



Frequently Asked Questions (FAQs) Faysal Digital Account Opening 2021

Rating by VIS

AM2

(Very Good Management Quality)

1- What Is The Eligibility Criteria For Faysal Digital Account Opening?

Any new individual with a valid CNIC/NICOP, Email ID & Mobile Number can open Faysal Digital account. This facility is not available for Corporate, Jointly operated accounts and Minor (under 18 years of age) accounts.

2- Can Overseas Investors Open A Faysal Digital Account?

Yes, any overseas Pakistani National can open his/her online account with Faysal Funds subject to the availability of valid email ID, Active Pakistani bank account and contact details (Mobile number).

3- How Can I Open A Faysal Digital Account Opening?

You can simply open your account through our website; all the related details will be submitted online.

Here are the steps to open a Digital account.

- Visit website of Faysal Funds and click “Log in” on the top right corner.
- Click “Create Digital Account”.
- Select “Folio Type” in drop down menu and enter your CNIC / NICOP Number, Mobile Number and Email Address.
- Select Mobile Number ownership option. In case, additional proof is required then please follow the instructions.
- Enter “Captcha” and Click “Get Verification Code”.
- You will receive OTP on your registered **Mobile Number / E-mail address**.
- Proceed with entering your personal information.
- Provide KYC (Know Your Customer) related information required as per regulatory requirement.
- Provide information related to overseas residential status under FATCA & CRS requirement.
- Seek suggestion for suitable fund by providing information related to your risk profile.
- Upload required documents as stated.
- Review the details.
- Read and acknowledge the undertaking / disclaimer.

- Mention investment details to further proceed with Faysal Digital Account Opening procedure.
- Faysal Funds will review provided information and documents and will revert within three (03) working days.

4- Is My Account Opened After Submission Of Form?

After submission of form, Faysal Funds perform different checks to validate the information and documents.

- In case of mobile number not registered under customer name, a digital verification will be required (through Whatsapp/Skype etc.) where customer will subsequently provide additional documents as as stated in FAQ 6
- In case of unsuccessful verification, Email/SMS and call will be made to customer for guidance.
- In case of successful verification, customer will receive email with instructions to make payment.

5- What Documents Are Required To Open Faysal Digital Account Opening?

- Valid CNIC of Account Holder.
- KYC Document (Source of Income: Salary Slip / Bank Statement / Tax Return).
- Zakat Declaration (Optional).
- Signature card on predefine format.
- Additional Documents in case mobile number is not under customer name (Pre-defined format).
- Valid CNIC of Nominee (in case nominee is selected).
- Signed Disclaimer Statements on pre-defined format.

6- What Does Mobile Ownership Refer To?

It means that the Mobile number shall be under the name of Account Holder who is intending to open an Investment account with Faysal Funds. In case the mobile number is not under the name of customer then following points will be followed:

- Mobile Number registered on Family Member name – Affidavit along with CNIC copy of SIM owner required (Affidavit is available at <https://www.faysalfunds.com/application-forms/>).
- Company Registered Mobile Number - Latest bill copy and letter of authorization from employer will be required to upload during the process.
- International Number - Latest bill copy will be required to upload during the process.

7- What is Signature Card?

Signature Card is predefined format which will be downloaded by the customer during the process. Customer will provide at least two sample signatures on this format and will upload at the time of account opening.

8- What Is Disclaimer Statement?

Disclaimer Statements is predefined format containing various Disclaimers to be accepted by the customer for opening of Faysal Digital Account. The format will be downloaded by the customer during the process and signed Disclaimer will be upload at the time of account opening.

9- How Can I know The Progress of My Faysal Digital Account Opening?

After submission of account opening, Faysal Funds will perform necessary checks and will revert within (03) three working days in case of Successful / Unsuccessful verification;

In case of successful verification, customer will receive an email through which investor can generate their password for onward processing;

In case of unsuccessful verification customer will receive Email/SMS and Call from Faysal Funds for further guidance. If Customer does not provide the updated documents within three (03) working days, the transaction will be cancelled and the investor will be informed accordingly.

10- How Will I Receive Confirmation Of My Investment and Faysal Digital Account Opening?

Once the Account Opening process is completed and payment is made successfully, the acknowledgment of Investment and updated statement of Account will be sent via Email/Courier.

