

# Priority Banking Terms and Conditions

In these terms and conditions, “you” refers to you, your joint account holder or your authorised person who are Priority Banking customers of Standard Chartered PLC and its subsidiaries and affiliates (including each branch or representative office) (the “Standard Chartered Group”). The additional services the Bank provides to you as a Priority Banking customer are governed by these terms and conditions.

## 1. MEMBERSHIP

- 1.1 To become a Priority Banking customer, you will have to meet the eligibility criteria and Priority Banking membership admission is at our discretion. The Bank reserves the right to end your Priority Banking membership at any time without giving you a reason but prior notice will be given to you.
- 1.2 Continuation of your Priority Banking relationship is subject to fulfilment of the eligibility criteria. We will review your relationship with us on a regular basis and its continuation will be at our discretion.
- 1.3 You may end your Priority Banking membership by giving us written notice.

## 2. ELIGIBILITY CRITERIA

Eligibility criteria will be determined by the Bank from time to time. As of June 2019 the eligibility criteria are:

- (i) Minimum half-yearly average balance of BDT 3.50 Million in Current/Savings Account; or
- (ii) Minimum combined half-yearly average balance of BDT 5.00 Million in Current/Savings Account and Term deposit; or
- (iii) Mortgage loan outstanding of minimum BDT 7.00 Million with the Bank (and client to be non-delinquent); or
- (iv) Exclusive for Employee Banking customers: Monthly net salary credit of BDT 400,000 or above in payroll account under Employee Banking proposition with the Bank. (This criterion is subject to review after one year based on your overall relationship with the Bank).

## 3. FEES AND CHARGES

- 3.1 Fees and charges may be charged for the provision of selected Priority Banking services.  
The fees are set out in the Priority Banking Schedule of Charges and may change from time to time. You can request for a copy of the Priority Banking Schedule of Charges or the specific charges for a particular Priority Banking service by contacting your Relationship Manager, via phone banking, visiting the Bank’s branches or from the Standard Chartered website at [www.sc.com/bd](http://www.sc.com/bd)
- 3.2. Priority Banking membership is subject to your meeting the eligibility criteria. If the eligibility criteria are not met, we may at our discretion: Convert your banking relationship including reclassification of product holdings, and the banking relationship of any or all of your household members (if any) who were accorded Priority Banking membership by the Bank through the Household Recognition Programme, to Personal Banking relationship.

## 4. PRIORITY BANKING SERVICES

### 4.1 Household Recognition

- 4.1.1 The admission of your family members (spouse and children) to Priority Banking membership is subject to your family members holding eligible accounts with the Bank and you notifying the Bank of their accounts. The Bank may end your family members’ Priority Banking membership at any time.
- 4.1.2 Continuation of your family members’ Priority Banking relationship(s) is subject to your fulfilment of the eligibility criteria (i) or (ii). The Bank will

review your relationship on a regular basis and its continuation will be at the discretion of the Bank. Family recognition is not extended to clients eligible under eligibility criteria (iii) & (iv).

- 4.1.3 In calculating whether a household meets the Priority Banking eligibility criteria, deposits, or housing/auto loans of household members will not be amalgamated/combined.
- 4.1.4. As an extendee (i.e. family member of the primary customer), you agree to be recognised as part of the main applicant’s household. Any of your accounts/joint accounts balances would not be included in determining whether the household meets the Priority Banking Criteria.
- 4.1.5. In the event that no household members meet the Priority Banking eligibility criteria, the Bank reserves the right to convert your banking relationship or the banking relationship of any or all of your household members (if any) who were accorded Priority Banking membership by the Bank through Household Recognition Programme to Personal Banking relationship
- 4.1.6 As a primary customer, you may at any point of time give the Bank in writing to end the Household Recognition service which is extended to your family members.
- 4.1.7. In the event, where you choose to voluntarily transfer out of the Priority Banking platform, the Bank will not notify your household members.
- 4.1.8 The Bank reserves the right to communicate with the household’s primary customer only.

### 4.2 Global Recognition

- 4.2.1. Global Recognition is available in selected countries and is subject to you notifying the Bank in writing of the details of the accounts you hold with the Bank in each country.
- 4.2.2 Global Recognition is only available to your family members who have been admitted to Priority Banking membership through household recognition.

### 4.3 Emergency Cash Services During Travel Abroad

Emergency cash transfer facilities may be availed from active RFCD account (Lower of US\$5,000 or 90% of RFCD balance). This facility is available for selected locations.

### 4.4 Services Provided By Third Parties

From time to time the Bank may introduce you to other Priority Banking privileges and services provided by third parties. Any services provided by third parties are subject to their terms and conditions and the Bank will not be liable for any loss you incur in connection with such services.

### 4.5 Provision Of Priority Banking Services

The Bank reserves the right not to provide you or cease to provide you with any Priority Banking Services and its accompanying benefits (if any) if you are downgraded from the Priority Banking platform for any reasons whatsoever. The Bank will attempt to notify you as soon as possible if this happens but the Bank does not need to give you any reason for doing this.

### 4.6 Priority Banking Services Withdrawal

Priority Banking Services are subject to local regulations, the Bank may vary or withdraw the services at any time.