



## **CUSTOMER INFORMATION AND PRIVACY POLICY (REG. P)**

Date: November 19, 2015

Dear Customer,

### ***National Bank of Pakistan (NBP) is Committed to Our Customers' Privacy***

NBP is committed to protecting the privacy of its customers' information. As part of our commitment to protecting our customers' privacy we have adopted the following privacy principles:

Our employees are informed of their responsibility to protect confidential customer information and are governed by a code of conduct that includes this confidentiality. Various security procedures and internal controls are also in place to protect our customers' privacy.

### ***Our Customers Expect Privacy***

We understand that you expect your personal and financial affairs to be held in the strictest confidence. As a customer of NBP, you have entrusted us to protect your privacy and to safeguard your personal information. We take this responsibility very seriously and have designed policies and procedures to prevent misuse of this information.

### ***Why We Collect, Retain, and Use Customer Information***

We receive and retain information about our customers through various sources. We limit the use and collection of this information to that which is necessary to maintain, provide and administer financial services, and offer new products and services that may be of benefit to our customers. The collection of personal information is for specific business purposes only and if requested, we will divulge the reasons for collecting this information.

Some of the reasons we use your information are as follows:

- To protect and administer your records, accounts, and funds
- To comply with certain laws and regulations regarding account maintenance
- To help us design and improve our products and services
- To better understand your financial needs

If we obtain your information from a third party such as a consumer report, we will notify you. You are entitled to request credit reporting agencies to remove your name.

NBP may collect information volunteered by you during the ***application and information request process***. In an effort to offer you the best and most current banking opportunities, we may contact you with news about NBP products, services, and special promotions. If, for any reason, you would like to opt out from this exercise, please contact NBP, New York at (212) 344-8822 (Tel.)/ (212) 809-4720 (Fax) or NBP, Washington D.C. at (202) 462-7373 (Tel.)/ (202) 667-2515 (Fax).

### ***We Will Maintain Accurate Information***

Maintaining the accuracy of your personal information is important. We continually endeavor to update our records. If you discover that we hold any outdated or incomplete information about you, please inform NBP, New York at (212) 344-8822 (Tel.)/ (212) 809-4720 (Fax) or NBP, Washington D.C. at (202) 462-7373 (Tel.)/ (202) 667-2515 (Fax).

### ***We Restrict Disclosure of Account Information***

NBP does exchange information about our customers to reputable information reporting agencies, in accordance with standard banking practices to maximize the accuracy and security of such information. This is also done to verify the existence and condition of customers' accounts. We do not share specific personal customer information with independent companies for any other purpose without the customer's consent, except when required by law, regulation, or court order. We share such information with third party litigants when required by lawful judicial process or court orders.

We do not reveal specific information about your accounts or other personally identifiable data to parties outside our organization unless it is under the following circumstances: you request or authorize disclosure; the information is provided to help complete a transaction initiated by you; the information is provided to a reputable credit bureau or similar information reporting agency; or the disclosure is otherwise lawfully permitted or required.

### ***Security Procedures to Protect Your Information***

NBP has established and maintains security procedures designed to help prevent unauthorized access to your private, confidential information. We also update and test our computers, hardware, software, and other technology to assure the integrity and security of our information systems.

### ***We Maintain Your Privacy When We Do Business Outside Our Organization***

It is sometimes necessary to provide personally identifiable information about you to a party outside our organization. For example, when we hire a vendor or service company to prepare your account statements or to provide support for one or more of our products or services. When we work with outside businesses or companies, these vendors agree to safeguard your personal and confidential information, and these vendors must abide by applicable law. If a vendor is hired to use your information for marketing purposes, we will disclose this to you in advance and give you the opportunity to "opt out", in which case your information would not be provided to the vendor for marketing purposes.

If you have any questions, please contact NBP, New York at (212) 344-8822 (Tel.)/ (212) 809-4720 (Fax) or NBP, Washington D.C. at (202) 462-7373 (Tel.)/ (202) 667-2515 (Fax).

Sincerely,

Account Administration