

Standard Chartered  
Saadiq 

# **Standard Chartered Saadiq Credit Card**

User Guide

**VISA**

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## **Features and Benefits**

### **Global Acceptability**

Your Standard Chartered Saadiq Credit Card can be used at more than 24 million establishments worldwide and 30,000 establishments in Pakistan. This gives you convenience, recognition and security wherever you are. With the Standard Chartered Saadiq Credit Card, you can pay for shopping, meals, travel, entertainment; virtually anything that money can buy. Whether you spend in dollars or in any other currency, all your billings will be in Pakistani rupees.

### **Buy Now, Pay Later**

With your Standard Chartered Saadiq Credit Card, you have the option to pay your monthly bills in 51 days! Standard Chartered Saadiq Credit Cards give you the option of paying the minimum amount. In case the current balance amount is more than Rs 500, the minimum amount due will be equivalent to Rs 500 or 1% of your principal balance amount, plus all fees & charges and monthly instalments if applicable in the statement of account, whichever is higher.

### **Chip Card Technology**

At Standard Chartered Bank, we are always looking for ways to improve your overall banking experience and to provide you with a secure mechanism to conduct credit card transactions.

A chip card adds an additional layer of sophisticated fraud protection through an embedded microchip that turns cardmember information into a unique code when used at a chip-enabled terminal that is difficult to duplicate or copy.

It is really easy to use your Standard Chartered Saadiq Chip Card:

1. At merchants who have chip-enabled terminals, insert your Standard Chartered Card with chip in the chip-enabled terminal, and sign to authorise the transaction.
2. At merchants who are not yet equipped with chip-enabled terminals, swipe and sign your name as usual.
3. For phone or online transactions, nothing changes - simply provide your credit card number and complete your online transaction as you do today.

### **Cash Advance**

With your Standard Chartered Saadiq Credit Card, you no longer need to carry cash. You can withdraw any amount up to your cash advance limit. You can obtain cash advance at ATMs and financial institutions worldwide displaying the Visa/Plus or MasterCard logos.

### **Supplementary Cards**

Avail up to 5 supplementary cards and have them made for anyone who is above 18 years of age.

All your supplementary cardmembers share your basic credit limit. The supplementary cards will carry a separate account number so that in case of loss or theft, only the affected cards will need cancellation and unaffected card(s) will continue to enjoy uninterrupted card usage. All charges incurred on the supplementary cards will be reported on your monthly statement.

### **eStatements**

Standard Chartered offers you the facility to have your statements emailed to you, so you can stay updated no matter where you are.

### **SMS Banking**

Receive instant access to your account information including your outstanding balance or payment due date. Simply register your mobile number with Standard Chartered SMS Banking and receive SMS alerts when:

- A transaction is conducted on your credit card
- Your credit card is about to reach its credit limit
- Your credit card payment has been received
- Your statement has been dispatched (statement summary on the same SMS)
- You have missed a payment
- Your credit limit has been changed

### **Online and Breeze Mobile Banking**

Our free online and Breeze mobile banking service gives you the ability to manage your credit card and bank account 24 hours a day, 7 days a week.

### **Foreign Transactions**

When you use your credit card abroad, the transaction amount will be converted from the transaction currency to US dollars, based on the prevailing international exchange rate. In order to assist cardmembers, all transactions will be converted into Pakistani rupees for payment.

### **Zero Loss Liability**

You are covered for all fraudulent charges made on your credit card after it has been reported lost to Standard Chartered through Client Centre. Please note that all transactions conducted on your lost card before it is reported as lost will be billed to you. Hence, we would advise you to report the loss immediately upon discovery.

### **Shariah Board**

Standard Chartered Saadiq Pakistan operations are reviewed and appraised by a Shariah Board who also provides us guidance on Shariah related matters.

### **Knowing Your Credit Card**

#### **Important Information About Your Credit Card:**

- Sign your card immediately on the signature panel with a non-erasable ball-point pen.
- Your card is valid till the expiry date shown. Cardmembers in good standing will receive a renewal card for the next membership period before the 'valid till' date on the card is reached
- Do inform us of any change in your particulars such as a change of address or phone number as soon as possible
- Please quote your card number in all correspondence and all cheques
- Do read the enclosed Schedule of Charges for details of all the charges and fees associated with the use of your card
- For further information related to your Saadiq Credit Card, please feel free to call us at 111-002-002 or email us at: [complaints.pakistan@sc.com](mailto:complaints.pakistan@sc.com)

### **Potential Risks Which May Arise From the Use of Credit Card and the Mechanism of Mitigating These Risks**

Never leave your cards or receipts lying around, for there is always the risk of someone misusing them. Following are some tips to help you protect yourself from credit card fraud:

- When using your card at any merchant establishment, ensure that all details have been entered correctly and completely before signing the charge-slip. Always use the same signature as on your card.
- After using your card at any merchant establishment, ensure that the card which is returned is yours.
- Retain your copy of the charge slip for all transactions, till they are reflected in your account statement.
- Bring any irregularities to the notice of the Bank immediately.
- Abstain from signing any blank charge slips
- Draw a line through the blank space above the total on all charge slips in order to avoid any additional charge that you do not consent to
- Retain phone numbers card numbers and expiry date in case you need to report your card lost or stolen
- Never provide sensitive information like your card's Personal Identification Number (PIN) details to anyone over a telephone call, including the Bank's representative, without confirming the identity of the concerned individual

Please note that our 24 hour Client Centre is there to address all queries and assist you in every way possible. Our Client Centre can be contacted at 111-002-002, 24 hours a day.

Listed below are possible scenarios that carry the risk of credit card fraud:

- If your credit card seems to have been misplaced or lost or stolen
- If you stop receiving your monthly statements
- If your credit card statement lists transactions you never conducted
- If you find online purchases on your statement that you never transacted

### **SMS Alerts\***

It is highly recommended that you activate SMS Alerts facility available on credit cards by calling our Client Centre, and staying informed on all transactions taking place on your card.

### **Use and Protection of Your Saadiq Credit Card**

- Do not bend your card
- Do not leave your card near a television or any electrical/electronic equipment having a continuous magnetic field
- Avoid scratching the magnetic strip. The magnetic strip on the back of your credit card is sensitively encoded, thus requires proper care
- Please do not place two cards with magnetic strips side by side
- When you receive your new card on renewal, immediately destroy the old card by cutting it in two halves vertically and by damaging the chip

### **Internet Transactions**

When conducting an internet transaction, please note that the merchant will need your name as it appears on your card, your credit card number, the expiration date and the CVV/CW2 code (last 3 digits displayed at the back of the card's signature panel) to process an online order. Please adopt the following measures to ensure that you are protected from fraudulent activities in your account:

- Always use a protected computer that has a firewall in place. Installation of anti-virus software and other protection updates also helps to secure your computer.
- Before making any purchases online, be sure that the site has all the necessary software features in place to protect and safeguard your account information.
- After transacting online on a public computer, ensure that you have appropriately logged off as there is always a chance of someone extracting your personal details from the computer's cache.

\* However, the Bank may at any time, at its discretion, charge a fee for use of any or all of the above facilities. The charges levied will be applicable as per Schedule of Charges.

- Avoid transacting on websites that do not take you to a secure server or do not provide necessary security precautions. Most secure websites have inherent security features to safeguard your account information.
- Avoid dealing with merchants with an unreliable history. Remember that most reputable companies clearly mention their privacy policy, as well as important information like phone numbers and physical addresses, on their respective websites.
- Avoid clicking on links that open numerous pop ups and spam websites.

#### **Safety Tips for Credit Card Use at an ATM**

- Avoid choosing an obvious Personal Identification Number (PIN) such as your birthday or your personal phone number.
- Avoid writing your PIN on papers lying around your house or office. Negligence in this regard can greatly increase the risk of credit card fraud
- Always check ATM receipts against your credit card statement and keep them for your record
- Avoid lending your credit card to anyone

#### **How to Conduct the First Transaction on Your Credit Card**

Your Standard Chartered Saadiq Credit Card gives you access to a credit line up to the amount stated in your credit limit letter. Before you go out for your shopping spree remember to:

- Call Client Centre, at 111-002-002 to activate your card. The Client Centre representative will activate your account after verification.
- Ask the representative for your T-PIN which will enable you to access a wide range of services round-the-clock through the Client Centre.
- To ensure that your card is not misused, please sign on the back of the card with a ballpoint pen immediately.



### **You are now ready for your first transaction!**

1. At the payment counter of the authorised establishment, the merchant will ask for your card to process your transaction.
2. The merchant will insert your card in the POS machine and then hand you two slips.
3. Before signing the slip please check that the information on the slip is correct to avoid any subsequent dispute.
4. After signing, you will have to return one slip to the merchant and retain one for your record.
5. Please remember to collect your card from the merchant.

### **Know Your Standard Chartered Saadiq Credit Card Statement**

#### **Important information about your card statement**

- Examine your statement on a regular basis. In case of any discrepancies, inform the Bank at our 24 hour Client Centre at 111-002-002, within 7 days of receipt of your statement.
- If your mailing address has changed, please call at our 24 hour Client Centre at 111-002-002 to update your credentials
- Please note that as the cardholder, you bear the responsibility for all charges incurred, due to any unauthorised use of the credit card

## Key Details on the Statement are as Follows:

Standard Chartered  
Saadiq

**1 Credit Card Statement**

Upon completion of the Payment Coupon please:

- Pay at Standard Chartered Bank Branch
- Drop Coupon in any Standard Chartered Bank Drop Box
- Mail Coupon to Standard Chartered Bank (Pakistan) Limited, Credit Cards Department Karachi, Lahore, Islamabad.

