



ACCOUNT OPENING GUIDELINES



ACCOUNT OPENING PROCESS (IN-BRANCH ONBOARDING)

1. Customer to visit the branch and submit duly filled Account Opening Form, Key Fact Statement, provide related documentation and acknowledge AOF terms & conditions.
2. Branch staff to perform initial scrutiny of documents, perform biometric verification of all authorized signatory(ies) and complete Know Your Customer / Customer Due Diligence and other necessary requirements.
3. In case of Biometric verification is positive and Account Opening Form / related documents are in order, branch staff will generate provisional account number, accepts initial deposit on specialized deposit slip (for Individual/personal accounts only) and send Account Opening Form along with related documents to Centralized Processing Function for further scrutiny & account opening.
4. In case of any discrepancy(ies), Centralized Processing Function will send discrepancy(ies) to the branch, which will be conveyed to the customer accordingly.
5. Upon providing required documents / fulfilling discrepancy(ies), Centralized Processing Function will open account and customer will receive intimation through SMS.

Turn Around Time (TAT):

The TAT for opening a new account is Two (02) Working Days subject to all account opening formalities / requirements are completed in all aspects.

ACCOUNT OPENING PROCESS (DIGITAL ONBOARDING)

1. Customer to visit HABIBMETRO Digital Account Opening Portal (<https://dao.habibmetro.com>) and create his / her profile via email address and mobile number.
2. Customer will select HABIBMETRO Branch as per his / her choice and fill Digital Account Opening Form, attach related documents and digitally acknowledge terms & conditions, Key Fact Statement and undertakings etc.
3. Upon submission of request, customer will receive intimation through email and SMS.
4. Selected branch staff will receive customer's request and perform initial scrutiny of Account Opening Form & related documents and perform Call Back Confirmation to complete Know Your Customer / Customer Due Diligence and other necessary requirements.
5. In case of Call Back Confirmation is successful and Account Opening Form & related documents are in order, branch staff will send the documents to Centralized Processing Function for further scrutiny and account opening.
6. Centralized Processing Function will perform Identity Document Verification (VeriSys), Mobile SIM Ownership verification and perform scrutiny of AOF and submitted documents.
7. In case of any discrepancy(ies), Centralized Processing Function will intimate the Branch and customer via email and SMS for rectification of discrepancy(ies).
8. Upon providing required documents / fulfilling necessary discrepancy(ies), Centralized Processing Function will open account
9. Customer to visit any HABIBMETRO branch to perform Biometric Verification which will be required within sixty (60) days from the date of account opening, else account will be blocked for Debit transactions.

Turn Around Time (TAT):

The maximum Turn-Around Time (TAT) for decision to open or decline an account shall be two (02) working days from the day of completion of all the requirements.

LIST OF DOCUMENTS REQUIRED FOR ACCOUNT OPENING AT HABIBMETRO BANK

A. NECESSARY DOCUMENTS:

1. Account Opening Form (AOF) along with Terms & Conditions
2. Applicable valid identity document of the account holder as applicable below:
 - a. Valid CNIC/ SNIC/ NICOP/ SNICOP for Pakistani citizens;
 - b. Valid Passport for foreign citizens;
 - c. Valid POC for persons of Pakistani origin;
 - d. Valid ARC for registered Aliens in Pakistan;
 - e. Valid Proof of Registration (PoR) Card for Afghan refugees; and
 - f. Valid Form-B/ Juvenile Card for Pakistani citizens who are minors.
3. Key Fact Statement (KFS)
4. Undertaking for 'Declaration of Source of Funds / Income' (where applicable)
5. Copy of Utility Bill (required where address is differ from CNIC)
6. Foreign Account Tax Compliance Act (FATCA) / Common Reporting Standard (CRS) Declaration (wherever required).
7. In case of Zakat Exemption CZ-50 Form / Non-Muslim Undertaking (only for profit bearing accounts). CZ-50 form will be on minimum PKR 50 Stamp paper dully attested by Notary Public).

