

## International Funds Transfer Terms

These **Terms** form a binding agreement between you and us and govern your access to and use of our **International Funds Transfer** service. Our **International Funds Transfer** service allows you to transfer funds from your *source account* to selected **Bank Accounts, Wallets** or **Cards** via *mobile banking* or *online banking*.

By utilising our **International Funds Transfer Service**, you agree to be bound by the **Terms**, as supplemented by and read together with the prevailing terms applicable to your *source account* with us, including the:

- (a) Client Terms (including but not limited to the section on “Fund transfer services by electronic banking services”;
- (b) Current/Cheque/Savings Account and Time Deposit Terms; and
- (c) Credit Card Terms (collectively, the **Relevant Terms**).

In the event of any inconsistency, these **Terms** shall prevail over the **Relevant Terms**.

The meaning of key words printed in italicised fonts like *this* is explained in the **Relevant Terms**. Some additional key words that apply are printed in bold font like **this** and are defined below.

1. Definitions:
  - a. “**Recipient Account**” refers to the **Bank Account, Card** or **Wallet** in the name of the recipient to whom you have requested the **International Funds Transfer** be made;
  - b. “**Designated Card Issuer**” means any card issuer in a participating receiving jurisdiction.
  - c. “**Designated Wallet Provider**” means a participating wallet provider in a participating receiving jurisdiction .
  - d. “**Bank Account**” means any current/cheque or savings account.
  - e. “**Card**” means any personal credit or debit card bearing the name and/or service mark of VISA or Mastercard.
  - f. “**Wallet**” means any stored value wallet.
  - g. “**Terms**” refer to these terms and conditions for the use of our **International Funds Transfer** service.
  - h. “**International Funds Transfer**” has the meaning ascribed to in clause 3 below.
  - i. A reference to:
    - i. “we” means Standard Chartered Bank and its successors and assigns.
    - ii. “you” means the account holder of a *source account* or the account holder’s *authorised person*.
    - iii. the singular includes the plural and vice versa.
2. An **International Funds Transfer** shall be a *funds transfer service* as defined in the **Relevant Terms** and all clauses in the **Relevant Terms** that apply generally to a *funds transfer service* shall apply equally to an **International Funds Transfer**.
3. Our **International Funds Transfer** service allows you to perform a cross-border transfer of funds from your Standard Chartered **Bank Account** or **Card** (each a *source account*) to (a) any **Bank Account** in another country, any **Card** issued by a **Designated Card Issuer**, or (c) any **Wallet** maintained with a **Designated Wallet Provider**.
4. Depending on the nature of your *source account* and the **Recipient Account** stipulated in your **International Fund Transfer** instruction, we will select the most appropriate method by which to perform your **International Funds Transfer** request (e.g. by mail, telex, cable, SWIFT or any other means we deem fit) and make use of an appropriate correspondent, agent, card association(s) and/or other agency, where necessary, to do so. We will advise you of the associated fees (if any) and applicable exchange rates before we proceed. You understand that the rate of exchange applicable to each **International Funds Transfer** request is our prevailing rate of exchange for the relevant currencies at the time the funds transfer is processed, which may be different from the rate notified to you at the time the instruction is entered by you.
5. For the avoidance of doubt, an **International Funds Transfer** effected from your credit card as a *source account* will be regarded as a *cash advance*. Accordingly, the amount transferred will be subject to a corresponding one-time cash advance fee and will incur interest at the prevailing finance charge rate for cash transactions until such time as it is fully repaid. The prevailing cash advance fee and finance charge for cash transactions is set out in our Service and Price Guide, which is available on our website.
6. You must first register each recipient using *online banking* or *mobile banking* before you make an **International Funds 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) via the *electronic banking services*. You are also solely responsible for ensuring that the correct funds transfer amount is reflected whenever you make an **International Funds Transfer**. We are not liable for any *loss* which may result if you fail to update the recipient’s particulars before making a funds transfer or if the fund transfer amount indicated is incorrect.
7. You understand that **International Funds Transfers** may be processed solely based on the:
  - (i) Bank Account number of the recipient where the transfer is to a **Bank Account**;
  - (ii) **Card** number of the recipient where the transfer is to a **Card** account, and
  - (iii) name of **Wallet** provider together with the recipient’s mobile number associated with that **Wallet**, where the transfer is to a **Wallet**, as indicated by you in the **International Funds Transfer** instruction, and not necessarily the name or other particulars of the recipient that you may have provided. Accordingly, your **International Funds Transfer** request may be processed even if the name of the recipient does not match the **Recipient Account** particulars provided pursuant to 6(i), (ii) or (iii) above.

8. We cannot guarantee the time at which the funds transferred pursuant to your **International Funds Transfer** Instruction will be credited into the **Recipient's Account**. Any timelines that we may provide for an **International Funds Transfer** are purely indicative and for informational purposes only.
9. Without prejudice to any other provision in our Relevant Terms, we will not be liable for any loss or damage to you for any delays or faults of any kind in the **International Funds Transfer**, or in any message, or instruction by mail, facsimile, telegraph, cable, electronic transmission or such other method.
10. Each **International Funds Transfer** transaction is subject to minimum and maximum transfer amounts per transaction.
11. All fund transfer instructions initiated by you are final. We are not obliged to entertain any requests for the recall of any transfers once you have placed your fund transfer instruction. If we do make a recall at your request, it shall be on a reasonable efforts basis at our sole discretion.
12. If we are successful in recalling an **International Funds Transfer** made by you, or if your **International Funds Transfer** is not accepted, rejected or otherwise returned for whatever reason, the refund of the **International Funds Transfer** amount will be made to you at the prevailing buying rate for the relevant currency (where applicable). Any foreign exchange losses arising from the refund will be borne by you. **Please note that correspondent banking fees may apply for remittances made to corporate entities.**
13. We reserve the right to revise the list of **Designated Wallet Providers, Designated Card Issuers** and/or account types that are eligible to receive **International Funds Transfers**.
14. We may amend these terms at any time by posting the updated **Terms** on our website, or by notifying through any other means as we may determine. By continuing to use our **International Funds Transfer** service after our posting and/or notifying you of the updated **Terms**, you shall be deemed to have accepted the updated **Terms**.
15. These **Terms** are governed by the laws of United Arab Emirates and parties submit to the non-exclusive jurisdiction of the courts of United Arab Emirates.