Standard Chartered  
Saadiq

**Credit Cards**  
P.O. Box 5505, 11, Chundrigar Road, Karachi-74000  
24-hour Phone Banking at LHM 111-4004040 or  
e-mail us: ask.us@sc.com

**3 Payment Coupon**

Statement Date <b>2</b>	Payment Due Date <b>4</b>		
Card Account Number <b>5</b>	Current Balance <b>6</b>	Minimum Amount Due <b>7</b>	Please Enter Individual Payment Amount <b>8</b>
Total			Total Payment Enclosed <b>9</b>

Kindly settle the above mentioned Credit Card bill as under:

Debit my Standard Chartered Bank Account Number

By cheque number  Drawn on Bank Branch

Amount in words

Signature

---

Credit Limit (PKR)		Available Credit Limit (PKR)		Available Cash Limit (PKR)		Payment Due Date		Minimum Amount Due	
<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>
Previous Balance +	Purchases +	Cash Advances +	Fee & Charges +	Payments -	Credits -	=		Current Balance	
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>

Date	Description	Currency	Amount	Amount (PKR)
<b>30</b>	<b>31</b>	<b>32</b>	<b>33</b>	<b>34</b>

**KINDLY DO NOT GIVE AWAY YOUR CARD TO ANYONE IN ANY SITUATION E.G., FOR A LIMIT INCREASE OR CANCELLATION OF YOUR CARD ETC., WITHOUT CUTTING IT INTO TWO HALVES.**

\*The Available Credit Limit and Available Cash Limit take into account purchases made or cash advances taken but not billed in this statement, and are correct as at the time of printing of this statement. The Available Cash Limit is subject to availability of SOD Credit Limit.  
\*The newly branched Electronic Credit Information Bureau of State Bank of Pakistan requires all banks and financial institutions to report all finance and advances, irrespective of the finance amount, to the State Bank. Any default or delay in making regular payments against finance can affect credit worthiness of the customer and you may be unable to avail further financing from the banking system. Further, in case of consumer finance, default history will be maintained for a certain period after adjustment of default amount. For further information on eCRIB, you may visit following website: [www.sbp.org.pk/ecrib/index](http://www.sbp.org.pk/ecrib/index)  
For complaints which remain unresolved beyond 45 days, you may write to Banking Ombudsman, Shaheen Complex, M.R. Kiyani Road, Karachi or visit [www.bankingombudsman.gov.pk](http://www.bankingombudsman.gov.pk)  
بچھڑیں دن سے زائد فرشتہ ملہ، دفعات کے لئے ریڈ سرٹونی ٹیکلنگ سلیب پاکستان، شاہین کمپلیکس، ایم آر کیانی روڈ، کراچی سے تحریریں دیے جانے۔ [www.bankingombudsman.gov.pk](http://www.bankingombudsman.gov.pk)

- Statement of Account:** This refers to the monthly statement sent to you, showing particulars of your transaction and current balance payable to the Bank.
- Statement Date:** The date on which the statement is generated. All transactions received and posted till this date from the previous statement, will appear in this statement.
- Perforated Payment Coupon:** The slip used for making payments. Complete this carefully and attach it with cash/cheque payment.
- Payment Due Date:** The date on, or before, which your payment should reach the Bank.
- Card Account Number:** The credit card number of the card account issued to you by the Bank. Please mention it on the back of your cheque when making payments, and on all correspondence.

6. **Current Balance:** The total debit balance outstanding on the card account on the statement date.
7. **Minimum Amount Due:** In case the current balance amount is more than Rs 500, the minimum amount due will be equivalent to Rs 500 or 1% of your principal balance amount, plus all fees & charges and monthly instalment applicable in the statement of account, whichever ever is higher. If your current balance is less than Rs 500, you will have to pay the balance in full.
8. **Individual Payment Amount:** The amount you wish to pay for each of the card accounts for this statement.
9. **Total Payment Enclosed:** The sum of all the payments you are enclosing.
10. **Credit Limit:** The total debit balance permitted by the Bank for all your credit accounts (the basic cards and the supplementary cards).
11. **Available Credit Limit:** The total remaining balance available, at the time when your credit card statement is generated.
12. **Available Cash Limit:** The total cash amount you can withdraw, as recorded at the time when your credit card statement is generated.
13. **Previous Balance:** The amount that was billed in the previous statement.
14. **Purchases:** The sum of all purchase transactions made and posted in your card account from the previous statement date, till current statement date.
15. **Cash Advances:** The sum of all cash withdrawn and posted in your card account from your previous statement date till the current statement date.
16. **Fees and Charges:** The sum of all charges including all fees, additional expenses, legal cost etc. It is posted in your card amount from your previous statement date till the current statement date.

17. **Payments:** The sum of all payments received in your card account from the previous statement date till the current statement date.
18. **Credits:** The sum of all credits, including but not limited to, reversals posted in your card account from your previous statement date till the current statement date.
19. **Date:** The date on which the corresponding card transactions are undertaken/posted to your card account.
20. **Description:** Brief details of all transactions (purchases, cash advance, charges, credits, payments, etc.) made and posted from the previous statement date till the current statement date.
21. **Currency/Amount:** The currency of all card transactions.
22. **Amount:** This lists the transaction amount against each payment, purchase, cash advance or credit. All foreign transactions will automatically be converted to the billing currency.  
On the reverse side of your original statement, comprehensive information on charges, payment options, etc., have also been provided for your reference and convenience.

## **How to Make Your Credit Card payment**

### **Drop Box**

For your convenience, payments may be made by cheque. If you pay by cheque, please ensure that your cheque is drawn on a bank in the same city where your payment is being deposited. Please make all cheques payable to Standard Chartered Saadiq Credit Card marked "A/C Payee Only" and payable in Pakistani rupees. Please remember to write your credit card number on the back of the cheque and send it enclosed with the statement payment coupon. You can drop your payment envelope in specially marked drop boxes at Standard Chartered Bank (Pakistan) Limited branches. The cheques deposited by you at Standard Chartered Bank (Pakistan) Limited branches or sent by mail, are first sent for clearing and only after funds are received, the payment is posted to your account. This procedure takes approximately three business days. For all returned cheques, a fee will be charged as per the Schedule of Charges.

### **Auto Debit**

You have the convenience of making minimum or 100% payment as specified on the monthly statement, through your Standard Chartered Bank account. If you wish to use this facility, please contact us at least 2 days before your statement date.

### **Client Centre**

You can make your credit card payment 24 hours a day by calling Client Centre on 111-002-002.

### **Cash Deposit Machines**

You can make your credit card payment 24 hours a day using our exclusive cash deposit machines. All you have to do is enter your credit card number and place the cash into the machine. You will get a receipt indicating the payment amount against your credit card number.

### **ATM**

You can conveniently make payments, 24 hours a day, through Standard Chartered ATM machines.

### **Cash**

You can pay cash over the counter at any Standard Chartered branch in Pakistan.

### **Online and Breeze Mobile Banking**

Our online banking facilitates you with the option of making your credit card payments 24 hours a day from your Standard Chartered Bank (Pakistan) Limited account.

### **Mail**

You can make your credit card payment by sending a cheque/pay order/draft in the name of Standard Chartered Bank (Pakistan) Limited, Credit Cards, by mail.

### **Client Support**

Our 24 hour Client Centre is there to help you with your requests, complaints, reporting a lost or stolen card/theft and just about any other query that you may have. Call us at 111-002-002 or email us at: [complaints.pakistan@sc.com](mailto:complaints.pakistan@sc.com)

### **Branch Locator**

With our Online Branch Locator, you can easily locate our branches spread all over Pakistan. Just visit [sc.com/pk](http://sc.com/pk) and find the branch closest to you.

### **Write to Us**

Complaint Management Unit, Standard Chartered Bank (Pakistan) Limited, 1st floor, Jubilee Insurance Building, I. I. Chundrigar Road, P.O. Box 5556, Karachi.

### **Frequently Asked Questions**

**Q. How do I activate my Standard Chartered Saadiq Credit Card?**

A. Upon receiving your Standard Chartered Credit Card, simply call Client Centre at 111-002-002 from your contact numbers (office / residence) registered on our system and get it activated.

**Q. Where can I use my Standard Chartered Saadiq Credit Card?**

A. The Standard Chartered Credit Card can be used globally for any transaction at any merchant outlet accepting Visa credit cards.

**Q. Can I withdraw cash on my credit card?**

A. You can withdraw cash up to your cash withdrawal limit.

**Q. Will I be charged any cash withdrawal fee?**

A. On cash withdrawals through ATMs or over the counter transactions, cash advance fee as per prevailing SOC will be levied.

**Q. What if my credit card or any of my supplementary credit cards is lost/stolen/misplaced?**

A. In the event that the card is lost, stolen or misplaced, please report it immediately to our Client Centre on 111-002-002. After you have informed us, you will instantly be secured against any unauthorised transactions.

**Q. What if I have a discrepancy or error on my credit card monthly statement?**

A. If you notice any discrepancy in your monthly statement, report the matter to our Phone Banking on 111-002-002, within 14 days of receipt of your statement. In order to check statement entries, retain all your sales slips and printed receipts. This will help you keep a record of all your transactions.

**Q. How will I be charged with the maintenance fee?**

A. A fixed maintenance fee depending on the card type (as per the Schedule of Charges) is charged monthly for the continued usage, benefits and privileges associated with the card.

**Q. What should I do if I have problems with my Standard Chartered Saadiq Credit Card account?**

A. If at any time you face a problem regarding your credit card account, call our Client Centre at 111-002-002 or please refer to the enclosed list of Visa Emergency Assistance Service contacts in the event of an emergency abroad. You can also email your enquiries to [complaints.pakistan@sc.com](mailto:complaints.pakistan@sc.com)

## **Chip Card**

**Q: Why does my Standard Chartered Credit Card now feature a chip?**

A: It will provide greater protection against fraud whether you use your card here or abroad to make purchases at merchants that use chip terminals to accept your payment.

**Q: What is a chip-based card?**

A: A chip card contains an embedded microchip that encrypts Cardmember information into a unique code that significantly increases transaction and account data security when used at a chip-enabled terminal, and makes card cloning and fraud more difficult.

**Q: Chip card, EMV Card, Smart Chip Card - what's the difference?**

A: These are different terms for the same technology. The technology used in these credit cards is commonly known as being EMV-enabled, which stands for Europay, MasterCard and Visa, which uphold the chip technology. These cards are a global standard for processing credit and debit card payments. Various credit card companies may refer to chip cards slightly differently, but they all function to help keep your card more secure.

**Q: What makes the chip card more secure?**

A: A chip card adds an additional layer of sophisticated fraud protection through an embedded microchip that turns Cardmember information into a unique code when used at a chip-enabled terminal that is difficult to duplicate or copy.

**Q: How do I use my card to make a transaction?**

A: It's easy:

- At merchants who have chip-enabled terminals, insert your chip card in the chip-enabled terminal, and sign to authorise the transaction.
- At merchants who are not yet equipped with chip-enabled terminals, swipe and sign your name as usual.
- For online transactions, nothing change—simply provide your credit card number and complete your online transaction as you do today.



**Q: Can I still use my card at merchants that don't have a chip-enabled terminal yet?**

A: In addition to the embedded chip that provides an added layer of security at chip-enabled terminals, your card will also continue to have the traditional magnetic strip on the back, enabling you to use it at merchants who do not yet have a chip-enabled terminal.

**Q: Do I need a PIN to use my card?**

A: No. Today, your Standard Chartered chip card is a chip + signature card, so just sign your name like you currently do today to complete your transaction.

