

Terms and Conditions

Customer Terms

Credit Card Terms

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Section 1 – Customer Terms

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Important notice

You need to read this document

It sets out the general terms and conditions of our personal banking relationship with you. These terms and conditions apply to each *product* we agree to provide to you from time to time. They apply in addition to other documents including the *product terms* and the *tariff sheet* but they do not apply to any existing facility, product or service we provide to you to the extent that they are subject to separate terms and conditions. We may vary any of the terms of our banking agreement by notice to you in accordance with our usual practice and in accordance with any applicable law. This may include giving notice to you by public announcement as set out in clause 7.3 of our Customer Terms.

If you need to contact us about any aspect of our relationship, contact your branch or use phone banking.

Key words

The meaning of key words printed *like this* and other words used in our banking agreement is explained at the end of these Customer Terms and at the end of the applicable *product terms*.

Part A – Our banking relationship

1. The terms of our relationship

- 1.1 We have a range of *products* designed to suit your personal banking needs. The specific features of our *products* are available on request. Some *products* may not be available to you depending on your location.
- 1.2 If you want to use a *product*, you need to complete an *application* to ask us to approve your use of it. Different eligibility criteria may apply to different *products*. These may include minimum or maximum age or deposit amounts. We may refuse an *application* for any reason. Unless required by law, we do not need to give you a reason.
- 1.3 If we agree to provide a *product* to you, the terms on which you may use the *product* are called our *banking agreement*. This is made up of the following documents for the *product*:
- the *application*;
 - any *letter of offer*;
 - these Customer Terms;
 - the *product terms*;
 - our *approval*;
 - the *tariff sheet*;
 - any guidelines we issue in connection with use of the *product* (including guidelines for use of *electronic banking services*);
 - any other terms and conditions that form part of our banking agreement as varied or replaced from time to time.

A separate banking agreement is entered into each time you and we agree that you may use a *product*. For example, if you accept a *letter of offer* for more than one *product*, a separate “banking agreement” is established at that time for each *product* on the terms set out, or referred to, in the *letter of offer*.

The terms of our banking agreement apply to each use of the *product* by you or any *authorised person*. If you or an *authorised person* does not agree with the terms of our banking agreement, you or they should not carry out the transaction or access any *account*. You are responsible for ensuring that each *authorised person* complies with our banking agreement and for anything an *authorised person* does in connection with our banking agreement. You must ensure that each *authorised person* is given a copy of the terms that apply to any *product* they use.

- 1.4 If you are not a resident of Singapore, additional terms and conditions may apply as notified by us at any time.
- 1.5 A reference to terms and conditions by any name in forms, statements, brochures and other documents we provide is a reference to the relevant terms contained in our banking agreement.
- 1.6 If there is any inconsistency between:
- these Customer Terms and any specific terms (such as the *product terms* or any *letter of offer*), the specific terms prevail; and
 - the English version of our banking agreement and any translations, the English version prevails.

2. Pre-conditions to use of any product

- 2.1 We need not provide any funds to you or otherwise allow you to use a *product* if:
- we consider you may be in *default*;
 - you have not satisfied any pre-conditions to use set out in our *approval*, our *letter of offer*, the applicable *product terms*, elsewhere in our banking agreement or as we notify you at any time;
 - you have not given us the *security* (if any) we require in addition to the *security* set out in Part I (Security);
 - we consider that you may not be able to satisfy your obligations to us under our banking agreement. We may determine this is the case if, for example, there has been a change in

your financial position since the date of your *application*;

- we advise you that funds can only be provided or the *product* can only be used during a specified period (called the availability period), and that period has expired;
- your request for funds exceeds the applicable limit;
- you have not provided us with all other documents and information we reasonably request;
- you give us any incorrect, incomplete or misleading information or make an incorrect or misleading representation or warranty.

In addition, for some *products* we need not provide funds to you or otherwise allow you to use the *product* if, in our absolute discretion, we decide not to do so (see the applicable *product terms*).

- 2.2 Unless we agree otherwise, you and each *authorised person* must be at least 18 years of age to use any of our *products*. However, if we permit you or an *authorised person* to use any of our *products* even though you or they are below 18 years of age, this does not affect our rights under our banking agreement.

3. Review

We may review the terms of our banking agreement (including the *product terms* and your conduct under our banking agreement) annually or at any time. Even if there is no *default*, we may (subject to applicable law), at any time:

- terminate or cancel our banking agreement;
- vary any limit or interest rate applying to the *product* or vary the term of the *product*;
- require additional *security*;
- otherwise vary the terms of our banking agreement.

Part B – Operating accounts

4. Authority

Account operating authority

- 4.1 When you apply for a *product*, you must give us account operating authority details:
- for all *authorised persons*; and
 - for joint *accounts*, the method of operation (either, any one account holder to give instructions or all account holders to give instructions jointly). If no method of operation is specified, any one account holder may operate the account.
- If on a joint *account* you require more than one account holder to sign, then you will be able to view (but not give instructions on) the *account* using an *electronic banking service* if each relevant account holder approves the relevant access.
- 4.2 We act on the account operating authority until you vary (by removing or adding *authorised persons*) or cancel it. If you want to vary the account operating authority by changing either the *authorised persons* or the method of operation, or cancel the account operating authority, you must give instructions in writing to the branch where the *account* is conducted. On receipt of the instructions, we will vary or cancel (as the case may be) the account operating authority if we accept your instructions. The variation or cancellation becomes effective within 7 banking days after we accept your instructions.
- 4.3 We honour for payment all cheques and other instruments signed in accordance with the previous authority if they are dated before, but presented after the variation or cancellation of the account operating authority unless you give us express instructions and pay the necessary fees for such payments to be stopped.
- 4.4 We rely on any instructions given by an *authorised person* in accordance with the account operating authority.
- 4.5 An *authorised person* must use the same signature for all *products* as used on the account operating authority and a signature for an account operating authority must not be in the form of a rubber stamped mark.

Scope of account operating authority

- 4.6 Except to the extent you may limit the authority of an *authorised person* each *authorised person* may act on the *account*. Depending on the *product*, an *authorised person* may:
- draw cheques;
 - overdraw to any extent permitted by us;
 - withdraw money in any manner;
 - give and cancel authorities in our usual form for periodical payments;
 - stop a payment of a cheque drawn on the *account*;
 - access and operate the *account* using an *electronic banking service* in accordance with our banking agreement;
 - obtain statements of *account* and any information required concerning the *accounts* generally;
 - obtain cheque books and endorse cheques or other instruments payable to your order or if it is a joint *account*, payable to any one or more of you; and
 - elect on your behalf to receive *eStatements* and notices electronically (instead of by mail), and cancel that election.

Conducting an account in joint names

- 4.7 Unless otherwise agreed with us when a joint *account* is opened:
- operations on the *account* are governed by the account operating authority;
 - we need not enquire into the circumstances of any instructions any of you may give in relation to the conduct of the *account*;
 - we are authorised to accept for credit of the joint *account*, any cheque or other instrument payable to one or more of you;
 - each of you is liable to us jointly and separately

for the *balance owing* (including if we permit an overdrawing); and

- if one of you dies, the surviving account holder may give instructions and obtains title to the *account*. Any payment we make to the surviving account holder or a court discharges any obligations we owe to you.
- 4.8 If one joint account holder dies, the obligations of the surviving account holder and our rights (including set off) under our banking agreement are not affected.
- 4.9 If the operating authority for a joint *account* is a single signing authority, then if any one of you becomes bankrupt or mentally incapacitated, we shall be entitled at our sole discretion (but shall not be obliged), to allow the other joint account holder(s) to operate the joint *account*, without being liable to any one of you in respect of any such action.
- 4.10 If the operating authority for a joint *account* is a joint signing authority, then:
- if any one of you becomes bankrupt, the joint *account* can be operated or closed only by the joint signatures of the Official Assignee or trustee in bankruptcy of the bankrupt joint account holder and the other joint account holder(s); or
 - if any one of you becomes mentally incapacitated, the joint *account* can be operated or closed only by the joint signatures of the donee(s) or deputy of the mentally incapacitated joint account holder appointed under the applicable law and the other joint account holder(s).

5. Instructions

Authorised persons

- 5.1 You authorise us to act on instructions from you or any *authorised person* (including any instructions we believe on reasonable grounds to have been given by you or an *authorised person*). You acknowledge that for *electronic banking services*, we may require use of a *security code* and use of a *security code* is evidence that the instruction is authorised by you or an *authorised person*. However, also see clause 18 (Liability for transactions).

Form of instructions

- 5.2 Instructions must be given in writing. However, we may accept instructions by telephone, fax or through any *electronic banking service*, subject to execution and provision of any documents we may require. Please also refer to Part C (Electronic Banking) for terms and conditions on *electronic banking services*.
- You are responsible for ensuring the accuracy and completeness of instructions.
- 5.3 You acknowledge that all instructions given (and our records of those instructions) in electronic form are original documents in writing. You agree not to challenge their validity, admissibility or enforceability on the basis they are in electronic form.
- 5.4 You must ensure your *account* has sufficient funds for the purposes of giving instructions to us.
- 5.5 All instructions are irrevocable and binding on you.
- 5.6 Contact us if you need to confirm that an instruction has reached us and that it will be carried out by a particular time.

How we may act

- 5.7 We may:
- act on incomplete or unclear instructions if we reasonably believe we can correct the information without referring to you or an *authorised person*. Otherwise, we may refuse to act on incomplete or unclear instructions;
 - act on instructions which conflict with each other and determine the order of acting if multiple instructions are received;
 - specify conditions on which we accept any instructions;
 - verify any instruction we receive by contacting you;

- act in accordance with our usual business practice and procedure and we need only accept instructions if we consider it reasonable and practicable to do so. For example, we may refuse to act if an instruction may involve a breach of our policy, any security procedure or any law or requirement of any authority (including any economic and trade sanctions imposed by any supranational organisation, official body, the United States of America, Her Majesty's Treasury, the United Nations, the European Union or any country), result in an account being overdrawn, appears to conflict with another instruction from a joint account holder, or if we genuinely believe or suspect the instruction is fraudulent or unauthorised.

Instructions for joint accounts

- 5.8 If an instruction appears to conflict with another instruction from a joint account holder, we may ask for the instruction to be given by all account holders on the *account*.

Payment instructions

- 5.9 You authorise us to act as the instructing financial institution to send your payment instructions (for example a cheque, traveller's cheque, money order or other similar instrument). You also authorise us and each member of the *Standard Chartered Group* or any third party who receives the payment instructions to act on them as if you had sent the payment instructions directly to them.

Inability to process

- 5.10 If we cannot process instructions, we will attempt to notify you as soon as possible.

Timing

- 5.11 If we receive an instruction on a non-banking day or after our "cut-off time" for a *product*, we may treat it as having been received on the next banking day.

Stopping a transaction

- 5.12 If we are instructed in writing to stop a transaction, we will attempt to do so. However, we are not liable for any *loss* you incur if we cannot do so.

Risks

- 5.13 You acknowledge and accept the risks of giving instructions by telephone, fax or through any *electronic banking service* (including the risk of any instructions being unauthorised or given by an unauthorised person, the risk that we may process instructions twice if you send the same instructions to us in different forms and the risk that any information sent by *electronic banking services* cannot be guaranteed to be secure or free from virus or delay). Please also refer to Part C (Electronic Banking) for terms and conditions on *electronic banking services*.

Instructions from us

- 5.14 You and each *authorised person* must follow our instructions in connection with a *product* and comply with all applicable laws.

6. Account overdrawn

- 6.1 If you or an *authorised person* makes any withdrawal, payment or other transaction on an *account* (including by cheque or use of a *card* or *electronic banking service*) or any other debit is made to the *account* which would result in:
- a debit (or negative) balance in the *account*; or
 - any agreed overdraft limit applying to the *account* under a line of credit or other loan facility being exceeded,
- this is known as overdrawing the *account*.
- 6.2 We need not:
- accept any instruction or allow any withdrawal or transaction or honour any cheque or other instrument drawn on an *account*, which would cause an *account* to be overdrawn; or
 - transfer funds from any other *account* to the overdrawn *account* in order to effect the withdrawal or transaction.
- 6.3 We may (but need not) allow an *account* to be overdrawn (even if no request has been made for an overdraft) if we believe that an overdraft is necessary for us to carry out instructions from you or an *authorised person*.

- 6.4 If we allow an *account* to be overdrawn:

- this only applies for that particular instruction and this does not mean that we will allow a similar overdraft in the future;
- the amount by which the *account* is overdrawn is treated as an advance by us to you and you owe us a debt equal to that amount;
- when we ask, you must repay that advance and any interest which is calculated in accordance with our usual practice and at the interest rate that we notify to you.

7. Notices and communications

Contact information

- 7.1 You must give us in writing your address, telephone, fax number, email address and mobile phone number for receipt of notices and other communications in connection with our banking agreement. If these details change you must give us reasonable advance notice in writing before the change has taken place.

Form of notices and communications

- 7.2 Unless otherwise provided in our banking agreement, notices and communications must be sent to the address, telephone number, fax number, email address or mobile phone number last notified. Where we have reason to believe that correspondences sent to the address last notified has not reached you, we may, but shall not be obliged to, stop sending correspondences to that address, by giving you a notice sent to that address or such other address that you may have notified to us. If you do not provide us with your updated address or otherwise confirm your address, you will bear any loss that may arise from correspondence not being sent to you. We may suspend or stop sending you notices, correspondences, and communications if we have been notified of the following and we reasonably believe that any of the following has occurred:

- your death; or
- you no longer reside at such last notified address.

- 7.3 In some cases, our notices and communications may be made as public announcements in daily newspapers, posted at any of our branches, our *ATMs* or on our website.

When notices and communications to you are effective

- 7.4 Unless otherwise provided in our banking agreement, our notices and communications to you are effective:
- if sent by fax, at the time shown on the transmission report as being successfully sent;
 - if delivered personally, at the time of delivery;
 - if sent by post within Singapore, the following banking day after posting;
 - if sent by post outside Singapore, 5 banking days after posting;
 - if sent by email or *SMS*, 4 hours after we send it unless we receive a delivery failure receipt;
 - if delivered via the *online banking* inbox, 24 hours after we send it; and
 - if published in daily newspapers, posted at any of our branches, our *ATMs* or on our website, at the time of publication or posting.

When notices and communications to us are effective

- 7.5 Your communications are effective when we actually receive them in legible form.

Recording of telephone conversations

- 7.6 Subject to any applicable law, you consent to us or persons acting on our behalf recording telephone conversations between our employees, agents, or persons acting on our behalf (including service providers) and you or an *authorised person* (and you confirm you are authorised to provide consent on behalf of the *authorised person*). We may inform you or the *authorised person* when we do. We may use the recorded conversations or transcripts in any dispute in connection with our banking agreement.

Digital signatures

Part C – Electronic banking

- 7.7 Instructions and communications digitally signed and supported by a digital certificate will have the same validity, admissibility and enforceability as if signed in writing.
- 7.8 Any communication that is digitally signed must comply with any applicable law.

Electronic contracts

- 7.9 You are satisfied that electronically concluded contracts are enforceable despite the legal risks associated with them.
- 7.10 You must not dispute the contents of any communication (including any *application*) sent to us using *electronic equipment* merely on the basis that such contents were sent using *electronic equipment*.

Communications to joint account holders

- 7.11 If you are joint account holders, communications (including notice of any variation to our banking agreement and any statements (including any *consolidated statements*)) sent to the address you have notified us as the address for receipt of notices and other communications or your residential address in connection with our banking agreement are taken to be given to all of you.

8. What is electronic banking?

Overview

- 8.1 *Electronic banking services* are a range of banking and other services or facilities that use *electronic equipment* and include the following:

- *online banking*
- *ATM and debit card services*
- *phone banking*
- *SMS banking*
- *electronic alert*
- *mobile banking*
- *fund transfer services*
- *point of sale banking*
- *eStatements*
- other e-commerce or value added services.

Please contact us for details of the *electronic banking services* available to you.

Using electronic equipment

- 8.2 When a transaction is made with *electronic equipment using a security code*, you authorise us to act on the instructions entered into that *electronic equipment*.

We treat use of a *security code* as evidence that you or an *authorised person* issued the instructions (see clause 5 for more details).

Problems with instructions

- 8.3 If it is not possible to direct an *electronic banking service* to a specified *account* in accordance with the instructions you or an *authorised person* gives the *electronic equipment*, we may direct it to any *account* that is linked to a *security code*.

9. Using electronic banking services

Availability

- 9.1 *Electronic banking services*, and certain facilities under the *electronic banking services*, may be available only for certain types of *accounts* and not others.

Eligibility

- 9.2 Unless we agree otherwise, you and each *authorised person* must be at least 18 years of age to use *electronic banking services*. However, if we permit you or an *authorised person* to use *electronic banking services* even though you or they are below 18 years of age, this does not affect our rights under our banking agreement.

Preconditions to use

- 9.3 We only make an *electronic banking service* available if:
- you are recorded as the legal and beneficial owner of the *account* and use of the *electronic banking service* in respect of the *account* is acceptable to us;
 - you have registered for the particular type of *electronic banking service*. Contact us to arrange this; and
 - you and each *authorised person* has complied with the activation procedures we specify.

Guidelines

- 9.4 If we issue any guidelines in connection with the use of any *electronic banking services*, the guidelines must be followed whenever anyone accesses the *electronic banking service*. We are not liable for any *loss* you incur as a result of any failure to do so.

Limits

- 9.5 *Electronic banking services* may be limited to specific amounts set by law or by us or by the owner or operator of the *electronic equipment*. For example, there are maximum and minimum daily withdrawals amounts that may vary.

Application of terms

- 9.6 These terms apply to your use of an *electronic banking service* whenever you subscribe for the *electronic banking service* even if you subscribe after you begin to use a *product*.

Joint accounts

- 9.7 If the account operating authority for a joint *account* is "both/all to sign", you agree that each

joint account holder is taken to be subscribing to the *electronic banking services*, and access to the *electronic banking services* is restricted to viewing of information only and not conducting transactions.

9.8 If the operating authority for a joint account is “single signing authority”, you agree that:

- all joint account holders may operate the account using the *electronic banking services* in accordance with these Customer Terms (even if you are not registered to use the relevant *electronic banking services*); and
- any single joint account holder may validly give instructions by the *electronic banking services* in connection with that joint account.

Operating times

9.9 The *electronic banking services* will usually be available for use during normal operating hours or at the times set out in the guidelines or otherwise notified to you. However, routine maintenance requirements, excess demand on the systems and *circumstances beyond our control* may mean it is not always possible for the *electronic banking services* to be available during all normal operating hours.

Access

9.10 When you or an *authorised person* uses *electronic banking services* you or they must:

- not access the *electronic banking services* using any *electronic equipment* not owned by them or which they are not licensed or authorised to use; and
- take all reasonably practical measures to ensure that any *electronic equipment* from which they access the *electronic banking services* is free of and adequately protected against any computer virus or other malicious software.

Unauthorised overdrafts

9.11 You cannot rely on the operation of the *electronic banking services* to prevent an unauthorised overdraft being created. In particular, you must remember that cheques and any payment instructions you or an *authorised person* has given using the *electronic banking services* may not be given immediate value or immediate effect and might not always be immediately reflected in the *balance owing*. For the consequences of unauthorised overdrafts see clause 6.

Phone banking

9.12 When using phone banking, if you ask and we quote any exchange rate or interest rate to you, the rates are for your reference only and are not binding on us unless we subsequently confirm the rates in writing.

Electronic alerts

9.13 The electronic alerts available are:

Alert type	Description
SMS alerts - automatic alerts	No prior subscription required.
SMS alerts - subscriber alerts	You must subscribe and select the types of SMS alerts which you wish to receive.
Email alerts - automatic alerts	No prior subscription required.
Email alerts - subscriber alerts	You must subscribe and select the types of email alerts which you wish to receive.

9.14 We may vary the types of *electronic alerts* available without notice to you. They are sent only when available and practicable.

Availability

9.15 The availability, speed and proper functioning of *electronic banking services* depends on many variable circumstances, including location, mobile network and internet availability and signal strength, and proper functioning of hardware,

software, your mobile network operator, mobile phone and computer.

Suspension

9.16 We may suspend any *electronic banking service* temporarily at any time for maintenance and upgrading of services.

Fees and charges

9.17 In addition to any fees and costs you must pay us, you must pay any fees or charges imposed by the provider of the *electronic equipment* and your telecommunications provider for using *electronic banking services*.

Variations

9.18 We may at any time:

- vary the way any *electronic banking service* operates; or
- add to, remove or otherwise vary, end or suspend any of the facilities available under any *electronic banking service*.

You and each *authorised person* are taken to be bound by any variation to the operation of an *electronic banking service* if you or they continue to access the *electronic banking service* after we notify you of the variation.

10. SMS banking

SMS banking is only available for mobile phones and data connections which meet the specifications and configurations we specify. You must obtain and maintain a mobile phone and data connection which meet these requirements at your own expense.

11. Fund transfer services by electronic banking services

11.1 This clause 11 applies only if the respective services are available under the *fund transfer services* for your type of *product*.

11.2 You and each *authorised person* may use *electronic equipment* to access the following services for the purposes set out below

Name of service	Purpose
Interbank funds transfer service	To instruct us to transfer funds from a <i>source account</i> to a specified account with another bank in Singapore.
Own account funds transfer service	To instruct us to transfer funds between <i>accounts</i> . This service may only be used where all named account holders are identical across the <i>accounts</i> but excluding accounts which are known to us to be held by you in different capacities including trust accounts or estate accounts.
Bill payment service	To instruct us to transfer funds for payments from a <i>source account</i> to a specified payee.
Third party intrabank funds transfer service	You and each <i>authorised person</i> may use the third party intrabank funds transfer service to instruct us to transfer funds from a <i>source account</i> to a specified account with us which is held in the name of any one or more account holders which is different from those in the <i>source account</i> , or an account known to us to be held by you in different capacities.
International telegraphic transfer service	To instruct us to transfer funds from a <i>source account</i> to a specified account with a bank in another country.

Fund transfer limits

11.3 You and each *authorised person* may issue as many instructions to transfer funds in any one day as you wish. However, you and each *authorised person* may only issue instructions to transfer up to the preset or personalised limit per day.

- 11.4 The preset daily limit may differ for different types of fund transfers and different types of *accounts*. The limits may also be applied on an aggregated basis between differing *fund transfer services*. For details of the preset limits, see our website.
- 11.5 You may lower the preset limit for *accounts* by *online banking*. Your personalised limit will apply to all *accounts*.
- 11.6 If you want to increase the limit after lowering it (subject always to the ceiling of the preset daily limit), please contact us.
- 11.7 Each International Telegraphic Transfer Service transaction is subject to minimum and maximum transfer amounts per transaction, as set out on our website.

