		20-Mar-2018	10-Apr-2018					
Total Credit Limit	Available Credit Limit	Total Cash Lilmit		Available Cash Limit	Minimum Amount Due					
35,000.00	19,047.78	10,500		10,500.00	797.61					
Previous Balance	+	Retail	+	Cash	+	Fees & Charges	-	Payment	=	Current Balance
12,144.55		4,399.00		(0.00)		408.67		(1,000.00)		15,952.22

FOR REVERSAL OF CHIP MAINTENANCE FEES, SPEND RS 10000 IN 60 DAYS FROM STATEMENT DATE. CALL 111-100-777 ONCE YOU HAVE SPENT THE REQUIRED AMOUNT FOR REVERSAL. RETAIL AND CASH ADVANCE APR 42%

Posting Date	Transaction Date	Description	Transaction Amount
<b>4588260001614868</b>			
23-Feb-2018	22-Feb-2018	ATTOCK ISLAMABAD PK	1,699.00
26-Feb-2018	23-Feb-2018	STYLO ISLAMABAD PK	930.00
05-Mar-2018	05-Mar-2018	PAYMENT RECEIVED - THANK YOU	(1,000.00)
19-Mar-2018	16-Mar-2018	ATTOCK ISLAMABAD PK	1,770.00
20-Mar-2018	20-Mar-2018	SERVICE CHARGE	408.67
*****End of statement*****			
IN CASE OF INTERNATIONAL TRAVEL, YOU ARE ADVISED TO CONTACT SILKBANKS PHONE BANKING (111-100-777 AND INFORM US ABOUT YOUR TRAVEL DATES TO ENSURE SMOOTH TRANSACTION PROCESSING.			

	Opening Balance	Earned	Bonus	Redeemed	Expired	Available
	23	10	0	0	0	33

Please detach perforated line & return this portion along with our payment



Card Number	Minimum Amount Due	Due Date
4588 2600 0161 4868	797.61	10-Apr-2018

Payment Amount in PKR \_\_\_\_\_

Debit my Silkbank A/C # \_\_\_\_\_

Accept my payment through cheque # \_\_\_\_\_

Bank \_\_\_\_\_ Branch \_\_\_\_\_

In case of payment by cheque, please write your cheque in favour of Silkbank Credit Cards. Kindly write your name and card number at the back of the cheque and deposit the cheque at least 3 working days before the due date

\_\_\_\_\_  
Signature

# UNDERSTANDING YOUR CREDIT CARD STATEMENT OF ACCOUNT

## General:

- (i) All capitalized terms used herein if not defined will have the same meaning as assigned to them in the Credit Card Terms and Conditions.
- (ii) The newly launched Electronic Credit Information Bureau of State Bank of Pakistan requires all banks and financial institutions to report all loans and advances to the State Bank of Pakistan. Any defaults or delays in making regular payments against the same can affect credit worthiness of the borrower and you may be unable to avail further financing from us or any other bank.
- (iii) That below-noted clauses are supplement to the Terms and Conditions governing Silkbank's Credit Cards. For complete Terms and Conditions and features of Silkbank's Credit Cards, please refer to Silkbank's Credit Card welcome pack, features guide and Terms and Conditions that are also available at [www.silkbank.com.pk](http://www.silkbank.com.pk). Bank reserves the right to change the Terms and Conditions at any time.

## ADHERENCE TO THE TERMS AND CONDITIONS

Make sure that on receipt of the Card (this term wherever noted herein shall mean "Silkbank's Credit Card" and shall include both normal and 0% APR Cards), you (this term wherever noted herein shall mean Silkbank's Cardmember, and as applicable the Supplementary Cardmember) are bound to immediately activate your Card according to the instructions of the Bank and sign on the signature space provided on the Card. That on signing of the Silkbank's Application Form, you are bound to adhere to the Terms and Conditions, Statement of Account and Schedule of Charges as you are liable for the liabilities and charges arising on the Card, moreover you shall take all steps and precautions to ensure that no loss to the Bank (this term wherever noted herein shall mean "Silkbank Limited") is caused through misuse or fraud relating to the use of your Card.

## PAYMENT OPTIONS

You may either settle your Card's full balance or minimum amount of your outstanding balance as it appears on the front side of the Statement of Account (this term wherever noted herein shall mean "Silkbank's Credit Card Monthly Statement") to avoid late payment charges as per Schedule of Charges.