11- What is Faysal Funds Online?

It is Faysal Funds online portal through which investor can avail following benefits:

- Make e-transactions (Investment, Conversion and Redemption) in your account.
- Check the current value of your investments.
- View account statements.
- See the graphical investment account composition.
- View your profile details

12- Which NAV Will Be Applied On My Investment Transaction?

NAV will be applied on the basis of cut-off time as per the Offering Document of the respective fund.

13- What Is The Initial And Subsequent Investment Requirement? And How Do I Make The Initial Investment?

You can start with as low as PKR 5,000 with subsequent investment of PKR 1,000 or more. For initial investment, follow the digital account opening process, place a request and then transfer funds via your internet banking or deposit the cheque to the respective fund bank account and same is incorporated in the respective field.

14- How Can I Chose The Fund That Best Suits My Requirement? Can I Get Personalized Advise for Investments?

You can get suggestion of fund by providing us information related to your risk profile at the time of Account Opening or you can Visit our website www.faysalfunds.com, for investment option details or fill the form at the “Get Investment Advice” icon from website to request a call back. We’d be happy to help you!

15- Is There Any Limit on Online Investment?

No, there is no limit of investment amount from Faysal Funds. However, please check the transaction limit restrictions from your bank account.

16- Is There Any Requirement To Maintain Minimum Investment Balance?

There is no such requirement to maintain minimum investment balance.

17- Can I Invest In Multiple Schemes During Account Opening?

No, you can only invest in a single scheme at the time of opening Digital Account. However, you may invest in other schemes using same payment/ investment options through ‘Faysal Funds Online Portal’.

18- Is This Service Available 24x7?

Yes, request for Faysal Digital account opening can be initiated anytime. However, the transaction execution at Faysal Funds end is based on the Cut-off timings of the respective product during business hours.

19- Are There Any Charges On Investment Or Account Opening Services?

There are no service charges from Faysal Funds part at the time of Faysal Digital account opening and investment. The applicability of charges (Front-end load, Bank charges, Government taxes and other charges where applicable) varies from product to product and

amount to amount. Please refer Offering Document of the respective fund for related charges or consult your investment advisor.

20- How Can I Redeem My Mutual Fund Units?

Simply, place your request through Faysal Funds Online for withdrawal of funds and the amount will be transferred to your registered bank account.

21- Will Zakat Be Deducted On My Investments?

Yes, Zakat will be deducted unless Zakat Exemption Declaration Form (CZ-50) is submitted to us. If you want to submit Zakat Affidavit, then simply scan the affidavit and email it to us at customersupport@faysalfunds.com with your CNIC number.

22- What Should I Do If I Have Not Received Activation Code Over Email ID Or SMS?

If you do not receive activation code then please contact us at 111-329-725 or email us at customersupport@faysalfunds.com for support.

23- Whom Should I Contact In Case Of Any Query / Complaint Regarding Faysal Digital Account Opening?

In case of any query or complaint you may reach us via any of the following channels;

- Call us at 111-329-725
- Email us at customersupport@faysalfunds.com

24- If My CNIC Is Expired Can I Still Open A Digital Account?

- No, a valid CNIC/NICOP and other details are mandatory for Faysal Digital account opening.

25- Is My Digital Account Opening And Investment Secure?

Ensuring the privacy and security of your data and transactions are our utmost priority. We take every precaution to provide an online service with high grade security and maintain strict standards and procedures to prevent unauthorized access to your information

26- What If I Forget My Online Credentials?

- You can use Forget password feature on our portal 'Faysal Funds Online Portal' to reset your password.

27- How Can I Keep Check On The Performance Of My Invest Fund/ How Can I Get My Account Information?

You can access your portfolio details by utilizing our Free of cost Value Added Services;

- Register and Logon to your portal Faysal Funds Online portal to access updated value of your investments and other portfolio details.
- E-statement and Investment Acknowledgement are sent on each transaction
- E-statement is sent at your registered email address.
- SMS by simply typing BAL and sending it to 9182 from your registered mobile number.
- Auto-subscription of our Daily NAV alerts through SMS/EMAIL
- Contact us at our UAN 111-329-725 and speak to our customer support officer for any query.