Bill payment services

- 11.8 If you use the bill payment services, we may give reports to payees, listing all users of the *electronic banking services* who have made payments to that payee and the respective amounts paid by each of those users. You consent to us to disclosing to the payee any information required in the reports.
- 11.9 Neither you nor any *authorised person* may issue instructions that will cause any limit we set for the bill payment services to be exceeded.
- 11.10 Payees may only receive payments after any minimum processing time we set.

International Telegraphic Transfer Service

- 11.11 If you or an *authorised person* uses the International Telegraphic Transfer Service:
 - you or they must register each recipient using *online banking* before you or they may make an *online telegraphic transfer* to that recipient. Once a recipient has been registered, you are solely responsible to update any changes to the recipient's particulars (excluding name or identity particulars) by the *electronic banking services*. We are not liable for any *loss* which may result if you fail to update the recipient's particulars before making an *online telegraphic transfer*; and
 - the rate of exchange applying to each *online telegraphic transfer* is our prevailing rate of exchange for the relevant currencies at the time that the *online telegraphic transfer* is processed,

- and not at the time the instruction is entered by you or the *authorised person*.

When we need not execute fund transfer instructions

- 11.12 We need not execute any fund transfer instruction if on the date set for effecting the fund transfer:
 - the *source account* does not contain sufficient funds to make the fund transfer; or
 - you or an *authorised person* did not correctly use the *electronic banking services*; or
 - *circumstances beyond our control* prevent the fund transfer from being carried out, despite reasonable precautions taken by us.

12. eStatements

- 12.1 You may elect to receive *eStatements* by one of the following methods:

Method	Description
Email, online or in your application	Your <i>eStatement</i> is sent by email to your email address (last notified). Your <i>eStatement</i> will also be available by <i>online banking</i> .
Online only	An "eStatement Notification" message is sent to your email address (last notified) to advise you that your <i>eStatement</i> is available. You may then access and/or download your <i>eStatement</i> by <i>online banking</i> .

You may switch the manner in which you receive *eStatements* by contacting us.

- 12.2 Despite the features or options offered at the time you first registered to receive *eStatements*, we may stop issuing paper printouts of your statements at any time. However, if you ask, we agree to give paper printouts on the basis that you pay the applicable fee (see the *tariff sheet* or contact us at one of our branches or use phone banking).
- 12.3 You are taken to receive each *eStatement* within 24 hours of the *eStatement* or *eStatement Notification* being sent by us.
- 12.4 You must use only software compatible with the *eStatement* service to access the *eStatement*.
- 12.5 Where you have elected to receive *eStatements*, you agree that we may, in addition to clause 7, communicate any notice or communication (including any information relating to any *account, product* or transaction) to you using the method that you have elected to receive your *eStatements*.

13. Other services and programmes

- 13.1 We are not responsible for any services that are not controlled by us, through which you or an *authorised person* accesses any *electronic banking services*, and we are not liable for any *loss* you incur in connection with that service. You are responsible for complying with all the terms and conditions of using that service and paying all the costs in connection with it.
- 13.2 From time to time we offer incentive programmes or value added services in connection with *electronic banking services*. These may be provided by us or a third party. We may vary or withdraw the programmes or services at any time. We do not guarantee or warrant their quality and, if they are provided by a third party, they are provided on the terms offered by the third party (including the third party's privacy policies). Please contact us if you want to find out more information about the terms of the programmes or services.

Part D – Cards

14. Cards - generally

We may agree to issue *ATM cards, debit cards or credit cards*. This clause sets out general provisions which apply to these types of cards. Additional terms apply to specific types of *cards* (see these Customer Terms and the applicable *product terms*).

A *prepaid card* is not an *ATM card, debit card or credit card*. If you apply for a prepaid card we provide you with separate terms and conditions of use.

Issue of cards

- 14.1 We may issue a *card* to you and, if you ask, to each *authorised person*.
- 14.2 A reference to terms and conditions on a *card* is a reference to the terms of our banking agreement.

Card is our property

- 14.3 The *card* remains our property and is not transferable to another person. We may suspend the use of the *card* without prior notice to you. You must ensure that the *card* (and, if applicable, any software stored on it) is not defaced, damaged, bent or modified, reverse engineered or decompiled, in any way.

Signatures

- 14.4 A *card* must be signed immediately on receipt.
- 14.5 You must ensure that the signature of the *authorised person* on the *card* is the same as on the account operating authority.
- 14.6 When a *card* is used the signature on any sales draft, credit voucher or other transaction record is binding and conclusive evidence that you have accepted the fees or charges which are charged to a *linked account*. You should keep the transaction records that you or any *authorised person* are given.

Use of cards

- 14.7 *Cards* may be used to pay for goods and services to access cash or perform other transactions as we notify from time to time. However, where a particular function is permitted, this is limited to particular channels as advised. For example, paying for goods and services and accessing cash may be limited to *merchant terminals or ATMs* which display the relevant card logo.
- 14.8 A *cardholder* may use a *card* to authorise transactions in any manner we permit from time to time. This may include use of the card number without the physical card.

Transaction limits

- 14.9 We or other financial institutions may impose transaction limits on different types of transactions which may be made using a *card*. For details of the limits we impose, please contact us.

Your liability

- 14.10 Except as otherwise set out in our banking agreement, you are liable for all transactions made using a *card* or the *card* number.

Expiry date

- 14.11 If a *card* has an expiry date, we may reject any use of the *card* after that date.

Restrictions on use of a card

- 14.12 Neither you nor any *authorised person* may use a *card*:
- for any unlawful activity (including a purchase of goods or services that is illegal or prohibited by the laws of Singapore or by the laws of the country where the purchase is made); or
 - to pay debts incurred in connection with on-line gambling, wagering or betting activities conducted via internet.
- 14.13 We may refuse to approve transactions made using a *card* if we believe or suspect the transactions are illegal, fraudulent, dishonest or unauthorised. However, we need not determine or enquire into the purpose or legality of the transaction.

Overdrafts on linked account

- 14.14 Neither you nor any *authorised person* may use a *card* for a transaction if it would cause

a *linked account* to be overdrawn. If the *linked account* is overdrawn, we may refuse to approve the transaction. For the consequences of an unauthorised overdraft see clause 6.

Replacement and renewed cards

- 14.15 If you or an *authorised person* asks, we may issue a replacement *card*. You must pay the applicable replacement fee (see the *tariff sheet* or contact us at one of our branches or use phone banking).
- 14.16 We treat any use of a replacement or renewed *card* as a valid activation of the *card*.

Features on a card

- 14.17 We may enter into arrangements with third parties (including service providers and *merchants*) to offer additional services or features on your *cards*. If offered, these are provided on a best efforts basis only. We are not liable for any *loss* you suffer in connection with these services or features.
- 14.18 We are not liable for the loss or inaccuracy of any information stored on a *card*.

Cancellation or expiry

- 14.19 You may cancel a *card* by giving us notice in writing. You must immediately destroy any cancelled or expired *card*.

Refunds

- 14.20 A *merchant* must issue a valid credit voucher to make a refund for goods or services purchased by using a *credit card*. We can only credit the *linked account* with the refund when we receive the voucher or other notification from the *merchant's* bank.

Disputes with merchants

- 14.21 We are not liable for:
- the refusal of any *electronic equipment or merchant* to accept the *card*; or
 - any defect or deficiency in goods or services supplied to you by any *merchant*.

You must resolve any complaint directly with the *merchant* and no claim against the *merchant* may be set off or claimed against us.

Withholding payment

- 14.22 If you report unauthorised transactions on your *credit card*, you may withhold paying the disputed amount until we complete our investigation. You must pay the disputed amount if your report is proved to be unfounded. We may impose late fees on the disputed amount.

Exchange rate

- 14.23 Non-local transactions will be converted to local currency at a rate we reasonably consider appropriate (see clause 22.1 (Currency of payment)), which may be a rate set or resulting from procedures adopted by a third party. For example, if the *card* is a Visa or MasterCard card, conversion is done using US dollar as the base currency on the date the transaction is received by us or processed, at the exchange rate and at the time determined by Visa International or MasterCard International at its absolute discretion. In any case, the exchange rate may differ from the rate in effect on the date of the transaction due to market fluctuations. Any rate imposed is final and conclusive and you bear all exchange risks, *loss*, commission, fees and charges, and other bank costs which may be incurred as a result.

Using an ATM card

- 14.24 You or an *authorised person* may only use an *ATM card* at an *ATM* or at a *EFTPOS or NETS* terminal.
- 14.25 Transactions you or an *authorised person* conduct overseas will be denominated in the currency of the country where you or they are located.
- 14.26 You or an *authorised person* may use an *ATM card* overseas if you or they comply with exchange controls and other applicable laws in the country where you or they are located.
- 14.27 If you or an *authorised person* uses your *ATM card* overseas and the *ATM* does not allow a choice of *account* for withdrawals, the order of *accounts* we debit is in accordance with our usual practice.
- 14.28 You authorise us to disclose information to parties involved in the provision of *ATM* services and you

authorise any such parties to disclose information to us about an *account*, your *PIN/password* and transactions.

15. Debit cards

Where you may use a debit card

- 15.1 A *debit card* may be used in Singapore and in most countries overseas.

Pre-authorisation procedure

- 15.2 Some *merchants* are required to specifically authorise transactions using *debit cards*. If this is the case, the transaction is processed as follows:
- the *merchant* debits an amount determined by it (called a *blocked amount*) from a *linked account* on the transaction date or the billing date, whichever is the earlier, regardless of the actual final transacted amount;
 - the difference between the blocked amount and the transacted amount is released and credited into a *linked account* after we process and pay the transacted amount; and
 - if there is any difference between the transacted amount billed or there is any delayed billing by the *merchant*, we may make any necessary adjustment by debiting or crediting a *linked account*, in order to reflect the correct transacted amount.

Minimum balance of linked account

- 15.3 We may set a minimum balance to be maintained in the *linked account* for the use of the *debit card* and we may vary the minimum balance without prior notice to you.

CashBack

- 15.4 Some *debit cards* gives you CashBack on certain transactions carried out in the account linked to the *debit card*. Check with us for details. We reserve the right to debit any *account* with us (without prior notice to you) with the amount of Cashback we credited to your chequing account in connection with the CashBack if the transactions are cancelled, voided or reversed for any reason.

16. 360° Rewards Programme

- 16.1 Some types of cards have *Standard Chartered 360° Rewards Programme*. For details please refer to the *product brochure* or contact us.

- 16.2 *360° Rewards Points* may be earned when a *cardholder* (including any person you authorise as a *supplementary cardholder* on your *account*) uses a *card* in the manner specified in the *product brochure*. However, *360° Rewards Points* accrue on your *account* only.

- 16.3 We may specify from time to time the amount of Singapore dollars which needs to be spent using your *card* to earn one *360° Rewards Points*. We may also from time to time specify other ways by which *360° Rewards Points* may be earned.

- 16.4 The *product brochure* sets out the method for calculating *360° Rewards Points* earned. *360° Rewards Points* cannot be earned on *360° Rewards Points purchases*, *cash advances*, *interest*, *fees* or *costs*.

- 16.5 *360° Rewards Points* accrue from when your *account* is opened and may be redeemed until the *360° Rewards Points cancellation date*. Except as set out in the *product brochure*, all *360° Rewards Points* earned before the *360° Rewards Points cancellation date* are automatically cancelled on the *360° Rewards Points cancellation date*. Cancelled *360° Rewards Points* are not reinstated in any circumstances (including if your *account* is reinstated).

- 16.6 Unless set out in the *product brochure* or we notify you that you are allowed a period of time after the *360° Rewards Points cancellation date* to use or redeem your accrued *360° Rewards Points*, all applications to use or redeem *360° Rewards Points* which we receive after the *360° Rewards Points cancellation date* and any attempted use or redemption of *360° Rewards Points* occurring after the *360° Rewards Points cancellation date* is not valid and has no effect.

- 16.7 Unless we agree otherwise, you may not redeem *360° Rewards Points* for cash and may only use

or redeem *360° Rewards Points* for the purposes of goods and services we specify from time to time. If you order any goods and services which require both *360° Rewards Points* to be used or redeemed and money to be paid, you authorise us to debit your *account* with the amount of the required monetary payment. We may reject other methods of payment.

- 16.8 You may not use or redeem any *360° Rewards Points* if the status of all your *accounts* are not normal or current or if a *cardholder* is in *default* or has otherwise not complied with the terms of our banking agreement.

- 16.9 Unless we agree otherwise, you may not transfer *360° Rewards Points* from one *account* to another. We may allow you to combine all the *360° Rewards Points* which you have earned in all your qualifying *accounts* for use or redemption in one or more transactions.

Part E – Security procedures and liability

17. Security procedures

Security procedures for banking services are very important. You must comply with (and ensure each *authorised person* complies with) all security procedures set out in our banking agreement.

Issue and cancellation of security codes

- 17.1 We may issue (or in some cases, allow you to select) *security codes* to enable you to communicate with us or to give us instructions by *electronic equipment*.
- 17.2 If you want any other person to be able to give us instructions by *electronic equipment* we can issue them with *security codes*, but you must ask us to do so in writing.
- 17.3 If you lose a *security code* or it stops working we may issue you with a new one if you ask us in writing.
- 17.4 You are responsible for *security codes* once we send them to you (or the *authorised person*) even if any other person receives or uses them.
- 17.5 You must instruct us in writing if you want to cancel a *security code* issued to you or an *authorised person*.
- 17.6 We may cancel a *security code* without prior notice.
- 17.7 We are not responsible for any services that are not controlled by us, by which you or an *authorised person* obtains any *security codes*, and we are not liable for any *loss* you incur in connection with that service. You are responsible for complying with all the terms and conditions of using that service and paying all the costs in connection with it.

Protecting security codes, cheque books and passbooks

- 17.8 You and each *authorised person* must take all necessary steps to prevent unauthorised or fraudulent use of your or their *security codes*, cheque books or passbooks.
- 17.9 For example, you and each *authorised person* must:
- memorise a *PIN/password* and destroy *PIN/password* notifications as soon as possible after receiving or selecting the *PIN/password*;
 - not record any *PIN/password* (except where it is disguised in a way that others are not able to decipher it);
 - when selecting a *PIN/password*, not select an obvious word or number or one that can be easily guessed by someone else (such as a date of birth, middle name, family member's name or telephone number);
 - not voluntarily tell anyone their *PIN/password* or let anyone find out their *PIN/password* – not even family or friends, a joint account holder with you, a member of our staff, or someone giving assistance on a technical helpdesk in connection with any services;
 - not record a *PIN/password* (disguised or not) on *electronic equipment* or on a physical device that is a *security code* or computer;
 - change *PIN/passwords* regularly or, at minimum, whenever we or our systems require you or the *authorised person* to do so;
 - not select a *PIN/password* they have used before;
 - not voluntarily give their *security code* to any other person;
 - if they use *SMS banking*, not leave their mobile phone unattended or give any person access to their mobile phone in a way that allows them to access *SMS banking* through their mobile phone;
 - keep their passbook or cheque book secure (including keeping it in a safe place).
- 17.10 Neither you nor an *authorised person* may keep records (disguised or not) of a *PIN/password* near records of an *account* (such as an *account number*) or other *security code* device. For example:

Never keep *PIN/password* records together with *account records*, cards or mobile phones etc

in a briefcase, bag, wallet or purse (even if in different compartments);

in a car (even if in different areas of the car); at home in the one item of furniture, even if in different compartments (for example, different drawers of the same bedroom dresser);

in a situation where, if a thief finds a *card*, mobile phone or other physical device to access *electronic equipment* they also find the record of the *PIN/password*.

Loss, theft or misuse of security codes, passbooks or cheque books

- 17.11 You and each *authorised person* must notify us by phone as soon as you or they:
- become aware that your or their *security code*, passbook or cheque book, blank cheque or signed cheque may have been lost or stolen; or
 - suspect that someone knows your or their or any other *authorised person's PIN/password*; or
 - suspect or become aware that there has been unauthorised access to an *account* or use of a *security code*, passbook or cheque book; or
 - become aware that your or their computer or mobile phone which you or they use to access any *electronic banking services* may have been lost or stolen; or
 - become aware that your or their mobile number has changed.

If your *card* has been lost or stolen you must notify the police and give us a copy of the police report.

- 17.12 You must provide us with any relevant information and give us reasonable assistance in recovering a lost or stolen *security code*, cheque book or passbook.
- 17.13 You are liable for any unauthorised transactions that occur on the *account linked* to a lost, stolen or misused *security code*, passbook or cheque book until you have notified us in writing unless there was a delay due to our communication channels being unavailable.
- 17.14 Our decision in relation to a breach of the security procedures or where a *security code*, passbook or cheque book has been lost or stolen is final and binding on you.

Precautions when using electronic banking services

- 17.15 You and each *authorised person* must take the following precautions when using *electronic banking services*.

Take the following precautions

Not allow anyone else to operate any *electronic banking services* on your or their behalf.

Not leave *electronic equipment* unattended while you or they are logged on to any *electronic banking service*. This applies whether *electronic equipment* is sourced independently of us or provided by us in our branches or other premises.

If you or they access any *electronic banking service* from *electronic equipment* in one of our branches, you or they must ensure that you or they have logged off such service from the *electronic equipment* before leaving the branch.

Not access any *electronic banking services* from any *electronic equipment* connected to a local area network (or LAN), such as an office environment, without first making sure that no one else is able to observe or copy your or their access or otherwise gain access to the *electronic banking service* by that *electronic equipment*, network or environment.

Not allow anyone else to observe your or their *PIN/password* when you or they enter it into any *electronic equipment*.

Requests for security code or account details

- 17.16 After you initially open an *account* or register for *electronic banking services*, we will never contact you or an *authorised person*, or ask anyone to do so on our behalf, with a request to disclose

the *account details* or *security code*. If you or an *authorised person* receive such a request from anyone (even if they are using our name and logo and appear to be genuine), you or they must not disclose the *account details* or *security code*. You or the *authorised person* must notify us as soon as possible.

Recovered security code

- 17.17 If you or an *authorised person* recovers a lost or stolen *security code*, you or they must return that *security code* to us without using or attempting to use it.

Consent to video recording

- 17.18 You and each *authorised person* consents to us (or persons acting on our behalf) videotaping or recording you or them on camera at terminals or other facilities where you or they use the *product* or *security code*.

18. Liability for transactions

Disputed transactions

- 18.1 If there is a disputed transaction involving a *card*, a *card* number or a cheque book and the *card* or cheque was delivered to you or an *authorised person*, you must prove that the *card* or cheque was not used or issued by you or an *authorised person* at the time the disputed transaction was entered into or recorded (otherwise you are liable).

Your liability for transactions

You will be liable for any *loss* incurred if you act fraudulently or negligently or due to your willful misconduct.

- 18.2 You are liable for the following transactions that occur on an *account* linked to a *security code*, passbook or cheque book unless the transactions occur as a result of our fraudulent actions, willful misconduct or gross negligence:

- transactions carried out with your knowledge and consent;
- transactions carried out by an *authorised person*, unless you have told us to cancel that *authorised person's security code*, and if relevant, you have taken all reasonable steps to have any *security code* device issued by us, returned to us;
- transactions carried out by any other person using a *security code*, passbook or cheque book (unless you have told us to cancel that *security code*, passbook or cheque book, and if relevant, you have taken all reasonable steps to have any *security code* device issued by us returned to us). This includes where a transaction which is carried out by someone other than you or an *authorised person* with or without your knowledge and consent, and unless you show that you have complied with our requirements regarding safeguarding *security codes*, passbooks or cheque books;
- transactions conducted using *electronic banking service* (other than by using a *credit card*) not authorised by you or an *authorised person* (for example, a transaction which is carried out by someone other than you or an *authorised person* without your knowledge and consent)
- if you or any other authorised person have acted fraudulently, acted with gross negligence (such as failing to properly safeguard or prevent unauthorised access to a *security code*, passbook or cheque book), failed to comply with any security procedure set out in our banking agreement, or not notifying us if a *security code*, passbook or cheque book is lost or stolen;
- transactions not conducted using a *card* or *electronic banking service* where you or an *authorised person* breach our banking agreement or are negligent in any way; and
- any other transactions specified in the *product terms*.

However, if you have a *credit card*, see clause 7 of our Credit Card Terms on the limitation of your liability for lost or stolen *credit cards*. Also see clause 35 (General) which sets out circumstances where we are not liable to you for *loss*.

- 18.3 You will also be liable for incorrect payments if you supplied the wrong payment details (e.g. you provide the wrong *account* number for the payee or made payment using our *product* or service to the wrong *account* number).
- 18.4 You are liable for any unauthorised transaction that occurs on any *account* linked to a lost, stolen or misused *security code*, passbook or cheque book until you have notified us in writing unless there was a delay due to our communication channels being unavailable.

Part F – Payments

19. Interest, fees and charges

You need to ensure you are aware of and understand the interest, fees and costs referred to in these Customer Terms and additional interest, fees and costs that may be payable by you in connection with our banking agreement. These are set out in the *tariff sheet* or are available by contacting us at one of our branches or by using phone banking.

Our *tariff sheets* and *product brochures* are revised periodically and you must pay the interest, fees and costs applying at the relevant time.

Interest & fees

- 19.1 You must pay the interest, fees and costs applying to a *product* from time to time. Interest rates (including our base lending rates) and fees and costs are revised periodically. You can find out current rates and fees and costs by contacting us at one of our branches, by using phone banking or by visiting our website. Fees and charges remain payable whether before or after a judgment in connection with our banking agreement.

Service fees

- 19.2 Additional fees and costs may apply in the case of services provided in connection with a *product*. For example, the use of *electronic banking services*, or for certain types of payments and deposits such as foreign currency deposits and telegraphic transfers (including fees charged by third party service providers).

Government charges

- 19.3 You must also pay us an amount equal to any government charges and duties (however described) on or in connection with our banking agreement. These are payable whether or not you are primarily liable for those charges and duties.

Withholding tax

- 19.4 Amounts in your *account* (including any interest earned by you for a *product*) may be subject to withholding tax in accordance with applicable law.
- 19.5 You consent and agree that we may withhold amounts in any *account* at any time, if an authority requires us to do so, or we are otherwise required by law or pursuant to agreements with any regulator or any authority to do so, or if we need to comply with internal policies with any applicable order or sanction of an authority.
- 19.6 If a law requires you to deduct any tax from a payment to us, you must increase the amount payable so that, after making the deduction, we receive the amount we would have received if no deduction had been required. You agree to deduct the amount for the tax, pay that amount to the relevant authority in accordance with applicable law and give us the original receipts.

Value added tax

- 19.7 All payments to be made by you in connection with our banking agreement are calculated without regard to any goods and services tax, consumption tax, value added tax or any tax of a similar nature. If any of these types of taxes is payable in connection with the payment, you must pay us an additional amount equal to the payment multiplied by the appropriate rate of tax. You must do so at the same time as making the payment.

