

STANDARD CHARTERED BANK BOTSWANA LIMITED

COVID-19 RELIEF PROGRAMME

The Government of Botswana has announced a series of measures as a response to the impact of COVID-19 aimed at easing the impact of the pandemic on the economy. In support of the Government's efforts, and to ease the financial burden on you, our client, during this difficult time, the Bank has introduced relief measures available to clients who have been directly impacted by COVID-19.

The measures that are on offer as well as their details are as follows:

Personal Banking Clients

For our Personal loan, Auto and Mortgage loan customers we will offer:

1. A **3-month repayment holiday**: You may request for a 3-month repayment holiday on your Personal loan, Auto or Mortgage loan
 - This option will entail non-collection by the Bank of the due monthly instalment for the loan (both the principal and interest) for a period of 3 months
 - Normal instalment (i.e principal and interest) repayments will resume on the fourth month
 - The original loan tenure will be extended by 3 months, with the outstanding loan balance payable in equal monthly instalments over the new loan tenure
 - Accrued monthly interest payments from the repayment holiday will become payable at the end of the facility tenure
2. **Extension on the tenure of the loan**– You may request to extend the tenure on your Personal loan, Auto loan or Mortgage loan to help you reduce your monthly payments
 - The facility tenure may be extended by a period of up to 12 months
 - After extending the loan tenure, the outstanding loan balance will then be payable in equal monthly instalments over the new tenure
3. **Option to pay interest only** – You may request to pay only the interest component of your loan
 - This option will entail the Bank collecting only the interest portion of the due monthly instalment for the loan for a period of 3 months. No principal amount will be payable during this period.
 - The original loan tenure will be extended by 3 months. The outstanding loan balance after the interest only period will then be payable in equal monthly instalments over the remaining loan tenure resulting in an increase in your monthly instalment amount post the interest only period

For credit card holders, we are offering the following relief options:

1. You may request for a **3-month repayment holiday** where you will not pay the minimum amount due for 3 months.
 - You may continue to use your card during this time subject to having an unutilised limit on your card
 - The Bank will not collect the minimum balance due or any interest and charges applicable thereon for the 3 months in question

- The outstanding amounts (all the fees and interest accrued over the repayment holiday period) will be billed for payment at the end of the 3-month period
2. **Option to convert your outstanding balance into a loan** to allow for flexibility in paying this off in equal monthly payments.
- You will not be required to submit any documentation for this conversion to be effected
 - The existing credit card balance will be converted to a Loan-on-Card at a reduced interest rate of 21.5% per annum repayable in one year through 12 equal monthly instalments which will be collected from your usual repayment account
 - You may continue to use your card during this time subject to having an unutilised limit on your card
 - Subsequent card utilisation under this option will be subject to the standard operation of the credit card. Each Instalment Amount will be charged to the Credit Card Account and added to the minimum amount due. The statement will not have a separate deduction for the monthly Loan-on-Card instalment.

Please note that if you have taken credit life cover through Standard Chartered Bank, the Bank will automatically extend the duration of the cover to accommodate the increased tenure of the loan. If you have arranged your own cover, please engage with your Insurance provider to extend cover and give the Bank evidence that the duration of the credit life cover has been extended in line with the increased loan tenure.

We urge you to make use of our digital platforms during this time. The following channels are available for your convenience:

- **Mobile banking-** You can buy airtime using *170*247# and *171*247# to pay your bills, get airtime, get forex rates, do fund transfers or get your bank statement amongst other services
- **Online Banking and the SC Mobile app-** You can open an account and/or access over 70 service requests on this platform

To find out more about these relief measures please contact the Client Care Centre on +267 3615800, the nearest branch or your Relationship Manager. To apply for any of the above-mentioned options for your credit card or loan instalments.

Business Banking Clients

For all Loan Products:

1. **A 3-month repayment holiday:** You may request for a 3-month repayment holiday on your Personal loan, Auto or Mortgage loan
 - This option will entail non-collection by the Bank of the due monthly instalment for the loan (both the principal and interest) for a period of 3 months
 - Normal instalment (i.e principal and interest) repayments will resume on the fourth month
 - The original loan tenure will be extended by 3 months, with the outstanding loan balance payable in equal monthly instalments over the new loan tenure
 - Accrued monthly interest payments from the repayment holiday will become payable at the end of the facility tenure

2. **Extension on the tenor of the loan**– You may request to extend the tenor on your Personal loan, Auto loan or Mortgage loan to help you reduce your monthly payments
 - The facility tenure may be extended by a period of up to 12 months
 - After extending the loan tenure, the outstanding loan balance will then be payable in equal monthly instalments over the new tenure

3. **Option to pay interest only** – You may request to pay only the interest component of your loan
 - This option will entail the Bank collecting only the interest portion of the due monthly instalment for the loan for a period of 3 months. No principal amount will be payable during this period.
 - The original loan tenure will be extended by 3 months. The outstanding loan balance after the interest only period will then be payable in equal monthly instalments over the remaining loan tenure resulting in an increase in your monthly instalment amount post the interest only period

For overdraft facilities:

Your credit lines will continue to be available to you during this time, however interest must be serviced on a monthly basis.

If you are not already on our Straight2Bank platform, please contact us on the details below to help set you up so you can do your business banking transactions from the comfort of your home during this time. Please note that for the next 3 months we will be offering a 25% discount on all Electronic Fund Transfers (EFTs) conducted on Straight2Bank, making it P4.20 per transfer as opposed to the normal P5.60.

To find out more about these relief measures please contact your Relationship Manager, BusinessBanking.BW@sc.com , the Client Care Centre on +267 3615800 or the nearest branch.

RELIEF PROGRAM GENERAL TERMS AND CONDITIONS

The terms following will govern all the above relief program options and any client requesting help from the Bank in this regard will be bound by the same:

- The relief program offer will only be available to clients whose income from the employer has negatively been impacted by COVID-19
- Any client whose loans was already in arrears by 30 days or more as at 31 March 2020 will not be eligible under the program
- All the relief program options shall be valid for a period of 3 months only, unless otherwise instructed by the relevant authorities
- No handling/administrative fees will be levied on the customer to facilitate execution of any of the above offers
- Where applicable, the client shall not move their salary from being received into their Standard Chartered account during the tenure of the relevant relief offer without the Bank's consent
- The existing terms and conditions stated in any banking agreement relating to any product or lending facility between the client and the Bank shall continue to apply
- Where applicable, all existing security/collateral documents and/or guarantees will continue to secure all liabilities which are expressed to be secured by them
- For the avoidance of doubt, none of the above offers constitute a waiver or discharge of any existing or future obligations or breaches by the client may already have under any banking agreement between them and the Bank
- Nothing under any of the options in the relief program shall be deemed to exclude or restrict any power, right or remedy of the Bank under any banking agreement and the rights and

obligations, as provided for in any banking agreement, and/or at law, will continue to be in full force and effect and shall not in any way be prejudiced, impaired or otherwise affected by the offers in question

- The availing of the offers under the program will be at the absolute discretion of the Bank.