

**SERVICE ORDER FORM**

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**COMMERCIAL TERMS FOR – DISBURSEMENT SERVICES**

This Service Order Form is made pursuant to, and shall be governed by the terms and conditions of the Banking Services Agreement (“**Agreement**”) entered into between Mobilink Microfinance Bank Limited (“**MMBL**”) and \_\_\_\_\_ dated \_\_, \_\_, 2026

**DEFINITIONS:**

- a) “**ATM Card**” means a debit card, which will be provided by MMBL to the Beneficiaries who will open and maintain a Mobile Wallet with MMBL subject to mandatory requirements for opening a Mobile Wallet. This ATM Card will be used by the Beneficiaries to collect their amounts and also for balance inquiry by visiting any 1-Link/ MNet ATMs in Pakistan;
- b) “**Beneficiary**” means employees/beneficiaries of the Company, authorized to receive the Funds approved and sent by the Company through the mechanism offered by MMBL;
- c) “**Bio-Metric Verification**” means verification of identity of the Beneficiary through real time verification services of NADRA;
- d) “**CNIC**” means an identification instrument termed as computerized national identity card issued to the citizens of Pakistan or individuals by NADRA, for avoidance of doubt this also includes NICOP (National Identity card for Overseas Pakistanis);
- e) “**JazzCash Outlets**” means ADC, franchisees, retailers and customer service centers designated as such by MMBL by written notice and/or are approved as agent(s) by MMBL from time to time including MMBL’s branch network;
- f) “**Main Account**” means a bank account wherein the Company will provide Funds including Charges either by opening bank account with MMBL or bank account of MMBL maintained with any other bank operating in Pakistan through cross cheque/demand draft/RTGS/pay order;

**SCOPE:**

- 1. Disbursement services offered by MMBL to the Company through which the Company can transfer Funds to certain Beneficiaries.
- 2. The Funds will be disbursed from Main Account to the Beneficiaries into their i) Mobile Wallets, or ii) CNIC, and/or iii) IBFT by using the following Mechanism/s:

- Corporate Portal
- API Based Disbursement
- Offline Disbursement

*Annexure B only to be applicable upon selection of Offline Disbursement.*

*Annexure C only to be applicable upon selection of API Based Disbursement.*

*Annexure D only to be applicable upon selection of Corporate Portal.*

- 3. The said Beneficiaries can collect the said Funds by using their ATM Card at any 1Link ATM or by visiting JazzCash Outlets (through Biometric verification) who have been appointed as MMBL agents/sub-agents or by visiting such locations as mutually agreed by the Parties; whereby they can collect their amount in cash.

**ROLE AND RESPONSIBILITY OF COMPANY**

In order to avail the Services, the Company shall provide:

- a) All relevant documents required to MMBL to open and maintain bank account (if applicable), all charges levied by MMBL in connection with opening and maintaining of bank account shall be borne by the Company. RTGS, pay-order, cheque/ options are also available in case the Company cannot open an account in MMBL. Standard charges will apply on the alternate options.
- b) Sufficient funds, will be arranged by the Company including charges, that are to be disbursed to the Beneficiary (ies), at least seven (07) days prior to each disbursement date;

- c) All relevant data of Beneficiary (ies) including names, valid (unexpired) CNIC number, CNIC Issuance date (not required for biometric based disbursement), mobile phone numbers, and amounts to be disbursed to each Beneficiary.
- d) Written/standing instructions, on the Company letter head duly signed by authorized signatories, authorizing and instructing the MMBL, to transfer an amount equal to the aggregate amount to be disbursed on the disbursement date in accordance with the information provided by the Company pursuant to (a) above.
- e) Disbursement may be made based on the receipt of scanned copy of letter of authorization as mentioned in (c & d) above through an authorized email address to be communicated in advance by the Company subject to the condition that the original authorization letter shall be received by MMBL before 1200 HRS, in order to disburse the funds on the same day, otherwise the funds will be disbursed the next working day. Authorized point of contact (“POC”) of the Company details:

POC Name & Designation: \_\_\_\_\_

POC Email: \_\_\_\_\_

POC Address: \_\_\_\_\_

**Beneficiaries may open their** JazzCash wallets **by**, dialling \*786# to open level 0 accounts. **In** order to open level 1 account, the account holder must be biometrically verified at any of JazzCash retailer or franchise across Pakistan.