Note: For Digital Onboarding, necessary documents and other documents (as applicable) in scanned / digital form will be uploaded by the customer at HABIBMETRO account opening portal in addition to Live Photo. Further, all undertakings and declarations will also be accepted digitally.

B. OTHER DOCUMENTS (AS APPLICABLE IN ADDITION TO THE ABOVE):

1. INDIVIDUAL ACCOUNTS:

i. Salaried Individual:

- a. Attested copy of individual's service card, or any other acceptable evidence of service, including, but not limited to a certificate from the employer (issued within last six months).

ii. Self Employed Individual (Small Businesses & Professions including freelance professionals):

- a. Business proof with relevant constituent documents such as NTN certificate / Online NTN verification (where applicable) or visiting card / Letter Head of the business requesting to open an account.
- b. Any one of the following documents:
 - Registration certificate for registered concerns.
 - Sales tax registration or NTN certificate / Online NTN verification, wherever applicable.
 - Certificate or proof of membership of trade bodies etc., wherever applicable.
 - Proof of source of funds / income

iii. Minor Accounts:

- a. Valid Form-B / Juvenile Card of Minor for Pakistani citizens
- b. Copy of applicable valid identity document (as appended above) of the guardian of the minor's parent or Court Appointed Guardian
- c. Proof of Source of guardian.
- d. Certified copy of order of appointment of Guardian appointed by Court, if applicable.

iv. Housewife / Household:

In addition to the applicable valid identity document as mentioned above, proof / evidence of source of funds (where available) along with Undertaking by Customer 'Declaration of Source of Funds / Income' will be obtained along with income proof of the supporter.

v. Accounts of Illiterate Person / Customers having Shaky / Immature / Simple Signature:

In addition to documents applicable for Point B-1 (i or ii) above, three recent passport size photographs of the customer along with a Form DEP 36 will be obtained.

vi. Visually Impaired / Blind Persons:

In addition to documents applicable for Point B-1 (i or ii) above, an indemnity / undertaking will be obtained on a stamp paper of Rs. 100 or of appropriate value. For Illiterate Visually Impaired Blind Person, Form DEP 36 along with three recent passport size photographs will also be obtained.

vii. Landlords:

In addition to the applicable valid identity document (as mentioned above), any documentary proof / evidence of income or Undertaking by the customer for 'Declaration of Source of Funds / Income' will be obtained.

viii. Student:

Copy of a letter from educational institute stating status as 'student' / valid institution's card along with proof / evidence of guardian source of funds (where available)

ix. Person with Mental Disorder:

- a. Copy of applicable valid identity documents of mentally disordered person and court appointed manager under the applicable laws related to mental health.
- b. Certified true copy of court order for appointment of manager for mentally disordered person.

x. Accounts of Diplomats / Ambassadors:

- a. Account Opening Request in Embassy letter head duly signed by ambassador.
- b. Copy of Ambassador Card / Letter from Ministry of Foreign Affairs (Pakistan).
- c. Copy of Valid Passport of Ambassador and authorized signatory along with Valid Visa & entry stamp in Pakistan.

xi. Asaan Account:

Only simplified account opening form and necessary documents as appended above will be obtained. Customer can open only either ONE Asaan account on his/her CNIC (single or joint) or Regular Account in the bank.

2. SOLE PROPRIETORSHIP ACCOUNT:

- i. Attested copy of applicable valid identity document of Sole Proprietor as appended above.
- ii. Registration Certificate for Registered concerns.
- iii. Sales Tax registration or NTN Certificate / Online NTN Verification /Form 181, wherever applicable.
- iv. Certificate or Proof of membership of trade bodies etc., where applicable.
- v. 'Proprietorship Declaration Letter' as per Bank's prescribed format on Business Letter Head.
- vi. Account Opening requisition on business letter head along with Sole Proprietorship Stamp affixed on Request Letter and declaration.