Default interest

- 19.8 From the time any amount under our banking agreement is overdue for payment until it is paid, you must pay interest at the *default rate* on the overdue amount when we ask.

Calculation

- 19.9 Any interest or fee payable under our banking agreement accrues, and is calculated in accordance with our usual practice. If we agree to capitalise interest (or if default interest is charged under clause 19.8), we may add to the outstanding principal amount any interest under this clause which has not been paid. You are then liable for interest under this clause on the total amount.

No refund

- 19.10 You are not entitled to any refund of any interest, fee or costs you have paid or subsidy you have

received including where you do not use a *product* or our banking agreement ends.

Costs on cancellation

- 19.11 If our banking agreement ends, you cancel any *product* before using it or you do not proceed to use a *product* within any period we specify in our banking agreement, we may require you to pay, interest, fees and costs incurred in connection with our banking agreement or the *product*. This includes any legal costs in connection with preparation of documents (such as *securities*) even if these documents have not been signed.

20. You indemnify us

- 20.1 You indemnify us against, and must pay us on demand for, any loss we reasonably incur in connection with the following unless the loss is caused by our fraudulent actions, willful misconduct or gross negligence:
- any *account*, the establishment and provision of any *product*, services (including services provided in connection with an *account* or a *product* and *electronic banking services*) or any other transaction contemplated by our banking agreement;
 - searches and enquiries we make in connection with you or a *security provider* (including checking for *insolvency*);
 - instructions you or an *authorised person* gives us (including those sent by *electronic equipment*);
 - any service provided by a third party such as services arranged by a *card association*;
 - any tax payable by us on, or calculated by reference to, any amount paid or payable by you under our banking agreement (excluding any tax payable by us by reference to our net income);
 - us acting on, delaying or refusing to act on instructions from you or an *authorised person* or taking action against you or an *authorised person*;
 - a *default*;
 - any amount payable by you under our banking agreement being repaid, discharged or made payable before its due date (the loss we incur includes our loss in connection with unwinding, terminating or changing arrangements we have made to fund or maintain our funding of any *product*);
 - an increased cost in our funding in connection with a change in law;
 - any person exercising, or not exercising, rights under our banking agreement or any *security* (including enforcement action and debt collection costs, such as valuation fees and auctioneer's charges).
- 20.2 If we ask, you must appear and defend at your own cost and expense any action which may be brought against us in connection with our banking agreement.
- 20.3 You must sign any document we reasonably require to give further effect to this clause including in connection with instructions sent by *electronic equipment* or lost passbooks, cheque books or *security codes*.

21. Payments - generally

We (and each other member of the *Standard Chartered Group*) have rights to set off any amount we (or any other member of the *Standard Chartered Group*) owe you against any amount you owe us (or any other member of the *Standard Chartered Group*). Please see rights of set off below.

Payments in full

- 21.1 All payments you must make to us under our banking agreement must be received by us on the due date in full in immediately available funds in the currency we specify and without set off, counterclaim or deduction or withholding (including on account of any tax) unless the deduction or withholding is required by law. If you are required to deduct or withhold any amount, the payment you must make to us must be increased so that

the amount of the payment we receive after the deduction or withholding is equal to the amount otherwise payable.

Independent payment obligations

- 21.2 Your obligation to pay any amount under our banking agreement is separate from each other obligation to pay.

Right of set off

- 21.3 We (and any other member of the *Standard Chartered Group*) may set off any amount we (or any other member of the *Standard Chartered Group*) owe you against any amount you owe us (or any other member of the *Standard Chartered Group*) (whether or not the obligation is matured or contingent). We (and each other member of the *Standard Chartered Group*) may also combine or consolidate all *accounts*. After an injunction, a garnishee order or similar order of court is served on us, we (and each other member of the *Standard Chartered Group*) may set off any amounts you owe us (or any other member of the *Standard Chartered Group*) before a final order is made. If we (or any other member of the *Standard Chartered Group*) combine *accounts*, any credit funds held by you in your *accounts* will be applied to adjust the amount owing by you in relation to your other *accounts*. We (and each other member of the *Standard Chartered Group*) may do so at any time (even if you are not in *default*).

- 21.4 If you have a joint *account*, we (and each other member of the *Standard Chartered Group*) may set off any amount we (or any other member of the *Standard Chartered Group*) owe you against any amount owing to us (or any other member of the *Standard Chartered Group*) in any one *account* holder's *account*.

- 21.5 For the purposes of clauses 21.3 and 21.4, each member of the *Standard Chartered Group* may make any necessary currency conversions at the rate they reasonably consider appropriate.

Banking days

- 21.6 Unless otherwise stated in the *product terms*, if your payment due date falls on a non-banking day, your payment due date shall be postponed to the next banking day. To avoid incurring any fees and charges (e.g. late fees), please ensure payment is received by us before the payment due date.

Debiting accounts

- 21.7 We may debit (without prior notice to you) any interest, fees, costs or any other amount you owe us in connection with a *product* to the *account* for the *product*.

Insufficient funds

- 21.8 If you have insufficient funds in any *account* in respect of which we are entitled to debit amounts you owe us, yet we still decide to debit the *account*, our action does not constitute a waiver or otherwise affect our rights under our banking agreement.

Automatic payment from account with another institution

- 21.9 If we require you to pay us an amount by automatic payment from an *account* with another financial institution you must:

- organise a payment arrangement with the other financial institution under which an amount equal to the amount, is debited from that *account* and deposited in your *nominated account* on each payment date and give us satisfactory evidence that this is in place; or
- provide us with any authority we require to enable us to debit the amount, to that *account*.

Honouring payment instruments

- 21.10 You must ensure that any payment instrument or payment instruction is honoured. For example, you must:

- ensure that you have sufficient funds in the *account* to be debited (including any *account* with another financial institution or the *nominated account*);
- not stop cheques;
- not cancel or vary any payment arrangement (unless we ask you to do so to reflect a change

in the instalments) or close or change the *account* on which cheques are drawn.

Post-dated cheques

- 21.11 If we require you to pay an amount by post-dated cheques, you must:

- give us post-dated cheques in our favour for an amount equal to each payment amount; and
- replace the cheques if we ask.

How we apply payments

- 21.12 Payments are taken to be made when we credit them to the *account*. We do this as soon as practicable after receipt.
- 21.13 Unless set out in the *product terms*, we may use amounts we receive under our banking agreement to pay amounts you owe us in any order we choose.

Payments into suspense account

- 21.14 We may place in a suspense *account* any payment we receive in connection with our banking agreement for so long as we consider appropriate. This is to protect our rights against other amounts you or a *security provider* may owe us.

Insolvent payments

- 21.15 Under *insolvency* law, a person may demand the refund of a payment we have received under our banking agreement. To the extent we are obliged to do so or we agree to make a refund, we may treat the original payment as if it had not been made. We are then entitled to our rights against you under our banking agreement as if the payment had never been made.

Deposits only payable in Singapore

- 21.16 All amounts credited to an *account* are payable only at Standard Chartered Bank (Singapore) Limited.

Blocking Accounts or withholding of funds

- 21.17 We may block any *account* (and later remove the block) at any time or withhold amounts in any *account* at any time, if an authority requires us to do so, or we are otherwise required by law or pursuant to agreements with any regulator or any authority to do so, or if we need to comply with internal policies, or with any applicable order or sanction of an authority.

22. Currency conversion and indemnity

Currency of payment

- 22.1 We may make currency conversions in respect of any amount received by us from you or due to you from us at a rate we reasonably consider appropriate. You indemnify us for any shortfall arising from the conversion.

Currency conversion exchange rates

- 22.2 Where we quote or provide you with a quote for any currency conversion exchange rate, you agree that such a quote is indicative only and solely for your reference, and that we are not under any obligation to enter into any transaction with you at the rate quoted. You agree that the exchange rate applicable to any transaction shall be conclusively determined by us at the time that the transaction is accepted by us, and that we will subsequently notify you of the exchange rate applicable to such transaction.

Payment in other currency

- 22.3 You waive any right you have in any jurisdiction to pay any amount other than in the currency in which it is due. If we receive an amount in a currency other than that in which it is due:
- we may convert the amount into the due currency on the date and at rates we reasonably consider appropriate. We may deduct our costs incurred in the conversion; and
 - you satisfy your obligations to pay in the due currency only to the extent of the amount of the due currency obtained from the conversion after deducting the costs of the conversion.

Conversion after default

- 22.4 Despite any other provision of our banking agreement, at any time after you are in *default* we may convert to the *base currency* at a rate

determined by us any part of the *balance owing* for the *account* for the *product* which is not due to us in the *base currency* ("*foreign currency obligation*").

- 22.5 The applicable *foreign currency obligation* is then taken to be replaced with an obligation to pay us an amount of the *base currency* equal to the amount of the *base currency* needed for the conversion plus the *costs* of the conversion.

Currency restrictions

- 22.6 You must comply with all exchange control laws in connection with our banking agreement. If a country restricts the availability or transfer of its currency, we need not make any payment to your *account* in that currency. We may make the payment in any currency we consider appropriate.

Currency conversion on judgment debts, orders, directives issued under law or regulations

- 22.7 If a judgment, order, directives issued under law or by any regulator or pursuant to agreement with any regulator or any authority or proof of debt for or the recovery of an amount in connection with our banking agreement is expressed in a currency other than that in which the amount is due under our banking agreement, then you indemnify us against:

- any difference arising from converting the other currency if the rate of exchange we use under our banking agreement for converting currency when we receive a payment in the other currency is less favourable to us than the rate of exchange used for the purpose of the judgment, order, directives issued under law or by any regulator or pursuant to agreement with any regulator or any authority or acceptance of proof of debt; and
- the *costs* of conversion.

Part G – Information, statements and records

23. Information you give

Information must be correct

- 23.1 Each time we offer a *product* to you or you use a *product*, we rely on the information you give to us. It must be correct, complete and not misleading.

You must notify us, within 30 calendar days, if you become aware that any information you have given changes, is incorrect or misleading.

What you must give us

- 23.2 If we ask, you must give us any information about or documents in connection with:

- our banking agreement; or
- your financial affairs.

All information or documents must be in the form we require and certified by you to be true.

- 23.3 You must notify us if there is any change in your employment, business or profession within 14 days of the change.

- 23.4 You must get the written consent of other persons named in a customer information form, an *application* or any *authorised person* to our collection, holding and use of their *personal information*.

- 23.5 You consent to us periodically checking your credit status with any credit bureau or credit reference agency.

Representations

- 23.6 You represent and warrant that:

- you have power and all necessary authorisations to own your assets and carry on any business you conduct, to enter into each of our banking agreements and any *security* you provide and to comply with your obligations and exercise your rights under them;
- your obligations under each of our banking agreements and any *security* (and the obligations of any *security provider*) are valid, binding and enforceable and neither you nor any *security provider* will be in breach of any law, authorisation, document or agreement by entering into or complying with obligations or exercising rights under any of our banking agreements or any *security*;
- all the information given by you or any *security provider* (or on your or their behalf) is correct, complete and not misleading and each representation made by you to us is correct and not misleading;
- since the date the information was given there has been no change in your or a *security provider's* financial circumstances which may have a material adverse effect on your or the *security provider's* ability to meet any of your or their obligations to us;
- neither you nor any *security provider* has withheld any information that might have caused us not to enter into any of our banking agreements or provide any *product* to you (including information about the assets you or they own);
- any authorisation, consent, instruction, communication or notice, or any information that you give or otherwise provide to us on behalf of, or relating to, any person that you act as a trustee, executor, agent, or nominee is made or otherwise provided (as the case may be) with proper and valid authorisation and consent;
- neither you nor any *security provider* or any assets you or they own has immunity from the jurisdiction of a court or from legal process;
- unless otherwise stated in the *application*, you are not entering into our banking agreement or transacting with us as a trustee, agent or nominee. (This means you are liable as principal);
- if we accept your *application* to enter into our banking agreement or you transact with us as a trustee, executor, agent or nominee, you are authorised to do so;
- neither you nor any *security provider* is in *default* and no event has occurred which may,

with the giving of notice or lapse of time or fulfilment of any condition, become a *default*.

You repeat these representations and warranties every time you apply for a *product* or make any transaction on a *product* or *account*. You must notify us whenever anything happens which would mean you could not truthfully repeat these representations and warranties.

24. Information we give

Any information we give to you is for reference purposes only. We do our best to ensure that the information we provide is accurate and complete. However, we are not liable for the accuracy or completeness of the information given.

25. Information we collect, use, and disclose

The information we collect or hold about you

25.1 The information we (including persons acting on our behalf) collect or hold about you comprises all the details we hold about you and your transactions, your financial information, your *personal information*, and information about you obtained from you, your interactions and dealings with us or any third party.

Consent to disclosure

25.2 You consent to each member of the *Standard Chartered Group*, its officers, employees, agents and advisers disclosing information relating to you (including details of the *accounts*, *products* or any *security*) to the following parties for (a) the purpose of providing you with a *product* or *service*, (b) complying with its (and a *permitted party*'s) obligations under applicable law or regulation, and its (and a *permitted party*'s) internal policies and procedures, (c) any administrative, business, legal, and regulatory purposes, and (d) other purposes for which you give specific consent:

- our head office and any other member of the *Standard Chartered Group* in any jurisdiction (collectively, "*permitted parties*");
- professional advisers, service providers, agents or independent contractors (including those we employ to perform any of our obligations under our banking agreement or provide a *product* on terms we consider appropriate) to, or agents of, the *permitted parties*, such as debt collection agencies, data processing firms and correspondents who are under a duty of confidentiality to the *permitted parties*;
- any actual or potential participant or sub-participant in relation to any of our obligations under our banking agreement between us, or assignee, novatee or transferee (or any officer, employee, agent or adviser of any of them);
- any credit bureau or credit reference agency, rating agency, insurer or insurance broker of, or direct or indirect provider of credit protection, or any *permitted parties*;
- if you have provided specific consent, any of our business alliance partners such as our insurance partners for the purposes consented to;
- any financial institution which you have or may have dealings for the purpose of conducting credit checks (including in the form of bank references), anti-money laundering related checks, and other fraud, and prevention and detection of crime purposes;
- any court, tribunal, regulator (including national and/or international regulator), enforcement agency, exchange body, or authority (including *HDB*, *CPF* or an authority investigating an offence) where we (or any *permitted party*) are required to do so by
 - applicable laws and regulations;
 - any authority or regulator;
 - any directive, order or request of any authority or regulator; or
 - any agreement with a regulator or an authority;
- any regulator or tax authority where necessary to establish any tax liabilities in any jurisdiction pursuant to orders, agreements with regulators or authorities or otherwise;

- a *merchant* or a member of a *card association* where the disclosure is in connection with use of a *card*;
- any *authorised person* or any *security provider*;
- upon your death or mental incapacity, your legal representative and their legal advisers, and a member of your immediate family for the purpose of allowing him/her to make payment on your account(s);
- anyone we consider necessary in order to provide you with services in connection with an account, whether they are located in or outside Singapore.

25.3 You consent to the recipients of the information we disclose, using and transferring the information for the purposes of clause 25.6.

25.4 You consent to us contacting you at the address, email address and phone numbers you have provided to us, to give you information on other products and services that we, or our strategic partners, may offer.

25.5 To the extent permitted by law, you and each *security provider* waive all rights to make claims or complaints under any law imposing a duty of confidentiality on us.

Purposes of using your information

25.6 We (or a *permitted party* or persons acting on our behalf) may use or process information we hold about you for (a) the purpose of providing you with a *product* or *service*, (b) purpose of complying with our obligations under applicable law or regulation and our (and a *permitted party*'s) internal policies and procedures, (c) any administrative, business, legal, and regulatory purposes, and (d) other purposes for which you give your specific consent, which include any of the following purposes:

- assessing your suitability for any products and services offered by us;
- performing credit risk, anti-money laundering, financial, and fraud risk assessments and checks;
- processing of your *applications for products* and/or *services*, payments, transactions, and your (or your *authorised person*'s) instruction(s) or request(s);
- providing you with *products* and *services* (including any *electronic banking service*);
- communicating with you about your *account(s)* and transaction(s), and notifying you about important changes to the features, terms and conditions, and operation of those *products* and *services*;
- establishment, continuation, and management of your banking relationship with us and your *account(s)* with us or a *permitted party* (where applicable);
- enforcing your obligations (including without limitation the collection of outstanding amounts owed to us by you and/or a *security provider*), adjustment of your credit limit of the relevant *account(s)*, and establish or implement a scheme of financial arrangement with you;
- security, identity verification, investigation, prevention and detection of crime, and training purposes;
- internal purposes such as auditing, periodic credit and financial reviews of your *account(s)*, data analysis, developing and improving our *products* and *services* through assessment and analysis of your information, testing new systems and checking upgrades to existing systems, updating, consolidating, management and improving the accuracy of your information in our records, undertaking transactional analysis, and evaluating the effectiveness of marketing for market research and training, monitoring our compliance with law, regulation, agreements with any regulator or any authority, and our, and the *Standard Chartered Group*'s policies;
- if you have provided specific consent, to contact you about the *products* and *services* offered by us, a *permitted party* or any business alliance partner (as the case may be);

- if you register or participate in any contest, lucky draw, campaign, promotion, event, survey or questionnaire (collectively, *promotions*), we may use your information to administer these *promotions*. These *promotions* may contain additional terms and conditions that govern the collection, use, and disclosure of your information;
- comply with our and a *permitted party's* obligation(s) under:
 - any applicable law or regulation, and directive, order or request of any authority or regulator including carrying out regulatory checks, reporting and/or being audited by any authority or regulator; and
 - any agreement with a regulator or an authority;
- evaluating lending and other risks within *Standard Chartered Group* and to support our and the *Standard Chartered Group's* business, financial and risk monitoring, planning and decision making;
- comply with court orders, exercise and protect ourselves against harm to our rights and property interests, and defend our legal rights;
- as otherwise required by:
 - any applicable law or regulation;
 - a directive, an order or a request of any tribunal, authority, enforcement agency, exchange body or regulator;
 - any agreement with a regulator or an authority; or
 - *Standard Chartered Group's* policies; and
- such other purpose as we may notify and seek your consent from time to time.

25.7 There may be other terms and conditions that govern the collection, use, and disclosure of your *personal information* contained in any of the documents referred in clause 1.3 and our privacy notice published in our website. Such other terms and conditions shall be read in conjunction with the terms set out under this Part G.

If you hold a card with us

25.8 If you hold a *card* with us, we will share your information (to the extent it is required) with a *merchant, card association, or any party* who processes payment transactions for *merchant* so that transactions charged to your *card* or withdrawals effected by you can be processed or services in connection with the use of the *card* can be provided. By using your *card*, you give us consent to share such details with them.

If you hold a co-brand product

25.9 If you hold a co-brand *product* (i.e. a product offered by us jointly with another business alliance partner), you must consent to us sharing your information (to the extent it is required) with the business alliance partner so that we can offer and continue to offer you the co-brand *product*. If you do not provide us with such consent, we may not be able to offer or continue to offer you the co-brand *product*.

26. Statements and records

26.1 We issue statements for *accounts* periodically as set out in the *product terms*. However, we may not issue statements if an *account* is inactive, there have been no transactions since the previous statement or where we are not required by law to do so. You may ask for a single statement for each *account* or a *consolidated statement* (if available). You are responsible for checking them for errors. Information about *accounts* (including the *balance owing*) may be obtained at any other time by contacting us.

26.2 If your instructions are to give you a *consolidated statement* (if available) you acknowledge that we will not also issue separate statements for individual *accounts* or to individual account holders. We send the *consolidated statement* to the "Primary Account Holder" as stated on the *application* unless you instruct us to send it to another account holder.

If you think there is a mistake

26.3 You should retain all transaction records to enable you to verify entries. You must check these entries

and your passbook, or any counterfoil, entries for accuracy as soon as you receive your statement. You must report any mistaken or unauthorised transactions to us as soon as possible. Unless otherwise stated in the *product terms*, if you do not report any mistake within 14 days after the date of the statement, we treat the statement as correct.

26.4 The date which appears on the transaction record may vary from the date that appears on your statement. This is because transactions completed on non-banking days and after "cut-off" time on banking days may be held over to be processed on the next banking day.

Reversals

26.5 We may cancel, reverse or debit any payment we make under our banking agreement (including any interest paid) and make any corresponding adjustments to an *account*:

- to correct a mistake;
- where we have not received cleared and unconditional funds in full or promptly;
- where we are required to return the funds to the relevant payer or drawer; or
- where we have reasonable grounds for doing so.

Our records are conclusive

26.6 Unless there is an obvious mistake:

- our records (whether in paper, electronic, data or other form) of an instruction, report, statement or other communication are conclusive evidence of their contents or our receipt or non-receipt of them; and
- any certificate we issue, or decision we make, about a matter or an amount payable in connection with our banking agreement is conclusive evidence.

26.7 You acknowledge that we may destroy, erase or otherwise cease to maintain any records (whether in paper, electronic, data or other form) as we consider appropriate after such time as permitted by applicable law.

Part H – Termination, suspension and enforcement

27. How our banking agreement, or your use of a product, ends

Termination by either party

- 27.1 Either you or we may end our banking agreement or your use of a *product* by giving the other party prior notice in writing in accordance with our banking agreement.
- 27.2 If you have more than one *account*, you may not cancel certain *electronic banking services* for any one *account* only (unless we otherwise agree).

Termination by us

- 27.3 Without prejudice to clause 3, we may end any (or all) of our banking agreements for a *product*, with or without prior notice to you, if:
- you or any *security provider* have given us incorrect, incomplete or misleading information or made a representation or warranty that is incorrect or misleading; or
 - you do not pay on time an amount due under any of our banking agreements or any other arrangement you have entered into with a member of the *Standard Chartered Group*. (This includes if you have not ensured there are sufficient funds available in an account which has been nominated for debiting payment.); or
 - you have breached any other term of any of our banking agreements or any other arrangement you have entered into with a member of the *Standard Chartered Group*; or
 - you have breached any term of any arrangement you have with another financial institution or another financial institution has suspended or terminated your use of any banking facility; or
 - a *security provider* has breached any term of any *security* or any agreement entered into in connection with the assets the subject of the *security*, any other *security interest* they have provided to us or any other arrangement they have entered into with a member of the *Standard Chartered Group*; or
 - any *security* or insurance we require in connection with a *product* is or becomes unenforceable or is withdrawn or terminated without our consent; or
 - you or any *security provider* becomes *insolvent* or any of your or their assets are subject to *insolvency proceedings*; or
 - you or any *security provider* dies or becomes incapacitated; or
 - you or any *security provider* stops payment, ceases to carry on its business or a material part of it or threatens to do so; or
 - you or any *security provider* acts fraudulently or dishonestly; or
 - any of your or any *security provider's* assets are subject to enforcement of a judgment by any party; or
 - any assets the subject of a *security* or any of your business or the business of a *security provider* is in jeopardy; or
 - you are convicted of a crime; or
 - legal proceedings to recover debts or criminal proceedings are commenced against you or any *security provider*, or
 - we consider that an *account* is being operated in an irregular or improper manner; or
 - any business you operate is not carried on in a proper, orderly and efficient manner or you cease to operate it or a substantial part of it or significantly change it without our consent; or
 - any thing occurs which, in our opinion, is likely to have a material adverse effect on your (or a *security provider's*) business, assets or financial condition or your or their ability or willingness to comply with obligations under any of our banking agreements or any *security*; or
 - any other event of default (however described) under any of our banking agreements or any *security* occurs; or
 - performance of any obligation by either you or us under any of our banking agreements or a *security provider* under any *security* breaches,

or is likely to breach a law or a requirement of any authority, including any economic and trade sanctions imposed by any supranational organisation, official body, the United States of America, Her Majesty's Treasury, the United Nations, the European Union or any country; or

- at any time, as a result of your domicile, nationality, residency status, tax status, or any other relevant status, the provision or continued provision of any *product* or part of any *product*, would or might in our reasonable opinion constitute a breach of our policy or any applicable law or requirement of any authority, or is not in accordance with our usual business practice and procedure.

