Product Features

|  |  |
| --- | --- |
| **Eligible Customers** | -        Individual customers  -        Sole proprietors  -        Core Banking and Credit Card Customers |
| **Point value** | 1 Orbit = Rupee 1 |
| **Orbits expiry** | 2 years |
| **Ways to Earn Orbits** | **1.**     **Product sign-up**  -        Opening an account  -        First transaction on a new card (Debit card or Credit card)  -        Obtaining a new loan  -        Making an investment  -        Purchasing a Bancassurance policy  -        First login on internet banking/Alfa  -        Registering for SMS alerts (Fee Based Branch Banking SMS Alerts)  **2.**     **Product utilization**  -        Doing credit transactions in account  -        Retail Spending on cards (Debit or Credit Card)  -        Doing financial transactions from internet banking & Alfa  **3.**     **Tier bonus**  -        Earning a multiplier based on number of product holdings |
| **Ways to Redeem Orbits** | -        Internet Banking / Alfa  -        QR Payments  -        Call Centre (Jet-Setter)  -        POS Redemption  -        Alfa Mall |

**Internet Banking / Alfa**

-        Make QR Payments via Alfa

-        Access the Alfa Mall for redemption

-        Make online bill payments for SSGC, Ptcl, KESC etc (1link billers)

-        Make mobile top-ups (Prepaid & Postpaid) (Min 500 Orbits can be redeemed)

-        Make donations

-        Online merchant payments

-        Make combination payments using Orbits + Account + Credit Card

**Call Center**

-        **Jet-Setter Redemption**

o    Jet-Setter is a travel reward redemption programme designed for Alfalah Platinum Credit Card, Premier Banking and Orbit-9 Customers. Customers can redeem Orbits for a complete travel experience including:

* Airline tickets
* Airline Ticket Class Upgrades
* Hotel Bookings

o    The value of Orbits become **3X**for Jetsetter travel program.

|  |  |
| --- | --- |
| Other Redemptions | Jet-Setter Redemption |
| 1 Orbit = PKR 1 | **1 Orbit = PKR 3** |

**POS Machines**

-        All BAFL POS Terminals (Max limit of Orbit Redemption on POS is 9,999 per transaction)

-        Orbits can be redeemed using both credit cards and debit cards

**Alfa Mall**

-        BAFL Owned E-commerce store accessible via Alfa, Internet Banking and directly from <https://alfamall.com/>

-        Explore vast categories of Home Appliances, Electronics, Mobiles, Fashion, Books and Groceries

-        Payment through Orbit, Credit Card, Account or Wallet

**Eligibility Criteria**

**Eligible Customers**

* Individual customers
* Sole proprietors
* Core Banking and Credit Card Customers

# **Eligible Products**

|  |  |
| --- | --- |
| **Conventional Products** | |
| Current Accounts | Saving Accounts |
| * Current Asaan Digital Account * Pehchaan PKR Current Account * PKR Current Account * Basic Banking Account * Corporate Payroll Account * Current Asaan Account * Alfalah Kamyab Karobar * Freelancer Current Account * Asaan Remittance Current Account * Asaan Remittance Current Digital Account * Alfalah Kashtkaar Account * Premier Current Account | * Saving Asaan Digital Account * Pehchaan PKR Savings * Asaan Pehchaan Digital Account * PLS Savings * Alfalah Kifayat * Alfalah Care Account * Corporate Payroll Account * Saving Asaan Account * Freelancer Saving Digital Account * Asaan Remittance Saving Digital account * Asaan Remittance Savings * Premier Savings Account |
| Debit Cards | Credit Cards |
| * Classic / Paypak * Gold * Platinum * Visa Signature * Premier Visa Signature | * Classic * Gold * Titanium/Optimus * Platinum * Premier Platinum |

|  |  |
| --- | --- |
| Loans / Financing | ADC's |
| Auto Loan Home Loan Personal Loan | Internet Banking, Alfa Mobile App,  SMS Alerts (Fee Based Branch Banking SMS Alerts only) |
| Bancassurance | Wealth Management |
| All Banca policies via branches | All investment policies via branches |

# How to Upgrade Orbit Tier?

-        Customers will earn Bonus Orbits in Orbit-3, Orbit-6 and Orbit-9 tier

-        Customers can upgrade from one tier to another tier. For example: upgrade from Basic tier to Orbit 3, Orbit 6 or Orbit 9 based on the eligibility criteria

-        Higher tier gives higher Orbits reward

-        Customer has to enroll more products with the bank to upgrade Orbit tier

-        Following is the criteria of Orbit tier upgrade;

|  |  |
| --- | --- |
| **Tier** | **Eligibility** |
| Basic Tier | Product holdings without current/saving account or less than 3 product holdings with  current/saving account |
| Orbit 3 | Current or Saving Account + any 3 eligible products |
| Orbit 6 | Current or Saving Account + any 6 eligible products |
| Orbit 9 | Current or Saving Account + any 9 eligible products |