3. PARTNERSHIP ACCOUNT:

- i. Copy of applicable valid identity documents (as appended above) of all the partners and authorized signatories
- ii. The request on letter head, duly signed by all the partners for operation of account as per partnership deed.
- iii. An attested copy of the Partnership Deed (duly signed by all partners of the firm) whether registered or unregistered.
- iv. Attested copy of Registration Certificate with Registrar of Firms.
- v. An Original Authority Letter from all partners in favour of the person authorized to open & operate the account on behalf of the firm.

- vi. In case of reconstitution in firms, the amended/ reconstituted partnership deeds and Registrar of Firms noting.
- vii. NTN Certificate (if available)

4. LIMITED LIABILITY PARTNERSHIP (LLP):

- i. Attested Copy of applicable valid identity documents (as appended above) of all the partners and authorized signatories.
- ii. Certified copies of 'Limited Liability Partnership Deed / Agreement'
- iii. LLP – Form- III having details of partners / designated partner in case of newly incorporated LLP.
- iv. LLP – Form – V regarding change in partners / designated partner in case of already incorporated LLP.
- v. Authority letter signed by all partners, authorizing the person(s) to operate the LLP account.
- vi. Certificate of Incorporation / Registration of LLP form SECP.
- vii. NTN Certificate (if available).

5. LIMITED COMPANIES / CORPORATIONS:

- i. Copy of applicable valid identity documents (as appended above) of all the directors and authorized signatories (persons authorized to open & operate the account) and Ultimate Beneficial Owner (UBO).
- ii. Certified copy of Board Resolution on company's letter head duly stamped & signed by Chief Executive or Company Secretary (for opening of account specifying the person(s) authorized to open and operate the account, the extent of their authority and the manner in which the account will be operated).
- iii. Certificate of Incorporation;
- iv. Memorandum and Articles of Association
- v. Latest 'Form-A / Form-B (For companies having no share capital)'
- vi. Incorporate Form II in case of newly incorporated company (after May 30, 2017) and Form A / Form C whichever is applicable; and Form 29 in already incorporated companies (Before May 30, 2017).
- vii. List of all directors on the company's letter head duly stamped & signed by Chief Executive or Company Secretary;
- viii. License under Section 42 for Companies registered with NOT FOR PROFIT OBJECTIVES with SECP.
- ix. NTN Certificate (if available).
- x. For Companies Incorporated Before May 30, 2017:
 - a. Certificate of Commencement of Business is also required to be obtained (in case of a public limited company).
 - b. Latest Form-29 submitted to the Registrar of Companies.
 - c. Latest 'Form A- Annual Return of Company Having Share Capital / 'Form B- Annual Return of Company Not Having Share Capital issued under Companies Ordinance 1984, as applicable.
- xi. For Companies Incorporated After May 30, 2017:
 - a. In case of Public Limited Company, SECP registered declaration for Commencement of Business to be obtained as required under Companies Act 2017.
 - b. List(s) of Directors (Annexure IV) required to be filed under Companies Act 2017 submitted to Registrar of Companies.

6. CLUBS / SOCIETIES / ASSOCIATIONS:

A certified true copy of each of the following documents:

- i. Attested copies of applicable valid identity documents (as appended above) of the office bearers / governing body / Board of Directors / Executive Committee / Management Committee / Ultimate controlling body and authorized signatories.
- ii. Declaration from governing body / Executive Committee on ultimate control & purpose.
- iii. Certified copies of the Certificate of Registration and the By-laws / Rules and Regulations governing the institution.