**Q. Should I be worried that my personal information is vulnerable if my card gets lost or stolen?**

A. The embedded microchip makes cardmember information much more difficult to duplicate or copy, and provides enhanced fraud protection on your account when used at a chip-enabled terminal. If your card is lost or stolen, you should report the same immediately to our Client Centre at 111-002-002 so we can issue a new chip card to you.

**Reward Points**

**Q. How can I redeem my accumulated Reward Points/WorldMiles?**

A. You can redeem your Reward Points/WorldMiles by calling Client Centre at 111-002-002 or by logging on to our website [sc.com/pk](http://sc.com/pk)

**Q. Can supplementary cardmembers earn Reward Points/WorldMiles?**

A. Reward Points/WorldMiles can be earned on supplementary cards and will be transferred to the primary cardmember's account.

**Q. How can I track my Reward Points/WorldMiles?**

A. You can track your Reward Points/WorldMiles by calling at Client Centre at 111-002-002. Your Reward Points/WorldMiles will also be stated on your monthly credit card statement.

**Q. Is there any validity of Reward Points/WorldMiles earned or transferred?**

A. Yes, Reward Points/WorldMiles have a validity of 3 years from the date of earning.

**Q. Can I gift the redeemed awards or tickets to my friends or relatives?**

A. Yes, you can gift the redeemed items to anyone you wish.

## Visa Global Client Assistance Services Toll-free Numbers

Cardholders travelling in any of the following countries can report their Visa cards lost/stolen and request emergency services by using the following toll-free numbers. (Callers in certain countries dialing these numbers including the collect number from mobile or hotel phones might be charged fees. Visa will not be responsible for any fees incurred).

If the country you are in is not listed, or if you experience difficulties using any of the toll-free numbers, please call collect at +1-303-967-1096 (collect calls are placed using the local operator).

Legend: (Δ) Await second dial tone

\*Netherlands Antilles

**BOLD** indicates dial format change or access code that must be dialed before the actual toll-free number.

Country	Phone Number
Anguilla	1-800-847-2911
Antigua	1-800-847-2911
Argentina	0-800-666-0171
Aruba	8-00-1518
Australia	1-800-125-440
Austria	<b>0 800-200-288</b> Δ 800-892-8134
Bahamas	1-800-847-2911
Bahrain	800-006
Barbados	1-800-847-2911
Belgium	0-800-1-8397
Belize	<b>811 or 555</b> Δ 800-847-2911
Bermuda	1-800-847-2911
Bolivia	800-10-0188
Bonaire*	001-800-847-2911
Brazil	0-800-891-3680
British Virgin Islands	1-800-847-2911
Bulgaria	<b>00-800-0010</b> Δ 888-557-4446
Cambodia	<b>1-800-881-001</b> Δ 888-710-7783
Canada	1-800-847-2911
Cayman Islands	1-800-847-2911
Chile	1230-020-2136
China (South)	10-800-110-2911
China (North)	10-800-711-2911
Colombia	01-800-912-5713
Costa Rica	0-800-011-0030

Country	Phone Number
Croatia	0-800-220-111Δ866-654-0125
Curacao*	001-800-847-2911
Czech Republic	800-142-121
Denmark	80-010277
Dominica	1-800-847-2911
Dominican Republic	1-800-847-2911
Ecuador	1-999-119 or 1-800-225-528Δ 800847-2911
Egypt (Cairo only)	2510-0200Δ866-654-0128
Egypt (outside Cairo)	02-2510-0200Δ866-654-0128
El Salvador	800-6921
Estonia	800-12001Δ800-406-9982
Finland	0-800-11-0057
France	0-800-90-1179
Germany	0-800-811-8440
Gibraltar	8800-877-3745966
Greece	00-800-11-638-0304
Grenada	1-800-847-2911
Guam	1-800-847-2911
Guatemala	1-800-999-0115
Honduras	800-0123Δ800-847-2911
Hong Kong	800-96-7025
Hungary	06-800-17682
India	000-800-100-1219
Indonesia	001-803-1-933-6294
Ireland, Republic of	1-800-55-8002
Israel	1-80-941-1605
Italy	800-819-014
Jamaica	0-800-847-2911
Japan	00531-11-1555
Jordan	1-880-0000Δ888-557-4442
Kazakhstan	8 800-121-4321Δ888-557-4447
Kenya	866-654-0162
Latvia	8000-02288
Lebanon	01-426-801Δ866-654-0130
Liechtenstein	0-800-89-4732
Luxembourg	0-800-2012
Macedonia	0-800-94288Δ888-557-4458
Malaysia	1-800-80-0159
Mauritius	01-120Δ866-654-0165
Mexico	001-800-847-2911
Monaco	0-800-90-1179
Montserrat	1-800-847-2911
Morocco	002-11-0011Δ866-654-0163
Netherlands	0-800-022-3110
Nevis	1-800-847-2911

Country	Phone Number
New Zealand	0-800-44-3019
Norway	800-12052
Panama	001-800-111-0016
Paraguay	<b>008-11-800</b> Δ800-599-1137
Perú	800-890-0623
Philippines	1-800-1-111-9015
Poland	0-0-800-111-1569
Portugal	800-8-11-824
Puerto Rico	1-800-847-2911
Romania	<b>0 808-03-4288</b> Δ888-557-4416
Russia	<b>8 10-800-110-1011</b> Δ 866-654-0164
Russia (Moscow and St. Petersburg only)	<b>363-2400</b> Δ866-654-0164
Russia (Outside Moscow)	<b>8 495-363-2400</b> Δ866-654-0164
Russia (Outside St. Petersburg)	<b>8 812-363-2400</b> Δ866-654-0164
Saba*	1-800-847-2911
Saint Eustatius*	1-800-847-2911
Saint Kitts	1-800-847-2911
Saint Lucia	800-238-5517
Saint Maarten*	1-800-847-2911
San Marino	800-819-014
Saudi Arabia	<b>1-800-10</b> Δ866-654-0129
Senegal	<b>800-103-072</b> Δ888-557-4451
Singapore	800-110-0344
Slovakia	<b>0 800-000-101</b> Δ800-406-9970
South Africa	0800-990-475
South Korea	00798-11-908-8212
Spain	900-99-1124
Sweden	020-795-675
Switzerland	0800-89-4732
Taiwan	00801-10-3008
Thailand	001-800-11-535-0660
Trinidad and Tobago	1-800-847-2911
Turkey	00-800-13-535-0900
Turks and Caicos	0-1-800-847-2911
Ukraine	<b>0 00-11</b> Δ888-557-4445
United Arab Emirates	<b>8000-021</b> Δ866-654-0112
United Kingdom	0800-89-1725
United States	1-800-847-2911
Uruguay	00-0411-940-7915
U.S. Virgin Islands	1-800-847-2911
Venezuela	0800-1-002167
Vietnam	<b>1 201-0288</b> Δ888-710-7781

## **Standard Chartered Bank Credit Card Terms & Conditions**

In consideration of Standard Chartered Bank (Pakistan) Ltd (the "Bank") agreeing at my request to issue me a MasterCard or VISA Credit Card and providing services related thereto including Cash Advance, at its discretion, I, the Cardmember, agree to the following Terms & Conditions and to any future amendments, supplements issued by the Bank from time to time shall be binding on me, I, the Cardmember hereby undertake to abide by the same.

### **Terms & Conditions**

#### **1. Definitions**

**Annual Fee** means the fixed fee which is payable by the Cardmember to the Bank on an annual basis in consideration of the Bank issuing and/or continued use of the Card, at such amount as may be determined by the Bank from time to time.

**ATM** means an automated teller machine or any card-operated machine or device whether belonging to the Bank or other participating banks or financial institutions and refers to the VISA or MasterCard Global ATM Network, or the affiliated networks thereof.

**Award** means to give or order the giving of reward points to the Cardmember against the retail purchases made using the Credit Card.

**Bank** means Standard Chartered Bank (Pakistan) Limited, a banking company incorporated under the laws of Pakistan and having its registered office at I.I. Chundrigar Road, Karachi.

**Card** means, as appropriate, Standard Chartered MasterCard or Visa Credit Card issued by the Bank to the Cardmember and includes Supplementary and Replacement Cards.

**Card Account** means the Standard Chartered MasterCard or VISA Credit Card account opened by the Bank for the purpose of entering debits incurred by or for the account of, and credits received by or for the Cardmember and Supplementary Cardmembers, if any, under these Terms & Conditions and includes, without limitation, all debits incurred

resulting from any Cash Advances and/or Charges and/or Liabilities arising out of in connection with any Card Transaction or otherwise.

**Cardmember** means the person excluding any Supplementary Cardmember who is originally issued a Card and for whom the Card Account is first opened by the Bank.

**Card Transaction** means any Cash Advance or the amount charged by the Bank or any Merchant for any goods, services, benefits or reservation obtained by the use of the Card, the Card numbers, the PIN or the TIN or in any other manner by the Cardmember and/or Supplementary Cardmember, including without limitation, mail, internet, facsimile orders or reservation authorised or purported to have been authorised or made by the Cardmember and/or Supplementary Cardmember, regardless of whether a sales slip or Cash Advance or other voucher or form is signed by the Cardmember.

**Cash Advance** means any amount obtained by the Cardmember and/or Supplementary Cardmember by use of the Card, Supplementary Card, PIN or TIN from the Bank or any other bank or financial institution or ATM displaying the MasterCard or VISA logo.

**Cash Advance Fee** means a fixed fee for each transaction of Cash Advance as specified by the Bank from time to time.

**Charges** means the amount of all and any purchases charged and, all amounts payable by the Cardmember and as applicable, Supplementary Cardmember, arising from the issue or use of the Card and/or all and any purchases charged by use of the Card, Supplementary Card, the PIN or the TIN and includes, without limitation, all Card Transactions and costs and disbursements in connection therewith.

**Credit Limit** means the maximum aggregate outstanding balance permitted by the Bank in the Card Account and the Service Account, as notified to the Cardmember from time to time.

**Current Balance** means the total balance outstanding on the Card Account and Service Account according to the Bank's records on the date the Statement of Account is issued including all Charges, Fees and Liabilities.

**Expiry Date** means the last day of the month in the year of expiry specified by the Bank and printed on the face of the Card.

**Group Member** means any company, including Standard Chartered PLC, and the Bank, which is part of the Standard Chartered Group, being the group of companies whose ultimate parent company is Standard Chartered PLC.