-        Customer will earn extra monthly Orbit bonus as per following;

|  |  |
| --- | --- |
| **Tier** | **Orbits** |
| Basic Tier | No Bonus Orbits |
| Orbit 3 | Earn 25% extra bonus on your total Orbits earned in a month |
| Orbit 6 | Earn 50% extra bonus on your total Orbits earned in a month |
| Orbit 9 | Earn 100% bonus on your total Orbits earned in a month |

-        Grace period if the customer reduces/cancel number of products: **3 months**

Registration Process

**Orbits Earning On Product Sign-up:**

|  |  |  |
| --- | --- | --- |
| **Product Type** | **Product** | **Bonus Orbit Earn** |
| **Credit Card**(Activation + First Retail Transaction) | Classic | 50 |
| Gold | 100 |
| Titanium/Optimus | 100 |
| Platinum | 250 |
| Premier Platinum | 400 |
| **Debit Card**(Activation + First Retail Transaction) | Classic / PayPak | 50 |
| Gold | 100 |
| Platinum | 250 |
| Visa Signature | 400 |
| Premier Visa Signature | 400 |
| **Deposit Accounts** | Current Accounts | 50 |
| Premier Current | 100 |
| Saving Accounts | 50 |
| Premier Savings | 100 |
| **Loan Product** | Home loan | 1,000 |
| Auto Loan | 500 |
| Personal Loan | 250 |
| **Bancassurance**  (From Branches Only) | All Banca products | Rs. 1 - 49,999 – 200 Orbits |
| Rs. 50,000 - 99,999 – 300 Orbits |
| Rs. 100,000 - 249,999 – 500 Orbits |
| Rs. 250,000 - 499,999 – 1,000 Orbits |
| Rs. 500,000 - 999,999 – 1,500 Orbits |
| Rs. 1,000,000+ – 2,000 Orbits |
| **ADC** | Internet Banking | 25 |
| Alfa Mobile App | 25 |
| SMS Alerts  (Fee Based Branch Banking SMS Alerts Only) | 25 |
| **Investment products**  (From Branches Only) | All Investment Product | Rs. 100K-2.99M - 500 pts |
| Rs. 3M-9.99M - 1,000 pts |
| Rs. 10M & above - 2,500 pts |

**Transactional Information**

# **Orbits Earning On Product Utilization:**

|  |  |  |
| --- | --- | --- |
| **Product Category** | **Sub-Products** | **Orbits Earn** |
| Credit Cards | Classic | 1 Orbit / Rs.200 dom or intl  spend. |
| Gold Titanium/Optimus Platinum | 1  Orbit / Rs.200 dom spend 2 Orbits / Rs.200 dom e-com spend on Optimus  2  Orbits /Rs.200 intl spend |
| Premier Platinum | 1.60 Orbits / Rs. 200 dom spend  2 Orbits / Rs.200 intl spend |
| Debit Cards | Classic / PayPak Gold  Platinum | 1 Orbit / Rs. 400 dom or intl spend |
| Visa Signature | 1.60 Orbits /Rs.400 dom or intl  spend |
| Premier Visa Signature |
| Deposit Accounts | Current Account | If month end balance>previous month end balance, 5 Orbits for every credit of Rs 25K+. Credits above Rs 25K will earn Orbits in multiples of 25,000  Monthly Cap: 500 Orbits |
| Premier Current Account | Same rule, monthly cap: 750  Orbits |
| Savings Account | If month end balance>previous month end balance, 1 Orbit for every credit of Rs 25K. Credits above Rs 25K will earn Orbits in multiples of 25,000  Monthly Cap: 250 Orbits |
| Premier Savings Account | Same rule, monthly cap: 500  Orbits |
| ADC | Internet Banking Alfa | 25 Orbits for 10 or more financial transactions (Mobile Topups, Utility Bills Payments, IBFT and Credit Card Bill Payments) across all ADC channels per month.  Monthly Cap: 25 Orbits |

**Related TATs**

## ****TATs for Orbit Scoring****

|  |  |
| --- | --- |
| **Daily Scoring Rules** | **TAT** |
| Credit Card Retail Transactions (POS and Online) | 2-3 Working Days after transaction posting |
| Debit Card POS Transactions | 2-3 Working Days |
| **Sign-up Orbits Rules** | **TAT** |
| Credit Card and Debit Card | 2-3 Working Days after first transaction posting |
| CASA Account and ADCs | 2-3 Working Days of activation |
| Loans | 2-3 Working Days after loan disbursement |
| Banca | After 14 Working Days (Free look period) |
| Investment | After 30 Working Days |
| **Month End Rules** | **TAT** |
| ADC Rule, Accounts Rule and Tier Bonus Rule | Within 10 days of start of the month |

**FAQs**

**What is Alfalah Orbit Rewards?**

Alfalah Orbit Rewards is Bank Alfalah’s loyalty program that rewards you on your entire banking relationship with us. As a customer, you can earn points on your credit card, debit card, deposit account, auto, mortgage or personal loan, internet banking or mobile application, bancassurance or an investment policy. You can also earn monthly tier awards as a multiplier on your total points earned based on the number of products you hold with us.

