

Making banking easier for you.

As we evolve in sync with your digitally-connected lives, we are making banking easier by investing in technology to enhance your banking experience.

Hence, we would like to inform you that effective 18 January 2021, the following branches will be converted into Smart Banking Branches, a digital transformation that will make banking easy and convenient for you.

| Smart Banking Branches |
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| Damansara Utama, Publika, Kota Damansara and Johor Bahru |

Our sales and service activities will remain unchanged. Branch Sales, Service Managers and Service Ambassadors will still be available to assist you with banking services such as:

- Deposit account opening and debit card issuance
- Wealth Investment/Bancassurance (including Takaful) booking, and/or redemption/surrender
- Application for loans/financing
- Service requests such as change in address, contact number and more.

Our easy self-banking channels and machines will be maintained for your convenience including cash and cheque deposit via cash/cheque deposit machines, cash withdrawal and MEPS Interbank Fund Transfer via ATMs. iPads or laptops will also be made available at our Smart Banking Branches for easy self-banking. You can continue to access our online banking, mobile banking and phone banking channels to perform activities such as bill payments, interbank fund transfers, remittance and many more.

Over-the-counter transactions and services will not be available except for Priority Banking clients; however, those activities can be performed via our digital platforms or you may visit the nearest branch for the services listed below:

| Over-the-counter Services | Digital Service Options | Nearest Branch |
|--|--|---|
| Cash Deposit/ Withdrawal | <ul style="list-style-type: none"> Cash Deposit Machine Automated Teller Machine Next Nearest Branch | <p><u>Klang Valley branches</u> KL Main Petaling Jaya Subang Jaya Klang</p> <p><u>Johor branch</u> Taman Molek</p> |
| Credit Card and Loan Repayment/Financing Payment* | <ul style="list-style-type: none"> Cash Deposit Machine Automated Teller Machine Online Banking | |
| Interbank Giro/ Rentas/Remittance* | <ul style="list-style-type: none"> Online Banking Mobile Banking Next Nearest Branch | |
| Cashier's Order/ Foreign Currency Draft/ Passbook Issuance/ Replacement* | <ul style="list-style-type: none"> Next Nearest Branch | |
| Fixed Deposit (FD) or Term Deposit-i (TD-i) Placement/ Upliftment | <ul style="list-style-type: none"> Online Banking** – applicable for: <ul style="list-style-type: none"> FD placement FD/TD-i upliftment Client can also visit the nearest branch or communicate with Client Call Centre for FD/TD-i placement/upliftment | |

Rest assured, we have taken all the necessary measures to provide you with uninterrupted service to all your banking needs and there will be no changes to any of your account details and personal information with Standard Chartered Bank.

As a bank that has operated in Malaysia for more than 145 years, Standard Chartered remains committed to putting you at the heart of what we do and giving you the power to bank on your terms.

Should you have any enquiries or require clarification, please do not hesitate to email our Client Care Centre at Malaysia.Feedback@sc.com or chat with us via Click to Chat at [sc.com/my](https://www.sc.com/my) (operation hours from 9am-12 midnight, daily including public holidays).

Note: All our Priority Banking Centres will operate as usual

** Not applicable to Corporate, Commercial and Institutional Banking clients*

*** Straight2Bank is not applicable for FD placement and FD/TD-i upliftment*