- i. The card holders can activate the mobile **wallet** linked ATM cards by calling on the helpline (4444).
  - ii. Funds can be withdrawn from any ATM or a JazzCash retailer agent (more than 80,000 retailers nationwide).
- f) **ATM Cards:** Upon receiving the data as stated in (c) above, only if applicable, MMBL will process and deliver the cards to the Company POC (as provided by Company in (e)) along with pin mailers. The Company POC will be responsible to distribute the ATM cards as well as the pin mailers to the Company employees.
- i. The card holders can activate the ATM Cards using the pin provided in the pin mailers.
  - ii. Funds can be withdrawn from any ATM across Pakistan.
- g) **CNIC/Biometric:** In case of CNIC disbursement, MMBL will disburse the funds and can be collected from any JazzCash retailer (80,000+ retailers across Pakistan) after biometric verification at the JazzCash retailer.
- h) Upon receipt of amounts to the beneficiaries, a confirmation SMS will be sent on his/ her provided mobile phone number; in case mobile number is not provided (in case of CNIC disbursements), the transaction IDs will be shared with the Company POC. In this case, Company POC will take the responsibility of sharing the transaction IDs with the employees.  
Following receipt of SMS as set forth in (i) above, the beneficiaries may collect his/her amount by the modes defined and agreed between the Parties as mentioned above

**IBFT Disbursement:**

- i. The Company shall provide following details for IBFT disbursement:
    - Account title (Account title should be max of 50-character length including spaces)
    - Account number
    - IBAN
    - Bank Name
    - Branch Code and address
- \* Any dispute arising will be sole responsibility of the Company to address.
- Processing of bulk IBFT will be done in morning.
  - Limit of 1.5 Million per month for each beneficiary will be observed
- ii. The Company shall stand responsible to ensure the proper due diligence of its Beneficiaries.

The burden of liability in case of any fraudulent activity stays on the Company regarding their Beneficiary. In case of any fraudulent activity from JazzCash retailer, it will be investigated by the channel team.

POC for IBFT dispute resolution:

DRU: [dru@mobilinkbank.com](mailto:dru@mobilinkbank.com)

BBCORP: [BBCORP@mobilinkbank.com](mailto:BBCORP@mobilinkbank.com)

POC for Disbursements

Business: \_\_\_\_\_

FTU: [FTU@mobilinkbank.com](mailto:FTU@mobilinkbank.com)

BBCORP: [BBCORP@mobilinkbank.com](mailto:BBCORP@mobilinkbank.com)

## **ROLES AND RESPONSIBILITIES OF MMBL**

In order to provide the Services, MMBL shall:

- (a) -Generate and send confirmation SMS to the Beneficiaries’;
- (b) Instruct JazzCash Outlets in matters relating to disbursement to the Beneficiaries;

MMBL shall not be liable or responsible in any manner in case:

- i. Erroneous information and/or instructions are provided by the Company and/or the same are not provided in a timely manner, resulting in an erroneous or delayed payment
- ii. The secrecy of transaction IDs/pin mailers is compromised leading to fraud or erroneous payments;
- iii. The balance in the Main Account is insufficient for disbursements. For the avoidance of doubt, it is clarified that MMBL shall not be under any obligation to disburse amounts unless MMBL Charges have been credited by the Company into the Main Account.

