

Terms and Conditions – Tele Transactions

1. Usage

- a. Individual account holders with operating instructions as Singly Operated, Either or Survivor, Sole Proprietor accounts, can avail the service
- b. ‘Jointly operated Account Holder’ and ‘Institutional’ investors cannot avail the service.

2. Registration

- a. Unit holders holding unit certificate shall not be able to use this service.
- b. The caller will be required to make the call from the Registered Mobile number which is updated in Al Meezan’s record
- c. TPIN Generation or Verification (if already generated) is a mandatory requirement to avail this facility

3. Transaction

- a. The unit holder may redeem and convert units of the funds under management of Al Meezan and trusteeship of the Central Depository Company of Pakistan Ltd., (CDC).
- b. Transaction request will be received in terms of amount or units only.
- c. All transactions shall be deemed to be irrevocable, conclusive and binding upon the unit holder. Further the unit holder shall undertake to accept full responsibility of the transactions made through Call Centre Services.
- d. The unit holder can ask for the Cancellation of transaction within the specified Cut-off timings even after the completion of transaction.
- e. After cut of time, transaction cannot be cancelled
- f. The unit holder undertakes to pay all transaction related charges, taxes, cesses, levies and / or duties applicable on Tele transactions from time to time which shall be deducted from his account with Al Meezan.
- g. Al Meezan is authorized to block any transaction(s) or any other service(s) linked with this service at any time without any prior notice to the unit holders and without assigning reasons.
- h. The Facility shall at all times be subject to all the terms and conditions as specified by Al Meezan.

4. General

- a. The cut off times for transactions on a NAV date shall be the normal cut off timings as decided by Al Meezan from time to time. For transactions executed after these cut off times, the NAV applicable shall be of the next dealing day of the relevant fund, as indicated in the Trust Deed or the Offering Document of that fund. In case any transaction is made during the book closure the NAV applicable shall be of the next dealing day of the pertinent fund.
- b. Al Meezan and the Trustee shall not be responsible for any and all the consequences, if the transaction involving the use of Al Meezan Call Centre channel is not honored or operative for any reason, whatsoever, or if there is any malfunctioning and/or due to any other reasons or elements beyond the control of Al Meezan.

- c. Al Meezan Investments shall have right to disable any or all Funds for this services or any Other Service(s) linked with it at any time, without prior notice and without assigning any reasons.
- d. The service is available for each business day as observed by the Management Company and the NAV applicability will be as per cut-off timings of the respective Fund.
- e. To ensure security, transactions will only be entertained on the basis of registered Mobile Number and provision of TPIN.
- f. Each transaction is generated with a transaction reference number (provided after submission of transaction on call) and an acknowledgment of receiving transaction on SMS.
- g. In case of any mistake/ error, it is the responsibility of unit holder to inform immediately at our Toll Free number 0800- HALAL (42525) or email at info@almeezangroup.com to cancel or amend the request if possible. Terms and Conditions will be applied.
- h. Monitoring of calls are governed on daily basis and call records shall be referred to rectify or monitor the transaction.
- i. It is the responsibility of unit holder to validate available balance required to perform the transaction prior making any transactional request.