Our rights under this clause do not affect any other right under any of our banking agreements and are subject to the giving of any notice, demand or lapse of time which is required by applicable law and cannot be excluded.

Additional rights to terminate

- 27.4 The *product terms* or these Customer Terms may specify additional circumstances in which you or we may end our banking agreement for a *product*.

28. What happens on termination

Banking agreement

- 28.1 After our banking agreement for a *product* ends, you must:
- not use the *product* or any benefits in connection with the *product*;
 - immediately repay all amounts owing to us under our banking agreement including the *balance owing for the account for the product*;
 - do any other thing which our banking agreement requires to be done when your right to use the *product* ends.

No effect on rights and liabilities

- 28.2 Ending our banking agreement, or the right to use a *product*, does not affect any of the rights and obligations of either of us, which arose before it ended. You are not entitled to any refund of any fee or amount paid or subsidy received in connection with any *product*. All provisions in our banking agreement in connection with clawbacks, indemnities, limitation of liability, disclosure of information, set off, currency conversion, tax, and the provisions in Part I (Security) and Part J (General) survive termination of our banking agreement.

Review of entitlements

- 28.3 After our banking agreement ends, we may review and withdraw any promotional or preferential arrangement that applies to you.

Credit balances upon termination

- 28.4 Where upon termination of your *account* (except *current/cheque accounts*, *time deposits*, and *savings accounts*), there are credit balances (the *unclaimed monies*) which stand to the credit of such *account*, we may do any of the following:
- place the *unclaimed monies* in a suspense account until you contact us to claim such monies back; or
 - return the *unclaimed monies* by sending a cheque or cashier's order payable to your order to the address you have notified us as the address for receipt of notices and other communications or your residential address; or
 - apply the *unclaimed monies* in accordance with our rights of set off in our banking agreement or under general law; or
 - debit the *unclaimed monies* for the amount of all costs and expenses reasonably incurred by us with respect to the maintenance of such *unclaimed monies* after termination of your *account*.

29. Enforcement action

We may take any action we consider appropriate to enforce our banking agreement or any *security* including:

- employing any third party agent to collect any amount owing to us;

Part I – Security

- attaching the *balance owing* for any account to your or a security provider's assets;
- taking steps to enforce our rights against your or a security provider's assets such as by lodging caveats;
- commencing legal proceedings against you or a security provider.

30. Suspension

We may suspend providing a *product* at any time for any reason (even if there is no *default*). If we do, we notify you as soon as practicable. We agree to suspend provision of a *product* if you ask us to do so in writing.

31. Conversion of accounts

- 31.1 At any time we may convert or consolidate any *account* into another type of *account* if we consider it appropriate to do so and we give you reasonable notice in writing before we do so. If you do not instruct us that you want to close the *account* before expiry of the notice period, we will proceed to convert or consolidate the *account* and we will allocate a new account number.
- 31.2 If our banking agreement for a *product* ends, we may open a new *account*. We need not notify you if we do so. All amounts we receive in connection with our banking agreement for the *product* after termination are taken to be credited to the new *account*.

32. Security

Banker's lien

- 32.1 In addition to any other *security* we require to secure any amount you owe us at any time, all your credit balances, money, securities, documents, instruments and other valuables deposited with us are, on deposit, subject to a banker's lien to us. Without limiting our other rights, we may set off any such amounts against, or apply the lien as security for, any obligations you owe to us. We may sell or deal with the assets to satisfy your obligations to us. We may do so without giving you prior notice.

Security over all assets

- 32.2 In addition to any other *security* we require and our banker's lien under clause 32.1, we hold all your assets (including assets deposited with us for any purpose) as security for the total *balance owing* for all your *accounts* and any amount which you may owe us in the future. Without limiting our other rights, we may set off any such amounts against, or apply the *security* created by this clause as security for, any obligations you owe to us. If you are in *default*, we may sell or deal with your assets to satisfy your obligations to us. We may do so without giving you prior notice.

Further security

- 32.3 In addition to any other *security* we may require, you must do anything we ask (such as obtaining consents, signing and delivering documents and getting documents completed and signed) to:
- provide further or more effective security to us to secure any *balance owing* for any of your *accounts* and any other amount which you may owe us in the future; and
 - to allow us to exercise our rights in connection with your assets.

No dealings

- 32.4 You must not create or allow to exist any *security interest* or otherwise deal with any assets that are the subject of *security* without our consent.

Changing the security

- 32.5 If you want to provide additional or replacement *security* for a *product*, please contact us to discuss. If we agree to your request, it will be on terms we specify. For example, the replacement *security* must be in form and substance we approve and you must pay all applicable fees and costs.

Ensure compliance by security provider

- 32.6 You must ensure that each *security provider* complies with their obligations under the *security* they have provided to us.

Security continues until release

- 32.7 Any *security* continues until we have released it.

Appointment as attorney

- 32.8 You irrevocably appoint us and any other person we nominate as your attorney to execute documents and take other action that we consider necessary to perfect and enforce any *security* (including dealing with any of the property which are the subject of the *security*).

33. Valuations

- 33.1 If we ask, you must arrange, pay for and provide us with a valuation report in connection with any assets that are the subject of any *security*. Any valuation report must be in accordance with any requirements we specify. Alternatively, we may obtain a valuation report at your cost.
- 33.2 We may arrange for further valuation reports in connection with any asset the subject of any *security* at any time. We may debit the cost of the valuation report from your *account*.
- 33.3 If as a result of the further valuation report, we consider that the *security* is inadequate, you must provide us with further *security* in form and substance we specify.

34. Insurance

- 34.1 For some *products*, we require insurance to be maintained, for example life insurance, insurance over any asset which is the subject of *security* or

mortgage insurance. Any insurance policy must be with an insurer that we approve and for the risks that we specify. Alternatively, we may require you to pay for insurance we arrange.

- 34.2 Our interest must be noted on the insurance policy and you must ensure that any amount paid by the insurer under the policy is paid to us. If we ask, you must give us a copy of the policy.
- 34.3 You must comply with the terms of any insurance policy that we require in connection with a *product*.
- 34.4 If we permit you to make your own arrangements for insurance, you must pay us an administration fee and any *costs* we specify. You must provide us with the original insurance policy and the original receipt for the amount paid for the insurance.
- 34.5 If you have made arrangements with the insurer which allow us to cancel the insurance when you are in *default*, we may apply any amounts that are refunded by the insurer against any amount you owe us.
- 34.6 If we arrange insurance for your benefit, you must pay all amounts the insurer requires in connection with the policy and we may debit those amounts from your *account*. The insurance cover will only take effect from the date we notify you. If a claim is unsuccessful, you may not claim against us and we are not liable for any *loss* you incur.
- 34.7 We may accept any commission from an insurance company in connection with any insurances which we arrange.

35. General

Exclusion of liability

- 35.1 Unless a law prohibits us from excluding or limiting our liability, we are not liable for any *loss* you incur in connection with our banking agreement (including in connection with the provision of any *product*, unavailability or improper functioning of an *electronic banking service*, delay or error in the transmission of any electronic payment transfer, delay in providing you funds under our banking agreement, misrepresentation, your or an *authorised person's* instructions or any unauthorised instructions, your *default*, termination of any of our banking agreements, our refusal to act on any instruction, or any other thing we do or do not do). This applies where the *loss* arises for any reason and even if the *loss* was reasonably foreseeable or we had been advised of the possibility of the *loss*. However, we are liable for your direct *loss* to the extent it is directly caused by our fraudulent actions, gross negligence or wilful misconduct. This clause 35.1 is subject to clause 18.

We take no responsibility for your decisions

- 35.2 We are not responsible for any decision you make:

- to enter into our banking agreement;
- to use any *product*;
- about any features of any *product* (including the interest rate or any fees or *costs* payable under it).

While some employees are authorised to give you certain types of information about our *products*, neither our employees nor our agents have any authority to make representations or predictions or give any opinion about anything in connection with our banking agreement.

We are not liable for any *loss* if they act without authority. However, if you consider that any representation has been made to you that is not set out in our banking agreement, you need to give us details in writing so that we can clarify it.

If you, any *authorised person* or any *security provider* has any concerns about these things, the terms of our banking agreement or any *security*, we recommend you or they get help from an independent financial adviser or lawyer.

Hyperlinked sites

- 35.3 We are not responsible for, do not endorse, and make no representation or warranty in connection with, any hyperlinked internet sites on our website. We are not responsible for any *loss* you incur in connection with those hyperlinked sites.

Circumstances beyond our control

- 35.4 We are not liable for any *loss* you incur in connection with our inability or delay in receiving or executing instructions due to any *circumstances beyond our control*.
- 35.5 If any *circumstances beyond our control* occur, we may take any action we consider appropriate in connection with your *account*.

Further steps

- 35.6 You must do anything we ask (such as obtaining consents, signing and producing documents and getting documents completed and signed):
- to bind you and any other person intended to be bound by our banking agreement;
 - to show whether you are complying with our banking agreement; and
 - to confirm anything done by us in the proper exercise of our rights under our banking agreement.

Prompt performance

- 35.7 If our banking agreement specifies when you must perform an obligation, you must perform it by the time specified. You must perform all other obligations promptly.

Time of the essence

- 35.8 Time is of the essence in respect of your obligations to pay any money.

Waiver

- 35.9 A provision of our banking agreement, or right created under it, may not be waived except in

writing signed by the party or parties to be bound and is only effective for the purpose for which it is given.

Variation of our banking agreement

35.10 You acknowledge that various features of a *product* may be changed from time to time, including the fees, interest rates, the basis for calculating interest rates and the margin without prior notice to you. However, we may also vary any of the other terms of our banking agreement by notice to you in accordance with our usual practice and in accordance with any applicable law. This may include giving notice to you by public announcement as set out in clause 7.3. The *product terms* may set out specific steps we must follow to effect a variation.

Additional services

35.11 From time to time we offer incentive programmes or value added services in connection with a *product* offered by us or a third party. We may vary or withdraw the programmes or services at any time. We do not guarantee or warrant their quality and, if they are provided by a third party, they are provided on the terms offered by the third party (including the third party's privacy policies). Please contact us if you want to find out more information about the terms of the programmes or services.

How we may exercise our rights

35.12 We may exercise a right or remedy, give or refuse our consent or approval in connection with our banking agreement in any way we consider appropriate, including by imposing conditions. We need not give you reasons for any decision we make.

35.13 If we do not exercise a right or remedy fully or at a given time, we can still exercise it later.

35.14 Except for a waiver or variation in accordance with clauses 35.9 or 35.10, nothing we do suspends, varies or prevents us from exercising our rights under our banking agreement.

35.15 We are not liable for any *loss* caused by the exercise or attempted exercise of, failure to exercise, or delay in exercising, a right or remedy, whether or not caused by our negligence.

35.16 Our rights and remedies under our banking agreement and any *security*:

- are in addition to other rights and remedies given by law independently of our banking agreement or the *security*;
- do not merge with and are not adversely affected by any other *security* and may be executed independently or together with any rights or remedies including under any other *security*; and
- may be exercised even if this involves a conflict of duty or we have a personal interest in their exercise; and
- are not affected by any payment, settlement or any thing which might otherwise affect them at law including:
 - us varying our banking agreement such as by providing you with additional products or replacing existing products;
 - you opening an account;
 - an account not being active;
 - us releasing you or a security provider or giving them a concession, such as more time to pay;
 - the fact that we release or lose the benefit of any *security*;
 - the death, mental or physical disability or *insolvency* of any person (including you or security provider).

35.17 Our rights and remedies under our banking agreement may be exercised by any of our authorised employees or any other persons we authorise.

Complying with orders and directives

35.18 If we are served or issued with any of the following:

- court orders;
- directives issued under law, by regulators, authorities or agreements with any regulator or any authority,

we will act in accordance with them and you must not commence proceedings against us in relation to our actions.

Consents

35.19 You must comply with all conditions in any consent or approval we give in connection with our banking agreement.

Conflicting claims

35.20 If we consider any funds in any *account* may be subject to conflicting claims, we may take action (including getting legal advice or taking legal proceedings) to determine the matter. We may act in accordance with any determination and we are not liable to you for any *loss* you incur.

Indemnities

35.21 The indemnities in our banking agreement are continuing obligations, independent of your other obligations under them. It is not necessary for us to incur expense or make payment before enforcing a right of indemnity in connection with our banking agreement.

Commissions

35.22 We may pay or receive a fee or commission to or from a third party if you are introduced to us or by us (if required by law, after you have consented to the introduction).

Outsourcing

35.23 We may employ independent contractors and agents (including correspondents) to perform any of our obligations under our banking agreement or provide a *product* on terms we consider appropriate.

Dealings

35.24 You must not assign or transfer your rights and obligations under our banking agreement to anyone without our consent first.

35.25 We may assign or otherwise deal with our rights under our banking agreement (including any particular *product* or *account*) in any way we consider appropriate. If we do this, you may not claim against any assignee (or any other person who has an interest in our banking agreement) any right of set off or other rights you have against us. If we ask, you must execute and give us or any other person we specify any document we reasonably require for this purpose.

No breach

35.26 Nothing in our banking agreement requires us to do or not do anything if it would or might in our reasonable opinion constitute a breach of our policy or any applicable law, regulation or requirement of any authority.

We act on banking days

35.27 We only act on certain instructions or provide a *product* on a banking day.

Opening further accounts

35.28 We may open an *account* to administer any transactions for any *product*.

Severability

35.29 If and to the extent that an applicable law is inconsistent with our banking agreement in a way that would otherwise have the effect of making:

- a provision of our banking agreement illegal, void or unenforceable; or
- a provision of our banking agreement contravene a requirement of that law or impose an obligation or liability which is prohibited by that law,

then the law overrides our banking agreement to the extent of the inconsistency, and our banking agreement is to be read as if that provision were varied to the extent necessary to comply with that law and avoid that effect (or, if necessary, omitted).

If any term of our banking agreement is invalid, unenforceable or illegal in a jurisdiction, that term is read as varied or severed (as the case requires) only for that jurisdiction. All other terms continue to have effect in that jurisdiction.

Third party rights

35.30 The Contracts (Rights of Third Parties) Act (Cap. 53B) does not apply to our banking agreement.

35.31 Our banking agreement does not create or confer any rights or benefits enforceable by any person not a party to it except:

- a member of the *Standard Chartered Group* may enforce any rights or benefits in our banking agreement;
- a member of the *Standard Chartered Group* may enforce the rights or benefits of any indemnity, limitation or exclusion of liability in our banking agreement; and
- a person who is a permitted successor or assignee of the rights or benefits of our banking agreement may enforce those rights or benefits.

No consent from the persons referred to in this clause is required for the parties to vary or rescind our banking agreement (whether or not in a way that varies or extinguishes rights or benefits in favour of those third parties).

Change in constitution

35.32 You must not change your constitution by amalgamation, consolidation, reconstruction, admission of any new partner or otherwise, without our consent. You must also ensure that each *security provider* does not do so without our consent. All *securities*, agreements, obligations given or undertaken by you or a *security provider* remain valid and binding despite any change in our, your or a *security provider's* constitution by amalgamation, consolidation, reconstruction, death, retirement, admission of any new partner or otherwise.

Anti-money laundering and counter terrorism financing

35.33 In order to comply with anti-money laundering laws, counter terrorist financing laws, regulations and policies, including our policies, reporting requirements under financial transactions legislation and requests of authorities, the *Standard Chartered Group* may be:

- prohibited from entering or concluding transactions involving certain persons or entities (e.g. person or entity that is itself sanctioned or is connected to or dealing with (directly or indirectly) any person or entity that is sanctioned under economic and trade sanctions imposed by any supranational organisation, international organisation, official body, the United States of America, Her Majesty's Treasury, the United Nations, the European Union or any country); or
- required to report suspicious transactions to an authority. Transactions impacted include those that may:
 - involve the provision of finance to any person involved or suspected of involvement in terrorism or any terrorist act;
 - be relevant to investigation of an actual or attempted evasion of tax law, investigation of or prosecution of a person for an offence against any applicable law; or
 - involve persons or entities which may be the subject of sanctions.

35.34 A member of the *Standard Chartered Group* may intercept and investigate any payment messages and other information or communications sent to or by you or on your behalf and may delay, block or refuse to make any payment and payment screening may cause a delay in processing certain information.

35.35 No member of the *Standard Chartered Group* is liable for any loss arising out of any action taken or any delay or failure by us, or a member of the *Standard Chartered Group*, in performing any of its duties or other obligations, caused in whole or in part by any steps taken as set out above.

Reports

35.36 Any report we obtain from any valuer or consultant is for our use only. Even if we give you a copy of the report, you cannot rely on it. You cannot sue us, the valuer or consultant if the report is wrong.

Our decision is conclusive

35.37 If there is any dispute in connection with our banking agreement, our decision is conclusive and binding unless there is a manifest error.

Counterparts

35.38 Our banking agreement may consist of a number of copies, each signed by one or more parties. The signed copies form one document.

Governing law

35.39 Our banking agreement is governed by the laws of Singapore.

Jurisdiction

35.40 The parties submit to the non-exclusive jurisdiction of the courts of Singapore. We may take enforcement action and initiate proceedings in the courts of any other jurisdiction where you have assets. To the extent allowed by law, we may take proceedings in any number of jurisdictions at the same time. You may only initiate an action in the courts of Singapore.

Serving documents

35.41 Without preventing any other method of service, any document in a court action may be served on a party by being posted, delivered to or left at that party's address last notified.

Part K – What to do if you have a complaint

36. What to do if you have a complaint

36.1 We aim to provide excellent customer service.

If you think we have failed, you should let us know so that we can try and put things right. Also, by telling us where you think we have failed, we will be able to provide you with a better service in the future. For assistance contact one of our branches or use phone banking.

36.2 Any claim in connection with our banking agreement for less than S\$30,000 must first be submitted to the Singapore Mediation Centre for mediation using their mediation procedure in force at that time. You and we agree to participate in the mediation in good faith and comply with the terms of any settlement reached.

Part L – Meaning of words

37. Meaning of words

You also need to refer to the product terms which also define key words specifically applicable to the product. If a word defined in these Customer Terms is also defined in any product terms, the definition in the product terms applies for the purposes of the applicable product.

account means, for a *product*, the account opened and maintained by us for you in respect of it.

application means, for a *product*, a Standard Chartered Bank (Singapore) Limited application form signed by you together with all related forms and consents signed by you in connection with your application for the *product*.

approval means, for a *product*, our confirmation to you that use of the *product* is approved by us.

ATM means an automatic teller machine.

ATM card means the card or other device through which you may access an *account* by an *ATM*, together with the relevant *PIN/password*.

authorised person means any person you authorise (either alone or collectively) and we approve to operate an *account* and to act on your behalf in giving instructions, to perform any other acts under our banking agreement or use any *product*. It includes a *cardholder* or any other person given a *security code* to allow them to give instructions.

balance owing means, for a particular *account*, at any time, the difference between all amounts credited and all amounts debited to you in connection with that *account* at that time. When this amount is to be calculated for the end of a day, it includes all debits and credits assigned to that day.

base currency means, for a *product*:

- in the case of a *mortgage facility*, the currency in which the limit is expressed; or
- in any other case, the currency of the place where the *product* is provided to you.

card means an *ATM card*, a *debit card* or a *credit card* or all of them, as the context requires.

card association means Visa International, MasterCard International or any other card association.

cardholder means, for an *account*, each person to whom we issue a *card* on the *account*.

circumstances beyond our control means circumstances beyond our reasonable control including natural events, steps taken or policies imposed by authorities, adverse market or trading conditions, failure of third parties, failure of communication or computer facilities and civil disturbances.

consolidated statement means a single statement setting out details (including the *balance owing*) of all *accounts*.

costs includes costs, charges and expenses, including those in connection with legal advisers.

CPF means Central Provident Fund.

credit card means a credit card with the branding of a *card association* issued by us on an *account* in accordance with credit card *product terms*.

debit card means the card or other device issued by us to you, with which you may make payments by direct debit from an *account*. A *debit card* may also be an *ATM card*.

default means any of the events described or referred to in clause 27.3 (Termination by us);

default rate means, for a *product*, the rate of interest we charge from time to time on overdue amounts for the *product* (which is higher than the usual interest rate).

electronic alerts means an *electronic banking service* provided by *SMS* or email by which we send you *SMS* or email messages to alert you to certain types of transactions or to provide financial information, as offered by us and selected by you.

electronic banking services means services

provided by us which enables you or an *authorised person* to obtain information from us or give instructions to us through *electronic equipment*.

electronic equipment means any electronic equipment including an electronic terminal (for example, a *merchant terminal* or *ATM*), computer, television, fax machine, telephone and mobile telephone.

eStatement means statements sent to or accessed by you by electronic means.

fund transfer services means the services provided by us which enable you to transfer funds from the *source account* to another account under the *electronic banking services*.

HDB means Housing and Development Board.

insolvency or insolvent means, for a person, the occurrence of any corporate action, legal proceedings or other step in relation to:

- suspension of payments, moratorium of indebtedness, bankruptcy, winding up or composition or arrangement with creditors;
- the appointment of a receiver, administrator in respect of that person or any of their assets;
- expropriation, compulsory acquisition or resumption of any of their assets;
- attachment, sequestration, distress or execution affecting any of their property or the enforcement of any *security interest* over their assets; or
- any thing have a substantially similar effect to any of these things happening in any jurisdiction.

letter of offer means, for a *product*, any letter of offer from us offering to provide you with the *product*.

linked account means an *account* which is linked to a *card*.

loss includes any loss, damage, demand, claims, liabilities and costs of any kind.

merchant means a merchant at whose outlets we have authorised the use of *cards*.

nominated account means an *account* opened and maintained by us which you and we have agreed is to be the *account* used for the purposes of transactions in connection with a *product*.

online banking means the *electronic banking services* provided via the internet.

online telegraphic transfer means an instruction given by you or an *authorised person* by the *electronic banking services* for an international funds transfer.

personal information means information that identifies a particular individual and includes personal details (for e.g. name, personal identification details, and date of birth), contact details (for e.g. telephone/mobile number, and e-mail address), and employment details.

