**Product Features**

|  |  |
| --- | --- |
| **Eligible Customers** | -        Individual customers  -        Sole proprietors |
| **Point value** | 1 Orbit = Rupee 1 |
| **Orbits expiry** | 2 years |
| **Ways to Earn** | 1. **Product sign-up**   -        Opening an account  -        First transaction on a new debit card  -        Obtaining a new finance  -        Making an investment  -        Purchasing a Bancatakaful 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 Debit cards  -        Doing financial transactions from internet banking & Alfa  **3.Tier bonus**  -        Earning a multiplier based on number of product holdings |
| **Redemption options** | -        Internet Banking / Alfa  -        QR Payments  -        POS Redemption |

**Ways of Redeeming Orbits**

**Internet Banking / Alfa**

-        Make QR Payments via Alfa

-        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

**POS Machines**

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

**Eligbility Criteria**

**Eligible Customers:**

* Individual customers
* Sole proprietors

**Eligible Products:**

|  |  |
| --- | --- |
| **IBG Products** | |
| **Current Accounts** | **Saving Accounts** |
| * Current Asaan Digital Account * Current Account LCY * Basic Banking Account * Current Asaan Account * Alfalah Islamic Asaan Digital Remittance Account * Alfalah Islamic Freelancer Digital Account | * Saving Asaan Digital Account * Falah Mahana Amdani * Musharaka Saving Account * Falah Classic Saving Account * Falah Business Account * Saving Asaan Account * Savings Account AIBWP * Savings Account AIBW * Alfalah Islamic Asaan Digital Remittance Account * Alfalah Islamic Freelancer Digital Account * Falah Asaan Women Digital Account * Alfalah Islamic Women Account |
| **Debit Cards** | **Financing** |
| Classic Gold  Visa Signature / PowerPack Premier Visa Signature | Car Ijarah  Home Musharaka |
| **ADC's** | Bancatakaful |
| Internet Banking, Alfa Mobile App,  SMS Alerts (Fee Based Branch Banking SMS Alerts only) | All Banca policies via branches |

|  |  |
| --- | --- |
| **Wealth Management** |  |
| 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** |
| **Debit Card**  (Activation + First Retail Transaction) | Classic | 50 |
| Gold | 100 |
| Visa Signature | 400 |
| Premier Visa Signature | 400 |
| **Deposit Accounts** | Current Accounts | 50 |
| Premier Current Account | 100 |
| Saving Accounts | 50 |
| Premier Savings Account | 100 |
| **Finance** | Home Musharka | 1,000 |
| Car Ijarah | 500 |
| **Bancassurance**  (From Branches Only) | All Bancatakaful 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**

|  |  |  |
| --- | --- | --- |
| **Product Category** | **Sub-Products** | **Orbits Earn** |
| Debit Cards | Classic Gold | 1 Orbit / Rs.200 dom or intl spend. |
| Visa Signature  Premier Visa Signature | 1.60 Orbits /Rs.200 dom or intl spend |
| 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 Cap: 750 Orbits |
| Savings Account | If month end balance>previous month end balance, 5 Orbit for every credit of Rs 25K. Credits above Rs 25K will earn Orbits in multiples of 25,000 Monthly Cap: 500 Orbits |
| Premier Savings Account | Same Rule Cap: 750 Orbits |
| ADC | Internet Banking Alfa | 25 Orbits for 10 or more financial transactions (Mobile Topups, Utility Bills Payments, IBFT) across all ADC Channels per month.  Monthly Cap: 25 Orbits |

**Monthly Bonus Orbits:**

|  |  |
| --- | --- |
| **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 |

**Related TATs**

**TATs for Orbit Scoring**

|  |  |
| --- | --- |
| **Daily Scoring Rules** | **TAT** |
| Debit Card POS Transactions | 2-3 Working Days |
| **Sign-up Orbits Rules** | **TAT** |
| Debit Card | 2-3 Working Days after first transaction posting |
| CASA Account and ADCs | 2-3 Working Days of activation |
| Finances | 2-3 Working Days after loan disbursement |
| Bancatakaful | 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**

# ****1.     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 debit card, deposit account, Car Ijarah, Home Musharaka, internet banking or mobile application, Bancatakaful 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 and bill payments on Alfa app and internet banking.

# ****2.     What are Orbits?****

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

# ****3.     Which customers are eligible for Alfalah Orbit Rewards?****

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

# ****4.     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.

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

No. Alfalah Orbit Rewards is free of charge.

# ****6.     What is the worth of 1 Orbit?****

1 Orbit is equal to Re 1/-.

# ****7.     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.

**8.     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.

**9.     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.

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

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

**11.  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 |

# ****13.  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

# ****14.   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.

# 

# ****15.  Are my Orbits exchangeable for cash?****

Orbits accumulated in the reward program cannot be exchanged for cash

# ****16.  Can I transfer my points to another customer?****

No. Orbit transfer facility has been discontinued

# ****17.  Can I reverse bank charges by using Orbits?****

No. you cannot reverse bank charges through orbits

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

Only POS Transactions are eligible for Orbits.

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

Policies worth min 100k+ are eligible