**Liabilities** means any or all amounts payable whatsoever by the Cardmember to the Bank pursuant hereto (other than Charges) including every type of exchange or other premium, fees, imports, duties and levies of whatsoever kind and/or amounts such as fees, Cash Advance Fees, stamp duties, excise or other taxes on provision of advances or credit or finance or otherwise and losses incurred or sustained by the Bank, if any, arising or resulting from any governmental actions or policies which effectively prevent repayment of foreign currency charges of the Cardmember and/or Supplementary Cardmember and further including, without limitation, fines, costs, expenses, damages (liquidated or otherwise) and legal costs and disbursements charged or incurred in connection with application and/or enforcement hereof.

**Maintenance Fee** is the monthly maintenance fixed fee at such amount as prescribed by the Bank from time to time arising from the maintenance of the Service Account and the continued usage of the Card and the benefits and privileges relating thereto, which is payable by the Cardmember for each Statement Period when the Service Account is used and reflects a balance. The fee is not dependent on the duration of the Service Account maintained or on the outstanding balance.

**Merchant** means any retail and service outlets that have entered into a written agreement to accept Credit Cards in the payment or reservation of goods and services.

**Month** means a calendar month.

**Minimum Amount Due (MAD)** means that in case the current balance amount is more than PKR 500, the Minimum Amount Due will be equivalent to PKR 500 or 1% of your principal balance amount, whichever is higher. In addition to the above stated amount, fees and charges (all or those applicable) will be part of the minimum payment amount.

**Payment Due Date** means the date specified in the Statement of Account by which date payment of the Current Balance or at least the Minimum Payment Amount is to be made to the Bank.

**PIN** means the Personal Identification Number issued to the Cardmember and the Supplementary Cardmember (if applicable) to enable Card use at an ATM and/or other authorised terminals, displaying MasterCard or VISA logo for a retail transaction.

**Redeemed Award** means the accrued Reward Point/WorldMiles claimed by the Cardmember.

**Rewards Catalogue** means the catalogue of gifts which may be either printed or in electronic form.

**Reward Points/WorldMiles** means points awarded to the Cardmember based on the retail purchases made on the Credit Card.

**Reward Program** is an incentive program being offered by the Bank, its affiliates and subsidiaries to award Cardmember for the retail purchases made on the Credit Card.

**TIN** means the Telephone Identification Number issued to the Cardmember and/or Supplementary Cardmember (if applicable) to authenticate, verify and enable the transactions or instructions on the phone.

**Rupee** means Pakistani Rupee for the purpose of these Terms & Conditions.

**Schedule of Charges** means the document prescribing maintenance fees, charges and other fees applicable including but not limited to the Cards, Card Transactions, Service Account and/or Card Account, issued by the Bank from time to time and revised half yearly and available at the Bank's branches and website. The Schedule of Charges, as revised from time to time, shall form a part of these Terms & Conditions.

**Service Account** means the non-interest and non-profit bearing account which is maintained by the Bank for the Cardmember, into which any amount of the Current Balance which is due and unpaid after the relevant Payment Date, is transferred from the Card Account.

**Statement of Account** means the Bank's monthly or other periodic statement of account sent to the Cardmember showing particulars of the Current Balance incurred by and/or for the account of the Cardmember and any Supplementary Cardmember and payable to the Bank.



**Statement Period** means the monthly or other periodic intervals indicated in the Statement of Account.

**Supplementary Card** means a Credit Card which is issued as a supplementary card to the main card.

**Supplementary Cardmember** means the person to whom the Supplementary Card has been issued by the Bank, at the request of the Cardmember.

**Frequent Flyer Program (FFP)** is a loyalty program offered by airlines. Typically, airline clients enrolled in the program accumulate frequent-flyer miles corresponding to the distance flown on that airline or its partners.

**Website** means the Bank's Website at [sc.com/pk](http://sc.com/pk) as modified and/or redesigned from time to time.

## **2. Collection/Activation of the Card**

The Card may be collected by the Cardmember or couriered to the Cardmember at the discretion of the Bank (pursuant to such conditions as are or may be specified by the Bank).

2.1 The Card must be signed by the Cardmember and/or Supplementary Cardmember(s) immediately on receipt thereof in the space provided for signature at the back of the card.

2.2 In addition to Card activation over the phone, the Bank may in its sole discretion require the Cardmember and/or Supplementary Cardmember, upon receiving the Card, to communicate agreement to activation thereof in writing, by signing and returning the attached slip.

## **3. Restriction in Use of the Card/Cardmember Particulars**

3.1 The Card is not transferable and no person other than Cardmember (or any duly authorised Supplementary Cardmember) is permitted (and the Cardmember will not permit any other person) to use the Card for Charges and/or Card Transactions or for identification or for any other purpose. The Cardmember can not use the Card before the activation and after the expiry date.

3.2 The Cardmember shall be exclusively liable for all fees, charges and liabilities (including the charges and liabilities of Supplementary Cardmember(s) and any other costs and expenses and it is agreed that the Card may only be used by the Cardmember (or any approved Supplementary Cardmember):

- i) For Card Transaction authorised by the Bank
- ii) To obtain the facilities, benefits and services made available by the Bank or any Merchant from time to time, and

- iii) Within the Credit Limit permitted by the Bank unless the Bank's prior approval is obtained.
- 3.3 Notwithstanding that the Cardmember's Credit Limit has not been exhausted, the Bank in its absolute discretion shall have the right, at any time and without notice and without giving any reason and without liability to the Cardmember, the Supplementary Cardmember or any other party, to withdraw or restrict the Cardmember's or Supplementary Cardmember's right to use the Card or to refuse to authorise any Card Transaction. The Cardmember may at any time inform the Bank of his/her intention to close the Card Account and to terminate the use of Card by returning all Cards cut into half to the Bank. The Card Account shall be closed only after the receipt by the Bank of all Cards cut into half and after full payment to the Bank of all Charges and Liabilities and all costs and expenses in relation to the Card Account.
- 3.4 The Cardmember and Supplementary Cardmember shall respectively notify the Bank of any change or imminent change in any particulars stated in the Card application form or other information provided to the Bank (including any name change) and respectively agrees to provide any other information or particulars if requested by the Bank at any time.
- 3.5 Neither the Cardmember nor the Supplementary Cardmember shall use the Card or the Supplementary Card or allow any third party to use the Card or the Supplementary Card for any purpose or transaction prohibited by law which shall include without limitation gambling and wagers and the Bank in its sole discretion may decline such transactions which shall without limitation include transactions carried out through the internet or in any other manner.
- 3.6 The Bank shall have the right to refuse to authorise any Card Transaction assigning any reason thereof. Further the Bank shall be entitled to stop providing services and facilities to the Cardmember in any city or country for whatever reasons if it deems appropriate to do so. It shall be the Cardmember's responsibility to inform the Bank prior to undertaking any foreign travel to check whether the Bank is providing card services in the particular city or country where Cardmember or Supplementary Cardmember intends to visit or use the Card or the Supplementary Card (any use of the card in any

country shall be subject to the laws of that country and the restrictions imposed by State Bank of Pakistan).

- 3.7 Certain purchases of goods or services, such as alcohol, dealing in pork and pork related products, gambling, pornography or other illegal activities, are prohibited under the principles of the Islamic Shariah. It is the Cardmember's responsibility to ensure that the Card is utilised for Card Transactions which are not contrary, offensive or repugnant to the principles of the Islamic Shariah. Neither the Cardmember nor the Supplementary Cardmember shall use the Card or the Supplementary Card or allow any third party to use the Card or the Supplementary Card for any purpose or transaction prohibited by law or Islamic Shariah and the Bank in its sole discretion may decline such transactions which shall without limitation include transactions carried out through the internet or in any other manner and in such event, the Bank shall be entitled to suspend or terminate the Card.
- 3.8 Balance transfer facility can be availed only once in the entire lifetime of the Card. The Cardmember undertakes that the transfer of balance on the Card is to abide by the principles of Islamic Shariah.

#### **4. The Card Account**

- 4.1 The Bank shall debit to the Card Account all Charges and Liabilities and any other costs or expenses incurred by the Bank for the account of the Cardmember and Supplementary Cardmember and all loss or damage incurred or sustained by the Bank arising from or relating to the issue or use of the Card (or any indemnity herein or otherwise given) or a breach of these Terms & Conditions by the Cardmember and/or Supplementary Cardmember.
- 4.2 The Bank shall convert the amount of all non-US Dollar Charges (excluding any Rupee Charges) incurred or arising out of Card Transactions to US Dollars at the rate of exchange applied by the Bank for international card scheme for such purpose in accordance with the applicable rules or business practice of the Bank, and the Cardmember and Supplementary Cardmember waive any and all rights to dispute or question any rate of exchange so applied by the Bank.

- 4.3 The Bank shall convert the amount of all original and/or converted US Dollar Charges (i.e. non-US Dollar charges converted into US Dollar Charges under clause 4.2) arising out of or relating to Card Transactions and Charges of the Cardmember and Supplementary Cardmember into Pakistani Rupees at the on-going rate of exchange specified for such purpose in accordance with the applicable rules of the Bank or, in the absence thereof, in accordance with the usual business practice of the Bank.
- 4.4 The Cardmember shall be exclusively liable to pay all amounts debited to the Card Account by the Bank (as more particularly specified in Clause 8).
- 4.5 The Cardmember hereby irrevocably authorises and empowers the Bank to open such Rupee and foreign currency account(s) as the Bank may deem appropriate and the Cardmember agrees, with respect to any Rupee and/or foreign currency account opened by the Bank on his or her behalf, that:
- i) The Cardmember will, upon receipt of the Statement of Account, deposit such initial account opening foreign currency balance as may be prescribed by the Bank from time to time.
  - ii) No cheque books will be issued in respect thereof and the Cardmember will not be entitled to withdrawals of any credit balance therein but any such credit balance (except to the extent of the initial account opening deposit referred to in Clause 6) will be applied to offset Cardmember outstanding during subsequent billing periods.
  - iii) No profit or return of any type will be paid, or accrue upon, any credit balances maintained in the Rupee and foreign currency account at any time.
  - iv) The Bank may at any time in its discretion discharge its entire liability with respect to any such account by mailing to the Cardmember at the address on file, its draft in the currency of the account(s) without recourse to the Bank as drawer and payable to the order of the Cardmember in the amount of the existing credit balance in the account(s) deducting therefrom the amounts of any claims that the Bank may have on such funds.

- v) All amounts standing to the credit of the foreign currency account (less any sums owing to the Bank) are payable solely at the Bank in Pakistan, and shall be governed by and subject to laws in effect from time to time in Pakistan. As used herein "laws" include circulars, notifications, regulations and orders of the State Bank of Pakistan and other regulatory bodies.
- vi) All the Account(s) opened by the Cardmember shall be governed by the terms hereof.