PIN/password means the personal identification number or question or other code or information given to, or selected by, you or an *authorised person* that is used to confirm your or their identity when they access an *account*.

point of sale banking means use of a *card* by you or an *authorised person* at a merchant's terminal (for example, ePOS, EPS, NETS).

prepaid card means a stored value reloadable card with a card logo issued to you by us.

product means each facility, product or other service we may from time to time make available to you under our banking agreement.

product brochure means, for a *product*, a brochure describing the features of the *product*. The brochure may not necessarily be called a *product brochure*.

product terms means, for a *product*, the specific terms and conditions that apply to it, in addition to these Customer Terms. These are available to you at our branches and our website and may include a *product brochure*.

security means any *security interest* granted to us in connection with our banking agreement. It includes any *security interest* given under Part I (Security).

security code means a *PIN/password* or a physical device (for example, an *ATM card*, a *debit card*, *credit card*, token or electronic key) that you or an *authorised person* must use to confirm your or their identity when you or they access an *account*.

security interest means any security for the payment of money or performance of obligations including a mortgage, charge, pledge, lien or guarantee and indemnity.

security provider means each person who provides *security*.

SMS means a Short Message Service using a mobile telephone.

SMS banking means the *electronic banking services* provided to you by SMS, by which you have access to *accounts*.

source account means the *account* designated by you, from which funds are to be used for a fund transfer under the *fund transfer services* or a payment under the bill payment services. The *source accounts* designated for separate transactions may be different *accounts*.

Standard Chartered or Standard Chartered Bank means Standard Chartered Bank (Singapore) Limited.

Standard Chartered Group means each of Standard Chartered PLC and its subsidiaries and affiliates (including each branch or representative office).

360° Rewards Points means CashBack or reward in any other form awarded to you on the terms and conditions of any *Standard Chartered 360° Rewards Programme*

360° Rewards Points cancellation date means the earlier of:

- unless otherwise set out in the *product brochure*, each anniversary of the date of the opening of your *account* (or your first *account* if you have more than one *account*);
- the date on which your use of the *account* for the *card* is terminated or the *account* for the *card* is closed; or
- the date on which the *card* expires without renewal.

Standard Chartered 360° Rewards

Programme means any scheme from time to time established or designated by us which allows a *cardholder* to:

- earn *360° Rewards Points* when they use a *card* or pay for any goods and services; and
- use or redeem the *360° Rewards Points* to pay or exchange for the goods and services at the outlets as we specify.

The scheme may not necessarily be called a Standard Chartered 360° Rewards Programme.

360° Rewards Points purchase means any purchase or part of any purchase of any goods and services made by using or redeeming *360° Rewards Points*.

tariff sheet means, for a *product*, a document (which may not necessarily be called a 'tariff sheet') setting out some of the fees and costs that may apply to a *product*.

tax means any tax, levy, impost, duty or other charge or withholding of a similar nature (including any penalty or interest payable in connection with any failure to pay or any delay in paying any of it).

we means each member of the *Standard Chartered Group* identified in the *application* or the *approval* as the person providing the *product* (or any component of the *product*) to you, and its successors and assigns.

you means the person named as the "*applicant*" in the *application*. If there is more than one, you means each person separately as well as every 2 or more of them jointly.

The singular includes the plural and vice versa.

Headings in these Customer Terms are for convenience only and do not affect their interpretation.

A reference to:

- "our banking agreement" means, for a *product*, the agreement between you and us made up of the applicable documents set out in clause 1.3;
- a "banking day" is a reference to a day when banks are open for general banking business in Singapore;
- "person" includes an individual, a partnership, a body corporate, an unincorporated association, a government, a state, an agency of a state and a trust;
- a person (including you) includes that person's executors, administrators, successors, substitutes (including by novation) and assigns and our banking agreement binds those persons;
- "including", "such as" or "for example" when introducing an example does not limit the meaning of words to which the example relates to that example or examples of a similar kind;
- a law includes any regulation, rule, official directive, request, or guideline (whether or not having the force of law) of any authority;
- a document includes any variation or replacement of it and any reference to any details set out in a document (for example, limits, fees, interest rates or repayment arrangements) is a reference to those details as varied in accordance with our banking agreement or as otherwise agreed; and
- any thing includes any part of it

Section 2 – Credit Card Terms

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Important notice

You need to read this document.

It sets out specific terms and conditions on which we agree to provide you with *credit card products*. **You must read it in conjunction with our Customer Terms, the product brochure and any other documents forming our banking agreement.** To the extent of any inconsistency between these terms and our Customer Terms, these terms prevail. These terms do not apply to any existing credit card products you have with us to the extent that they are subject to separate terms and conditions.

Key words

The meaning of key words printed *like this* and other words used in our banking agreement is explained in our Customer Terms. Some additional key words which apply to the *products* referred to in these terms are explained at the end of these terms.

1 Choosing the product that is right for you

We offer a variety of *credit card products* designed to suit your personal banking needs. The particular types of *credit cards* we offer are set out in the *product brochures*. If you need us to explain any of the features of, or the terms applying to, any *credit cards*, please contact us.

2 The credit cards

Issue of credit cards

2.1 We may issue a *credit card* to you and, if you ask, to each *supplementary cardholder*.

Collection

2.2 We send the *credit card* (and any replacement *credit card*) to your address last notified to us unless you notify us in writing that you want to collect the *credit card* from us.

Activation procedures

2.3 Each *cardholder* must comply with any activation procedures notified from time to time.

Using the credit card

The terms of our banking agreement apply to each use of a *credit card*. If a *cardholder* does not agree with those terms, they should not sign or activate the *credit card* or carry out any transaction.

2.4 You accept the terms of our banking agreement when you first use the *credit card*.

2.5 You must ensure that only the person issued with a *credit card* uses it.

Supplementary cards

2.6 We send any *supplementary cards*, their *PIN/ password* and all communications relating to them to you.

2.7 Any communication we give to you or any *supplementary cardholder* is taken to be given to all of you.

2.8 You and each *supplementary cardholder* agree to be bound by the instructions that any of you give us.

Corporate cards

2.9 If you have a corporate card, you are jointly and severally liable with your employer for any *balance owing* on your *corporate card*.

2.10 Your employer may give instructions in connection with, ask us to terminate or ask us to change the *credit limit* of your *corporate card*.

Co-brand cards

2.11 We may convert a *co-brand card* to another type of *credit card*.

2.12 We are not liable for any representations, promotions or obligations made by a business alliance partner.

Card issued by special arrangement

2.13 If the *credit card* is issued as part of a special arrangement with an association, we may:

- disclose information in connection with our banking agreement to the association and
- if you end our banking agreement your relationship with the association also ends. See clause 10.3 for more information.

3 Credit limit

Credit limit

3.1 We notify you of the *credit limit* when your *application* has been approved. We may vary the *credit limit* at any time. We may consider the latest income information you have given us in connection with any *product* when varying the *credit limit*.

3.2 The *credit limit* is an overall limit that applies to all *credit cards* issued on an *account* or to you.

Exceeding your credit limit

3.3 It is your responsibility to ensure that the *credit limit* is not exceeded.

3.4 In calculating whether the *credit limit* has been exceeded, we may take into account:

- any transaction made using the *credit card* but which has not been debited from the *account* for a *credit card*; and
- any authorisation we have given to a third party in connection with a proposed transaction using the *credit card*.

Credit limit exceeded

3.5 If you exceed the *credit limit* or any temporary *credit limit* extension has expired, you must immediately pay us that part of the *balance owing* for the *account* for the *credit card* which exceeds the *credit limit* in addition to any payment we require.

4 Cash advance

How to obtain a cash advance

4.1 You may obtain a *cash advance* using your *credit card* at one of our branches, other financial institutions displaying the logo of a *card association* and any VISA PLUS or MasterCard Cirrus ATM.

Maximum limit on cash advance

4.2 A *cash advance* is only available up to the maximum amount the person providing the advance permits. For details of the maximum amount we permit contact us.

5 Balance transfer

5.1 If you ask, we may permit a *balance transfer* subject to any conditions we specify.

5.2 You should continue to make any required payments to the account from which you transfer a balance until we confirm that the account has been credited. We are not liable for any overdue payment or interest incurred relating to the account from which you transfer a balance.

5.3 Any payment made on your *account* for the *credit card* will first be applied to reduce the *balance transfer* before any other *balance owing*.

6 Interest, fees and charges

6.1 Interest, fees and charges (including finance charges, cash advance fees, overlimit fees, annual fees and administrative fees) are set out in the *product brochure* and the *tariff sheet*.

6.2 Unless otherwise specified, interest is calculated on the basis of a 365 day year (a 366 day year in the case of a leap year) and compounded on monthly basis or such other basis we choose.

6.3 Interest is charged until the date the *balance owing* is paid in full.

6.4 You must pay all costs such as debt collection fees we incur in connection with the *credit card* on demand.

7 Liability

General

7.1 You are liable for:

- any failure by you or any *supplementary cardholder* to comply with the terms of our banking agreement;
- all transactions made using a *credit card* (including any *supplementary card*) except for disputed transactions where you prove otherwise in accordance with clause 17 of the Customer Terms;
- the *balance owing* for the *account* for a *credit card* (including all amounts debited and credited to the *account* for the *credit card* by any *supplementary cardholder*);
- any transactions where we could otherwise have exercised chargeback rights if you do not notify us of the transactions and provide any further documents or information we require within the time periods required; and
- all transactions made using a *credit card* (except when your *credit card* is lost or stolen or of the PIN is disclosed)

Lost of credit cards

7.2 If the *credit card* is lost or stolen or if the PIN is disclosed, your liability will be limited to SGD\$100 if:-

- (a) you immediately notify us in writing;
- (b) you assist in the recovery;
- (c) you furnish to us a statutory declaration in the format that we require or a police report together with any other information we may require; and
- (d) we are satisfied that the loss, theft or disclosure of the *credit card* or the PIN is not due to your negligence or default.

- 7.3 You will not be liable for any transactions made using the *credit card* after we have received your notification in writing.
- 7.4 If the *credit card* is recovered, you must not use the *credit card* and immediately return it to us cut in half.
- 7.5 We may (but need not) issue you a replacement *credit card* or new PIN on terms and conditions we may deem fit.
- 7.6 Where one of you is a minor, any other *cardholder* must procure compliance of all the minor's obligations under our banking agreement.

Liability of supplementary cardholders

- 7.7 Each *supplementary cardholder* is liable for transactions made using their *supplementary card*.

Disputes between you and supplementary cardholders

- 7.8 Our rights and obligations relating to you and each *supplementary cardholder* are not affected by any dispute or claim you and the *supplementary cardholder* may have against each other.

Purchase of goods or services

- 7.9 We are not liable for:
- the refusal of any *merchant*, financial institution or other person to accept the *credit card*; and
 - any defect or deficiency in goods or services supplied to you by any *merchant*, financial institution or other person.

You must resolve any complaint against any *merchant*, financial institution or other person and no claim against any of them may be set off against us.

Third party services offered with credit cards

- 7.10 Some types of *credit cards* give you access to services provided by third parties. For example, if you hold a Visa Gold Card or Visa Platinum Card you may have access to the International Emergency Assistance Service. You are liable for the cost of any medical, legal or other services provided under these third party services. You acknowledge that the third party service providers do their best to provide the services to *cardholders* and that the services may not always be available (for example, because of time, distance or location). Neither we nor the third party service provider, or in the case of the above example, Visa International Service Association, is liable to you for any loss in connection with any service or its unavailability.
- 7.11 We are also not liable to holders of a *credit card* with access to Emergency Cash Withdrawal for any loss they suffer if we are unable to give immediate effect to an Emergency Cash Withdrawal, replacement card or any other facilities we offer in connection with the *credit card*.

The Customer Terms include additional provisions relating to your liability to us and exclusions or limits on our liability. See, for example, "You indemnify us" and "Exclusion of liability".

8 Additional services for your account

- 8.1 We may offer additional services for your *account*. These may include reward programmes, rebate or mileage programmes, redemption schemes, *balance transfer* schemes, funds transfer programmes, payment arrangements, *card* protection and any other services we advise you or which are otherwise available from time to time. You can find out more about available services by contacting us.
- 8.2 If you sign up for additional services, you are bound by the terms of the additional services. To the extent of any inconsistency between the terms of the additional services and our banking agreement, our banking agreement prevails unless the terms of the additional services specify otherwise.
- 8.3 For details of any reward or other loyalty programme applying to the *credit card*, please refer to our *Standard Chartered 360° Rewards Programme* terms or contact us.

9 Payments

Payment by due date

- 9.1 On or before the due date set out in the statement we issue for your *credit card*, you must pay at

least the minimum payment due as set out in the statement.

- 9.2 Your liability to us remains even if, for any reason, you do not receive your periodic statement.

Calculation of minimum payment

- 9.3 We calculate the minimum payment in accordance with our usual practice. Please refer to your statement or contact us for further information.

Currency of transactions

- 9.4 If any transaction made using the *credit card* is not denominated in the currency of Singapore, we convert the amount of the transaction to the currency of Singapore in accordance with our usual practice and our banking agreement.

How we apply payments

- 9.5 We may (but need not) apply payments we receive to pay:
- fees, charges and interest shown on any statement; then
 - any balance subject to a promotional interest rate with payment first being applied to the balance with the lowest promotional interest rate; then
 - any other balance shown on the statement; then
 - other transactions on the *account* not shown on the statement.

What happens if you do not pay

- 9.6 If we do not receive the *balance owing* for the *account* for a *credit card* on or before the due date we may charge and debit from the *account* for a *credit card* finance charges as set out in the *tariff sheet* or elsewhere in our banking agreement.
- 9.7 If we do not receive the minimum payment on or before the due date:
- you must pay a late payment charge as set out in the *tariff sheet* or elsewhere in our banking agreement;
 - you must not use the *credit card* until the minimum payment has been paid;
 - we may suspend your use of the *credit card*.

Payment in full if we ask

- 9.8 Despite any other term of our banking agreement, at any time we may demand immediate payment of any amounts owing to us, whether or not already reflected in a statement and whether or not due and payable as at the date of the demand.
- 9.9 Interest is payable on the amounts referred to in clause 9.8 and is calculated in the same way interest is calculated on *cash advances* on your *account* and on the basis that it accrues daily, starting from the date of our demand and ending on the date of payment in full.

Refunds to the credit card account

- 9.10 We only credit a refund to the *account* for a *credit card* in connection with:
- a transaction made with the *credit card*; or
 - a payment to the *account* for the *credit card*; or
 - any other credit owing to you,

when we receive the amount to be credited in Singapore and in accordance with our usual practice.

Statement

- 9.11 If you think there is an error on your statement you must notify us in writing with details of the error within 14 days after the date of the statement. If you do not do so, we treat the statement as correct.
- 9.12 We need not issue a statement for your *credit card* if no transaction has been recorded on the *account* for your *credit card* since the previous statement.

10 Cancellation and termination

How to terminate

- 10.1 At any time we may choose to:
- cancel or suspend your right to use the *credit card* or end the *account* for a *credit card*;
 - refuse to authorise any transaction for which you want to use the *credit card*; and
 - refuse to re-issue, renew or replace the *credit card*,
- without giving you any prior notice or reason.

10.2 At any time, you may end the *account* for a *credit card* by notifying us in writing.

What happens if the account is terminated

10.3 If you or we end the *account* for a *credit card*:

- you and any *supplementary cardholder* must not use and are not entitled to use the *credit card* (including any *supplementary card*) or any benefits in connection with the *credit card* (including any *supplementary card*);
- you and any *supplementary cardholder* must cut the *credit card* (including each *supplementary card*) in half so that the magnetic strip and hologram are no longer intact; and
- you must immediately pay all amounts owing to us in connection with the *credit card* (including any *supplementary card*) (including the *balance owing* for the *account* for the *credit card*). Interest is payable on such amounts and is calculated in the same way interest is calculated on *cash advances* on your *account* and on the basis that it accrues daily, starting from the date you or we end the *account* for a *credit card* and ending on the date of payment in full.

Termination of use of supplementary card by cardholder

10.4 Either you or a *supplementary cardholder* may end the use of a *supplementary card* by:

- notifying us in writing; and
- cutting the *supplementary card* in half so that the magnetic strip and hologram are no longer intact and return the *supplementary card* to us.

10.5 If the *supplementary card* is not returned to us, we may take prompt action in accordance with our procedures applicable to lost cards to prevent further use of the *supplementary card*. You may be liable for any transactions made using the *supplementary card* until it has been returned or until we are able to implement the procedures which are applicable to lost cards. We may impose any charges incurred from implementing such procedures.

11 Variation

11.1 If you are not comfortable with any changes we make to our banking agreement, you may terminate the *account* for a *credit card* in accordance with the procedure in clause 10.

11.2 If we notify you of any changes to our banking agreement in accordance with any applicable law and you keep or use the *credit card*, the *account* for the *credit card* or the *PIN/password*, you are taken to have agreed to the changes.

12 Suspicious transactions

12.1 We need not honour suspicious transactions (and need not notify you if this is the case).

12.2 We may publish any information in connection with the *credit card* in the warning bulletin notifying the *merchants* to seize the *credit card*. We need not give any reason for doing so.

12.3 We may block the *account* for a *credit card* if we consider there is any reason for doing so.

13 Meaning of words

You also need to refer to our Customer Terms which also define key words used in these terms. If a word defined in these terms is also defined in our Customer Terms, the definition in these terms applies for the purposes of *accounts* for the *credit cards*.

balance transfer means a transaction where we debit an amount you specify from your *credit card* and pay the amount to another credit card with us or another financial institution.

cash advance means cash issued in any currency obtained by using the *credit card*.

co-brand card means a *card* issued by us in conjunction with a business alliance partner.

corporate card means a *card* issued on the request of a company and to the company's individual employee in accordance with an agreement between the company and us.

credit limit means, for an *account* for a *credit card*, the maximum amount you are entitled to have outstanding on the *account* for the *credit card*.

our banking agreement means the agreement between you and us formed when we accept an *application* from you, the terms of which include our Customer Terms and these terms.

supplementary card means, for an *account* for a *credit card*, a *credit card* issued to a person you authorise as a supplementary cardholder on your *account* for the *credit card*.

supplementary cardholder means each person to whom we issue a *supplementary card*.

Product Terms Applicable to: Fund Transfer Programme Automatic Flexible Payment Scheme EasyPay Programme Standard Chartered 360° Rewards programme 0% Instalment Plan Product Terms Tigerair Credit Card Rewards programme

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Important Notice

You need to read this document.

This document contains additional terms applicable to you if you use our *credit card*. You must read it in conjunction with our Customer Terms, our Credit Card Terms and any other documents forming our banking agreement.

Key words

The meaning of key words printed *like this* are either explained at the end of this document or our Customer Terms or our Credit Card Terms.

Inconsistency

If there is any inconsistency between the *product terms* and any of our *banking agreements* relating to any specific *product*, the specific *product terms* prevail.

Part A - Fund Transfer Programme Product Terms

1. Exception

These terms do not apply where corporate card is issued.

2. How does fund transfer work

- 2.1 The principal cardholder may apply for funds transfer to remit funds to a *credit card* or credit line or any bank account belonging to him or *supplementary cardholder* with other card/credit line/bank account. The sum of the funds transfer will be charged to a *card account* or such other new *account* opened by us, in the name of the *cardholder*.
- 2.2 We may refuse any funds transfer application including funds transfers to an *excluded account*.
- 2.3 We have the discretion not to process funds transfer applications for amounts less than \$500 for each transfer. The amount of the funds transfer is subject to the principal cardholder's available *credit limit* at all times.
- 2.4 Unless we agree otherwise, funds transfers are not eligible for reward, rebate or mileage programme awards.
- 2.5 There are 2 categories of funds transfers available:-
- (i) non-instalment repayment funds transfers; and
 - (ii) instalment repayment funds transfers.
- 2.6 We may open a new funds transfer *account* in the name of the *cardholder* for the purpose of the funds transfers if we approve the funds transfers application. If we do so, clauses 6 and 9 of our *Credit Card Terms* apply.
- 2.7 We may make payment to the principal or *supplementary cardholder's* other *card/ credit line/ account(s)*, and either debit the *cardholder's card account*, or the *cardholder's funds transfer account* as we deem appropriate by such approved funds transfer amount.
- 2.8 We will advise the principal cardholder of our decision on the transfer application by way of a letter or by reflecting the transaction on the statement. We may make payment prior to the letter or statement being received by the principal cardholder. We will advise the principal cardholder when payment is made.
- 2.9 The principal cardholder may not withdraw the application for funds transfer once payment has been effected.

3. Preferential interest rate

- 3.1 We may offer a preferential interest rate on a non-instalment repayment funds transfer during a promotional period. This is called a promotional transaction. Each approved funds transfer amount debited to the *credit card account* or funds transfer *account* will be treated in the same way as a charge arising from a normal *card* transaction and will be reflected in the statement.
- 3.2 We charge interest on the funds transfer balance in respect of any relevant promotional transaction at the preferential interest rate during the promotional period and then at the prevailing interest rate for cash advance when the promotional period comes to an end.
- 3.3 Preferential interest rate is subject to there being no default by the principal cardholder and/or *supplementary cardholder* during the promotional period. Interest applies from the date the transfer application is approved until the principal cardholder repays the funds transfer balance in full. The preferential interest rate will not be applicable to existing outstanding balances, fees and charges associated with funds transfers or other *credit card* transactions.
- 3.4 When a preferential interest rate is offered on an instalment repayment funds transfer, the funds transfer amount may be debited to the *credit card account* or funds transfer *account* in instalments over such instalment tenor applicable at the time of the transfer or in any other manner as we deem fit. Each instalment debited to the *credit card account* or funds transfer *account* will be treated in the same way as a charge arising from a normal card transaction and will be reflected in the statement.

- 3.5 If the *cardholder* defaults in payment, the *cardholder* will not be entitled to any preferential interest rate and we reserve the right to charge interest and/or applicable finance charges and/or late payment charges at such rate we may determine.