## **LIABILITY FOR VERIFICATION, INFORMATION**

- (a) It is agreed that MMBL shall not be responsible for (1) investigating into or verifying the credential and identity of, or any information whatsoever provided by, a person receiving a payment by any payment mode; and, (2) identifying and screening the individuals receiving payments.
- (b) MMBL represent and warrant that all consents, permission, authorizations and/or licenses from any governmental, non-governmental, regulatory authority and/or arrangement with financial institution, network provider or any other third parties (if required) for the lawful and un interrupted provision of the Services have been obtained and are valid and current and shall remain valid and current during the term of the Agreement.

## **Annexure B- MMBL DISBURSEMENT SOLUTIONS FOR CORPORATE, B2CND G2P CLIENTS**

This Annexure outlines the processes for MMBL's Corporate Salary Disbursement and Government-to-Person (G2P) and Social Disbursement solutions. This document supplements the main Agreement and the Service Order Form and details the operational workflows for these services.

### **1. Corporate Salary Disbursement Solution**

MMBL offers a flexible salary disbursement solution for corporate clients, allowing payments to be made to employees’ MMBL accounts, CNIC numbers, or ATM cards. The specific channel is chosen based on the client’s needs. Only the Relevant process will be applicable.

#### **Process Flow:**

1. **Data Submission:** The client provides employee data for disbursement along with debit instructions to the Financial Transactions Unit (FTU) through their dedicated corporate team.
2. **External Funding (If applicable):** For clients without an account at MMBL but with a disbursement agreement, funds are deposited into MMBL's corresponding bank accounts (UBL/MCB).

3. **Data Scrutiny:** The FTU scrutinizes the provided data for any errors, such as duplicates, incorrect MSISDNs, or discrepancies between individual salary amounts and the total disbursement amount.
4. **Error Handling:** If errors are found, the FTU immediately notifies the client and awaits their instructions.
5. **Fund Transfer:**
  - o **For clients with an MMBL account:** The FTU debits the client's account in the Core Banking System (CBS) and credits a designated "Control Account" in CBS. Concurrently, the FTU debits the "Control Account" in the Central Processing System (CPS) and credits the client's account in CPS.
  - o **For clients without an MMBL account:** The Corporate Management Team (CMT) debits the "Balance with UBL/MCB" General Ledger (GL) and credits the "Control Account" in CBS.
6. **Disbursement Initiation:** The disbursement is initiated from the client's [mobile wallet](#)
7. **Summary and Reconciliation:** Once the activity is complete, a summary detailing the transaction status (success/failed) is shared with the client. Any remaining funds are transferred back to the client's MMBL account or their corresponding bank account.

## 2. G2P and Social Disbursement Solution

MMBL's branchless banking platform provides an effective and transparent channel for G2P and social disbursements to entities like government organizations, NGOs, and other private organizations. Disbursements can be made via CNIC or M-Wallet.

### Process Flow:

The process for G2P and social disbursements largely mirrors the corporate salary disbursement process, with a focus on seamless, hassle-free payments for beneficiaries.

1. **Data Submission:** The client provides the disbursement data and debit instructions to the FTU through the corporate team.
2. **External Funding (If applicable):** Clients who do not maintain an account with MMBL deposit funds into MMBL's corresponding bank accounts (UBL/MCB).
3. **Data Scrutiny:** The Payment Services Unit (PSU) or FTU meticulously scrutinizes the data for errors like duplications, incorrect MSISDNs, and total amount discrepancies.
4. **Error Handling:** Any errors detected are immediately reported to the client for advice before proceeding.
5. **Fund Transfer:**
  - o **For clients with an MMBL account:** The CMT debits the client's account in CBS and credits the "Control Account" in CBS. Simultaneously, the CMT debits the "Control Account" and credits the client's account in the CPS.
  - o **For clients without an MMBL account:** The CMT debits the "Balance with UBL/MCB" GL and credits the "Control Account" in CBS.
6. **Disbursement Initiation:** The disbursement process is initiated from the client's [mobile wallet](#).
7. **Summary and Reconciliation:** After completion, a detailed summary with transaction statuses is shared with the client. Any funds that were not disbursed are returned to the client's CBS account or corresponding bank account.

