

Annexure - B

Minimum Set of Services to be offered on Internet Banking (IB) /Mobile Banking (MB)

Serial No.	Services
1.	Bill Payments
2.	Funds Transfer/ IBFT
3.	Limit Management (IBFT & Bill Payment)
4.	Credit Card Request (where applicable)
5.	Credit Card Management (Activation/Deactivation/Pin) (where applicable)
6.	Debit Card Management (Activate, Deactivate & PIN Change)
7.	Debit/Credit Card Activation/Deactivation for e-commerce
8.	Daily/Monthly Credit Limits (Simplified KYC Accounts)
9.	Daily Monthly Debit Limits (Simplified KYC Accounts)
10.	Beneficiary Management
11.	Account Statement (View/ Download/Transaction History)
12.	Account Maintenance Certificate Request
13.	Withholding Tax Certificate Request
14.	Cheque Book Request/Inquiry
15.	Cheque Book Issuance
16.	Stop Payment – Cheque
17.	Alert Subscription (SMS/e-statement)
18.	Feedback/Contact Us
19.	Forget username/ forget password
20.	Locate our branches/ATMs/Agent
21.	Any other service mandated by SBP from time to time