

Standard Chartered Country Supplement (SME Banking Sri Lanka)

For Services provided to you in or into Sri Lanka, the Agreement will be amended as follows:

Capitalised terms used but not defined in this Country Supplement have the meanings set out in the Agreement.

Account Terms Country Supplement

1. Dormant Account and Abandoned Property Procedures

Dormant Accounts: If a savings Account has had no Transaction for a period of two years and in case of a current Account for one year, the relevant Account will be classified as a dormant Account. In order to re-activate a dormant Account, a full customer due diligence process will be conducted.

Abandoned Property: If an Account has been dormant for 10 (ten) years the Account will be classified as abandoned property. We will comply with regulations pertaining to abandoned property issued by the Central Bank of Sri Lanka.

You may speak to Your Relationship Manager for further information on both dormant Accounts and abandoned property.

Standard Terms Country Supplement

1. Disclosure of Information

Clause (*Disclosure of Information*), the following wording will be added:

"We may disclose Your information to parties specified in this clause for the purposes of:

- (a) understanding Your banking requirements;
- (b) risk management;
- (c) outsourcing or consolidating Our operations;
- (d) any sale of assets or corporate exercise;
- (e) procuring credit protection; or
- (f) undertaking any note issue."

Information:

For any enquiries, service requests, compliments or complaints on Small and Medium Enterprise (SME) Banking, you may contact us on the following:

Telephone: +94 112 480444 (8:30AM-5:00PM)

Email: Feedback.CB@sc.com

Post: Manager ,Customer Care Unit, Standard Chartered Bank ,
No. 37, York Street, Colombo 1, Sri Lanka

Website: www.sc.com/lk

We will address Your complaints within a time period of 10 days from the date on which the complaint was received by the Us. If You do not get a satisfactory response to the complaint and wish to pursue other avenues for redress, You may approach The Financial Ombudsman, Sri Lanka. Tel: 2595628

CLIENT INITIAL	STAMP