- iv. A resolution of the Governing Body / Executive Committee authorizing the opening of the account and the person(s) allowed operating the account. The resolution should name the person authorized to open and operate the account, clearly specifying the powers of the authorized person. The resolution should be signed by the Chairman of the meeting at which the resolution was passed and counter-signed by the secretary of the governing body/executive committee.
- v. Source of Funds of governing body / executive committee
- vi. Where there is a change in the list of the office bearers or in the constitution of the society, a revised list should be obtained.
- vii. An undertaking is to be obtained that the Bank will be informed if any change takes place with respect to any officer bearer, Governing body, Executive Committee, signatories, etc.
- viii. In case of societies registered under The Cooperative Societies Act 1925 & Social Welfare Societies Act 1961-62, customer to submit NOC issued by the Registrar Societies for opening of the account in favour of Habib Metropolitan Bank Ltd.
- ix. Registration certificate under relevant province charities Commission.
- x. Profile of the institution required with comprehensive details mentioning/ having.
 - a. nature of project
 - b. expected turnover
 - c. geography of operation
 - d. types of counterparties
 - e. banking channels
- xi. Consolidated profile and types of parties that are expected to be beneficiaries of the entity.
- xii. Current list of Governing body/ Board of Directors/ Executive Committee/ Management Committee/ Ultimate controlling body with proper designation, professional details and date of appointment.
- xiii. Counter parties' details/ donors/ details of funding and its ultimate utilization.
- xiv. Undertaking required that the entity is in compliance will all applicable legislations and regulations.
- xv. An undertaking confirming any foreign funding received in the account.
- xvi. In case of foreign associates a complete profile of international affiliates / copy of agreements /MOUs etc.
- xvii. Last year Audited Financial Statements/ Annual Accounts/ disclosures in any form.
- xviii. NTN certificate/ Tax Exemption Certificate if available.

7. TRUST ACCOUNTS:

Certified copies of the following documents:

- i. Attested copies of applicable valid identity documents (as appended above) of all the trustees, Settlor trustees, Protector, Managing Trustee, and authorized signatories, Beneficiary and class of Beneficiaries of the trust.
- ii. Certificate of Registration of Trust.
- iii. Declaration from Board of Trustees on the ultimate control, purpose
- iv. Source of funds of Board of Trustees or governing bodies
- v. A resolution from Board of Trustees authorizing the person(s) to open and operate the account.
- vi. An undertaking that the Bank will be informed if any change takes place with respect to any officer bearer, Governing body, Executive Committee, signatories, etc.
- vii. Registration Certificate under relevant province Charities Commission.
- viii. Profile of the trust required with comprehensive details mentioning/ having.
 - a. nature of project
 - b. expected turnover
 - c. geography of operation
 - d. types of counterparties
 - e. banking channels
- ix. Consolidated profile and types of parties that are expected to be beneficiaries of the trust.
- x. Occupation/ Source of funds of all trustees and signatories.
- xi. Current list of Trustees/ Ultimate controlling body with proper designation, professional details and date of appointment.
- xii. Counter parties' details/ donors & details of funding and its ultimate utilization.

- xiii. Undertaking required that the trust is in compliance with all applicable legislations and regulations.
- xiv. An undertaking to be obtained confirming the details of any foreign funding received in the account of the trust.
- xv. In case of foreign associates a complete profile of international affiliates / copy of agreements / MOUs etc.
- xvi. Last year Audited Financial Statements/ Annual Accounts/ disclosures in any form.
- xvii. NTN certificate/ Tax Exemption Certificate if available.

8. PROVIDENT FUND / GRATUITY FUND / PENSION FUND ETC. ACCOUNTS:

- i. Attested copies of applicable valid identity documents (as appended above) of all the trustees, Managing trustees and Signatories.
- ii. Attested copy of Income Tax Recognition Certificate from FBR (for recognized Provident Funds).
- iii. Certified copy of the 'Instrument of Trust'.
- iv. Certified copy of the Board Resolution.
- v. List of trustees on letterhead.
- vi. An undertaking to be obtained signed by the signatories confirming that in case of any change in control or trustees or signatories the trust will intimate in writing to the bank.
- vii. Copy of Registration certificate of trust registered under Trust Act 2020. (under relevant Trust Laws prevailing in provinces)
- viii. Worker Participation Fund established under the Companies Profits (Workers Participation) Act, 1968/ or equivalent law
- ix. NTN certificate/ Tax Exemption if available.

