

## FREQUENTLY ASKED QUESTIONS

### Commercial Banking and Corporate & Institutional Banking

#### General questions

#### What businesses are being transferred to Standard Chartered Bank (Singapore) Limited?

Standard Chartered Bank, Singapore Branch (“**SCB Singapore Branch**”) will be transferring its Commercial Banking, Corporate & Institutional Banking and Private Banking businesses to Standard Chartered Bank (Singapore) Limited (“**SCBSL**”).

#### When will the transfer be completed?

The transfer will be completed on 13 May 2019 (“**the effective date**”).

#### What is the name and address of the new legal entity SCBSL?

Legal Name: Standard Chartered Bank (Singapore) Limited

渣打银行（新加坡）有限公司

Address: 8 Marina Boulevard #27-01, Marina Bay Financial Centre, Singapore 018981

#### Will my relationship and products held with SCB Singapore Branch be affected?

No, they will not be affected. You will continue to receive the same services, products and facilities as you do from SCB Singapore Branch now.

#### What will happen to my current contracts with SCB Singapore Branch? Do I need to sign new agreements?

The nature and scope of your rights and obligations under your existing documentation and contracts with SCB Singapore Branch will not be affected.

For all non-Financial Markets contracts, the transfer of the relevant businesses from SCB Singapore Branch to SCBSL will be effected through a Scheme of Transfer approved by the Singapore High Court. This means that all agreements governed by Singapore law do not require any repapering on your part. Agreements that are not governed by Singapore law have been reviewed and we would have contacted you for re-documentation.

For Financial Markets (FM) products, with the exception of contracts relating to money market deposit (with terms governed by Singapore law) that will be transferred to the SCBSL through the Scheme of Transfer, you will need to execute new contracts for other FM products with SCBSL.

If you have been contacted by us to seek your explicit consent to transfer your existing agreements but have yet to respond, please return a signed copy of the consent letter as soon as possible.

#### Do I have to start transacting with SCBSL after executing the new documents?

For all non-FM contracts, you will continue to deal with SCB Singapore Branch until the effective date.

For FM products, once the new contract has been executed, please start trading with SCBSL. We will contact you once your profiles have been set up and are ready for trading.

**Will there be any service disruptions leading up to the transfer?**

There will be minimal service disruptions over the migration weekend, which is expected to take place from 11 to 12 May 2019. During this time, the Straight2Bank platform and other systems will be unavailable due to scheduled maintenance and migration activities.

**Adjusted operating hours on Friday 10 May 2019**

To prepare for a smooth transition over the weekend of 11-12 May 2019, there will be changes to our operating hours on Friday 10 May 2019:

Trade Services	Our Trade Services Counters will close at 12:00pm. Please submit any urgent trade instructions (over the counter, faxes, emails etc) by Thursday 9 May 2019.
Client Services Group	Our office hotline will be closed from 3:00pm onwards. <ul style="list-style-type: none"><li>• Emails received before 3:00pm will be attended to on the same day.</li><li>• Emails received after 3:00pm will be attended to the next business day on Monday 13 May 2019.</li></ul>
Cash, Financial Markets and Securities Services	Business as usual. Please submit your instructions as early as possible to ensure timely processing.
Straight2Bank	Business as usual. Please approve and release all transactions to the Bank by COB on Friday 10 May 2019 to avoid any "in-transit" transactions over the transition weekend.

**Scheduled downtime during transition weekend 11-12 May 2019**

The Straight2Bank platform will be unavailable starting from 8:00pm on Saturday 11 May 2019, and is expected to be operational by 10:00am on Sunday 12 May 2019. Similarly, all FAST/IBG and internal book transfer transactions will not be available during the same period.

Our weekend banking branches will have adjusted operating hours with limited banking services. Please refer to the announcement on our homepage at [www.sc.com/sg](http://www.sc.com/sg) (Scheduled Systems Enhancements).

If you would like more information or further clarification, please call our customer service hotline at (+65) 6876 0888 Monday to Friday between 9:00am to 6:00pm.

**Will SCB Singapore Branch cease to exist after the transfer?**

The Branch will remain operational for some time after the transfer to manage transitional activities.

**What will be the expected ratings of SCBSL after the transfer?**

Ratings remain on par with Standard Chartered Bank on a standalone basis, consistent with what has been previously advised by ratings agencies. Moody's and S&P published an update on 14 March 2019 to reaffirm this with Moody's rating now final and S&P expecting the preliminary rating to convert to final closer to execution in May.

Click [here](#) to view S&P updated statement.

Click [here](#) to view Moody's updated statement.