

## Frequently Asked Questions

1. What is an e-statement?  
An e-statement is a copy of your statement delivered directly to your email inbox.
2. Who qualifies for UBL e-statement?  
Following UBL customers qualify for e-statement:
  - Deposit Account holders
  - Credit Card
  - Cashline
  - Wiz Card
  - Businessline
3. How do I sign up UBL for e-statement?  
Simply fill out the form and submit it to your UBL branch. You can also register by calling UBL contact center 111-825-888 or through the UBL website. The request forms are also available in all UBL branches.
4. Is there a fee for this service?  
No. This service is absolutely FREE provided you discontinue statements via mail.
5. Can I receive both statement by post and UBL e-statement at the same time?  
Once registered for UBL e-statement, you will only receive your free e-statement via email. If you decide to continue receiving statement via post also, a fee of Rs.35/- per statement will be charged for all products except Credit Cards.
6. How often can I receive UBL e-statements?  
You can receive your statements daily, weekly, monthly, quarterly or semi annually, as per your convenience. For Credit Card, Cashline and Businessline only monthly e-statement is available.
7. Can I receive my UBL e-statements on more than one email address?  
No. You can only receive your UBL e-statements on the email address provided on the application form.
8. Who qualifies for the lucky draw?  
Only those Credit Card, Cashline and Businessline customers who are registering for UBL e-statement and discontinuing statements via post will qualify for the lucky draw.
9. How long will the lucky draw offer last?  
The lucky draw offer is valid till Dec 31, 2011 or till stocks last, whichever is earlier.

For more information:  
Call 111-825-888  
or visit any UBL branch near you;  
or visit our website [www.ubl.com.pk](http://www.ubl.com.pk)