9. NON-GOVERNMENT ORGANIZATION (NGO) / INTERNATIONAL NON-GOVERNMENT ORGANIZATION (INGO) / NOT – FOR – PROFIT ORGANIZATION (NPO) / CHARITIES:

Certified copies of the following documents:

- i. Original Seen / True copy of applicable valid identity documents (as appended above) of the authorized person(s) & of the members of Governing Body / Board of Trustees / Executive Committee / Managing Committee, if it is ultimate governing body and authorized signatories.
- ii. Registration documents / certificate of incorporation / license issued by SECP (where applicable)
- iii. By-laws / Rules & Regulations
- iv. Resolution of the Governing Body / Board of Trustees / Executive Committee, if it is ultimate governing body authorizing the person(s) to open and operate the account.
- v. Source of funds of governing body / executive committee
- vi. Registration copy or NOC issued by the Government of Pakistan.
- vii. An undertaking is to be obtained that the Bank will be informed if any change takes place with respect to any officer bearer, Governing body, Executive Committee, signatories, etc.
- viii. Indemnity-cum-guarantee as per Bank's format to be obtained regarding foreign funding.
- ix. Any other documents as deemed necessary including its annual accounts / financial statements or disclosures in any form which may help to ascertain the detail of its activities, sources and usage of funds in order to assess the risk profile of the prospective customer.
- x. Questionnaire for NGO / NPO / Charities Accounts
- xi. Incorporation Form II in case registered under Companies Act 2017 of newly incorporated entity and Form B and Form 29 in case of incorporated under companies' ordinance 1984 entity.
- xii. In case of INGO, Proof of approved registration with Ministry of Interior (Economic Affairs Division).
- xiii. Registration Certificate under relevant province Charities Commission.
- xiv. Profile of the institution required with comprehensive details mentioning/ having.
 - a. nature of project
 - b. expected turnover
 - c. geography of operation
 - d. types of counterparties
 - e. banking channels

- xv. Consolidated profile and types of parties that are expected to be beneficiaries of the entity.
- xvi. Current list of Governing body/ Board of Directors/ Trustees/ Executive Committee/ Management Committee/ Ultimate controlling body with proper designation, professional details and date of appointment.
- xvii. Counter parties' details/ donors/ details of funding and its ultimate utilization.
- xviii. Undertaking required that the entity is in compliance will all applicable legislations and regulations.
- xix. Last year Audited Financial Statements/ Annual Accounts/ disclosures in any form.
- xx. NTN certificate/ Tax Exemption Certificate if available.

10. LOCAL AUTHORITIES / MUNICIPAL CORPORATIONS / GOVERNMENT ACCOUNTS:

- i. List of directors / trustees and / or authorized signatories like commissioner etc.
- ii. List of authorized signatories.
- iii. By-laws and / or gazette, Government notification etc.
- iv. In case of Governing Bodies & Executive Bodies of DHA or Similar other authorities, copies of CNIC / SNIC of all the members of Governing and Executive Bodies of DHA or delegation of power to Administrator under section (7) & (8) of the Pakistan Defence Housing Authority Order, 1980 and copy of CNIC / SNIC of Administrator as well as authorized signatories for the purpose of opening accounts of DHA or similar other authorities subject to the compliance of other requirements.
- v. In case of autonomous bodies incorporated under an act of Parliament of the Companies Act 2017, account may be opened after obtaining necessary approval / resolution from their respective board / governing bodies.
- vi. In case of autonomous bodies constituted through a cabinet resolution / notification of Federal or a Provincial Government, accounts may be opened after obtaining a No Objection Certificate (NOC) issued by the Finance Division or relevant finance departments of the province, as the case may be.

NOTE: Government accounts shall not be opened in the personal names of the Government official(s). Under the existing statutory and legal framework, no Government, Ministry, Division, Department/ Attached Departments and Subordinate Offices can operate its bank accounts other than the principal account of the Federal/ Provincial Government residing at the SBP. The list of all such above mentioned categories is available at the Finance Division, GoP Website.

11. E-DIVIDEND PAYMENTS ACCOUNTS:

- i. Account Opening request on client's letter head signed by authorized signatories along with existing account number.
- ii. Corporate electronic payments SLA between HABIBMETRO & client
- iii. Board Resolution on company's letter head duly stamped and signed by Chief Executive & Company Secretary.

Note: For e-dividend account company should be maintaining checking account with Bank.

