

## **Al Baraka RAHNUMA** **Frequently Asked Questions (FAQs)**

**1. How can I apply?**

For availing the Al Baraka Rahnuma Travel Services Plan, Applicant may visit any nearest branch of Al Baraka Bank or call our Phone Banking officer +92 (21) 111-113-442, where our representative will be pleased to guide you.

**2. Do I need to have an account with Al Baraka Bank?**

Yes, in order to avail installment facility for HAJJ/ UMRAH/ Dream Destination Applicant will be required to open bank account with Al Baraka Bank Pakistan Ltd. “ABPL”.

**3. What is the Turnaround Time (TAT) for processing the case?**

It may require tentative 25 days for Visa Processing, booking of Airline seats & Hotel accommodation.

**4. Is Al Baraka Bank Rahnuma Travel Services Shari’ah complaint?**

Yes, it is Shari’ah complaint. The Shari’ah Certificate is available on the website.

**5. Customer will be paying extra amount on installment facility availed for HAJJ/ UMRAH/ Dream Destination?**

Customer shall not be paying any financing amount to the Bank for installment facility availed. For Example: Customer have applied for installment facility for PKR 600,000 in order to travel for HAJJ, then customer will be paying back in 12 equal monthly installments of PKR 50,000 each to the bank.

**6. What is the maximum installment Term for HAJJ/ UMRAH/ Dream Destination Facility?**

Customer can avail maximum 12 equal monthly installments from Bank.

**7. Can I avail a customized package under Rahnuma Travel Services?**

Yes, you can avail customized package as per your financial ease.

**8. What is Travel Now Pay Later “TNPL” Product?**

TNPL is a product variant name of installment Facility available for Rahnuma Travel Services.

**9. What are the processing charges for Travel Now, Pay Later installment Facility?**

The Processing fee for Travel Now Pay Later (TNPL) is:

Primary Customer Rs. 1,800/-

Co-Traveler Rs. 750/-

**10. What is the eligibility criteria for Travel Now, Pay Later installment Facility?**

Eligibility Criteria for Hajj, Umrah & Dream destination Facilitation of installment

Category	Criteria
Citizenship	Pakistani, Adult, Permanent Resident
Age*	25 to 60 years (*60 at maturity of facility)

Category	Criteria
Tenor	<p><b>For Salaried Person(s)</b></p> <p>a) Minimum Job Requirement/Tenure: 1 Year</p> <p>b) Permanent / regular or contractual employment (tenure applied for must be within the expiry of contract in case of contractual employment)</p> <p><b>For Business Person(s) For Businessman / Self Employed</b></p> <p>a) Minimum work experince / Business Existance : 5 Years</p> <p>b) SEP /SEB Minimum Business &amp; Income Requirement</p> <p>c) Business proof should be verified.</p> <p>d) Minimum net disposable income of Rs. 250,000</p> <p>e) Income will be calculated through bank proxy.</p> <p>Income will be calculated on one year bank statement by taking the simple average of one year statement of 6 high and 6 low balances per month.</p>
Income (PKR)	Applicants 'net monthly salary/income must be the thrice of the monthly installment payable (salary/monthly Income would be next net of taxes and other liabilities) however the net monthly salary should not be lesser than Rs. 100,000/ per month.

**11. What is Travel Now Pay Now “TNPN” Product?**

This is the product variant name of Rahnuma Travel Services, in which applicant may deposit the full amount of travel Package plan offered as per Rahnuma Travel Services.

**12. What is the eligibility criteria for Travel Now Pay Now “TNPN” (Upfront Full Payment)?**

Depositing the required package amount and all Visa requirements should be fulfilled.

**13. What will happen if travel/visa expenses increase?**

If the travel/visa expenses increase due to any reason then it would be added to the total travel package price. The customer shall have to make the additional payment of the customer would have to pay the difference amount in cash before departure.

**14. How and when do I have to pay the installment of Travel Now, Pay Later Installment Facility?**

Applicant may deposit equal monthly due installments amount on or before monthly 5<sup>th</sup> due date of each month.

**15. What are the additional charges on Travel Now, Pay Later Installment Facility?**

Incase of delayed Payment, Customer will have to pay Rs. 500 to the bank as charity contribution for each delayed installment paid.