

# Closure of Online (Internet) Banking Services.

Standard Chartered Bank will discontinue Online Banking services in Qatar effective 12 July 2015. Your banking accounts and relationship with the Bank will not be affected by this change, and the Bank will continue to provide service through all other banking channels.

All services requested through Online Banking before July 12, 2015, such as standing instructions, will continue as per your Online Banking instruction.

We look forward to continuing to serve you at our branch and through our Phone Banking, ATM's, and website outside the branch operating hours. These service requests include:

- Personal Information Updates
- Funds Transfers
- Credit Card Bill Payments
- Accounts View and Mini Statements on demand

We apologize for any inconvenience caused by this change and assure you of our best service at all times. Please refer to the attached list of services offered through our channels. For any further information please call our 24/7 Phone Banking helpline (+974) 4465 8555.

We are happy to serve you with the following services through our alternate channels

S/No	Online Banking Service	Alternate Channel Available
1	View Account / Credit Card Balances & Transactions	<p>View your Account balances and transactions through our ATM or call our 24/7 Phone Banking helpline at (+974) 44658555.</p> <p>Get your Credit Cards balances and transactions through our 24/7 Phone Banking helpline at (+974) 44658555.</p> <p>Information will also be provided on your paper or electronic statements.</p>
2	Personal Information Update	<p>You may mail your update to our Branch at P.O Box 29, Doha.</p> <p>Your personal information will be updated after signature verification and a call back confirmation.</p>

S/No	Online Banking Service	Alternate Channel Available
3	Cheque Book Request	Cheque books may be requested at our ATM.
4	Issued Cheque Status	You may check the status of an issued cheque by calling our 24/7 Phone Banking helpline at (+974) 4465 8555. SMS are also sent when cheques are paid.
5	Inward Remittance Status	<p>You may check the status of an inward remittance by calling our 24/7 Phone Banking helpline at (+974) 44658555</p> <p>You will also receive an SMS when your account is credited</p>
6	View IBAN	View or generate your IBAN on our website: <a href="https://www.sc.com/qa/iban/overview/en/">https://www.sc.com/qa/iban/overview/en/</a>
7	Telegraphic Transfers / Fund Transfers	<p>A form is also available on our website: <a href="https://www.sc.com/qa/form-centre/en/">https://www.sc.com/qa/form-centre/en/</a> which you will have to print, sign and mail the form to our branch at P.O Box 29, Doha.</p> <p>or</p> <p>Visit our branch at Burj Doha, Al Corniche Street, Doha between 7:30 am and 1:00 pm.</p>
8	Standing Orders	Please visit our branch at Burj Doha, Al Corniche Street, Doha between 7:30 am and 1:00 pm
9	Credit Card Bill Payment	You can make a Standard Chartered Credit Card bill payment by calling our 24/7 Phone Banking helpline at (+974) 44658555

For any further information or service please call our 24/7 Phone Banking helpline (+974) 44658555