4.6 The Cardmember hereby irrevocably authorises the Bank to effect debit to the Rupee Card Account of the Cardmember maintained with the Bank in order to purchase foreign currency notes or other allowed instruments on behalf of the Cardmember to effect remittance, or to instruct money exchanger to effect such remittances on behalf of the Cardmember against payment of equivalent Rupee debited from Cardmember's account together with all applicable costs, as allowed by State Bank of Pakistan, for settlement of the foreign currency dues/outstanding balance of the Cardmember. In this regard the Cardmember irrevocably authorises the Bank to purchase or instruct to purchase foreign currency (instrument/cash) from the authorised Exchange Companies/ money changers or equivalent currency exchange instruments as allowed by law and accordingly debit the relevant local currency account of the Cardmember (at the sole risk, cost and expense of the Cardmember) in order to recover all outstanding Rupee and Non-Rupee Charges and liabilities and all costs and expenses incurred in connection therewith. The Cardmember also irrevocably authorises the Bank to debit his Rupee account for a handling fee, which the Bank deems appropriate and may impose from time to time for such foreign currency handling.

## **5. Payment**

5.1 The Bank may levy fees and charges on Cardmembers from time to time as per the amounts notified either through the Schedule of Charges which are available at all the Bank's branches or by the Bank giving the Cardmember due written notice of the same.

The Cardmember agrees to immediately pay all such charges as and when applicable and further agrees not to dispute/challenge the levy of such charges by the Bank on the Card from time to time.

5.2 The Bank shall every month send a Statement of Account to the Cardmember. If the Cardmember does not receive the Statement of Account for any Statement Period, he should notify the Bank and request a copy of the Statement of Account for the particular Statement Period. Non-receipt of Statement of Account shall not be construed by the Cardmember to be sufficient reason for non-payment of dues in time. All applicable Charges, Fees and Liabilities and other costs and expenses payable under these Terms & Conditions shall continue to accrue.

5.3 All entries in the Statement of Account shall be presumed correct unless the Cardmember disputes such entries within seven (7) days from the date of Statement of Account and proves such entry to be incorrect. If the disputed Card Transaction turns out to be genuine, the Cardmember shall pay the amount set out in the relevant Card Transaction together with any fees incurred by the Bank in the investigation of such disputed Card Transaction. Without prejudice to the foregoing, the Cardmember shall immediately report to the Bank if he/she suspects any fraudulent, illegal or suspicious activity with regard to the Card and the Bank shall, upon receipt of such report, be entitled to temporarily suspend the usage of the Card until further notification to the Cardmember.

5.4 The Cardmember agrees to pay the total amount of the Current Balance described in the Statement of Account which is due in full and payable not later than the Payment Date. The Cardmember shall incur no Maintenance Fee if payment of the Current Balance is received by the Bank in full on or before the Payment Date and the Service Account has not been used and does not reflect any balance.

- 5.5 The Cardmember may choose not to settle the Current Balance in full, in which case the Cardmember must pay the Minimum Payment Amount no later than the Payment Date. If the Current Balance is less than the Minimum Payment Amount, then the entire Current Balance shall become fully due. However, if the Minimum Amount Due is not paid by the Payment Date or only partly paid, then the unpaid amount will be added to the next Statement of Account's Minimum Amount Due.
- 5.6 Any portion of the Current Balance remaining unpaid as at the Payment Date, shall, on the working day immediately following each Payment Date or at such later time as may be determined by the Bank in its sole discretion, be automatically transferred to the Service Account. The outstanding amount remaining in the Service Account at the end of each applicable Statement Period shall be taken into account in the calculation, and shall form part of the Current Balance payable by the Cardmember in the next subsequent Payment Date and shall be reflected in the next Statement of Account accordingly.
- 5.7 If the Cardmember fails to pay the Minimum Amount Due by the Payment Date, a late payment charge will be levied, calculated on the estimated direct costs which shall be incurred by the Bank as a result of such late payment. Any amount of the late payment charges which is in excess of the actual direct costs incurred shall be donated to a charitable cause approved by the Bank's Shariah Board.
- 5.8 In consideration of the maintenance of the Service Account by the Bank and the continued usage of the Card, the Supplementary Card and the benefits and privileges relating thereto, the Cardmember shall, on each Payment Date, pay to the Bank a Maintenance Fee, which is chargeable from the date on which the Service Account is used and reflects a balance and thereafter, for each Statement Period in which the Service Account is used and reflects a balance. The amount of the Maintenance Fee is fixed

irrespective of the amount of the balance in the Service Account and the duration of the Service Account maintained, and shall, at the end of each Statement Period, be added towards the calculation of the Current Balance and accordingly be reflected in the next subsequent Statement of Account.

5.9 In the event the Cardmember exceeds the Credit Limit without the Bank's prior written approval, the Cardmember will pay, on demand such unauthorised excess over the Credit Limit, a fixed Excess/Over Credit Limit Fee together with any costs and expenses in relation thereto (as mentioned in the Schedule of Charges).

5.10 All payments to be made by the Cardmember shall be in Rupees. Accordingly for non-Rupee Charges payable by the Cardmember, the Cardmember hereby irrevocably authorises the Bank to effect debit to the foreign currency account of the Cardmember maintained for this purpose with the Bank and to appropriate the proceeds therein and/or to take such further action whatsoever as the Bank deem appropriate or necessary to fund such account for and on behalf of the Cardmember by way of purchase of foreign currency from authorised Exchange Companies or equivalent currency exchange instruments as allowed by law and accordingly debit the relevant local currency account of the Cardmember opened pursuant to Clause 4.5 or otherwise (at the sole risk, cost and expense of the Cardmember) in order to recover all outstanding non-Rupee Charges and Liabilities and all costs and expenses incurred in connection therewith. In the event the Government of Pakistan declines to permit continued convertibility of Rupee currency through the services of authorised money changers by way of Foreign Exchange Bearer Certificates at any time, the Cardmember agrees to make payment to the Bank in Rupees of all non-Rupee Charges converted at such rate of exchange as the Bank shall specify for this purpose.



- 5.11 The Bank shall charge the Cardmember and debit to the Card Account Cheque Return Charges as specified in the Schedule of Charges or as the Bank may specify from time to time by way of notice to the Cardmember, if any cheque or other payment order issued by the Cardmember or Supplementary Cardmember or any other party to the Bank in order to make payments for current or other Statement of Account is not honoured for payment for any reason whatsoever. However, payment of Cheque Return Charges shall not discharge the Cardmember from the liability under the law for dishonour of the cheque(s) issued by him/her.
- 5.12 All payments received by the Bank from the Cardmember may be applied in and towards payment of unpaid fees, Cash Advances, Charges, Liabilities and other costs and expenses in previous or current Statement of Account in such order of priority as the Bank may deem fit.
- 5.13 The Bank's right against the Cardmember shall not be determined, affected or prejudiced by, and all amounts payable to the Bank, actual or contingent, shall immediately become due or payable upon the death, insolvency or insanity of the Cardmember and/or Supplementary Cardmember, and the Cardmember and/or Supplementary Cardmember shall immediately cease to be valid, and their heirs, executors, receivers, etc., shall return to the Bank all Cards cut into half and make full payment as required to the Bank.
- 5.14 The Bank shall be entitled at its absolute discretion, to demand return of the Card and/or immediate payment of all amounts outstanding under the Card Account and Service Account at any time without giving any reason or notice and without any liability to the Bank.
- 5.15 The Bank shall only credit the Card Account with a refund in respect of a Transaction in accordance with its usual practice if and when the Bank receives such refund in Pakistan.

5.16 In the event of an attachment order over the Cardmember's assets being issued, insolvency or death, or upon demand by the Bank or any reason whatsoever, or in the case of breach of these conditions, the Cardmember shall settle his/her debit balances immediately. This commitment shall bind heirs and successors without any objection or challenge.

5.17 In the event payment for purchase of a foreign airline ticket is made through Card or the Supplementary Card the amount billed by the airline is treated as a foreign currency transaction. The transaction amount, billed by the airline in foreign currency, will be subject to all applicable rules and procedures of the Bank for conversion of foreign currency into Rupees, based on the on-going exchange rate being used by the Bank at the time of the conversion.

5.18 The Bank may obtain an authorisation from Cardmembers, for collecting payments for the outstanding amounts (Minimum Payment Amount or Current Balance) vide a standing instruction/ auto-debit declaration.

## **6. Cash Advance**

6.1 If the Bank so approves, the Cardmember may use the Card to obtain Cash Advance up to the maximum cash advance limit decided by the Bank, from time to time, at the counters of the banks and financial institutions offering such services or ATMs.

6.2 The Bank shall charge Cash Advance Fee on each Cash Advance as fixed fee specified in the Schedule of Charges or as notified by the Bank to the Cardmember in addition to the cash advance fee levied by other banks or financial institutions or ATMs which offer such services by accepting the Card.

## **7. Security**

7.1 The Cardmember hereby hypothecates to the Bank as continuing security for any and all Charges and Liabilities and other amounts outstanding and payable by the Cardmember to the Bank thereunder all present and future household goods owned by the Cardmember including, without limitation, all consumer durables and household furniture and fittings of

every type and description, household and office appliances, equipment such as air conditioners, TVs, refrigerators, computers, cars, vehicles, cash, shares and other valuables etc. (hypothecated property) and the Cardmember further agrees that the Bank or any representative or agent thereof has the right without further notice to enter the premises of the Cardmember, in the event of non-payment by the Cardmember of any and all Charges and/or Liabilities and/or amounts payable to the Bank pursuant to these Terms & Conditions, and possess the hypothecated property and, without any further notice to the Cardmember, to effect sale of the same by private agreement or public auction, for such amount or amounts and at such price or prices as the Bank, in its sole discretion, shall deem satisfactory. The Cardmember agrees to pay to the Bank all the cost and expenses incurred in connection with the enforcement of hypothecation and shall be liable to the Bank for the balance if the proceeds of sale will be deficient to satisfy the entire dues of the Bank. The Cardmember hereby indemnifies the Bank from any and all losses, claims and damages arising out of or in connection with any Bank repossession and/or sale of the hypothecated property.

7.2 The Cardmember hereby assumes full liability as principal debtor for all amounts due and payable to the Bank by the Supplementary Cardmember including every and all types of Charges and Liabilities and all other costs and expenses payable by the Supplementary Cardmember to the Bank.