## Annexure C- API DISBURSEMENT

### Definitions

Originating Institutions

Transaction Initiators

Reference ID

API

This Annexure outlines the technical and operational details for the MMBL Disbursement Services provided by MMBL to the Company. This document is a supplement to the Agreement and the Service Order Form executed between the Parties.

### 1. Overview of Disbursement Services

MMBL's Disbursement Services allow registered participants, referred to as "Originating Institutions" or "Transaction Initiators," to disburse funds to individuals and businesses. This includes payments for salaries, benefits, loan disbursements, or for any other programs.

The service facilitates instant and convenient bulk or individual payments, reducing the time and cost associated with traditional paper-based methods.

#### How It Works:

Funds can be disbursed to MMBL registered mobile money accounts, CNIC numbers (Computerized National Identity Card), and other bank accounts via Inter-Bank Fund Transfer (IBFT). The Company will use a series of APIs to initiate payment transactions through the MMBL platform.

## Security Measures:

MMBL employs a three-layered security protocol to ensure the confidentiality and integrity of all data.

1. **Authentication:** Each API request is authenticated using a unique API key and token.
2. **Encryption:** Data must be submitted in an encrypted format, and responses will also be encrypted to protect data during transmission.
3. **MPIN Verification:** The system verifies the MPIN (Mobile Personal Identification Number) of the Company's registered organizational pool account. This MPIN is stored in an encrypted format within the MMBL database.

## 2. Process Overview

To disburse funds via the MMBL APIs, the Company will follow these steps:

1. **Account Setup:** Set up a disbursement account with MMBL, including providing necessary business information and identity verification.
2. **API Integration:** Integrate the MMBL disbursement APIs into the Company's systems.
3. **Transaction Initiation:** Use the APIs to initiate a disbursement by providing recipient details (e.g., CNIC number, bank account) and the disbursement amount. The Company must include unique security credentials in all API requests.
4. **Transaction Processing:** MMBL will process the disbursement and transfer the funds to the recipient.

## Funds Transfer Options

- **CNIC-Based Disbursement:** Allows an organization to pay beneficiaries with a valid NADRA CNIC. Funds can be withdrawn by the recipient from designated MMBL agent locations. All API requests and responses for CNIC disbursements must be encrypted.
- **IBFT (Inter-Bank Fund Transfer):** Enables electronic fund transfers from the Company's pool account to a recipient's account at another bank.
  - o **Process:** The Company must determine transfer requirements, gather the recipient's bank details (name, account number, name, MSISDN), and initiate the transfer via API.
  - o **Confirmation:** Upon successful transfer, a transaction reference number (TID) will be provided for confirmation.
- **Mobile Wallet (MW) Transfer:** This feature allows individual payments to registered MMBL mobile wallet users. API bodies and responses for MW transfers must be encrypted using agreed-upon encryption algorithms and keys.

## 3. Staging and QA Environment Sign-off

Before going live, the Company must perform formal testing in the MMBL staging/QA environment.

This environment is a copy of the production API and is used for development and testing purposes to ensure the accuracy of all parameters being passed.

## 4. Transaction Status API

The Company must use the Transaction Status API to inquire about the status of any transaction based on the Originator Conversation ID or reference ID. This API is essential for ensuring the authenticity and status of each disbursement.

## 5. Best Practices & Miscellaneous Information

- **Security:** MMBL uses HTTPS over TCP with TLS for data transfer and whitelists source IPs as an enhanced security measure. The Company is solely responsible for protecting its API resources.
- **API Key Security:**
  - o Store API and encryption keys in a secure location (e.g., a password manager).
  - o Restrict access to keys on a need-to-know basis.
  - o Immediately contact MMBL if a key is compromised.
- **Originator Conversation ID:** The Company must use a unique identifier for each transaction, following a convention like "OrgABC-yyymmdd-hhmmss".
- **Test Accounts:** MMBL will provide test account MSISDNs for both MMBL and non-MMBL users to test all possible disbursement flows.
- **Response Codes:** The Company must be familiar with all response codes provided by MMBL to handle different transaction scenarios.