12. ACCOUNTS OF AGENTS:

- i. Attested copy of applicable valid identity document (as appended above) of the Agent and the principal.
- ii. Certified copy of 'Power of Attorney' or 'Agency Agreement'
- iii. The relevant documents required under Point 2, 3, 4, 6, 7, 9 & 16 above, if agent or the principal is not a natural person.

13. ACCOUNTS OF EXECUTORS AND ADMINISTRATORS:

- i. Attested copies of applicable valid identity documents (as appended above) of the executor / administrator.
- ii. A certified copy of Letter of Administration or Probate.
- iii. A certified copy of Letter of Administration or Probate (registered with the Bank by the executors / administrators).

14. ACCOUNTS OF LIQUIDATORS:

- i. Attested copies of applicable valid identity documents (as appended above) of the liquidators shall be obtained.
- ii. The manager should ensure strict compliance with respect to the operation of such accounts as specified in the resolution required to be passed by the members of the company in case of a voluntary winding up and as specified in the probate in case of compulsory winding up.
- iii. Attested copy of the probate or the letter of administration registered with the Bank by the liquidators.
- iv. In case of voluntary and compulsory winding up and the probate, company resolution signed by the Board of Directors of the Company.
- v. The manager should ensure strict compliance with respect to the operation of such accounts as specified in the resolution required.

15. FOREIGN ORIGIN COMPANIES / BRANCH OFFICE OR LIAISON OFFICE OF FOREIGN COMPANIES:

- i. Photocopies of valid passports/identity document of all the signatories of account.
- ii. A copy of permission letter from relevant authority i.e. Board of Investment, Government of Pakistan.
- iii. List of directors on company letter head or prescribed format under relevant laws / regulations.
- iv. A Letter from Principal Office of the entity authorizing the person(s) to open and operate the account.

***Note:** Copies of all above documents should be attested by a Notary Public of the foreign origin companies of the country from which these documents are originally issued.*

- v. Such foreign companies will have to furnish Power of Attorney from the competent authority for opening bank accounts to the satisfaction of their banks which must be attested by the Pakistani consulate of that country.
- vi. Form II about particulars of directors, Principal Officer etc. in case of newly registered branch or liaison office of a foreign company.
- vii. Form III about change in directors, principal officers etc. in already registered foreign companies branch or liaison office of a foreign company.

16. ACCOUNTS OF EMBASSIES / CONSULATE:

- i. Copy of Valid Passport of Ambassador and authorized signatory along with Valid Visa along with entry stamp in Pakistan
- ii. Account Opening Request in Embassy letter head duly signed by ambassador
- iii. Copy of Ambassador Card / Letter from Ministry of Foreign Affairs (Pakistan)
- iv. Authority letter from Principal Officer of the government (parent country) authorizing the person(s) to open and operate the account.

17. ASAAN DIGITAL ACCOUNT, ASAAN DIGITAL REMITTANCE ACCOUNT, FREELANCER DIGITAL ACCOUNT (APPLICABLE TO DIGITAL ONBOARDING ONLY):

- i. Account Opening Form (to be filled digitally through Portal)
- ii. Digital / Scanned image (Front & Back) of applicable valid identity document (as appended above)
- iii. Digital Self-Declaration
- iv. Live photo of the customer
- v. Digital / Scanned Signature Card
- vi. Digital / Scanned Signature Differ Declaration (applicable if signatures are differ from CNIC)
- vii. Key Fact Statement (to be acknowledged digitally)

***Note:** The Bank may obtain any other document in addition to the above in order to satisfy themselves from AML / KYC / CDD related aspects.*

GLOSSARY:

SS Card	:	Specimen Signature Card
KFS	:	Key Fact Statement
CRS	:	Common Reporting System
GSM	:	Global System for Mobile Communication
FATCA	:	Foreign Account Tax Compliance Act
OECD	:	Organization for Economic Co-operation and Development
SECP	:	Securities Exchange Commission of Pakistan
NTN	:	National Tax Number
NRP	:	Non-Resident Pakistani