Your accumulated Orbits (points) can be redeemed at all BAFL POS terminals, our e-commerce website AlfaMall and bill payments on Alfa app and internet banking.

**What are Orbits?**

Orbits are the points that you earn across various Bank Alfalah products and services.

**Which customers are eligible for Alfalah Orbit Rewards?**

All Bank Alfalah individual customers and/or sole proprietors are eligible for Alfalah Orbit Rewards.

**How do I enroll for Alfalah Orbit Rewards?**

If you are an individual customer and/or a sole proprietor who has an eligible Alfalah Orbit Rewards product, you are automatically enrolled in the program.

**Are there any charges for being part of Alfalah Orbit Rewards?**

No. Alfalah Orbit Rewards is free of charge.

**Do the points on my credit card statement reflect points earned on my credit card only?**

The points on your credit card statement reflect points on your total relationship with the bank including points earned on your credit card.

**What is the worth of 1 Orbit?**

1 Orbit is equal to Re 1/-.

**Is there an expiry date or period for Orbits earned?**

Yes, Orbits (points) will expire in 24 months. Orbits earned during January 2025 will expire on 31st January 2027.

**How can I find out how many Orbits I have earned?**

To inquire about your available Orbits, you can log on to Alfa and Internet Banking, view Orbit e- statement or call the contact centre.

**I don’t receive Orbit e-Statement? How do I enroll for Orbit e-Statement?**

Simply sign-up for any e-Statement facility through the contact centre or your branch and you will start receiving Orbit e-Statement.

**What is the minimum Investment Amount for Mutual Fund Policies eligible for Orbit Reward Program?**

Policies worth min 100k+ are eligible.

**When is Orbit e-Statement sent?**

Orbit e-Statement is sent maximum by mid of every month

**I don’t receive SMS alerts on redemption? How do I enroll for Orbit redemption alerts?**

Simply sign-up for any SMS alert facility on your account or card through the contact centre or your branch and you will start receiving Orbit redemption alerts on real time basis.

**When are SMS alerts sent for Orbits?**

If you are subscribed to the service, you will receive real time Orbit alerts on redemptions

**In-case the Orbits earned are not reflecting correctly, what do I do?**

In-case of any discrepancy, please contact the call centre and register a Orbit complaint by emailing us at [customercomplaint@bankalfalah.com](mailto:customercomplaint@bankalfalah.com)

**I have just closed one/some of my products with Bank Alfalah, will I be downgraded to a lower tier?**

You will remain in the particular tier for 3 months and earn the tier multiplier during the period giving you a chance to start another relationship to maintain your tier status.

**What type of financial transactions on ADC’s are eligible for earning Orbits?**

If you do 10 or more of the following type of transactions in a month, you will be awarded Orbits on ADC’s

|  |  |
| --- | --- |
| Channel | Transaction |
| Internet Banking/Alfa | Bill Payment/Merchant Payment/Donation Third party funds transfer  IBFT  Credit card payment |

**Will all types of credits/deposits into my account earn me Orbits? Are there any credit/deposit transactions on which Orbits will not be awarded?**

Only customer originated transactions are eligible for award. Orbits are not awarded on the following types of credit/deposit transactions:

1. Reimbursements & refunds
2. Reversal transactions
3. Adjustment credits
4. Profit disbursements
5. Funds transfer between own customer accounts
6. Term deposit liquidations into the accounts

**Do Supplementary Card members also accumulate Orbits by spending on their Card?**Yes, supplementary card members earn Orbits the same way as basic card members. The Orbits earned by the supplementary card members are added to the basic card member’s pool.

**I have a joint account – will I still earn Orbits on my joint account?**

For joint accounts, orbits will only be awarded to Either-or-Survivor accounts.

**Can a Supplementary Card member redeem Orbits?**

Orbits earned through the supplementary card can only be redeemed by the basic card holder

**Are my Orbits exchangeable for cash?**

Orbits accumulated in the reward program cannot be exchanged for cash

**Can I transfer my points to another customer?**

No. Orbit transfer facility has been discontinued

**Can I reverse bank charges by using Orbits?**

No. you cannot reverse bank charges through orbits

**Can I make payment of my Credit Card bill through Orbits?**

No. Credit card payments cannot be made against Orbits

**On which transaction types do I get Orbits on Credit Card?**

Only POS and E-Commerce Transactions are eligible for Orbits. Bill Payments, AlfaMall Payments through Card are not eligible

**On which transaction types do I get Orbits on Debit Card?**

Only POS Transactions are eligible for Orbits.