4. Interest rate

- 4.1 Interest for the instalment is calculated on a front-end add-on method by multiplying the approved funds transfer amount by the specified interest rate for the full instalment tenor.
- 4.2 The amount of each instalment will be calculated by taking the aggregate of
- (a) the funds transfer amount; and
 - (b) the applicable interest over the instalment tenor; and
 - (c) the applicable insurance fee as stated in the application form; and
- dividing the sum total by the number of months constituting the instalment tenor.
- 4.3 However, we reserve the discretion to determine and apportion, the amount comprised in an instalment which relates to the repayment of the funds transfer amount and the payment of interest.
- 4.4 We may apportion the interest as follows :-
- (a) equally in each instalment throughout the instalment tenor
 - (b) by applying *rule of 78* method to determine the amount of interest which is attributed to each instalment; or
 - (c) any means we consider fit.

5. Repayment, conversion or account cancellation

- 5.1 Upon any early repayment or account cancellation, the *cardholder* will be liable for the full fund transfer balance and the finance and interest charges for all instalments for the full instalment tenor. If finance charges are already being applied to the *credit card account* or funds transfer *account*, such charges will also apply to instalments as and when charged to the *credit card account* or funds transfer *account*. In addition, *cardholder* has to pay administration fee as follows for any early repayment or *account cancellation*:-
- (a) for *cardholder* with CashOne facility, the higher of \$250 or 5% of the full fund transfer balance;
 - (b) all other cases, \$150
- 5.2 The available credit limit in the *cardholder's credit card account* will be provisionally reduced by an amount equal to the funds transfer amount upon us approving the transfer application, and will be progressively restored by the amount of each instalment paid and received by us.
- 5.3 A conversion fee of S\$50 will be charged for any changes to the instalment tenor, or for conversions from instalment repayment to non-instalment repayment or vice versa.

Part B - Automatic Flexible Payment Scheme Product Terms

6. Applicability of the scheme

- 6.1 This scheme only applies where Standard Chartered Platinum Access *credit card* is issued.
- 6.2 This scheme is not applicable for any cash advance, non-instalment repayment funds transfer and 0% instalment plan transactions and any other promotions or transactions we may exclude.
- ### 7. How does the scheme work
-
- 7.1 Certain *credit card* transactions above the minimum card transaction will automatically qualify for the scheme and will be automatically converted into instalments payable over a certain number of months in any amount we may approve.
- 7.2 The *cardholder* authorises us to bill the *credit card account* for the transaction that qualifies for the scheme until full payment of all the instalments have been paid to us. We will include the amount of all approved instalments in calculating the *cardholder's* available *credit limit*.

8. Interest, fees and charges

- 8.1 Interest and administrative fee are chargeable under the scheme at a rate determined by us. Administrative fee is chargeable on each approved card transaction. *Cardholder* must pay the administrative fee together with the first instalment appearing in the statement.
- 8.2 *Cardholder* must pay a cancellation fee of \$50 immediately if:-
- (a) the scheme is terminated; or
 - (b) the card is terminated; or
 - (c) any early repayment of the scheme.
- The cardholder remains liable for the principal purchase amounts at all times.

Part C - EasyPay Programme Product Terms

9. Exception

- 9.1 Easy Pay Programme does not apply if a corporate card or Standard Chartered Platinum Access credit card is issued.

10. How does the programme work

- 10.1 The *cardholder* may apply for the EasyPay within the promotion period indicated by us.
- 10.2 Upon approval of each EasyPay application, the *cardholder* must pay for the approved *credit card* transactions in the approved instalments over such number of months in such amounts as we may approve. Easy Pay Program will not be available to any *credit card account* of a *cardholder* who has elected to pay only the minimum payment due on any statement, whether or not the minimum sum includes any approved instalment.
- 10.3 We will bill the *credit card account* for the approved instalments from the time the application is approved until full payment of all approved instalments is made. The amount of all approved instalments will be included in calculating the *credit limit* of the *cardholder* at any one time.
- 10.4 EasyPay applications must be made within 30 days from the date of the card transaction within the promotion period or within such other time we may allow.
- 10.5 EasyPay is not applicable for any cash advance, balance transfer and / or funds transfer and 0% instalment plan transactions, and such other promotions and transactions we may determine.
- 10.6 We may require that EasyPay be applicable only to certain *credit card* transactions of a specified minimum value.

11. Fees and charges

- 11.1 Each EasyPay application is subject to a non-refundable service fee amounting to a certain percentage of the *card* transaction amount. There is also a minimum service fee chargeable. Unless we agree otherwise, the service fee is payable in full together with the first approved instalment as appearing in the statement.
- 11.2 A non-refundable service charge of S\$50 is be payable for any variation to the tenor of the approved instalments. The service charge will be charged to the *credit card account*.
- 11.3 A one-time cancellation fee of S\$150 will be payable immediately if there is any termination of any approved instalment plan, early repayment of the approved instalments or on termination of the *card*.

Part D - Standard Chartered 360° Rewards Programme

12. The programme at a glance

- 12.1 You can earn *360° Rewards Points* (also referred to as *points* throughout these terms) under this *360° Rewards programme* when you use an eligible *credit card* in the manner specified below, and when you establish, and maintain certain products or perform certain activities. Unless we agree otherwise, you may redeem your *360° Rewards Points* for voucher(s) or miles via a mileage transfer programme.

- 12.2 These terms set out how you can earn *360° Rewards Points* and how you can redeem rewards such as vouchers or miles as described online at our website. You must read these terms together with our Customer Terms, our Credit Card Terms, and any other documents forming our banking agreement (*Applicable Terms*). In the event of inconsistency, these terms prevail only to the extent of such inconsistency. Terms printed like this (*in italics*), if not defined in these terms, are either defined in our Customer Terms or our Credit Card Terms.
- 12.3 By participating in this *360° Rewards programme*, you agree to be bound by the *Applicable Terms* and any amendment we make to these *Applicable Terms*, and you consent to, and authorise us to disclose information regarding you and your card account to *merchants* or suppliers who supply the rewards for the purpose of this *360° Rewards Programme*.

13. Eligibility

- 13.1 Unless we agree otherwise, in order to participate in this *360° Rewards Programme*, you must be a principal *cardholder* holding a Standard Chartered VISA or MasterCard credit card (excluding CashBack Gold, AIA credit card, MANHATTAN credit card, *co-brand card* and any corporate *credit card*) issued in Singapore which is valid, subsisting and in good standing. This *360° Rewards Programme* is subject to promotion period and all vouchers or rewards must be redeemed within the time frame stipulated by us. For details, contact us or visit our website.
- 13.2 We reserve the discretion to determine your eligibility to participate in this *360° Rewards Programme* from time to time. You are not eligible to participate or will be immediately disqualified from participating in this *360° Rewards Programme* if:
- 13.2.1 any of your principal credit card accounts has been suspended, terminated or closed;
 - 13.2.2 you face any legal proceeding or any threat thereof;
 - 13.2.3 any of your accounts with us is or becomes not in good standing, delinquent or unsatisfactorily conducted for any reason;
 - 13.2.4 you die or become incapacitated;
 - 13.2.5 you become insolvent; or
 - 13.2.6 you breach or have breached any other term of our banking agreement.
- 13.3 If you are disqualified from participating in this *360° Rewards Programme*, all unused points then accrued shall be immediately forfeited and not be available for use, and all vouchers or rewards that are allocated or issued to you shall not be available for use, without prior notice or any payment or compensation to you.
- 13.4 For clarity, the termination of a *supplementary card account* will not disqualify the principal *cardholder* from participating in this *360° Rewards Programme* unless we determine otherwise.
- 13.5 All benefits accrued under this *360° Rewards Programme* (whether *360° Rewards Points*, rewards (e.g. vouchers, cash rewards or miles) or redemption points, called in any name) by the principal *cardholder* or the *supplementary cardholder* (including *360° Rewards Points* earned by a *supplementary cardholder*) will be given to the principal *cardholder* and may be used only by the principal *cardholder* for redemption of rewards.

14. How do you earn 360° Rewards Points?

Under this *360° Rewards Programme*, you can earn monthly *360° Rewards Points* when:

- 14.1.1 you spend on an eligible *credit card* issued by us in Singapore (*Credit Card Spend Rewards*); and
- 14.1.2 you hold the *products* in the *Product Categories*, and meet other qualifications and requirements (for example, minimum balance or minimum spend requirements) (*Relationship Rewards*), in the applicable calendar month.

- 14.2 For clarity, you are able to earn 360° Rewards Points for both *Credit Card Spend Rewards* and *Relationship Rewards* if you meet all of the conditions set out for each category. The number of 360° Rewards Points rewarded differs depending on the customer segment you are in (i.e. whether you are our Private Banking, Priority Banking, Preferred Banking or Personal Banking customer).
- 14.3 Credit Card Spend Rewards
- 14.3.1 *Cardholders* will earn monthly 360° Rewards Points based on the amount of card retail transactions posted to the applicable *card account* on a daily basis and rounded to the nearest whole number in the applicable statement month.
- 14.3.2 Unless otherwise stated, all eligible *credit cards* earn 1 point for every S\$1 of retail transaction that is successfully charged to the *credit card*. This is known as 1x reward. However, you may be rewarded with more 360° Rewards Points (i.e. on a multiplier of more than 1x) depending on the customer segment you are in and/or the *Credit Card spend*.
- 14.3.3 You will not earn 360° Rewards Points for the following transactions:
- cash advances*;
 - balance/fund transfers*;
 - monthly instalment of an EasyPay transaction;
 - AXS or ATM transactions made using the eligible *credit card*;
 - certain insurance premium charged to the eligible *credit card*;
 - online bill payment through Standard Chartered Online Banking;
 - any fees or charges (including but not limited to annual card fees, service fees, interest charges, cheque processing fees, administrative fees, finance charges, and/or late payment charges and other miscellaneous fees and charges);
 - fees and charges reversed from the *credit card accounts*;
 - amounts which have been rolled over from any preceding month's statement;
 - charges incurred by the *cardholder* or the *supplementary cardholder* but not submitted or posted to the *credit card accounts* during the promotion period of the 360° Rewards Programme;
 - any fraudulent retail transaction; and
 - any other charge, fees or payments as we may stipulate from time to time.
- 14.4 Relationship Rewards
- 14.4.1 If you are our:-
- Private Banking or Priority Banking customer, we will reward you with 360° Rewards Points based on the average or outstanding balances maintained in the applicable *Product Categories* held with us; or
 - Preferred Banking or Personal Banking customer, we will reward you with 360° Rewards Points based on *Product Categories* held with us.
- 15.1.2 The *Visa Infinite Card account* must be valid, subsisting, and in good standing to participate in this Priority Banking 360° Rewards Programme.
- 15.1.3 The *Relationship Rewards* awarded under this Priority Banking 360° Rewards Programme, in the form of 360° Rewards Points, will be credited to the valid principal *Visa Infinite Card account*.
- 15.1.4 You will not be able to participate or will be immediately disqualified from participating in this Priority Banking 360° Rewards Programme if your *Visa Infinite Card* becomes suspended, terminated or delinquent at any time.
- 15.2 Priority Banking Credit Card Spend Rewards
- 15.2.1 You get 1 point for every S\$1 you spend, in the first month of your *Visa Infinite Card* account opening.
- 15.2.2 If you are our Private Banking or Priority Banking customers holding *Visa Infinite Card*, you get 2.5 points for every S\$1 you spend.
- 15.2.3 If you are our Preferred Banking or Personal Banking customer holding *Visa Infinite Card*, you get 1 point for every S\$1 you spend.
- 15.2.4 Subject to Clause 13.2 above, your 360° Rewards Points earned on your *Visa Infinite Card* do not expire as long as your *Visa Infinite Card* remains valid.
- 15.3 Priority Banking Relationship Rewards
- 15.3.1 If you:
- are the principal *cardholder* of the *Visa Infinite Card*;
 - are the primary *account holder* of any of the *products* within the applicable *Product Category*;
 - charge at least S\$500 worth of retail transaction(s) to your *Visa Infinite Card* in a particular calendar month; and
 - hold a current account (whether in joint names or single name) with us,
- you can earn the number of 360° Rewards Points described in the applicable *Product Category* sections below for the calendar month in which the above and the terms here are satisfied.
- 15.3.2 For clarity, you will not earn 360° Rewards Points for any calendar month in which you fail to meet any of the requirements set out in Clause 15.3.1. Clause 15.3.1(d) above does not apply to existing *Visa Infinite Cards* approved and issued before 1 August 2011.
- 15.3.3 If you are our Preferred Banking or Personal Banking customer holding a *Visa Infinite Card*, you will be eligible for *Credit Card Spend Rewards* set out in Clause 15.2 but you will not be eligible for the *Relationship Rewards* set out in Clause 15.3.
- 15.3.4 If you hold multiple *accounts* within the same *Product Category*:
- the points awarded for such multiple *accounts* will be computed based on the combined balance of such *products*. For example, if you have 2 *Current and/or Savings Accounts* where each account has a balance of \$5,000 (i.e. combined balance of \$10,000), the points to be awarded will be computed based on the

15. Priority Banking 360° Rewards Programme

Please read this part together with our Priority Banking Services And Privileges International Terms And Conditions. This Part applies only if you meet the eligibility criteria set out in Clause 15.1 below.

15.1 Eligibility

15.1.1 If you are our Private Banking or Priority Banking customer holding Standard

- combined balance of \$10,000, and you will receive 10 points; and
- (b) you can only earn up to the maximum *360° Rewards Points* that can be awarded under the applicable *Product Category* per calendar month.
- 15.4 Mortgage Loans
- 15.4.1 If you hold at least one *Mortgage Loan* with an outstanding balance of at least S\$100,000 in a calendar month, you will be awarded 10 points for every S\$10,000 of outstanding balance that remains outstanding on all of your *Mortgage Loans* for that calendar month.
- 15.4.2 *360° Rewards Points* awarded for holding *Mortgage Loans* in any calendar month will be calculated based on the combined balance that remains outstanding on all of your *Mortgage Loans* at the close of the preceding calendar month.
- 15.4.3 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.
- For example, if you have S\$6,000,000 of outstanding balance on your *Mortgage Loan* at the end of January, you will be awarded the maximum *360° Rewards Points* of 5,000 points under this *Product Category* for January even though the actual computation of points to be earned works out to be:
- $$S\$6,000,000 \times 10 / 10,000 = 6,000 \text{ points}$$
- 15.5 Investments
- 15.5.1 If you hold selected *Investments* with us in a calendar month, you will be awarded 25 points for every S\$10,000 of average monthly balance maintained in your all of your selected *Investments* for that calendar month. Please contact us for the selected *Investments* where *360° Reward Points* will be awarded.
- 15.5.2 *360° Rewards Points* awarded for this *Product Category* will be calculated based on the average daily balance maintained in all of your selected *Investments* accounts for the applicable calendar month.
- 15.5.3 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.
- 15.6 Current and/or Savings Accounts
- 15.6.1 If you hold at least one *Current and/or Savings Account* in a calendar month, you will be awarded 10 points for every S\$10,000 of average monthly balance maintained in all of your local and foreign currency *Current and/or Savings Accounts* for that calendar month.
- 15.6.2 *360° Rewards Points* awarded for this *Product Category* will be calculated based on the average daily balance of all local and foreign currency *Current and/or Savings Accounts* maintained for the applicable calendar month.
- 15.6.3 *Current and/or Savings Accounts* held in foreign currency, will be converted to local currency, SGD(S\$) at a rate we determine for the purposes of computing the number of *360° Rewards Points* to be awarded based on the converted balance.
- 15.6.4 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.
- 15.7 Fixed Deposits
- 15.7.1 If you hold at least one *Fixed Deposit* account in a calendar month, you will be awarded 10 points for every S\$10,000 of average monthly balance maintained in all of your local and foreign currency *Fixed Deposit Accounts* for that calendar month.
- 15.7.2 *360° Rewards Points* awarded for this *Product Category* will be calculated based on the daily balance of all local and foreign currency *Fixed Deposit* accounts maintained for the applicable calendar month.
- 15.7.2 *Fixed Deposits* held in foreign currency, will be converted to local currency, SGD(S\$) at a rate we determine for the purposes of computing the number of *360° Rewards Points* to be awarded based on the converted balance.
- 15.7.4 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.
- Please see Clause 24 for a summary table of the Priority Banking *360° Rewards Programme*.
- 16. Preferred Banking 360° Rewards Programme**
- Please read this part together with our Singapore Preferred Banking Services and Privileges Terms and Conditions. This Part applies only if you meet the eligibility criteria set out in clause 16.1 below
- 16.1 Eligibility
- 16.1.1 If you are our Preferred Banking customer holding:
- (a) Standard Chartered Preferred World MasterCard credit card (*Preferred World Credit Card*); and
- (b) Preferred *line of credit* or current account with us,
- you are eligible to be rewarded under this Preferred Banking *360° Rewards Programme*.
- 16.1.2 The *Relationship Rewards* awarded under this Preferred Banking *360° Rewards Programme*, in the form of *360° Rewards Points*, will be credited to the valid *Preferred World Credit Card* account.
- 16.1.3 Your *Preferred World Credit Card* or Preferred *line of credit* or current account must be valid, subsisting, and in good standing to participate in this Preferred Banking *360° Rewards Programme*.
- 16.1.4 You will not be able to participate or will be immediately disqualified from participating in this Preferred Banking *360° Rewards Programme* if your *Preferred World Credit Card* becomes suspended, terminated or delinquent at any time.
- 16.2 Preferred Banking Credit Card Spend Rewards
- 16.2.1 You get 1 point for every S\$1 you spend, in the first month of your *Preferred World Credit Card* account opening.
- 16.2.2 You get 1.5 points for every S\$1 you spend from the second month onwards, if your total *Credit Card spend* reflected in your statement in any particular month is less than S\$1,500.
- 16.2.3 You get 2.5 points for every S\$1 you spend from the second month onwards, if your total *Credit Card spend* reflected in your statement in any particular month is S\$1,500 or more.
- 16.2.4 If you are our Private Banking, Priority Banking or Personal Banking customers holding a *Preferred World Credit Card* and a Preferred current account, you will

be eligible for the following *Credit Card Spend Rewards*:

- (a) 1 point for every S\$1 you spend, if your total *Credit Card spend* reflected in your statement in any particular month is less than S\$1,500; and
- (b) 2 points for every S\$1 you spend, if your total *Credit Card spend* reflected in your statement in any particular month is S\$1,500 or more.

However, you will not be eligible for the *Relationship Rewards* set out in Clause 16.3.1 below.

16.3 Preferred Banking Relationship Rewards

16.3.1 If you:

- (a) are principal cardholder of the *Preferred World Credit Card*;
- (b) are the primary *account holder* of a *product* within the *Product Category*; and
- (c) charge at least S\$250 worth of retail transaction to your *Preferred World Credit Card* in a particular calendar month,
you will earn the following *360° Rewards Points* :

- (i) 125 points for each of the following *Product Categories* maintained with us in that calendar month: *Mortgage Loans, Current and/or Savings Accounts, and Fixed Deposit*, where the minimum average balance of any *Current and/or Savings Account* and/or *Fixed Deposit* account is more than S\$1;
- (ii) 125 points for performing at least one *Online Banking* transaction in that calendar month except for the payment of bills via *Online Banking* through a *credit card account*;
- (iii) 250 points for holding selected *Investments* in that calendar month.

16.3.2 For clarity, (a) you will not earn *360° Rewards Points* for any calendar month in which you fail to meet any of the requirements set out in Clause 16.3.1, and (b) the points described in Clause 16.3.1 are the maximum number of *Relationship Rewards* points you can earn in a calendar month regardless of the number of *accounts* you may hold within the same *Product Category* in that calendar month. For example, if you have 3 *Current and/or Savings Accounts* with us in January, you will only be awarded 125 points for holding 3 products within the same *Product Category* of *Current and/or Savings Accounts*.

Please see Clause 24 below for a summary table of the Preferred Banking *360° Rewards Programme*.

17. Personal Banking 360° Rewards Programme

This Part applies only if you are our Personal Banking customer holding a *Platinum Card* and maintaining a current account or *Salary Advance account*.

17.1 Eligibility

17.1.1 If you are our Personal Banking customer holding the following with us:

- (a) *Platinum Card*; and
- (b) *Salary Advance account*; or
- (c) current account (except a current account that is linked to a *Personal Credit account*),

you are eligible to be rewarded under this Personal Banking *360° Rewards Programme*.

17.1.2 The current account must not be linked to a *Personal Credit account*. The *accounts* of all of the above-mentioned products must be valid, subsisting, and in good standing to participate in this Personal Banking *360° Rewards Programme*.

17.1.3 The following cards are not eligible to earn rewards under this Personal Banking *360° Rewards Programme*: Standard Chartered Platinum Access credit card, Standard Chartered Business Platinum credit card, MANHATTAN credit card, Standard Chartered CashBack cards, Standard Chartered corporate cards or any other Standard Chartered *co-brand* cards.

17.1.4 The *360° Rewards Points* awarded under this Personal Banking *360° Rewards Programme* will be credited to the principal *Platinum Card account*. If you have more than one *Platinum Card*, the *360° Rewards Points* will be credited to the valid principal *Platinum Card* with the smallest 16-digit *Platinum Card* number.

17.1.5 You will not be able to participate or will be immediately disqualified from participating in this Personal Banking *360° Rewards Programme* if any of the accounts of the products listed in Clause 17.1.1 becomes suspended, terminated or delinquent at any time.

17.2 Personal Banking Credit Card Spend Rewards

17.2.1 You get 1 point for every S\$1 you spend, if your total *card spend* reflected in your statement in any particular month is less than S\$1,000.

17.2.2 If you hold a current account with us, you get 2 points for every S\$1 you spend, if your total *Credit Card spend* reflected in your statement in any particular month is S\$1,000 or more (*double reward points*). You will enjoy the *double rewards points* automatically if you already have an existing current account with us.

17.2.3 If you are our Private Banking, Priority Banking or Preferred Banking customer holding a *Platinum Card* and maintain a current account with us, you will be eligible for the *Credit Card Spend rewards* stated in Clauses 17.2.1 and 17.2.2. However, you are not eligible for *Personal Banking Relationship Rewards* in Clause 17.3.

17.3 Personal Banking Relationship Rewards

17.3.1 If you:

- (a) are the *principal cardholder* of one or more *Platinum Cards*;
- (b) are the primary *account holder* of a *product* within the *Product Category*; and
- (c) charge at least S\$250 of retail transactions to any single *Platinum Card* in a particular calendar month, you can earn the following *360° Rewards Points* in respect of the applicable *Product Category*:

- (i) 50 points for each of the following *Product Categories* maintained with us in that calendar month: *Mortgage Loans, Current and/or Savings Accounts, and Fixed Deposit*, where the minimum average balance of any *Current and/or Savings Account* and/or *Fixed Deposit* account is more than S\$1;
- (ii) 50 points for performing at least one *Online Banking* transaction in that calendar month except for the payment of bills via *Online Banking* through a *credit card account*;

- (iii) 100 points for holding selected *Investments* in that calendar month.