7.3 The Cardmember authorises the Bank to act on the verbal instructions communicated to an authorised representative of the Bank over the telephone. The Bank reserves the absolute right to verify the identity of the Cardmember over the telephone. The Cardmember will be liable for any and all transactions made after the standard verification by the Bank's authorised representative. The Cardmember also agrees that his entire telephone conversation with the authorised representative may be recorded at the discretion of the Bank for any particular purpose.

7.4 The Cardmember and the Supplementary Cardmember agrees that any debit balance in the Service Account shall be considered as "Finance" as defined in the Financial Institutions (Recovery of Finances) Ordinance 2001 and/or any other applicable enactment.

**8. Supplementary Card**

8.1 The Bank may issue a Supplementary Card to a person(s) nominated by the Cardmember and approved by the Bank. If a Supplementary Card is issued to the Supplementary Cardmember, the Cardmember shall be exclusively liable to the Bank as principal debtor for all Charges and Liabilities and other costs and expenses incurred or payable by the Basic Cardmember and/or the Supplementary Cardmember. The Credit Limit assigned to the Cardmember is inclusive of the Credit Limit of the Supplementary Cardmember, and the Cardmember and the Supplementary Cardmember shall not permit the total of the Charges incurred under or through their respective Cards to exceed the said Credit Limit.

8.2 Any payment made by the Cardmember to the Bank shall be allocated towards reduction of the outstanding balance in the Card Account and the Service Account in accordance with Clause 5.12 but the Cardmember shall continue to remain liable for any outstanding post-payment outstanding balance, if any, in the Card Account and the Service Account.

**9. PIN**

9.1 The Bank may issue a PIN to the Cardmember and/or Supplementary Cardmember for use at any Bank counter or ATM, which will accept the Card. The Cardmember agrees that:

- i) The PIN may be sent by post and/or in any other way at the discretion of the bank to the Cardmember and/or Supplementary Cardmember at his/her risk.
- ii) The Cardmember and/or Supplementary Cardmember understand and agree that he/she shall not disclose the PIN to any person and shall take every reasonable precaution to prevent disclosure of the PIN to any person;

- iii) The Cardmember/Supplementary Cardmember shall not in any manner handover the Card to a third person/party.

**10. TIN**

10.1 At the request of the Cardmember and/or otherwise at the discretion of the Bank, the Bank may issue a TIN to the Cardmember and/or Supplementary Cardmember which may be substituted by the Cardmember. The Cardmember fully agrees that:

- i) The TIN may be sent by post to the Cardmember and/or Supplementary Cardmember or through any other means as the Bank may consider appropriate at the Cardmember and/or Supplementary Cardmember's risk.
- ii) The security of TIN is complete responsibility of the Cardmember and Supplementary Cardmember and the Cardmember and/or Supplementary Cardmember shall not knowingly and/or unknowingly disclose the TIN to any person and shall take all precautions to prevent disclosure of the TIN to any person in any way; and the Cardmember/Supplementary Cardmember shall not in any manner handover the Card to a third person/party.

If the Card is lost or stolen or the TIN is disclosed or known to any third party in whatsoever manner, or the Card is handed over by the Cardmember to a third person, the Cardmember shall immediately notify the said loss, theft or disclosure with all material particulars including Card numbers, and/or TIN to the Bank and shall require the Bank to close/block such Card account and keep proper proof of the same for future references.

- iii) Subject to clause 12.2 the Cardmember shall be fully liable to the Bank for all Card transactions made with the TIN whether with or without the knowledge of the Cardmember and/or Supplementary Cardmember. It is further clarified that the Bank shall not be responsible/held liable for any unauthorised charges incurred before such notification is made to the Bank as provided herein.

10.2 The Bank has no obligation for establishing/ verifying the identity/authority of any person or determining the validity of any transaction

as long as the person giving such instructions purportedly in the Cardmember's and/or Supplementary Cardmember's name provides the Bank with the TIN and the Bank shall not be liable for any acts done in pursuance of such telephonic instructions, regardless of the circumstances prevailing at the time of such instructions, the nature of the agreement and banking agreement. Cardmember hereby agrees to indemnify and release the Bank from any and all liability and agrees not to make any claim against the Bank or bring any action against the Bank for honouring or allowing any actions or transactions where the person giving such instruction provides the TIN assigned to the Cardmember and/or Supplementary Cardmember online transactions. Cardmember hereby agrees to reimburse the Bank for any losses it suffers or any damages, injuries, costs or expenses it incurs, including attorney's fees, as a result of the Bank's honouring or allowing transactions on the account where the TIN was used.

**11. Reward Programme**

- 11.1 Reward Points/WorldMiles are awarded based on retail purchases made with your Credit Card. Points are accumulated on statement date and will be rounded to the nearest point.
- 11.2 All Basic Cardmembers issued Cards by SCBPL from the Commencement Date are eligible to enrol in the Reward Programme. Enrolment is currently free of cost but any fee for participation, at the sole discretion of SCBPL at any time, can be introduced in the programme and will be updated in the Schedule of Charges.
- 11.3 Reward Points/WorldMiles earned by a Supplementary Cardmember will be credited to the account of the Basic Cardmember and may be used only by the Basic Cardmember for redemption.
- 11.4 For every Rs. 50 used on the Credit Card (except Platinum Cardholders), SCBPL will credit 1 Reward Point/WorldMile into Card Account. However, SCBPL reserves the rights to change, at any time with prior notice to the Cardmember, the ratios between retail spend and points to be awarded.

- 11.5 For Platinum Cardholders, on every Rs. 40, SCBPL will credit 1 Reward Point/WorldMile into Card Account. However, SCBPL reserves the right to change, at any time with prior notice to the Cardmember, the ratios between retail spend and Reward Points/WorldMiles to be awarded.
- 11.6 Reward Points/WorldMiles will accumulate on a monthly basis by reference to the total value of qualifying retail purchases made on the Card during that month.
- 11.7 Cardmembers would be given Reward Points/WorldMiles for all Retail Transactions net of Reversals.
- 11.8 Travel to any destination based on provided airlines is subject to availability of flights and seats.
- 11.9 All applicable taxes, service fees and surcharges are the responsibility of the traveler.
- 11.10 The Bank has the first right to decide on the timings of flight and availability of the airline tickets.
- 11.11 In case of flight delay or closure of the airline, the client cannot hold the Bank accountable. Bank's responsibility is only limited to issuance of the ticket.
- 11.12 SCBPL may by notice at any time vary the nature or category of Credit Card transactions that qualify for Reward Points/WorldMiles under the Reward Programme.
- 11.13 Reward Points/WorldMiles accumulated in the Programme have no cash or monetary value and thus no cash can be claimed by Cardmember from SCBPL against accumulated Reward Points/WorldMiles.
- 11.14 No Reward Points/WorldMiles will be given to the Cardmember against Utility Bill Payment, Cash Advance or Cash Withdrawal, Fees and Charges, Balance Transfer, Dial a Cheque and Insurance Transactions.
- 11.15 Redemption request for WorldMiles redemption can be given by calling Client Centre or by filling in online redemption request form available on our website.
- 11.16 Reward Points/WorldMiles will not be redeemed against delinquent accounts who have not paid their outstanding for the past 90 days or more. Moreover, all earned Reward Points/WorldMiles will expire immediately.

- 11.17 The Card Account must be open, in good understanding and there should be no past due balances on the Card Account. Moreover, it should not be fraudulently operated.
- 11.18 Reward Points/WorldMiles accrued in the Programme can be redeemed by the Basic Cardmember only.
- 11.19 In case the Cardmember voluntarily closes his card, Reward Points/WorldMiles accrued during the tenure of Cardmembership will expire immediately.
- 11.20 If the Cardmember's account is terminated at any time for any reason, whether by the Cardmember or SCBPL, the Cardmember and Supplementary Cardmembers shall henceforth be disqualified from participating in the programme.
- 11.21 Processing and delivery of rewards to the Cardmember would require up to four weeks.
- 11.22 All Reward Points/WorldMiles are subject to availability with the respective vendor(s) and Business Partner(s) and restrictions may apply as to when the rewards can be redeemed.
- 11.23 Reward Points/WorldMiles calculation for every item mentioned in the Reward Catalogue is subject to change depending on market rate.
- 11.24 Redeemed Rewards are not exchangeable for other rewards, refundable, replaceable or transferable for cash or credit, under any circumstances.
- 11.25 By redeeming a Reward, the Cardmember releases SCBPL, its subsidiaries and affiliates from all liabilities to the Cardmembers, regarding the redemption or use of any reward or other participation in the programme. Furthermore in the event that the Bank terminates the programme at its own discretion the Bank shall not be liable towards the Cardmembers in any manner including, but not limited to, for accumulated Reward Points/WorldMiles which have not been utilised by the Cardmembers.
- 11.26 The colour of Reward item could be different from the one shown in catalogue.
- 11.27 Reward points will have an expiry of three years from the time these Reward Points/WorldMiles are earned subject to non-redemption by the client within the stipulated expiry period.



Expiry period is a matter of promotion only. SCBPL reserves the right to extend or reduce Reward Points/WorldMiles expiry period with intimation of Reward Points/WorldMiles expiry to the Cardmember.

- 11.28 Transfer of WorldMiles to Frequent Flyer Programme (FFP)
- i. Transfer of your WorldMiles can be done to a selected list of airlines, as per the Airlines Frequent Flyer Programme provided by the Bank.
  - ii. Cardmember may choose to transfer their WorldMiles to this selected list of airlines provided;
    - Cardmember(s) must be registered with the Airline's Frequent Flyer Programme in order to redeem their WorldMiles
    - Cardmember must inform the Bank about the Airline's Frequent Flyer Programme membership number at the point of redemption
  - iii. Once WorldMiles are converted into Frequent Flyer Programme points, the Frequent Flyer Programme points cannot be converted into WorldMiles thereafter.
  - iv. Conversion of WorldMiles to Frequent Flyer Programme points will take at least 14 working days.
  - v. Bank may adjust the number of resulting Frequent Flyer Programme points or the remaining number of points if any error has been made in the conversion process. Bank will inform in writing of the change.
  - vi. Cardmember must notify the Bank on any errors in the conversion of points within one (1) month of the transaction date. The Bank will not liable for the lost points if Cardmember does not report it within that period.
  - vii. Once the points are converted to any Airline's Frequent Flyer Programme points they may not be reversed/returned or converted back to WorldMiles. The expiry of the Frequent Flyer Programme points is subject to those Terms & Conditions relating to Airline's Frequent Flyer Programme.