We suggest that you pay the payable amount by the due date. If you do not receive your Statement of Account within 7 days of your regular statement date, please call Bank's Phone Banking Service (111-100-777) to get the Statement of Account details and send your payment before the due date to avoid any late payment fee and service charges. The Bank also reserves the right to levy applicable excise duty or other charges which may be levied by the Provincial or Federal Government or any other statutory authority from time to time and same will be notified in your Statement of Account.

## PAST DUE PAYMENT

It is comprised of any unpaid amount of the Minimum Payment Amount from the previous month(s), which needs to be paid by you immediately to avoid any payment default and to enable continued usage of the Card.

## ACCOUNT SETTLEMENT OPTIONS

You can settle your outstanding balance by making your payment through following channels:

- Depositing cash over-the-counter at any Bank's branch in Pakistan.
- Interactive Voice Recorder (IVR) by calling on 111-100-777 for fund transfer or auto debit (for full or minimum payment) option if you have an account with the Bank.
- Internet Banking.
- Pay Orders and Demand Drafts.
- Cheques deposited at any of Bank's drop box. Cheques drawn on within the city or outside the city should be dropped at least 3 to 7 working days (respectively) before the payment due date. Make all cheques payable to your Silkbank Card(s), marked "a/c payee only" and payable in Pak Rupees. Write your Card number and your full name on the back of the cheque and always return your payment coupon together with your payment. Please do not send cash in your payment envelope. In case of returned/dishonored cheques(s), a fee will be charged as per the Schedule of Charges.

If you are living outside Pakistan, the Bank recommends that you make the payment by telegraphic transfer which will be subject to charges as per the Schedule of Charges. You may also take advantage of Auto Debit Facility if you have an account with the Bank. Your payment will be credited to your account after funds are received by the Bank.

## DISPUTED TRANSACTIONS

Please remember to carefully read your Statement of Account regularly and in case of disputed transactions or any discrepancy in your Statement of Account, please inform the Bank in writing within 7 days of your monthly statement billing date. Please retain all the sales slips and printed receipts evidencing your card transactions, as this will help in identifying and rectifying any disputed transaction appearing in your Statement of Account. If such a request is not received by the Bank within 7 days of the statement date, the transaction would be deemed to be authentic and the Cardmember would be bound to make the payment for the entire notified amount.

Kindly mention the following information for each disputed transaction (i) Transaction date (ii) Transaction description (merchant name) (iii) US Dollar amount (if international) (iv) Pakistani Rupee amount.

## FOREIGN TRANSACTIONS

All foreign transactions made/incurred by you in any country except Pakistan on your Card will be converted from the base currency (i.e. currency of that particular country as allowed by the Bank from time to time) to US Dollars on the international exchange rate applied, after which same shall again be converted into Pak Rupees for the purpose of reimbursement from you. Foreign transactions may also include Foreign Airline Tickets purchased through your Card.

## FOREIGN AIRLINE TICKET PURCHASE

If you use your Card to pay for any foreign airline tickets, the amount that you sign on the receipt/sales slip may differ from the amount that you are subsequently billed in your Statement of Account. This is because any purchase of tickets of a foreign 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. The transaction amount billed by the airline in foreign currency will be subject to all applicable rules and procedures of the Bank for conversion of foreign currency into Pak Rupees, based on the exchange rate used by the Bank at the time of the conversion.

## INTERNET TRANSACTIONS & TICKET PURCHASE

If you use your Card to pay for any airline tickets (whether domestic or foreign) by virtue of internet based transactions, the amount that you are subsequently billed in your Statement of Account may differ from the amount listed/notified on the Airline's website at the time of carrying out the transactions. This is because the purchase of ticket(s) of an airline through internet based transactions may be treated as a foreign currency transaction and the account of the acquiring merchant for such an airline or its principal/head office being located in a different country. As such, in accordance with Bank's Credit Card Terms & Conditions the transaction will be subject to all applicable rules and procedures of the Bank for foreign currency/base currency conversion into US Dollars and further conversion of same into Pak Rupees, based on the exchange rate being used by the Bank at the time of conversion.

## 0% APR CARD SERVICE FEE AND BALANCE TRANSFER FEE

The 0% APR offer will be for a specified duration as selected by the Cardmember on Silkbank's Application Form. Any enhancements in that duration as part of any promotion shall purely be at the Bank's discretion. On completion of the selected 0% APR duration, the Cardmember will automatically move to the prevailing retail APR as stated in the Schedule of Charges.