17.3.2 For clarity, the points described in Clause 17.3.1 are the maximum number of *Relationship Rewards* points you can earn in a calendar month regardless of the number of *Platinum Cards* you hold with us, and the number of accounts you may hold within any *Product Category* in that calendar month. For example, if you fulfill the requirements set out in Clauses 17.3.1(a) to (c) for both *Platinum Cards* that you hold with us in a calendar month, and hold 3 *Mortgage Loans* in such calendar month, you will only be awarded with 50 points for these *Mortgage Loans*.

Please see Clause 24 below for a summary table of the *Personal Banking 360° Rewards Programme*.

18. 360° Rewards Points Transfer

- 18.1 If you terminate the *account* of an eligible *credit card*, and subsequently establish another *credit card account* that is eligible to earn *360° Rewards Points*, any *360° Rewards Points* credited to the terminated *credit card account* will not be transferred to the new *credit card account*.
- 18.2 Subject to Clause 18.1, you can transfer *360° Rewards Points* to any nominated family member or friend (*nominee*) who holds a *credit card* that is eligible to earn *360° Rewards Points* and such *credit card* is valid, subsisting, and in good standing. For clarity, *360° Rewards Points* can only be transferred to principal *cardholders*.
- 18.3 A fee of S\$10 will be charged for every 100,000 of *360° Rewards Points* transferred to each nominee's *credit card account*. For *cardholders* of the *Visa Infinite card*, no charges will apply.
- 18.4 You can nominate up to a maximum of 5 nominees to transfer the *360° Rewards Points* to.
- 18.5 You can only transfer *360° Rewards Points* if you and the nominee are not disqualified from participating in this *360° Rewards Programme* under clause 13.2, and both of you comply with these terms.
- 18.6 *360° Rewards Points* transferred will follow the expiry date of the points of the nominated *account*.
- 18.7 All expired *360° Rewards Points* cannot be transferred.
- 18.8 Unless we agree otherwise, once the application to transfer the *360° Rewards Points* has been processed, it is irrevocable and cannot be reversed, cancelled or altered.

19. Redemption of 360° Rewards Points

- 19.1 If you comply with all of the conditions of the *360° Rewards Programme* and have the required *360° Rewards Points*, you may select and redeem any one or more of the rewards featured in the *360° Rewards Programme* catalogue, our website or in any other publications in any medium, via any redemption channel we make available to you from time to time. The use of any particular channel for redemption will be governed by its applicable terms and conditions which are then in force, and the use of such channel or your act of redeeming through such channel indicates your acceptance of such terms.
- 19.2 For clarity:
- 19.2.1 only principal *cardholders* whose *credit card accounts* are valid, subsisting, and in good standing at the point of redemption are eligible to redeem the awarded *360° Rewards Points*; and
- 19.2.2 only *360° Rewards Points* that are awarded and reflected in the latest issued monthly statement or such other date as may be determined by us at our reasonable discretion are redeemable.
- 19.3 *360° Rewards Points* may be deducted to offset, in full or in part, the annual fee of the applicable *credit card* when the annual fee is due. Sufficient *360° Rewards Points* must be set aside if you would like to offset the annual fee of your applicable *credit card* with *360° Rewards Points*.

19.4 Redemption requests made via our hotline or any other redemption channel provided by us are deemed to be made by the principal *cardholder* when points have been deducted to process the redemption requests, or, in the case of an online redemption, an acknowledgement of redemption is reflected on the redemption webpage.

19.5 The estimated period for processing of a redemption request is 5-7 working days or more. For clarity, this processing period excludes the time period for delivery of the voucher or transferring the miles. Vouchers for successful redemptions will be mailed to the principal *cardholder's* billing address. For cash rewards, the amount will be credited into the principal *cardholder's credit card account* within 5-7 working days, barring any unforeseen technical delays.

19.6 *360° Rewards Points* required for redemptions will be deducted from the *cardholder's credit card account* when the redemption request is accepted and processed successfully by us. In events where redemptions are made using a combination of *360° Rewards Points* and cash, the cash amount required for the applicable redemption will be immediately charged to the *cardholder's credit card account* when the redemption request is accepted and processed successfully by us. Such redemption where a combination of *360° Rewards Points* and cash is used is also referred to as partial redemption. No instruction from a *cardholder* relating to any redemption request can be revoked or cancelled once the *360° Rewards Points* are deducted.

19.7 All redemption requests will be processed on a first-come, first-served basis, and no request to expedite any redemption request will be entertained. All requests are subject to the accumulation of sufficient *360° Rewards Points*, credit limit of the *credit card* and availability of rewards. If a *credit card account* does not contain sufficient *360° Rewards Points* or credit limit required for the charging of the cash amount for a partial redemption, then the redemption request will be rejected.

19.8 All *360° Rewards Points* deducted for purpose of processing redemption request cannot be refunded or restored or transferred back to any *credit card account*.

20. Redemption Of Vouchers

- 20.1 When you redeem your *360° Rewards Points* for a voucher, the voucher will be issued in the name and billing address of the principal *cardholder*, and shall specify the reward that is selected by the principal *cardholder*.
- 20.2 To redeem a reward, you must present the original voucher and the *credit card* used for the rewards redemption to the merchant as proof of eligibility.
- 20.3 You are required to sign on the applicable section of the voucher upon redemption.
- 20.4 Any payments required in connection with the redemption of the voucher are to be made with the *credit card*.
- 20.5 Unless otherwise agreed by the *merchant*, the voucher cannot be used to purchase items on promotional or special offer, sale or discount; or used in conjunction with any other discount or privilege or membership card or promotional voucher.
- 20.6 Redemption of the voucher is subject to availability and additional conditions as may be imposed by the merchant. These are specified either in the rewards catalogue or by the *merchant* at the point of redemption. If the *merchant* is, for any reason, unable to supply the product or service stated in the voucher, the *merchant* may supply alternative products or services of similar quality and price to you.
- 20.7 It is your responsibility to arrange or make, any additional meals, transportation or accommodation arrangement or any other incidental arrangements made in connection with any voucher.
- 20.8 Unless otherwise indicated, no minimum purchase is required and multiple vouchers can be used in the redemption of any reward.
- 20.9 A redemption once made, may not be cancelled nor is it refundable or exchangeable for cash or kind, *360° Rewards Points*, any other voucher or merchandise.
- 20.10 We may, but are not obliged to, replace a lost, damaged or stolen voucher on your written request.

If the voucher is damaged, we may exchange the damaged voucher for another, upon the production of the original voucher. We may charge a service fee of S\$10 for the replacement or exchange of any voucher and the full retail value of any used/ redeemed voucher which was reported lost by you.

- 20.11 Issuance of a dining, hotel or resort stay, and spa etc, voucher does not constitute a reservation. You are responsible for making any and all reservations or other arrangements as may be appropriate or required, and notifying the *merchant* and paying any ancillary costs in connection with using any voucher.
- 20.12 We are not an agent of the *merchant* and make no representation as to the quality of the goods and services provided. Any disputes about the quality of the product or the services rendered should be resolved directly with the respective *merchant*.
- 20.13 Unless otherwise stated, all vouchers must be utilised by the expiry date as stated on the voucher. No extensions or cancellations or replacement will be granted beyond the expiry date.

21. Mileage Transfer Programme

These terms apply if you participate in the Asia Miles™ programme or Singapore Airlines KrisFlyer programme. You must be our principal *cardholder* to participate in any of the mileage transfer programmes.

- 21.1 Participation in our mileage programme is also subject to the terms and conditions stipulated by the individual airline's frequent flyer programme.
- 21.2 To participate in the Asia Miles™ programme, you must first be enrolled with Standard Chartered's mileage transfer Asia Miles™ Programme. An annual enrolment fee of S\$20 will be charged to your *credit card account* upon registration and enrolment.
- 21.3 There is no enrolment fee to participate in the Singapore Airlines KrisFlyer Programme.
- 21.4 If you are enrolled in either the Asia Miles™ Programme or Singapore Airlines KrisFlyer Programme, you can effect the transfer of miles at the conversation rate of 5 points for 2 miles or such other rate as we may specify from time to time.
- 21.5 Each mile transfer to your designated airline's frequent flyer programme must be in minimum blocks of 2500 *points*.
- 21.6 For each conversion of 360° Rewards Points to your designated airline's frequent flyer miles, a transfer fee of S\$25 (exclusive of government service tax) is chargeable. Government service tax will be charged accordingly.
- 21.7 Approximately 5-7 working days and 3 weeks is required to process the transfer of 360° Rewards Points to miles for Krisflyer Miles and Asia Miles respectively. Urgent requests to expedite such a transfer will not be entertained. Once an application to transfer 360° Rewards Points to miles has been approved by us, no amendment or cancellation or reversal will be allowed.
- 21.8 You will not receive any voucher or confirmation regarding the transfer. However, you can check with the respective airline for an update of accumulated miles.
- 21.9 We are not responsible for any fraud or unsuccessful transfer. In the latter case, your 360° Rewards Points will be reinstated to your *credit card account* and no notification will be given if transfer is unsuccessful due to insufficient 360° Rewards Points.
- 21.10 We are not responsible for the miles, which have been successfully transferred, or for the actions of the individual airline in connection with the Asia Miles™ mileage programme or Singapore Airlines KrisFlyer mileage programme.
- 21.11 The individual airline may change its mileage programme terms and conditions, including regulations, policies, benefits, conditions of participating or mileage levels, in whole or in part at any time with or without notice, even though such changes may affect the value of the mileage already accumulated.
- 21.12 All miles redeemed by you must be credited to your own individual Asia Miles™ or KrisFlyer account under your name.

22. General Terms

- 22.1 For *Relationship Rewards*, your 360° Rewards Points will be calculated at the close of the preceding calendar month. For *Credit Card Spend rewards*, your 360° Rewards Points will be calculated based on the statement period. 360° Rewards Points balance will be reflected in the *credit card statement*.
- 22.2 For clarity, you will not be rewarded with *Relationship Rewards* in any calendar month in which:
- (a) you fail to maintain the applicable balance or hold the applicable *Product Category* with us; and/or
 - (b) if all *accounts* within that *Product Category* are terminated within that month.
 - (c) If you are upgraded or downgraded to a different segment where different eligibility conditions are applied (for example, if you are upgraded from a Personal Banking customer to a Preferred Banking customer in January 2013, you will need to meet the eligibility conditions set out under the Preferred Banking 360° Rewards Programme section in January 2013 to earn 360° Rewards Points under such programme for that month).
- 22.3 You will not earn *Relationship Rewards* for the following *products* held within the applicable *Product Category*:
- (a) CPF purchased funds;
 - (b) balance maintained in *MortgageOne account*;
 - (c) commercial mortgage loans; and
 - (d) *Mortgage Loans* that are approved but not disbursed.
- 22.4 If you have more than 1 eligible *credit card*:
- (a) unless we agree otherwise, 360° Rewards Points (including *Credit Card Spend Rewards* and *Relationship Rewards*) credited to other eligible *credit card accounts* cannot be aggregated for purposes of redemption of rewards or for a fee waiver;
 - (b) the relevant 360° Rewards Points required for any of the rewards redemption will be deducted from any of the eligible *credit card account* with the 360° Rewards Points expiring at the earliest date. You are not allowed to specify any particular *credit card account* for which the 360° Rewards Points will be deducted; and
 - (c) if you have attempted to redeem any rewards through more than one reward redemption channel, we reserve the discretion to assign and effect the redemption through any channels in any order as we may deem fit.
- 22.5 All 360° Rewards Points are rounded down to the nearest 360° Rewards Points. The awarding of 360° Rewards Points is subject to our discretion. 360° Rewards Points do not have any cash or monetary value and may only be used in the manner specified in these terms. The accumulation and usage of 360° Rewards Points will be reflected in your monthly *credit card statement*. 360° Rewards Points are not considered available for use until they appear on your *credit card statement*.
- 22.6 Any vouchers or rewards issued are subject to individual merchant's terms and conditions.
- 22.7 360° Rewards Points awarded are valid for 3 years from the date of opening of the *credit card account* to which the points are credited to (*Initial Period*). 360° Rewards Points awarded after the *Initial Period* will be valid for a further period of 3 years from the date the *Initial Period* ends (*Further Period*). Thereafter, subject to clause 15.2.3 and clause 18, any 360° Rewards Points that remain in the 360° Rewards Points balance after the *Initial Period* or *Further Period* will expire automatically. All 360° Rewards Points that have expired cannot be reinstated.

- 22.8 We reserve the right to:
- 22.8.1 vary, modify or amend these terms (including adding or deleting any terms);
 - 22.8.2 terminate or modify this 360° Rewards Programme;
 - 22.8.3 revoke, adjust and/or recalculate any 360° Rewards Points awarded in the event that
 - (a) you fail to pay for the applicable card retail transaction(s) for which such 360° Rewards Points are awarded; and/or
 - (b) there are any credits posted to the applicable credit card account including those posted in connection with returned goods or services or from billing disputes or chargeback transactions;
 - 22.8.4 change the number of points required for redemption of specific rewards or substitute any reward with another of a similar value;
 - 22.8.5 modify the number of points that can be earned for Credit Card Spend Rewards or Relationship Rewards;
 - 22.8.6 modify the qualifications and eligibility for earning Credit Card Spend Rewards or Relationship Rewards (including the qualifications and eligibility under the applicable customer segment);
 - 22.8.7 modify the activities that earn points;
 - 22.8.8 modify the methods used to calculate the number of points to be awarded to you; and
 - 22.8.9 withhold or cease the awarding points to you,

without prior notice provided that such rights are not exercised improperly.

- 22.9 We may suspend the calculation and accrual of 360° Rewards Points to rectify any errors in the calculation or adjust the calculation as we reasonably deem fit without giving you prior notice or reason.
- 22.10 If an adjustment to your 360° Rewards Points causes you to receive a reward that you would not otherwise be entitled to or if you redeem more 360° Rewards Points than you are entitled to, you agree that you owe us the value of such excess redemption. Under such circumstances, we reserve the right to (a) reduce your 360° Rewards Points accordingly, (b) withhold the awarding of any subsequent 360° Rewards Points or redemption of any subsequent reward, and (c) chargeback the value of the 360° Rewards Points or reward to the principal credit card account. The value of the reward or 360° Rewards Points in such instances shall be determined by us in our reasonable discretion.
- 22.11 Fraud or abuse of the redemption may result in the forfeiture of accumulated points or 360° Rewards Points as well as the cancellation of a credit card.

23. Meaning of Words

co-brand card means any co-branded credit card issued by us in collaboration with another business partner with the branding of card association on an account in accordance with the product terms.

Credit Card spend means retail transactions charged to the credit card reflected in the statement in any particular month except any interest, fees, charges, funds transfer, balance transfer and cash advance.

Credit Card Spend rewards means rewards given to you (in the form of 360° Reward Points or any other form or name we may decide) when you spend on a credit card issued by us in Singapore.

Current and/or Savings Accounts means any valid product holdings in current accounts (regardless of denominations) or saving accounts (regardless of denominations).

excluded account means one of the following accounts: Standard Chartered credit card, personal credit, home renovation loan, personal loan, overdraft, any Mortgage Loan or any other account we may from time to time designate as an excluded account for the purpose of the funds transfer.

Fixed Deposits means any valid product holding in time deposits denominated in local currency and foreign currency.

Investments means any valid product holding in Unit Trusts, Medium Term Notes, Structured Deposits, Retail Bonds, Premium Currency Investment and Equity Linked Notes. CPF purchased funds do not qualify.

Mortgage Loans means any valid product holding in mortgage loans.

Online Banking transaction means either online bill payment or Pay-Any-Card service carried out on our Online Banking. For this purpose, the payment of bills via Online Banking through a credit card account is not considered as an Online Banking transaction.

Personal Credit account means personal credit account or CreditOne account or Credit MANHATTAN account or any other account we may designate from time to time.

Platinum Card means the Standard Chartered Platinum Visa/MasterCard credit card issued by us in Singapore.

Preferred World Credit Card means the Standard Chartered Preferred World MasterCard credit card issued by us in Singapore.

Product Categories mean collectively Investments, Fixed Deposits, Mortgage Loans, Current and/or Savings Accounts and Online Banking. Product Category means any one of them.

360° Rewards Programme means Standard Chartered 360° Rewards Programme.

promotional transaction is defined in Clause 13.1.

rule of 78 is a method of computing interest refund on a fixed instalment loan (with add on interest) that is paid off before its full duration (maturity). A refund is necessitated because, on such loans, interest is not paid uniformly but forms a larger percentage of the instalment in the early months than in the later months. Therefore, a pre-paying borrower would have already paid more interest than required. To determine how much interest was paid in each month:

- (1) add up the number of the digits of the months of the loan period; and
- (2) divide this total into the numbered payments in reverse order and multiply with the monthly instalment amount;

you means you, your joint account holder or your authorised person who are our Private Banking, Priority Banking, Preferred Banking or Personal Banking customers.

Visa Infinite Card means the Standard Chartered Visa Infinite Credit Card issued by us in Singapore.

Relationship Rewards means rewards given to you (in the form of 360° Rewards Points or any other form or name we may decide) by you holding different Product Categories.

24. Summary of 360° Rewards Programme

Summary for Priority Banking 360° Rewards Programme						
	Product Holdings	Monthly Card Spending	Customer Segment			
			Private Banking	Priority Banking	Preferred Banking	Personal Banking
Credit Card	Visa Infinite	All spend	2.5x	2.5x	1x	1x
360° Rewards Points	Mortgage Loans¹⁾	>=S\$500	10 points (up to a maximum of 5,000 points) for every S\$10,000	10 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL
	Selected Investments²⁾		25 points (up to a maximum of 5,000 points) for every S\$10,000	25 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL
	Current and/or Savings Accounts³⁾		10 points (up to a maximum of 5,000 points) for every S\$10,000	10 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL
	Fixed Deposits		10 points (up to a maximum of 5,000 points) for every S\$10,000	10 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL

Summary for Preferred Banking 360° Rewards Programme						
	Product Holdings	Monthly Card Spending	Customer Segment			
			Private Banking	Priority Banking	Preferred Banking	Personal Banking
Credit Card	Credit Card + Current Account	< S\$1,000	1x	1x	1x	1x
		>=S\$1,000	2x	2x	2x	2x
360° Rewards Points	Mortgage Loans¹⁾	>=S\$250	NIL	NIL	125 points	NIL
	Online Banking transactions⁴⁾		NIL	NIL	125 points	NIL
	Selected Investments²⁾		NIL	NIL	250 points	NIL
	Current and / or Savings Accounts³⁾		NIL	NIL	125 points	NIL
	Fixed Deposits		NIL	NIL	125 points	NIL

Summary for Personal Banking 360° Rewards Programme						
	Product Holdings	Monthly Card Spending	Customer Segment			
			Private Banking	Priority Banking	Preferred Banking	Personal Banking
Credit Card	Credit Card + Current Account	< S\$1,000	1x	1x	1x	1x
		>=S\$1,000	2x	2x	2x	2x
360° Rewards Points	Mortgage Loans¹⁾	>=S\$250	NIL	NIL	NIL	50 points
	Online Banking transactions⁴⁾		NIL	NIL	NIL	50 points
	Selected Investments²⁾		NIL	NIL	NIL	100 points
	Current and / or Savings Accounts³⁾		NIL	NIL	NIL	50 points
	Fixed Deposits		NIL	NIL	NIL	50 points

1) Commercial mortgages excluded. Mortgage Loans that are approved but not disbursed are not counted.

2) CPF purchased funds excluded

3) MortgageOne account excluded. For Personal Banking, a current account that is linked to a Personal Credit account is also excluded.

4) Must perform at least one Online Banking transaction per calendar month. For this purpose, the payment of bills via Online Banking through a credit card account is not considered as an Online Banking transaction.

Part E – Standard Chartered Tigerair Credit Card Rewards Programme Product Terms

1. Eligibility and applicable terms

- 25.1 In order to participate in the Standard Chartered Tigerair Credit Card Rewards Programme (*Programme*), you must be a **principal cardholder** of a valid *co-brand card*, namely the Standard Chartered Tigerair Platinum *credit card* or the Standard Chartered Tigerair \$500 *credit card*, issued by Standard Chartered Bank (Singapore) Limited in Singapore.
- 25.2 These Standard Chartered Tigerair Rewards Programme Product Terms are to be read in conjunction with our Customer Terms, our Credit Card Terms, and the Standard Chartered 360° Rewards Programme Product Terms (*Other Terms*). If there is any inconsistency between the *Other Terms* and these terms, these terms prevail only to the extent of such inconsistency.

2. Disclosure

In addition to the terms below, clause 25.1 (Information we disclose) of our Customer Terms shall also apply.

You consent to each member of the *Standard Chartered Group*, its officers, employees, agents and advisers disclosing information relating to you contained in your Standard Chartered Tigerair Platinum *credit card* or the Standard Chartered Tigerair \$500 *credit card* application (including name, date of birth, mobile phone number, email address and passport number but excluding income related information) to Tiger Airways Singapore Pte Ltd (*Tigerair*) in order for us to provide you with the *card* privileges and benefits provided by *Tigerair* in connection with the *card*, and for *Tigerair* to provide you with information on its product and services.

3. Rewards plans

- 27.1 If you are a *cardholder* of the Standard Chartered Tigerair Platinum *credit card* (*Platinum Card*), you may sign up to participate in either one (1) of the following two (2) rewards plans:
- Upfront Rewards (*UR*) plan; or
 - Future Rewards (*FR*) plan.
- 27.2 If you are a *cardholder* of the Standard Chartered Tigerair \$500 *credit card* (*\$500 Card*), you are only eligible for the *FR* plan.
- 27.3 If you did not select your preferred rewards plan on the *Platinum Card* application form, you will automatically be enrolled in the *FR* plan on the date of opening of the *Platinum Card* account. If you selected both rewards plans on the *Platinum Card* application form, you will be enrolled in the *UR* plan. If you are a *cardholder* of the *Platinum Card*, you may change your rewards plan at any time subject to the terms set out in clauses 29 and 30 below.
- 27.4 If you are enrolled in the *UR* plan, you are not eligible to earn 360° *Reward Points* as rewards are received upfront. You are also not eligible to earn *Relationship Rewards* set out in clause 15 (360° *Rewards Programme* product terms and conditions) of our *Standard Chartered 360° Rewards Programme* Product Terms. If you are enrolled in the *FR* plan, you will earn 360° *Reward Points* for amounts charged to the *Platinum Card* or the *\$500 Card* (collectively referred to as *Cards*). *Cardholders* of the *Platinum Card* who are enrolled in the *FR* plan are not eligible to earn *Relationship Rewards*.
- 27.5 Unless otherwise stated, you are not eligible for CashBack for amounts charged to the *Cards*.