**12. Loss of Card/Disclosure of PIN or TIN**

- 12.1 If the Card is lost or stolen or the PIN/TIN is disclosed or known to any third party, the Cardmember and/or Supplementary Cardmember shall immediately notify the said loss, theft or disclosure with all material particulars including Card numbers and/or PIN/TIN to the Bank. Within three days of such notification to the Bank, the Cardmember shall send to the Bank a written confirmation of the loss, theft or disclosure together with such particulars thereof, including copy of relevant police report, as may be required by the Bank.
- 12.2 The Cardmember agrees that the Bank has the right to recover all authorised charges, Card Transactions and/or Cash Advances prior to reporting the loss or theft of Card or disclosure of PIN/TIN, provided, however, that the Cardmember is not liable for any authorised Card Transaction made subsequent to reporting of such loss, theft or disclosure of PIN/TIN if there is due notification by the Cardmember of such loss, theft or disclosure to the Bank as specified herein above on the condition that such loss, theft or disclosure is not due to the negligence or default of the Cardmember and/or the Supplementary Cardmember and the terms of Clauses 11.1 and 11.3 have been satisfied by the Cardmember.
- 12.3 Any lost or stolen Card subsequently recovered by the Cardmember shall immediately be returned to the Bank without further use. The Cardmember shall not use the PIN/TIN after reporting any third party disclosure thereof to the Bank.
- 12.4 The Bank may in its absolute discretion, issue a Replacement Card for any lost or stolen Card on these Terms & Conditions or such other as the Bank may deem fit.
- 12.5 If the Card or any Supplementary Card is misused by a person who acquired possession of it with the Cardmember's consent, the limit will not apply and the Cardmember will be liable for all losses (including any withdrawal made without the authority of the Cardmember or of the Supplementary Cardmember) until the Cardmember reports that the Card is lost or stolen.

**13. Termination**

- 13.1 The Cardmember may at any time inform the Bank of his/her intention to close the Card Account and to terminate the use of all Cards by giving prior notice in writing and returning all Cards cut into half to the Bank. The Card Account shall be closed only after the receipt by the Bank of all Cards cut into half and after full payment to the Bank of all Charges and Liabilities and all costs and expenses in relation to the Card Account and the Service Account.
- 13.2 The Cardmember may at any time terminate the use of any Supplementary Card by giving notice in writing and returning the relevant Supplementary Card cut into half to the Bank. In such event, the Cardmember shall continue to remain liable to the Bank for all Charges and Liabilities and all other costs and expenses in relation thereto in accordance with these Terms & Conditions, except for the Charges and Liabilities incurred by the Cardmember and other Supplementary Cardmember (if any) after the Bank's receipt of the cut Supplementary Card.
- 13.3 All Cards issued to or collected by the Cardmember or any Supplementary Cardmember remain the property of the Bank at all times. The Bank may at any time, recall and cancel all or any Card(s) without assigning any reason, with or without giving any prior notice to the Cardmember or Supplementary Cardmember. The Cardmember and the Supplementary Cardmember shall immediately after such recall and cancellation, return such Card(s) cut in half to the Bank and make full payment of all Charges and Liabilities and all other costs and expenses in relation thereto to the Bank.
- 13.4 The Bank may, at any time recall or cancel all or any Card(s) with or without giving any prior notice to the Cardmember and the Supplementary Cardmember.
- 13.5 Without prejudice to Clause 13.4, the Cardmember hereby expressly agrees that if any sums shall be due from the Cardmember to the Bank at any time under the Card Account and the Service Account, or the Cardmember shall be liable to the Bank on any banking account or any other account, current or otherwise, in any manner or if default is made by the Cardmember

in the provisions of such accounts or in any other banking facilities granted by the Bank to the Cardmember, then and in such event, the whole events mentioned in this clause, the Bank shall be entitled to institute all legal and necessary other action to enforce its rights under these Terms & Conditions and the Security in order to recover such sums which are due and unpaid from the Cardmember.

- 13.6 If the use of all or any Card(s) is terminated under Clause 12.1 through Clause 12.5, all Charges and Liabilities of the Cardmember and/or Supplementary Cardmember whether actual or contingent shall become immediately due and payable to the Bank.
- 13.7 The Cardmember and the Supplementary Cardmember(s) shall immediately, after such recall, termination or cancellation, return such Card(s) cut in to half to the Bank and make full payment of all Charges and Liabilities and all other costs and expenses in relation thereto to the Bank.
- 13.8 The Cardmember shall be fully liable to the Bank for all Charges and Liabilities until the Bank's receipt of all Card(s) cut in half and full payment from the Cardmember and/or the Supplementary Cardmember for all outstanding Charges and Liabilities and other costs and expenses in connection therewith. The Bank shall not be liable to refund the annual membership fees or any part thereof to the Cardmember in the event of the termination of use of the Card(s) and the relevant Card Account(s) and Service Account.

**14. Exemption/Exclusion**

- 14.1 The Bank is not liable for any loss or damage howsoever incurred or suffered by the Cardmember or Supplementary Cardmember by reason of the Bank or a Merchant or any ATM or other party refusing to allow a Transaction or accept the Card or the Card numbers of the Cardmember, the PIN or to extend or provide Cash Advance up to the Credit Limit, the Bank's failure and/or delay in carrying out any instructions communicated to the Bank under online transaction facility on the phone using the TIN and/or in connection with carrying out or failure or delay in carrying out any of the Cardmember's instruction under these Terms & Conditions.
- 14.2 The Bank is not liable in any way for the quality, quantity, sufficiency, acceptability of goods

and/or services reserved or purchased by the use of the Card or Card numbers or for any surcharge (additional amount) charged by the Merchant or for any other breach or non-performance of any Transaction by a Merchant. In the event of any dispute between the Cardmember and the Bank or any Merchant or any other person the Cardmember's liability to the Bank shall not in any way be affected or reduced or suspended by such dispute or any other counter claim or right of set-off which the Cardmember may have against such Merchant or other person.

14.3 The Bank is not liable in any way to the Cardmember or Supplementary Cardmember for any loss or damage of whatever nature due to or arising from any disruption or failure or defect in any ATM or other machine or communication system or facilities or data processing system or transmission links or due to or from any industrial or other dispute or any other thing or cause beyond the control of the Bank.

14.4 The Bank is not liable/responsible in respect of any issues/complaints/demands/claims/loss and/or damage related to/in collection with all or any benefits/services/rewards offered to the Cardmember by the Bank on behalf of and based on the representations made by the co-partner of the Bank in any Co-Brand Credit Card arrangement that the Bank may have entered into and which is being offered by the Bank to the Cardmember.

14.5 The Cardmember and the Supplementary Cardmember hereby confirm that the Charges and Card Transactions executed and paid pursuant to these Terms & Conditions are and will continue to be in accordance with all applicable laws, regulations, rules, circulars, and directives as may be amended from time to time governing the use of Credit Cards for the time being in force in Pakistan and further hereby indemnify the Bank from any fines, losses, and/or damages incurred or suffered by the Bank in the event of contravention of such laws, regulations, rules, circulars and/or directives by the Cardmember and/or Supplementary Cardmember at any time.

14.6 The Bank is committed to comply with economic sanctions that are imposed by relevant regulatory authorities. As such, the Bank does not allow their products and services to be used directly or indirectly in countries that are subject to such sanctions, and will not process transactions which involve these countries.

The Cardmember or Supplementary Cardmember will not be able to contact the Bank via Client Centre, facsimile transmission, or emails, or access Bank's website and online banking, and the Bank will not be able to provide Cardmember or Supplementary Cardmember with financial services if they are in any of these countries. We will also not process payment or trade transactions that involve these countries; Cuba, Iran, North Korea, Crimea & Sevastopol and Syria. Please refer to our website at [sc.com/pk](http://sc.com/pk) for a current list of countries that are subject to economic sanctions.

**15. Variation of Terms**

15.1 The Bank may from time to time and at any time change any of these Terms & Conditions including, without limitation the terms of payment, charges and fees, imposition of new additional charges and fees, and shall accordingly notify the Cardmember by inclusion in the Statement of Account or otherwise. Such changes shall be effective from any date specified by the Bank for such modification or if contained in the Statement of Account, from the date of the Statement of Account.

15.2 Retention by the Cardmember of the Card after the Cardmember's receipt of any changes in these Terms & Conditions pursuant to Clause 15.1 shall constitute notice of the Cardmember's acceptance of such amended Terms & Conditions without reservation. In the event of Cardmember's non-acceptance of such Terms & Conditions as amended, the Cardmember must terminate the use of the Card in accordance with Clause 13.1 and 13.2 within thirty (30) days of the date of notification of such changes by the Bank.

**16. Disclosure**

16.1 While the Bank maintains strict confidentiality in all matters relating to the Cardmember's account(s) and business, the Cardmember hereby authorises the Bank (and/or any of its officers/employees) to disclose any information concerning the Cardmember/Supplementary Cardmember relating to his/her business, accounts held with the Bank or another Group Member, or his/her relationship with the Bank or another Group Member to any of the following:

- (i) Any office or branch of the Bank, or any Group Member;
- (ii) Any agent, contractor or third party service provider, or any professional advisor to the Bank or any Group Member;
- (iii) Any of Cardmember or Supplementary Cardmember's guarantor or third party security provider;
- (iv) Any regulatory, supervisory, governmental or quasi-governmental authority with jurisdiction over the Bank or any Group member;
- (v) Any person to whom the Bank or any Group Member is required or authorised by law or court order to make such disclosure;
- (vi) Any of the Bank's actual or potential participant or sub-participant in, assignee, novatee or transferee of, the Bank's rights and/or obligations in relation to the Card;
- (vii) Any other person under a duty of confidentiality to the Bank or Group Member;
- (viii) Any bank or financial institution with which Cardmember or Supplementary Cardmember have, or propose to have dealings, regardless of whether such recipient in each case is located in Pakistan or in another country (except India) that does not offer the same level of data protection as Pakistan, and regardless of whether such information will, following disclosure, be held, processed, used or disclosed by such recipient in Pakistan or another country (except India).

16.2 The Bank will ensure that parties to whom Cardmember's and Supplementary Cardmember's details are transferred treat such information securely and confidentially. The Bank and the Standard Chartered Group will retain Cardmember's and Supplementary Cardmember's information as long as there is a business need to hold the information or as required by legal, regulatory, or accounting requirements or to protect the Bank and the Standard Chartered Group's interests. Under the laws of some territories (including the United Kingdom), the Cardmember may have the right to access information held about the Cardmember in those territories. The Cardmember understands that for the purpose of the United Kingdom Data Protection Act, the 'data controller' for the Cardmember's personal information is Standard Chartered Bank (Pakistan) Limited.

