

Important Changes to our Customer Terms

- (1) We have added the following in Clause 5.4 to accommodate the use of email correspondences/form of instruction for banking services as follows:
 - you shall use the email you have provided to us (sometimes referred to as your registered email) and acknowledge that we will not act on any instructions sent by you to us, if such email is not sent from the email provided to us;
 - you accept that all incoming correspondence sent by us at the email provided shall be deemed to have been received by you;
 - you will not assume receipt by us of any instruction or communication that you send by email to us;
 - you accept that we may, under circumstances determined by us, require from your confirmation or verification of any instructions or communication in such form or manner as we may specify before acting on the same; and
 - we will not be liable for any failure or delay in acting on any of your instructions or communication by email by reason of any breakdown or failure of transmission or electronic equipment or facilities for whatsoever reason, or breakdown of or delay or error in transmission or communication (including without limitation any misdirection of your instructions or communication within the Bank).

- (2) We have added to clause 5.11 which states that the Bank will “act on instructions sent via the email you have provided to us and you accept that all such emails shall be deemed to have been sent by you”.

- (3) Clause 5.17 is further improved as follows: “You acknowledge and accept the risks of giving instructions by telephone, fax, email or through any electronic transaction service (including the risk of technical malfunction in your or our electronic equipment, 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 email or electronic transaction services cannot be

guaranteed to be secure or free from virus, delay or any other third party attacks). In particular, unless otherwise specified in our agreement, we will not be responsible for wrongful instructions received by malware in your computer or device or man-in-the middle attacks.”

- (4) The mode of eStatement Receipt is amended in clause 12.1 as follows:
“all your statements be sent by email. Successful delivery will also depend on external factors not within our control and you must notify us immediately if you have not received your eStatement on time or if there is any change to your email address.”
- (5) We further add the words ‘transactions from emails’ in Clause 18.2 as follows:
“the Bank will not be liable to any transaction on an account linked to you card, passbook and chequebook including transactions from emails.”
- (6) We added the definition of “Email” in Part L – under meaning of words.

The revised Customer Terms will also be available at <https://www.sc.com/global/av/bn-customer-terms050214.pdf>; any of our branches; or you may call our 24-hour Client Care Centre at +673 2658000 to request a hard copy.