Moreover the 0% APR promotion shall apply only to the outstanding balance transferred from any other bank's card to the Bank's Card and does not apply to any other form of transactions. For 0% APR Card the Cardmember shall be charged a balance transfer fee upfront as mentioned in the Schedule of Charges. You may choose to pay this fee in full or partially. In case, you opt for Minimum Payment Amount, Service Fee applicable to retail transactions will be applied on the balance transfer fee amount.

Moreover in case of 0% APR Card, on non-payment of the Minimum Payment Amount by the due date for any month, the Service Fee applicable to retail transactions instead of balance transfer rate of 0% will be charged on balance transfer amount from that month onwards and the Cardmember will immediately be moved by the Bank to the Service Fee applicable to retail transactions prevalent at the time for the remainder of the 0% APR duration.

## SERVICE FEE OR FINANCIAL CHARGES

A Service Fee on your Card, as per the Schedule of Charges, will be charged on your outstanding balance.

That in case of 0% APR Card if the Cardmember decides to revolve the balance transfer fee, he or she will have to pay the Service Fee applicable to the retail transactions.

## CALCULATION OF FINANCIAL CHARGES OR SERVICE FEE

For example, if you conduct a retail transaction of PKR 15,000/- on 10th of August and your Statement of Account is generated on 20th of August and you make a minimum payment of PKR 750/- on 7th of September, then you will be charged with a Service Fee or financial charges in next Statement of Account generated on 20th of September of PKR 678.90/- and your total outstanding amount will be PKR 14,928.90/-.

Another example would be if you conduct a cash transaction of PKR 10,000/- on 10th of August and your Statement of Account is generated on 20th of August, then you will be charged with a Service Fee or financial charges in the same Statement of Account amounting to PKR 120.55/- and your total outstanding amount will be PKR 10,120.55/-.

The above calculations are based on 40% APR, however, the Service Fee may change as communicated from time to time through Schedule of Charges but the method of calculation will remain the same.

The Service Fee is charged on each retail transaction from the transaction date to the date the statement is generated. If you pay the Minimum Payment Amount or any amount less than the full payment/current balance by the Payment Due Date, then for retail transactions, billed transactions and other relevant transactions which can be covered by the payment, a Service Fee is charged from the transaction date to the payment posting date. For retail transactions which are not covered by the payment, a Service Fee is charged from the transaction date till the date next Statement of Account is generated. For all retail transactions, billed transactions, and other relevant transactions, if full payment is received with the Payment Due Date, then no Service Fee will be charged.

In case of Cash Advance, the Service Fee will be charged on the daily unpaid balance of your Card Account from the date of transaction till the time full payment is posted.

## CALCULATION OF MONTHLY INSTALLMENT AMOUNT ON INSTALLMENT PLAN

For example, on an Installment Plan of PKR 90,000 booked for tenure of 18 months, your monthly principal repayment component will be calculated by dividing the principal amount by the tenure.

PKR 90,000 (principal) ÷ 18 (tenure in months) = PKR 5,000

Your mark-up amount for the first month of the repayment schedule will depend on the date the Installment Plan is booked and your monthly Credit Card billing date. For example, if the Installment Plan is booked on 18th July, 2015 and your next billing date is on 5th August, 2015, first calculate the number of days on which mark-up will be applied for the first month:

5th August, 2015 (Credit Card billing date) – 18th July, 2015 (Installment Plan booking date) + 1 = 19 days

To calculate the mark-up for the first month, multiply the principal amount by the monthly mark-up rate, multiply the resulting amount by the number of days on which mark-up will be applied for the first month and then divide this amount by 30.

PKR 90,000 (principal) x 0.02 (monthly mark-up rate) x 19 (number of days on which mark-up will be applied for the first month) ÷ 30 = PKR 1,140

To calculate the mark-up for the remaining months, multiply the principal amount by the monthly mark-up rate

PKR 90,000 (principal) x 0.02 (monthly mark-up rate) = PKR 1,800

Your installment amount for the first month will be calculated as follows:

(Principal component) + (mark-up for the month) or PKR 5000 + PKR 1,140 = PKR 6,140

Your installment amounts for the remaining 17 months will be calculated as follows:

(Principal component) + (mark-up for the month) or PKR 5,000 + PKR 1,800 = PKR 6,800

As indicated above, the mark-up is calculated on your transaction amount on a monthly basis with an assumption of 2% monthly mark-up rate. However, the Installment Plan mark-up rate may change as communicated from time to time through Schedule of Charges but the method of calculation will remain the same.