- 16.3 The Cardmember's and/or Supplementary Cardmember's information may be used to:
- (i) Provide and operate any service or product the Cardmember/Supplementary Cardmember require;
  - (ii) Facilitate the provision of any service or product to a third party for whom the Cardmember and/or Supplementary Cardmember act as guarantor or security provider;
  - (iii) Update and enhance the Cardmember's/Supplementary Cardmember's records with the Bank or any Group Member;
  - (iv) Understand the Cardmember's and/or Supplementary Cardmember's financial needs, to advise the Cardmember and/or Supplementary Cardmember of other products and services which may be of interest to the Cardmember/Supplementary Cardmember, for any purpose required by law or regulation including fraud prevention;
  - (v) Monitor Bank's compliance with legal and regulatory requirements and with the Bank and the Standard Chartered Group's internal policy requirements; and support the Bank's and the Standard Chartered Group's business, financial and risk monitoring, planning and decision making.
- 16.4 In order to comply with anti-money laundering laws, counter terrorist financing laws, regulations and policies, including our policies, reporting requirements under financial transactions legislation and requests of authorities, the Standard Chartered Bank (Pakistan) Limited may be:
- (i) Prohibited from entering or concluding transactions involving certain persons or entities; or
  - (ii) Required to report suspicious transactions to an authority. Transactions impacted include those that may:
  - (iii) Involve the provision of finance to any person involved or suspected of involvement in terrorism or any terrorist act;



(iv) **Be relevant to investigation of an actual or attempted evasion of tax law, investigation of or prosecution of a person for an offence against any applicable law;** or

(v) Involve persons or entities which may be the subject of sanctions.

A member of the Standard Chartered Group may intercept and investigate any payment messages and other information or communications sent to or by you or on your behalf and may delay, block or refuse to make any payment and payment screening may cause a delay in processing certain information.

No member of the Standard Chartered Group is liable for any loss arising out of any action taken or any delay or failure by us, or a member of the Standard Chartered Group, in performing any of its duties or other obligations, caused in whole or in part by any steps taken as set out above.

16.5 Subject to applicable local laws, we hereby consent for Standard Chartered Bank (Pakistan) Limited, Standard Chartered PLC or any of its affiliates, subsidiaries (including branches) (collectively "the Bank") to share our information with domestic or overseas regulators or tax authorities where necessary to establish our tax liability in any jurisdiction.

Where required by domestic or overseas regulators or tax authorities, we consent and agree that the Bank may withhold from our account(s) such amounts as may be required according to applicable laws, regulations and directives.

We undertake to notify the Bank within 30 calendar days if there is a change in any information which we have provided to the Bank.

## **17. Notices**

17.1 All Cards, PINs, TINs, notices, Statements of Account, demands or any other communications under these Terms & Conditions (hereinafter collectively called "Communications") may be delivered personally or by courier or be sent by ordinary post to the last known billing or other address

of the Cardmember and such Communications shall be deemed to have been served on the Cardmember on the day of delivery, if delivered by hand and on the next business day after posting, if sent by courier or by ordinary post and/or otherwise as provided hereunder. All Communications under these Terms & Conditions sent to the Cardmember shall be deemed to be Communications sent also to the Supplementary Cardmember.

17.2 Any notice to be given by the Cardmember to the Bank under these Terms & Conditions shall be given by registered post/courier/by hand with acknowledgment due.

**18. Indemnity**

18.1 The Cardmember undertakes and agrees to indemnify the Bank and hold it harmless against any loss, damage, liability, cost and expense, whether legal or otherwise, which the Bank may incur by reason of these Terms & Conditions or any breach thereof or the enforcement of the Bank's rights as herein provided (including any loss incurred or suffered by the Bank in the event of any governmental restrictions imposed on payment by the Cardmember in foreign currency by way of cash or through Foreign Exchange Bearer Certificates or otherwise). Accordingly, all costs and expenses, including legal costs and disbursements of every expense incurred by the Bank in enforcing or seeking to enforce or applying these Terms & Conditions or otherwise, shall be debited to the Card Account and Service Account and shall be paid as Liabilities by the Cardmember.

18.2 (a) In consideration of the Bank agreeing to act on the Cardmember's oral instructions specified through the Bank in respect of such facilities as maybe offered by the Bank from time to time, the Cardmember on behalf of himself/herself (including his/her heirs and successors) in title and assigns thereof, hereby agrees and undertakes to indemnify the Bank and hold the Bank harmless against losses, costs, damages, claims, actions, proceedings, demands and expenses that may be suffered, incurred or sustained by the Bank as a result thereof.

- (b) The Cardmember confirms that any oral instructions given to him/her in respect of Bank's banking services maybe tape recorded and monitored by the Bank and the same maybe produced as evidence in a court of law in case of any disputes between the Bank and Cardmember.
- (c) The Cardmember further undertakes not to deny the genuineness of any such oral instructions, and agrees that the Bank may suspend any action or ignore any such instructions, if the Bank in its absolute discretion deems fit.
- (d) The Cardmember agrees that the Bank may debit any of the Cardmember's and/or Supplementary Cardmember's accounts with the Bank for all costs, charges, or other amounts, which may be incurred as a consequence of, the provision by the Bank to the Cardmember of any of Bank's Client Centre service facilities.

18.3 The Cardmember agrees not to hold the Bank responsible for any delay or delays in the delivery of the Card. Further, the Cardmember specifically agrees that any notice sent by the Bank to the last notified/known address of the Cardmember (if it does not specifically provide for the Cardmember's response) if not responded to within 30 days of the date of the notice will be construed as an implied consent from the Cardmember in respect of the contents of the notice and shall not be challenged/disputed by the Cardmember unless a response is received by the Bank in writing within the time frame provided above.

18.4 The Cardmember agrees not to hold the Bank responsible in any manner whatsoever for providing through the Banks's underwriter (by way of implied consent) any insurance scheme/coverage in respect of the Card from time to time or charging the VISA and MasterCard foreign currency transaction settlement fee/charges as applicable from time to time charged by VISA and MasterCard and recovered through the Cardmember.

**19. Right of set-off**

- 19.1 The Bank may at any time and without notice or liability in any way to the Cardmember or Supplementary Cardmember combine or consolidate any one or all accounts of the Cardmember and/or Supplementary Cardmember with the Bank or any Affiliate or Subsidiary (whether current or deposit or of any other nature in whatever currency and whether in Pakistan or elsewhere) and/or set-off or apply any money standing to the credit of any one or all of such accounts in or towards satisfaction of the outstanding balance of the Card Account. Where such combination, consolidation and/or set-off requires the conversion of one currency into another, the Bank shall be entitled to effect such conversion at the on-going rate of exchange on the day of such combination, consolidation and/or set-off as the Bank may apply in accordance with the Bank's usual practice in such connection and all exchange risks, losses, premiums, commissions and other Bank charges shall be borne by the Cardmember.
- 19.2 The Bank's right against the Cardmember and/or Supplementary Cardmember shall not be determined, affected, or prejudiced by, and all amounts payable to the Bank, actual or contingent or joint or several, shall immediately become due and payable upon the death of the Cardmember and/or Supplementary Cardmember.
- 19.3 The Bank's right to set-off all transactions authorised by the Cardmember and/or Supplementary Cardmember before their death shall continue to subsist till the Bank is informed in writing about such death. Upon receiving this information the Card and Card Account will be blocked for new transactions after receiving this notice.
- 19.4 The Bank will not be obliged to allow any operation or withdrawal except on the production of a Succession Certificate or other Court Order, from a court of competent jurisdiction. The legal heirs will be notified of a debt balance and should agree to the required adjustments before release of the funds in their favour by the Bank.

**20. Waiver**

The Bank may at any time waive either unconditionally or otherwise any of these Terms & Conditions or any default or breach of the Cardmember provided that such waiver is given in writing by the Bank and save as aforesaid, no condoning or excusing of and no neglect or forbearance on the part of the Bank of any default or breach of any of these Terms & Conditions shall operate as a waiver of the Bank's rights and powers and no waivers shall be inferred from or implied by anything done or not done by the Bank unless expressed in writing by the Bank. Any waiver shall operate only as waiver of the particular matter to which it relates and shall not operate as a waiver of subsequent breach in any of these Terms & Conditions.

**21. Full Force and Effects**

These Terms & Conditions shall remain in full force and effect until the Bank acknowledges receipt of all Cards cut in half and full payment of all Cardmember and Supplementary Cardmember Charges and Liabilities and other costs and expenses relating thereto.

**22. Severance**

Each of these Terms & Conditions shall be severable and distinct from one another and if, at any time, any one or more of such Terms & Conditions is or becomes invalid, illegal or unenforceable the validity, legality or enforceability of the remaining provision shall not in any way be affected or impaired thereby.

**23. Taxes & Other Government Levies/Duties**

The Cardmember and Supplementary Cardmember agrees to reimburse the Bank for payment of any stamp duties and/or excise or other similar taxes or levies payable in connection with any advances, finances, Card or credit provided by the Bank to the Cardmember or any Supplementary Cardmember.

**24. Assignments/Transfer of Interest**

The Cardmember and Supplementary Cardmember hereby agrees that the Bank may, in its sole discretion, assign, discount or otherwise transfer part or all of its interest herein (and/or in

any goods hypothecated by the Cardmember and Supplementary Cardmember pursuant hereto) to any third party for such consideration or otherwise as the Bank deems appropriate.

**25. Renewal of card**

The Bank may issue a new card or cards automatically unless instructed otherwise and also that the Bank reserves the right not to reissue a Card or renew the Card. The Cardmember shall continue to remain bound by these conditions and any amendment thereto.

**26. Governing law**

These Terms & Conditions are governed by and shall be construed in accordance with the laws of Pakistan and the Cardmember and Supplementary Cardmember hereby submit to the jurisdiction of the Courts established in Pakistan.

**27. Waiver of Interest**




The parties recognise and agree that the payment of interest is repugnant to the principles of Shariah and accordingly, to the extent that the governing law would impose whether by contract or by statute any obligation to pay interest, the parties hereby irrevocably, unconditionally and expressly waive and reject any entitlement to recover interest from each other.

**28.** These Terms & Conditions shall be binding upon the Cardmember/the Supplementary Cardmember and his/her legal heirs, executors and administrators.

**29.** These Terms & Conditions are in addition to and not in derogation of the general terms & conditions applicable to the accountholders.

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**For more information**

 |  **111-002-002** |  **sc.com/pk**

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**Standard Chartered Bank (Pakistan) Limited**