

Premium Banking Terms and Conditions

In these terms and conditions, “you” refers to you, your joint account holder or your authorised person who are Premium 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 Premium Banking customer are governed by these terms and conditions.

1. Membership

- 1.1** To become a Premium Banking customer, you will have to meet the eligibility criteria and Premium Banking membership admission is at our sole discretion. The Bank reserves the right to end your Premium Banking membership at any time without giving any reason but prior notice will be given to you.
- 1.2** Continuation of your Premium 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 sole discretion.
- 1.3** You may end your Premium Banking membership by giving us written notice.

2. Eligibility criteria

Eligibility criteria will be determined by the Bank from time to time. As of January 2020, the eligibility criteria is:

- (i) Minimum half-yearly average balance of BDT 1.00 Million in Current/Savings Account

3. Fees and Charges

- 3.1** Fees and charges may be charged for the provision of selected Premium Banking services. The fees are set out in the Premium Banking Schedule of Charges and may change from time to time. You can request for a copy of the Premium Banking Schedule of Charges or the specific charges for a particular service of Premium Banking by contacting your Relationship Manager, via phone banking, visiting the Bank’s branches or from the Standard Chartered website at www.sc.com/bd.
- 3.2** Premium 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 to Personal Banking relationship.

4. Premium Banking Services

4.1 Services provided by third parties

From time to time the Bank may introduce you to other Premium 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.

4.2 Provision of Premium Banking Services

The Bank reserves the right not to provide you or cease to provide you with any Premium Banking Services and its accompanying benefits (if any) if you are downgraded from the Premium 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.

4.3 Premium Banking Services Withdrawal

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

5. Document Protection Services

- 5.1** Subject to the applicable Premium Banking service conditions. You, as a Premium Customer, may request the Bank through your written instruction to keep records of your a) Passport number b) Insurance policy number c) Driving license number d) Trade license number(s) or the option of any other item suggested by the Bank, from time to time so that in case of loss or theft of such items/documents the Bank may serve as a source of reference.
- 5.2** The Bank may in its absolute discretion require that written confirmation of your oral instruction(s) be received by it within such period as the Bank may specify.
- 5.3** Where any of the above accounts are opened by more than one person or where Premium banking facilities are made available to more than one person, any such one person shall be entitled to give any such instructions and the Bank shall be entitled to rely upon such instructions.
- 5.4** You will release the Bank from and indemnify and hold the Bank harmless from and against all actions, suits, proceedings, costs, claims, demands, charges expenses, losses and liabilities however arising in consequences of or in any way related to the “Document Protection Services”.

6. Privileged Discount Arrangement

- 6.1** Subject to the applicable Premium Banking service conditions, clients may enjoy discounts at selected outlets using Premium Banking debit card. The Terms and Conditions of the discount arrangement may vary from time to time depending on the agreement between the Bank and vendor. Neither the Bank nor the vendor is liable to notify you regarding such changes. You will release the Bank (and any Vendor/Third Party service provider) harmless from and against all action, suits, proceedings, costs, claims, demands, charges, expenses, losses and liabilities however arising in consequences of or in any way related to the unavailability of the proposed discount arrangement at any point of time for any reason whatsoever.

7. Fees

- 7.1** You will pay the Bank such annual fees and charges in respect of Premium banking as the Bank may in its absolute discretion from time to time specify.
- b) The Bank shall be entitled to debit any fee(s) or other charge(s) payable by you under this condition from any of your account with the Bank.
- c) Without prejudice to any other right of the Bank, if there are insufficient funds outstanding in your accounts with the Bank to cover fees or other charges payable, the Bank shall at any time thereafter be entitled to terminate or suspend “Premium Banking Membership” and the services associated with Premium banking or any one of them as it may in its absolute discretion determine.

8. Termination of Premium Banking Privileges

All Premium Banking facilities shall be deemed to have been terminated or cancelled forthwith upon your death or bankruptcy. Immediately upon termination or cancellation of all Premium Banking facilities, whether by the Bank or you. You will cut your Premium Banking Debit Card into half and return it to the Bank (together with any cheque books) and other unutilized material from the Bank by mail or to the nearest branch.