

## Introduction of Paper Statement Fee for Individual Retail Clients effective 1 November 2019 (Not Applicable for Company Accounts – SME/ Business Banking & Corporate Accounts)

As notified during September 2019 and November 2019, with a view to drive the reduction of paper consumption and to ensure you receive your statements in the most convenient, secure, and timely way possible, we have made it possible for customers to receive their bank statements via email or for download from our online banking website. We strongly encourage all our clients to enrol to eStatements as soon as possible to start enjoying these benefits.

Effective 1<sup>st</sup> November 2019, a Paper Statement Fee of RM5.00 per statement will be applied for Standard Chartered/Standard Chartered Saadiq accounts as follows:

- Current Accounts
- Savings Accounts
- Credit Card Account

*\* Paper statement fee is applicable to all Individual Retail clients other than the clients stated in the exemptions list below*

### How can I avoid the Paper Statement Fee charges?

If you are currently receiving your banking statement electronically, you will continue receiving your statements via email and/or in the online banking website at **no cost**.

If you have not yet registered to receive eStatements, you may choose from one of the three simple ways to subscribe:

1. Log on to Standard Chartered Online Banking and follow the 4 steps outlined below
  - i. Select 'eStatements & eAdvices'
  - ii. Click on 'Subscriptions'
  - iii. Select which statement type you want to update and change subscription
  - iv. Choose a password for your eStatement and accept the Terms and Conditions

*For a visual guide, please go to [www.sc.com/my/bank-with-us/estatement/](http://www.sc.com/my/bank-with-us/estatement/)*

2. Call us at 1300-888-888 or 603-77118888 (international) to update your statement preference

3. Visit us at our nearest branch , operating hours between 9.15am – 4.00pm.

**\*Who will be exempted from this fee?**

- Customers aged 65 and above (auto exemption based on the year born)
- Customer with disabilities (exemption subject to customer declaration at any SCB branch)
- Basic Savings Account and Basic Current Account (auto exemption)
- SME/Business Banking & Corporate accounts are excluded from this fee (until further notice)

For more information and FAQs, please visit [www.sc.com/my/bank-with-us/estatement/](http://www.sc.com/my/bank-with-us/estatement/)