

The Bank of Khyber

SERVICE QUALITY STANDARDS (DORMANT ACCOUNTS)

Sr#	Nature of Service	Transaction Turn around time	Cut Off timing
1	Branch Receive & Solicit Dormant reactivation Form with complete required documents From the Account Holder	01 Working Day	1:00 PM
2	Courier Service for Urban Areas	01 Working Day	1:00 PM
2	Courier Service for Remote Areas	02 Working Day*	1:00 PM
3	Dormant Account Re Activation form alongwith supporting Documents Received at Central Processing Unit for Authentication and which will Provide approval over email.	01 Working Day(after the documents are received)**	5:30 PM
	Total Turn around time	04 working Days in case of Urban Area Branches 06 working Days in case of Remote Area Branches	5:30 PM

* variance may be occur in situations beyond bank's control such as natural disasters, strikes political unrest or other reasons which may interrupt the courier services.

** In case of discrepancy in the documents or the requirements are not complete the TAT shall be inapplicable