## CALCULATION OF SERVICE FEE ON OPEN TENOR BALANCE TRANSFER

For example if you make balance transfer transaction of PKR 10,000/- and book the same amount on open tenor on the 5th of January and your Statement of Account is generated on the 2nd of February, then you will be charged a Service Fee of PKR 257.42/- for 29 days in the same Statement of Account.

The above calculation is based on APR of 32.40%, however, the Service Fee may change as communicated from time to time through Schedule of Charges but the method of calculation will remain the same.

## LATE PAYMENT FEE OR DELAYED PAYMENT FEE

If you are unable to make your payment by the due date, a late payment fee as per the Schedule of Charges will be charged.

## REPORT YOUR LOST OR STOLEN SILKBANK CREDIT CARD

In case of loss or theft of your Card, loss or disclosure of your PIN number, please notify Bank's Phone Banking Service immediately on 111-100-777 or visit any of Bank's branches in Karachi, Lahore and Rawalpindi/Islamabad. Please also send a written request within 24 hours along with the particulars, as this will minimize your loss and protect you against any misuse of your Card.

## CARD REPLACEMENT OR CANCELLATION

The Bank may, in its absolute discretion, issue a replacement card for any lost or stolen card on provided Terms and Conditions or such additional Terms and Conditions as the Bank may deem fit and charge fee for the issuance of a replacement card. However, if the Bank suspects fraud on your part it may cancel the Card.

- For replacement of a demand card, a written request by the basic Cardmember is mandatory in addition to the return of the old Card, cut into two halves and chip damaged.
- In case of Card cancellation you are requested to send the Card, cut into two halves with the chip damaged, along with a written cancellation request.

## MAILING ADDRESS UPDATE

In case of change of mailing address, please call Bank's Phone Banking Service on 111-100-777 to update your latest or new mailing address at earliest. Please quote your Card Account number or Card number in all correspondences.

## CASH ADVANCE FEE

For every Cash Advance transaction made on Bank's Card, a fee as per the Schedule of Charges will be charged.

## OTHER CHARGES

Please refer to Bank's Credit Card Terms and Conditions and the Schedule of Charges for details of other financial charges applicable to your Card.

## TRANSACTIONS AT FUEL STATIONS

As per the SBP regulation, the maximum amount of transactions at fuel stations in one day cannot exceed PKR 10,000/-.

## EXCESS PAYMENTS IN SILKBANK CREDIT CARD ACCOUNT

Kindly do not deposit excess cash in your Bank's Card Account exceeding your total dues as it comes under SBP regulatory violation. In case there is any excess amount, the Bank may refund the excess amount through Pay Order after deducting the Pay Order charges (as per Schedule of Charges).

## COLLECTION CHARGES

If a Bank's representative physically collects your cheque and/or cash from your office or residence, you will be charged a collection fee as per the Schedule of Charges.

## CONTACT US

If you need any help or information, or in case of any complaint, please contact our Phone Banking Service at 111-100-777 or write to us at the following address:

Complaint Management Unit  
Silkbank Limited, 2nd Floor,  
Hussain Centre, 47-A,  
Dar-ul-Aman Society, P.E.C.H.S.,  
Blocks 7 & 8, Shahrah-e-Faisal,  
Karachi, Pakistan.

## DROP BOX BANKING

You may drop your Card payment cheques in drop boxes located at selected Bank's branches in your respective city. For a complete list, please call our Phone Banking Service at 111-100-777.

## UNRESOLVED COMPLAINTS

If any complaint lodged by you in respect of your Card remains unresolved by the Bank, even after the lapse of 45 days then you can write to the Banking Mohtasib at Shaheen Complex, M. R. Kiyani Road, Karachi or visit the website [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk)

فجر مل شد حکایت: کارڈ کے حوالے سے آپ کی جانب سے کی گئی ایسی کوئی بھی حکایت جو 45 دن گزرنے کے بعد بھی بینک کی جانب سے حل نہیں کی گئی ہو، ایسی صورت میں آپ بینکنگ مقصب کو شاہین کیمپس، ایم آر کیانی روڈ، کراچی پر لکھ سکتے ہیں یا پھر جاوین ڈوب سائٹ [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk) وزٹ کر سکتے ہیں۔

Please call our Phone Banking Service  
at 111-100-777  
for any assistance