

Frequently Asked Questions: RM5 fee for Paper Statement

1. When will the RM5 fee be imposed for paper statement?

With effect from 1 November 2019, client will be charged RM5 for each paper statement

2. What types of paper statement(s) will be charged?

With effect from 1 November 2019, each paper statement generated and sent to client's mailing address will be charged. However, statements to the following clients/products will be exempted:

- Clients above 65 years old
- Clients with disabilities
- Basic savings / basic current accounts
- Business Banking and Corporate Banking clients

3. Why is Standard Chartered Bank imposing a Paper Statement Fee?

With the increasing trend of digitalization, clients are encouraged to obtain their e-Statement via Online Banking or obtain their e-Statement via email attachment. Benefits of e-Statement as below:

- a) Reduced mailbox clutter
- b) Faster delivery
- c) Enhanced security
- d) View up to past 12 months e-Statements

4. How to subscribe to e-Statement?

Clients can subscribe for e-Statement by the following:

- 1) Online Banking with the following steps:
 - i. Log in Standard Chartered Online Banking at sc.com/my
 - ii. Click "eStatements & eAdvices"
 - iii. Click "Subscribe" tab and change
Choose "Subscribe eStatement – Receive an email alert when your eStatement is available on Online Banking", accept the T&C and then click next.
- 2) Client Care Centre at 1300 888 888 or 603 7711 8888 (if calling from overseas)
- 3) Visit any of Standard Chartered Bank Malaysia branches.

5. Besides obtaining e-Statement via Online Banking, is there another e-Statement mode of delivery?

Client may opt to receive e-Statement via an email attachment. However, clients are encouraged to verify their email address registered with the Bank.

6. When will the RM5 be debited from client's account for paper statement fee?

The RM5 paper statement fee will be debited on the following day upon generation of paper statement.

7. Clients received multiple paper statements, will clients be charged for every statement?

The RM5 fees will be charged on each paper statement being generated. For consolidated statement, (multiple accounts' transactions into single statement) there will be only single RM5 being imposed to CASA account.

8. If Clients is on e-Statement for deposit account banking and received paper statement for credit card accounts, will clients be charged for paper statement fee?
Yes, clients will be subjected for the paper statement fee for credit card accounts.
9. If client has a joint accountholder who is eligible for exemption, will client be charged for paper statement?
Yes, the exemption is only applicable for primary accountholder.
10. Will the Paper Statement Fee apply to supplementary cardholders?
No, the paper statement fee will be applied to principal cardholder only.
11. Can client opt to view their e-Statements via Online Banking and receive e-Statement via email attachment?
Yes, client can opt for both mode of e-Statement. This can be customised via Online Banking and will take effect on the following month.