

## Annexure “C”

**Annexure I** deals with paper based payment statistics e.g. number and amount of paid cheques, pay orders, demand drafts, telegraphic transfers, mail transfers, refund cheques, dividend warrants, coupons, refund vouchers and direct debit for the quarter only.

**Annexure II** deals with e-banking infrastructure statistics e.g. number of manual branches, computerized/offline branches, real time online branches, Onsite ATMs, Offsite ATMs, Third Party ATMs, Mobile ATMs, Point of Sale Network operated by a bank, credit cards issued, debit cards issued, ATM cards issued, SMART cards issued, Registered users of Internet Banking, Registered users of Mobile Banking and Registered users of Call Centers / IVRs as of last date of the quarter only.

**Annexure III** deals with the statistics of operational performance of ATM networks e.g. downtime of ATMs of individual banks due to power breakdowns, communication breakdowns and ATM functional breakdowns during core time (From 9:00 a.m. to 9:00 p.m.) and non-core time (From 9:00 p.m. to 9:00 a.m.), number of instances of out of cash ATMs, number of instances of account debited without cash disbursement, number of instances of captured cards in ATMs, number of outstanding cases (suspense cash including of full / partial cash retract) and amount (in millions only) of suspense cash including of full / partial cash retract for the quarter only.

**Annexure IV** deals with e-banking statistics e.g. number and amount of cash withdrawals, cash deposits, deposit of payment instruments, utility bills payments, account to account funds transfer only, third party account to account funds transfer only through ATMs, payments at POS (Point of Sale), number and amount of cash withdrawals other than the branch where account is being maintained, number and amount of cash deposits other than the branch where account is being maintained, account to account funds transfer , third party account to account funds transfer through real time online branches, payments excluding utility bills payments, utility bills payments, account to account funds transfer , third party account to account funds transfer through internet, payments excluding utility bills payments, utility bills payments, account to account funds transfer , third party account to account funds transfer through mobile banking, payments excluding utility bills payment, utility bills payment, account to account funds transfer, third party account to account funds transfer through call centers/IVRs, total transactions executed in Pakistan but settled outside Pakistan using ATMs, total transactions executed in Pakistan but settled outside Pakistan using POS, total transactions executed in Pakistan but settled outside Pakistan using Internet, total transactions executed outside Pakistan but settled in Pakistan using ATMs, total transactions executed outside Pakistan but settled in Pakistan using POS, total transactions executed outside Pakistan but settled in Pakistan using Internet, non-financial transactions on ATMs, internet, mobile banking and call centers/IVRs for the quarter only.

**Annexure V** deals with locations of newly installed/connected Onsite ATMs, Offsite ATMs, Third Party ATMs, Mobile ATMs and real time online branches.

**Annexure VI** deals with the list of reasons (as mentioned in annexure III) of down time of ATMs of individual banks during the core time and the non-core time (as mentioned in annexure III) for the quarter only.

**Annexure VII** deals with the statistics of intra-switch and inter-switch e.g. number and amount of cash withdrawals, cash deposits, utility bills payments, account to account third party funds transfer and deposit of payment instruments and non-financial transactions through ATMs for the quarter only.

**Annexure VIII** deals with the statistics of operational performance of switch e.g. downtime of switch during core time and non-core time and downtime of inter-switch connectivity during core time and non-core time for the quarter only.

**Annexure IX** deals with the transactions of each individual bank card holders on the ATMs of other banks.