4. Rewards

- 28.1 The reward for both the *UR* and *FR* plan is a one-way flight, inclusive of all taxes and charges (including fuel surcharges), operated by *Tigerair* departing Singapore for one (1) person to any one (1) of the following 11 destinations – Bangkok, Hat Yai, Ho Chi Minh, Jakarta, Krabi, Kuala Lumpur, Medan, Pekanbaru, Penang, Phuket or Surabaya (collectively *Destinations* and each a *Destination*) (*Reward*). We reserve the right to add to, remove or change the *Destinations* at any time without notice.

- 28.2 In order to enjoy the *Reward*, you must obtain a *Tigerair* code via our *Online Rewards* website at www.standardchartered.com.sg/rewards (*e-voucher*). You must use this *e-voucher* to make the flight reservation via the Standard Chartered Tigerair Credit Card booking portal (*Portal*) located at www.booking.tigerairways.com/SCBLogin and can be accessed through www.tigerairways.com (*Tigerair* website).
- 28.3 *Tigerair* is responsible for providing you with *Portal* login details. We are not responsible or liable for any delay in *Tigerair* providing the *Portal* login details. You must use these login details to access the *Portal* to make the flight reservations using the *e-voucher*.
- 28.4 *E-vouchers* can only be used for flight reservations made via the *Portal*. *E-vouchers* are for a specific flight fare class and are subject to availability. It is recommended that you make your flight reservation with *Tigerair* at least three (3) calendar months in advance of when you wish to travel and avoid holiday periods / peak seasons. *E-vouchers* are valid for 12 months from the date of issue.
- 28.5 *E-vouchers* are not transferable unless you are in possession of more than one (1) *e-voucher*, in which case you may nominate and utilise the *e-voucher* for the benefit of any other person (including *supplementary cardholders*) provided always that you and such other person travel together on the same single flight booking.
- 28.6 *E-vouchers* are not exchangeable for cash or any other rewards or items. You are not entitled to any payment or compensation for unused *e-vouchers*.
- 28.7 In the same single flight booking made via the *Portal*, flight reservations for a maximum of two persons (including yourself) can be made and you can utilise a maximum of two (2) *e-vouchers* for such flight reservations. To add flight reservations for additional persons in the same single flight booking, you must contact *Tigerair* call centre at +65 6808 4437 (Monday to Sunday, 9am - 9pm).
- 28.8 Any change of *Destination* or any other flight particulars (including flight departure time/ dates) of a booked flight (if allowed) will be subject to further terms and conditions (including but not limited to payment of administrative fees) as may be imposed by *Tigerair*.
- 28.9 Full terms and conditions for the *e-voucher* and how to make a flight reservation may be viewed at the *Tigerair* website.
- 28.10 *E-vouchers*, the *Portal* and the flights (including flight departure timings and dates) are provided by *Tigerair* and are not within our control. We are not responsible or liable to you or any other persons for any loss or damage (including personal property):
- arising out of or in connection with your utilisation of the *e-vouchers*, the *Portal* and any flights;
 - arising out of or in connection with any breaches, actions or omissions by *Tigerair* including but not limited to any inability, error, delay, cancellation or failure by *Tigerair* in relation to the *e-vouchers*, the *Portal*, or the booking or operating of any flights; and
 - for any personal injury or death sustained at the *Destination(s)* or while travelling.
- Any disputes arising out of or in connection with the *e-vouchers*, the *Portal* and any flights must be resolved directly between you and *Tigerair*. It is the responsibility of you and any other persons travelling together on the same flight to ensure that you and such other persons possess necessary travel documentation (including valid passports and visas).
- 28.11 A fee of S\$15 will be charged to your *Card* account for each *e-voucher* issued.

5. UR Plan

- 29.1 This clause 29 shall only apply to you if you are enrolled in the *UR* plan. On commencement of the *UR* plan, you are eligible for a *Reward*. Under the *UR* plan, you agree upfront to accumulate a spend of S\$5,000 (*UR Spend Requirement*) on retail transactions on your *Platinum Card*. You have up to 12 continuous calendar months from the commencement of your *UR* plan to fulfil the *UR Spend Requirement*. The *UR* plan will commence

- on the date of opening of the *Platinum Card* account or on the date the *UR* plan is renewed (as the case may be).
- 29.2 If you have chosen to enrol in a recurring *UR* plan, unless you terminate the automatic renewal of the recurring *UR* plan in accordance with clause 29.4 below, after the *UR Spend Requirement* is fulfilled within the relevant period of 12 continuous calendar months or upon completion of the relevant period of 12 continuous calendar months without fulfilment of the *UR Spend Requirement* (as the case may be), the *UR* plan will automatically be renewed the following day. You will therefore be eligible for a fresh *Reward* in advance of the fresh *UR Spend Requirement* and will have a fresh period of 12 continuous calendar months to fulfil a fresh *UR Spend Requirement*.
- 29.3 If you have chosen to enrol in a one-time non recurring *UR* plan, after the *UR Spend Requirement* is fulfilled within the relevant period of 12 continuous calendar months or upon completion of the relevant period of 12 continuous calendar months without fulfilment of the *UR Spend Requirement* (as the case may be), your rewards plan will be automatically converted to a *FR* plan the following day. You may call our Contact Centre at 1800 788 3133 if you wish to convert your *FR* plan back to a *UR* plan of choice or convert your one-time non recurring *UR* plan to a recurring *UR* plan. For clarity, any *360° Reward Points* earned on your *Card* while you are on a *FR* plan will not count towards the *UR Spend Requirement*.
- 29.4 The *UR* plan will continue (or in the case of a recurring *UR* Plan be automatically renewed pursuant to clause 29.2) unless you call our Contact Centre at 1800 788 3133 to terminate the continuation (or in the case of a recurring *UR* Plan, automatic renewal) of the *UR* plan and convert your preferred rewards plan to a *FR* plan. You may terminate the continuation (or in the case of a recurring *UR* Plan, automatic renewal) of the *UR* plan and convert your preferred rewards plan to a *FR* plan:
- at any time, to take effect from the date the *UR* plan would otherwise have been automatically renewed, once the *UR Spend Requirement* has been fulfilled within the relevant period of 12 continuous calendar months. In the instance where the *UR Spend Requirement* has been fulfilled within the relevant period of 12 continuous calendar months, no fee will be payable for the *Reward* you received upfront. In the instance where the *UR Spend Requirement* has not been fulfilled within the relevant period of 12 continuous calendar months, we will debit the sum of S\$100, being the fee for the *Reward*, from your *Platinum Card* account without prior notice to you. For clarity, amounts charged to the *Platinum Card* cannot be converted to *360° Reward Points*; or
 - with immediate effect before fulfillment of the *UR Spend Requirement* within the relevant period of 12 continuous calendar months. In such an instance, we will debit the sum of S\$100, being the fee for the *Reward*, from your *Platinum Card* account without prior notice to you. For clarity, the amounts charged to your *Platinum Card* cannot be converted to *360° Reward Points*.
- 29.5 If you do not fulfill the *UR Spend Requirement* within the relevant period of 12 continuous calendar months, we will debit the sum of S\$100, being the fee for the *Reward*, from your *Platinum Card* account without prior notice to you.
- 29.6 If you request the cancellation of your *Platinum Card* before accumulating the *UR Spend Requirement* within the relevant period of 12 continuous calendar months, we will debit the sum of S\$100, being the fee for the *Reward*, from your *Platinum Card* account without prior notice to you.
- 29.7 If your *Platinum Card* account is suspended, cancelled or terminated for any reason during the relevant period of 12 continuous calendar months and before the fulfilment of the *UR Spend Requirement*, we will debit the sum of S\$100, being the fee for the *Reward*, from your *Platinum Card* account without prior notice to you.
- 29.8 If you are enrolled in *UR* plan, you may retrieve your e-vouchers from our Online Rewards website the day after the *UR* plan commences or is automatically renewed. We are not responsible or liable for any loss or damage suffered as a result of any failure on your part to retrieve the e-voucher(s).
- 29.9 For the purposes of this clause 29, the S\$100 fee for the *Reward* will be debited from your *Platinum Card* account whether or not you have obtained your e-voucher from our Online Rewards website or made a flight reservation using the e-voucher.
- 29.10 For clarity, we may terminate the *UR* plan at any time by serving you a written notice.

6. FR plan

- 30.1 This clause 30 shall only apply to you if you are enrolled in the *FR* plan. The *FR* plan applies to you if you are a cardholder of the *Platinum Card* but have not selected to participate in the *UR* plan or if you are a cardholder of the *\$500 Card*. The *FR* plan will commence on the date of opening of either your *Platinum Card* account or your *\$500 Card* account.
- 30.2 If you are enrolled in the *FR* plan, you will earn *360° Reward Points* if you charge amounts to your *Card*. You are eligible for a *Reward* if you accumulate an equivalent number of *360° Reward Points* from charging a total amount of S\$8,000 on retail transactions to your *Card*. Alternatively, you can choose to use the *360° Reward Points* earned to redeem any one or more of the other rewards featured in the programme catalogue.
- 30.3 If you are enrolled in the *FR* plan, to receive the *Reward*, you must use your *360° Reward Points* earned to redeem the e-voucher from our Online Rewards website under the "Tigerair Platinum Card Exclusives" section. You may not receive your e-vouchers instantaneously. We are not responsible or liable for any loss or damage as a result of any delay in your receipt of e-vouchers.
- 30.4 All *360° Rewards Points* earned on the *Cards* under the *FR* plan will expire at the end of every three-year period commencing from the date of opening of the *Card* account.
- 30.5 If you are a cardholder of the *Platinum Card*, the *FR* plan will continue unless you call our Contact Centre at 1800 788 3133 to terminate the *FR* Plan and convert your preferred rewards plan to a *UR* plan. Upon termination of the *FR* plan and conversion of your preferred rewards plan to the *UR* plan, any *360° Reward Points* earned on your *Card* will not count towards the *UR Spend Requirement*.
- 30.6 For clarity, if you are a cardholder of the *\$500 Card*, you cannot terminate the *FR* plan and cannot convert your preferred rewards plan to a *UR* plan.

7. Additional benefits

- 31.1 You are also entitled to the following complimentary benefits provided by *Tigerair*, namely the seat selector - standard option only, boardmefirst™ priority boarding, Luggage Upsize™ from 20kg to 25kg only, and Stripes membership (*Airline Benefits*). For clarity, you will automatically be enrolled in the Stripes membership programme, and you must first purchase the Luggage Upsize™ before you are entitled to the free luggage upgrade for check-in luggage from 20kg to 25kg.
- 31.2 *Airline Benefits* are subject to such terms and conditions as may be imposed by *Tigerair* as well as these terms. Please contact *Tigerair* for details.
- 31.3 You are entitled to the *Airline Benefits* if you: (i) utilise your *Rewards* or (ii) purchase air tickets directly from *Tigerair* using your *Card*, by logging on to the *Portal*. For clarity, if you do not log on to the *Portal* when purchasing air tickets from *Tigerair*, you will not be entitled to the *Airline Benefits*.
- 31.4 If you utilise your *Rewards*, and purchase full fare air tickets for any other persons via the *Portal* and charge such amounts to your *Card*, such other persons travelling with you in that same single flight booking will also enjoy selected *Airline Benefits*, namely the seat selector - standard option only, boardmefirst priority boarding, Luggage Upsize™ from 20kg to 25kg only.

8. General

- 32.1 You are also a customer of *Tigerair*. *Tigerair* collects and processes your personal data, and we are not responsible or liable for any loss you may incur as a result of *Tigerair*'s handling or use of your personal data. If you wish to have your personal data removed from *Tigerair*'s database once your *Card* has been cancelled, it is your responsibility to contact *Tigerair* directly to resolve this.
- 32.2 The *UR Spend Requirement* and the amounts charged to your *Cards* under the *FR* plan must be accumulated from retail transactions only. The following transactions will not be taken into consideration, when determining if the *UR Spend Requirement* has been fulfilled, or for the amounts charged to your *Cards* under the *FR* plan:
- any cash advance;
 - any fees and charges (including but not limited to annual card fees, interest charges, cash advance fees, finance charges and/or late payment charges);
 - any balance or funds transfer;
 - any monthly instalment of an EasyPay transaction;
 - any amount charged to your *Cards* that is subsequently cancelled, voided, refunded or reversed;
 - recurring payments or payments made using Standard Chartered Online Banking;
 - AXS or ATM transactions made using your *Cards*;
 - amounts which have been rolled over from the preceding months' statements; and
 - any other charge, fee, transaction or payment as we may stipulated from time to time.
- 32.3 For any new retail transaction payable by monthly instalments, if you charge the total amount in respect of such transaction to your *Cards* within a particular month where such total amount is successfully converted to monthly instalments:
- at *point of sale* by a participating *merchant*, the monthly instalment amount (and not the total amount charged); or
 - at a later date by us, the total amount charged (and not the converted monthly instalment amount),
- will be counted towards, the fulfilment of the *UR Spend Requirement* provided such amount is successfully posted during the relevant period of 12 continuous calendar months, or the amounts charged to your *Cards* under the *FR* plan provided that such amount is successfully posted.
- 32.4 In the event that any amounts charged to your *Cards* are reversed or cancelled, we will deduct the equivalent amount from the *UR Spend Requirement*, or such amounts charged to your *Cards* under the *FR* plan, as appropriate at our sole discretion.
- 32.5 All amounts charged to the *Cards* by *supplementary cardholders* will be considered as amounts charged to the *Cards* by principal *cardholders*.
- 32.6 We accept no liability for any late submission of any transaction by merchants for whatsoever reason.
- 32.7 We or *Tigerair* reserve the right to vary, modify, add or delete any of these terms including but not limited to making any change to the *UR* plan or the *FR* plan, spend requirement, *Reward* or *e-voucher* at any time without prior notice or reason. By continuing to participate in the *UR* plan or the *FR* plan, you are deemed to have accepted and agreed to be bound by the variations, modifications, and amendments.

Credit Card Tariff Sheet

This leaflet is intended as a quick consumer guide only. It contains an outline of the principal terms and conditions if you use our credit card. All charges are subject to change.

For clarification, you may call our

MANHATTAN Hub on 1800 3333 969 or

24-hour Phone Banking on 1800 747 7000

Repayment grace period

At least 22 days from billing/statement date.

Finance charges for purchases

Please note that this section does not apply to purchases under Automatic Payment Scheme (*Scheme*). Please refer to Finance charges for Platinum Access below for details.

Effective interest rate: 24.455% per annum (minimum). If payment is not made in full by the due date, finance charges will be calculated on a daily basis at the effective interest rate indicated on your monthly statement on the outstanding balance from the statement date, and on all new transactions from the respective transaction dates.

Note: No finance charge will be levied if payment is received in full by the due date AND there is no balance carried forward from the previous statement.

Interest calculation

Interest is calculated from the date of the transaction to the date of payment.

Finance charges for Platinum Access

Effective interest rate for purchases under the *Scheme*: 9.32% per annum. If payment is not made in full by the due date, and there is a balance carried forward from the previous statement, then the finance charges is at 24.455% per annum (effective interest rate). Finance charges will be calculated on a daily basis at 0.067% on the outstanding balance from the statement date.

Administrative fee of 6% will be charged on all approved *credit card* transactions under the *Scheme*.

Cash advance charges

Cash advance fee per transaction is charged as follow:

6% on the Cash Advance, subject to a minimum fee of S\$15.

PLUS

Finance charges at 0.077% per day on the amount withdrawn from the date of the transaction until the date of full payment.

Effective Interest Rate: As indicated on your monthly statement.

Funds transfer computation: Interest would immediately accrue when we make payment of the funds transfer to the other *account* of the *cardholder*.

Minimum monthly repayment

- a) Classic VISA/MasterCard/ Gold VISA/ MasterCard/ Platinum VISA/ MasterCard MANHATTAN *card*:
S\$50 or 3% of the new balance, whichever is the greater, plus overdue amounts; or
- b) Platinum Access without the *Scheme*:
S\$50 or 3% of the new balance, whichever is the greater, plus overdue amounts.
Accounts that are over the limit:
3% of the new balance plus the excess over the credit limit, plus any overdue amounts.
- c) Platinum Access with the *Scheme*:
aggregate of all monthly instalment plus any overdue amounts. *Accounts* that are over the limit: full monthly instalment for the total of all approved *card* transactions under the *Scheme* plus any overdue amounts.
- d) funds transfer *account*: the minimum payment is the aggregate of the full monthly instalment amount of the approved funds transfer plus any overdue amount.
Accounts that are over the limit: full monthly instalment for the total of all approved purchases or full monthly instalment for the total approved funds transfer plus excess over the credit limit plus any overdue amounts.

Note: Minimum payment due includes any outstanding minimum payment due (in full or in part) in respect of previous statements.

We reserve the right to determine or vary the basis upon which the minimum payment due is calculated.

Late payment charges

Tiered late charges if minimum payment is not received by the due date.

Current Late Payment Charge	Tiered late charges will be charged if minimum payment is not received by the due date For New Balance Amount Up to S\$3,000, a late payment charge of S\$50 will be charged. For New Balance Amount S\$3000.01 and above, a late payment charge of S\$60 will be charged.
New Late Payment Charge effective 1 August 2012	A late payment charge of S\$60 will be charged if minimum payment is not received by the due date.

The Effective Interest Rate applicable on your *credit card* and funds transfer *account(s)* will be adjusted to 28% per annum if the minimum payment is not received in full by the next Statement Date on any of your *credit card* and fund transfer *account(s)*. If you have only missed one payment, it will be reinstated to the prevailing Effective Interest Rate once minimum payment is made in full. If however your *account* has been twice or more past due* on a consecutive basis, the Effective Interest Rate will revert to 24.455% once minimum payment is made in full.

* An *account* is considered past due if the minimum payment due is not received in full before the next Statement Date.

The adjustment/ reinstatement of interest rate will be effective on the first working day after your next Statement Date once minimum payment is made in full.

Overlimit fee

If the current balance on your *card account* exceeds your credit limit, an overlimit fee of S\$40 will be charged to your *card account*.

Annual membership fee

Gold/Classic Card

Principal Card	S\$60
Each Supplementary Card	S\$30

NUS Alumni Gold /Prudential Gold Card

Principal Card	S\$150
Each Supplementary Card	S\$88

NUS \$500 Credit Card/ MANHATTAN Card

	S\$30
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Visa Infinite

Principal Card	S\$300
Each Supplementary Card	S\$150

Preferred World

Principal Card	S\$200
Supplementary Card	FREE

Platinum

Principal Card	S\$480
Each Supplementary Card	S\$150
Business Platinum	S\$150

Prudential Platinum/ NUS Alumni Platinum/ PruPrestige Visa Signature/MANHATTAN Platinum Card/ MANHATTAN World MasterCard/ SingPost Platinum

Principal Card	S\$180
Each Supplementary Card	FREE

Lost/stolen card liability

If the *credit card* is lost or stolen or if the PIN is disclosed, the *cardholder's* maximum liability is capped at SGD\$100

if the *cardholder* immediately notifies us in writing; assist in the recovery; furnish us a statutory declaration or a police report together with any other information we may require and we are satisfied that the loss, theft or disclosure of the *credit card* or the PIN is not due to the *cardholder's* negligence or default.

This limitation of liability does not apply to cash advances.

Retrieval fee

Requests for copies of sales drafts and statements are subject to the following charges:

	Charge per copy
Sales Draft	S\$5
Statement –	
Current to 3 months old	Free
3 months to under 1 year old	S\$10
1 year to 5 year old	S\$20
Beyond 5 years old	S\$50

Service fee

Returned cheque (insufficient funds)	S\$50
Rejected Direct Debit Authorisation (insufficient funds)	S\$50
Post-dated Cheque Payment	S\$25
Credit Refund via Cashier's order	S\$10
Branch Counter Payment	S\$5
Replacement fee	
Replacement Credit card	S\$20 per card
Picture replacement for Picture Credit card	S\$20 per picture
Account Maintenance Fee	S\$10 per year
(if there remains a credit balance in your credit card account after one year from the date of cancellation of your credit card)	

Overseas and foreign currency transactions

All overseas and foreign currency transactions effected in US Dollars will be converted to Singapore Dollars on the date of conversion. All overseas and foreign currency transactions effected in foreign currency other than US Dollars will be converted into US Dollars before being converted into Singapore Dollars. The exchange rate may differ from the rate in effect on the date of the transaction due to market fluctuations. Any rate imposed is final and conclusive and you bear all exchange risks, loss, commission, and other bank costs which may be incurred as a result. All conversions will be based on the prevailing wholesale interbank rates or the government-mandated rate, as shall be determined by the respective card associations namely VISA/MasterCard International

All overseas transactions (including transactions converted into Singapore Dollars via dynamic currency conversion) and foreign currency transactions charged to VISA International cards will be subject to a prevailing charge of 1% of the transaction amount representing the charge imposed by VISA International on us.

All overseas transactions (including transactions converted into Singapore Dollars via dynamic currency conversion) and foreign currency transactions charged to MasterCard International cards will be subject to a prevailing charge of between 0.2% to 1% of the transaction amount representing the charge imposed by MasterCard International on us.

All overseas transactions (excluding transactions converted into Singapore Dollars via dynamic currency conversion) and foreign currency transactions will also be subject to a prevailing fee of 2.5% of the transaction amount.

Consumer Guide on Credit Cards

Information to ask for

- Request your bank to give you the highlights of terms and conditions governing the credit card that you are applying for to provide you the following information:
 - Repayment grace period
 - Interest rate charges for outstanding balances
 - Minimum monthly payments
 - Late payment charges

- Annual membership fees
- Cash advance charges
- Lost/Stolen card liability
- At the same time, ask yourself the following 15 questions when applying for a credit card:
 1. Why am I applying for this card?
 2. Can I pay for the purchases in full each month? Or do I intend to pay the minimum sum required and rollover my payment?
 3. If I do rollover my payments, do I have the capacity to pay the accompanying charges?
 4. Do I understand the terms and conditions for the use of the card? For example, do I know what the various fees, interest, finance charges and penalties that accompany the use of the credit card?
 5. What action can the bank take if I fail to settle my overdue payments?

Membership fees

6. When will the promotional free membership period, if any, expire? What is the fee I will have to pay after the expiry period?

Payment

7. What is the minimum amount I have to pay each month?
8. How much interest do I have to pay on the outstanding amount?
9. If I do not make the minimum payment for one month, what are all the interest and other charges that I will have to pay?
10. What are the charges I will incur if my payment, either by cheque or GIRO, is returned for whatever reasons?

Cash advances

11. If I take a cash advance from my credit card line, what are the charges that I will have to pay?

Loss of credit card

12. If I lose my credit card, what must I do?
13. If I lose my card what are my liabilities for unauthorised purchases?

Credit limit

14. What is my credit limit?

Changes in terms and conditions

15. If there are any changes in the terms and conditions for the use of the card, will I be informed of these changes? If so, when will I be informed of these changes?

For a full set of the Code of Consumer Banking Practice Code, please refer to <http://www.abs.org.sg/documents/CodeBook.pdf> for more information.

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