## 6. Key Takeaways for Testing

- A dummy CNIC will be created for testing in the staging environment.
- The Company must use the provided dummy CNIC and MSISDN for all testing.
- All testing must be conducted from the pre-approved whitelisted IPs.
- Credentials will be provided only during the active testing phase.
- The Company must ensure their server is connected and the cache is cleared to avoid errors.

- Extensive testing of all scenarios provided by MMBL is mandatory.

#### 7. Go-Live Checklist

- **Reconciliation:** MMBL will provide a daily financial report at T+1 from its Central Processing System (CPS). The Company must perform daily financial reconciliations and report any discrepancies within five working days.
- **Transaction Handling:** Do not re-attempt a failed transaction until reconciliation with the CPS report is completed to avoid duplicate transactions.
- **Dispute Resolution:** In the event of a dispute, the Company must provide complete API request/response logs within five working days of the disputed transaction.
- **Escalation Matrix:** Both parties must align their technical support teams and escalation matrices before going live.

### Annexure D- CORPORATE PORTAL DISBURSEMENT

#### Definition:

**Solution**” means Corporate Portal owned by the Bank, which can only be used for the purpose of disbursement by the Company itself in accordance with the terms of this agreement.

Pursuant to the above the COMPANY and MMBL have agreed that MMBL shall provide disbursement solution (the, “Solution”) to the COMPANY, subject to any limitations contained in the Branchless Banking Regulations, whereby the amounts of Beneficiaries (as per detail provided by COMPANY) will be disbursed into the Mobile Wallets (MW) of the beneficiaries and the beneficiaries shall be provided the facility to collect their amounts at any JazzCash Outlet or from any 1-Link/MNet ATMs in Pakistan, on the terms and conditions set forth in the Agreement.

1. MMBL shall provide the Solution to the COMPANY for the purpose of Services to Beneficiaries’ MW, IBFT and/or CNIC through system integration of MMBL and the COMPANY.
2. MMBL shall provide access of the Solution to authorized personnel of the COMPANY duly communicated by the COMPANY to MMBL in a prescribed format provided by MMBL.
3. The Company shall appoint Maker, Checker and Approver by itself for using the Solution. MMBL shall in no way be responsible for appointing of Users of the Portal.
4. Any MW Card which is lost or mutilated shall be reported immediately by the Beneficiary for blocking of such card. The company POC would inform MMBL regarding the re-carding. The cards would then be dispatched for the beneficiary. Replacement will be charged at the rate mentioned in Schedule 1.
5. Moreover, the Company shall remain liable for any and/or all acts/requests made through the corporate portal. The Company shall be responsible to ensure the credential of Beneficiary (ies) whom the information is being uploaded and hold MMBL harmless in this regard. All information/documentation can be provided by the Company / other Party to MMBL through the corporate portal provided by MMBL. The Company would also be liable for the creation of the accounts for the maker, checker and approver and all the actions conducted by them.
6. The COMPANY agrees to indemnify and hold harmless MMBL against any and all claims made against MMBL arising out of the transactions contemplated or disbursement made under the Agreement. Provided aforesaid indemnity shall not be applicable in case of breach of this Agreement by MMBL. Moreover, the Company shall remain liable for any and/or all disbursement and any other actions made using the portal (including but not limited to ATM Card ordering , Insurance , MA Registration etc) made through the Solution. The Company shall be responsible to ensure the credential of Beneficiary whom the Funds are being transferred and hold MMBL harmless in this regard. Therefore , MMBL should be held harmless of all the actions conducted on the Corporate Portal by the maker , checker

and approver of that particular Company. The COMPANY shall also ensure that Beneficiaries cooperate with MMBL and comply with MMBL instructions regarding the matters set out in the Agreement.