

# FAQs for UBL CashPlus

## **What is Ubl Cashplus ?**

UBL CashPlus is a unique, unsecured term loan which offers financing at affordable, easy and flexible terms

## **Who can apply for UBL CashPlus Term Loan?**

It is designed for salaried individuals of companies maintaining a salary account with any bank

## **What is the minimum net income criteria to apply for UBL CashPlus?**

Minimum monthly net income criteria is Rs. 40,000/-

## **What is the minimum and maximum credit limit of UBL CashPlus?**

- Minimum 50,000
- Maximum 3,000,000

## **What is the minimum and maximum age limit for UBL CashPlus?**

- Minimum 21 Years
- Maximum 60 Years (at the end of loan)

## **What is the tenure for the UBL CashPlus loan?**

The tenure of the loan will vary between 1 to 4 years.

## **Is Direct Debit mandatory for UBL CashPlus customers?**

Yes Auto Debit for due payment is mandatory for all UBL CashPlus customers.

## **What is the mechanism for calculating APR?**

APR calculation

For UBL CashPlus Markup is calculated based on 365 days due to system functionalities. This gives the customer the benefit of a slightly lower repayment amount as APR is slightly lower than the published rates.

## **What is the mechanism for Charging Late payment fee?**

Due date is 10th of every month and Late Payment Fee will be charged on every missed/late EMI

from customers at the time of their next due installment. These charges will be recovered in addition to the EMI amount due. If a customer fails to deposit the late fee charges in addition to the EMI, then charges will be recovered as per SOC.

### **Where can I lodge my complaint?**

You can avail one of the following options to lodge your complaint:

- Visit the branch and submit a written complaint
- Use the complaint box placed in the branches
- Call at our contact center at 111-825-888 (UAN)
- Send an email at [customer.services@ubl.com.pk](mailto:customer.services@ubl.com.pk)