

Terms & Conditions

As part of our constant endeavor to keep our records updated, and to maintain a high quality of service, we would appreciate it greatly if you could inform us of any changes to your personal particulars when they occur. Please contact us on +962(6)5658011 from outside Jordan and on 080022099 from inside Jordan for assistance at any time. It's always a pleasure serving you.

In consideration of the Bank agreeing at my request that future statements be sent to me via electronic mail (e-mail) to such e-mail address as in the Bank's record and/or as instructed by me through the Phone Banking Service ("Designated Email") or such other designated e-mail account as may be instructed by me from time to time (known as the "Service"), I hereby agree as follows:

- (1) I shall agree to all terms and conditions herein provided, and I am aware that these shall not be in addition to and not in substitution of the Bank's standard terms and conditions governing banking facilities and to the services which shall apply to the Service. In the event of a conflict between the terms and conditions of this agreement and any other relevant terms and conditions, the terms and conditions of this agreement will prevail to the extent of such conflict. The use of the Service will constitute the customer's agreement to and receipt of these terms and conditions as well as the acknowledgement of the inherent risks in the transmission of eStatement via e-mail.
- (2) The provision of this Service is at the Bank's discretion, and such Service may be modified, suspended, withdrawn, cancelled or discontinued by the Bank at any time. In the event of such modification, suspension, withdrawal, cancellation or discontinuance of the Service, the Bank shall notify me and shall revert to sending the statements in paper format to my last mailing address appearing on the Bank's record. In the case of eStatement via email, the eStatement shall be attached together with the email notification. Once the Service is provided to me, the Bank will cease to provide me with printed and mailed statements. Fees on printed statement will be applied as per declared in the Tariff & Charges Guide and as per the regulations of the Central Bank of Jordan.
- (3) I am the owner and designated user of the Designated Email and shall take all necessary security measures and precaution to ensure that the Designated Email is not accessed by any unauthorized party. I agree and confirm that the Bank does not warrant the timeliness, security, confidentiality or availability in the transmission of the eStatements to the Designated Email and the Bank is not responsible for any information leakage resulting from not using security measurements for electronic mails, and I do not have the right to request from the bank for any loss or damage resulting from that.
- (4) I may terminate the Service at any time by submitting a request through any of the Bank's branches. I understand that the Bank will revert to sending the statements in paper format to the last mailing address appearing on the Bank's records. Fees on printed statement will be applied as per declared in the Tariff & Charges Guide.
- (5) The Bank's system of transmission of the eStatements are proprietary to the Bank and I agree to the non-exclusive sub-licence of the system granted by the Bank for use of the Service. I am aware that any unauthorized use of the system by me or through parties (whether authorized or unauthorized by me) may result in civil action being taken against me by the Bank. I shall not (whether by self or otherwise) re-engineer, modify, disseminate, copy, decompile any software within the system or otherwise owned or provided by the Bank
- (6) I will be required to check all eStatements for any unauthorized transactions. If I should be aware of any unauthorized transaction(s) on any of the eStatements, I must notify the Bank within 30 (thirty) days from the statement date but in any event not later than the stipulated applicable time period specified in the eStatement and/ or in the welcoming email. Any applicable time periods within which I must notify the Bank of any unauthorized transaction(s) shall begin on the statement date printed on the relevant eStatement regardless of when I access or opens the eStatement.
- (7) I am aware that the Bank never makes any request from me to provide my account or security details via email. Where I requested for eStatement to be sent to me to my Designated Email, I acknowledge that the eStatement can be accessed/viewed normally by accessing my email account as the eStatement shall be sent to my email address designated by me to benefit from this service. I acknowledge that I am responsible for checking the eStatement for any unauthorized transactions and that I am aware of any unauthorized transaction(s) on any of the eStatements, I must immediately notify the Bank. The first 12 digits of the Credit Card number and 7 digits of the Account number will be masked as a security precaution. If I am aware or if I am suspect that the details of the eStatement are known to someone else, I must notify the Bank immediately.
- (8) I agree that from time to time the Bank may advertise its products and services, and those of other companies in the Standard Chartered Bank Group, through the eStatement Service.
- (9) I acknowledge that the Bank will use its best endeavours to ensure the security of the Service. Notwithstanding the foregoing, I agree that the Bank shall not liable in any manner for any disruption, unavailability of the Service, communication, electrical or network failure that may result in the eStatements being incomplete, unavailable or delayed in transmission. I further acknowledge that the use of and the transmission of information via email may not be guaranteed to be secure. I acknowledge that the information transmitted may be liable to errors, viruses, delay, interception, modification or amendment by unauthorized persons and I acknowledge that transmission may be disrupted, interrupted, delayed or incorrect. I shall not hold the Bank responsible for any errors, viruses, delay, inaccuracy, losses, damages whatsoever arising from or in connection with the customer use of the Service including but not limited to any interception, modification or amendment, disruption, interruption, delay or inaccuracy of e-mails or internet transmission or other communication equipment or facilities. For the avoidance of doubt, I shall not be responsible for any losses suffered whether direct, indirect, consequential, or special loss, even if the Bank shall have been advised of the same.
- (10) I will not hold the Bank responsible for any consequences that may arise as a result of any online communication between me and the Bank which may be lost in transmission (whether in whole or in part).
- (11) I acknowledge and agree that the Bank shall have the right to amend any term(s) of this agreement at any time by giving such notice in writing to me, whether by mail, facsimile, e-mail notification or otherwise or by placing prominent notices at the Bank's offices or branches and I agree to be bound by the same.
- 12) No statement can be obtained through e-statement for months before subscription date for this service.
- 13) Once applied for e-statement service, the hard copy statement will be stopped
- 14) I shall not allege that I have not settled any of the outstanding amounts on my account due to not receiving any of the e-statements relating to my account through the service.
- (15) I declare that the Bank communications which is send through electronic mail and the account electronic outcomes that the Bank provide about the files, records, documentation to be considered as legal proof and that its considered as final proof of the accuracy of their content and that I relinquish my right of objection on them.
- (16) The Courts of Amman (Palace of Justice) is the only specialized located court to submit any dispute arising between the parties and shall be settled and governed in accordance with Jordanian laws and regulations.

Non receipt of e-statement shall not construed by me to be sufficient reason for non-payment of dues on time.