

Special Financial Relief Programme (Unsecured) - Terms and Conditions

By applying for the **Special Financial Relief Programme (Unsecured)** (the "**SFRP Programme**"), you agree to be bound by these terms and conditions.

Eligibility

1. This **SFRP Programme** is exclusive to existing Eligible SFRP Products (Defined in Clause 4) from Standard Chartered Bank (Singapore) Limited (the "**Bank**"). Clients must meet the eligibility criteria set out in Clause 2, submit an application with the required supporting documents and agree to these terms and conditions (such client to be referred to as a "**Eligible Client**").
2. The eligibility criteria are as follows:
 - a) Clients must be impacted by the outbreak of the COVID-19 pandemic with at least 25% loss of income after 1 February 2020 (proof of impact on income is required);
 - b) Repayments on the client's existing unsecured credit facilities with the Bank are between 30 and 89 days past due at the point of application;
 - c) Singapore Citizens or Permanent Residents; and
 - d) Clients who are not on any existing debt repayment including the SFRP Programme or restructuring programme with the bank or card issuer i.e. Debt Consolidation Plan/Debt Management Programme/Repayment Assistance Scheme/Debt Relief Programme.

Mechanics

3. The outstanding balances of the Eligible Client as on the date of the Submission, including balances from the Credit Card, Cashone, Credit Card Instalment Loan, EzyCash, Dash advance, Credit Card Funds Transfer, IPP and EasyPay may be eligible to be converted into instalments under the SFRP Programme (the aforesaid products shall be referred to as the "**Eligible SFRP Products**"). Please refer to the Credit Card Terms for the individual terms governing each of the Eligible SFRP Products.
4. In addition to fulfilling the eligibility criteria stated at Clause 2 above, to participate in the SFRP Programme, Eligible Clients must:
 - a. apply for the SFRP Programme by:
 - i. completing and submitting the online application form for the SFRP Programme that can be found [here](#);
 - ii. submitting an application for the SFRP Programme by calling the Bank's Client Care Centre; or
 - iii. submitting an application for the SFRP Programme when they receive a call from an employee of the Bank; and
 - b. when submitting an application to participate in the SFRP Programme in accordance with Clause 4(a) above:

- i. provide all relevant information requested by the Bank; and
- ii. accept these Special Financial Relief Programme (Unsecured) - Terms and Conditions.

For the purposes of these terms and conditions, each application fulfilling Clause 4(a) and (b) shall be referred to as a “**Submission**”.

5. The Eligible Client will receive a call on the bank registered mobile number from an employee of the Bank to process the Submission. The Bank reserves the right to decline or approve the Submission with a lower SFRP Amount (as defined below) than the amount applied for, or lower Instalment Tenure (as defined below) without giving any reason.
6. Upon approval, the existing outstanding balance of each Eligible SFRP Product approved under the SFRP Programme shall each be referred to as the Special Finance Relief Programme Amount (“**SFRP Amount**”). The SFRP Amount and the interest (to be calculated in the manner described in Clause 13 below) for each Eligible SFRP Product approved under the SFRP Programme (“**Approved SFRP Product**”) shall be repaid by the Eligible Client by way of monthly instalments into the respective existing account(s) and/or into new loan account(s) for each Approved SFRP Product.
7. In the event your application is approved and the aggregate SFRP Amount granted across the Approved SFRP Products is lower than the amount you applied for in the Submission, you agree to such lower aggregate SFRP Amount granted. You must continue making payment of any outstanding balances under any of the facilities that were not approved or converted into the SFRP Amount under the SFRP Programme.
8. The Instalment Amount (refer to Clause 13 below) will subsequently be charged to the next statement date of the Approved SFRP Product as calculated from the date the Eligible Client’s application for the SFRP Programme is approved by the Bank.
9. Interest for the SFRP Amount is calculated from the date of approval under the SFRP Programme until the date of expiry of the Instalment Tenure (refer to Clause 10 below) as selected by the Eligible Client in the Submission.
10. Interest is calculated on a front-end add-on method by multiplying the SFRP Amount by the approved flat interest rate known as nominal interest rate for the full instalment tenor.
11. The effective interest rate (“**EIR**”) of 8.00% per annum for the Eligible Clients SFRP Amount reflects the true cost of borrowing and takes into account the reducing balance method of interest calculation.

12. Tenures available for repayment are 12, 18, 24, 36, 48 or 60 months (each, an “**Instalment Tenure**”).
13. Each Instalment Amount is calculated based on the sum of
 - (a) the approved SFRP Amount (“**Principal Amount**”); and
 - (b) the EIR over the instalment tenor as defined in Clause 10 (“**Interest Amount**”), divided by the number of months of the Instalment Tenure. The Principal Amount and Interest Amount is collectively referred to as “**Instalment Amount**”
14. For avoidance of doubt, you will not be able to utilise all your unsecured credit facilities with the Bank until all your outstanding amounts under this SFRP Programme and the SFRP Programme (Personal Credit Line and Overdraft) are repaid in full. Upon completing full repayment, your unsecured facilities with the bank will be reinstated only upon your request and subject to the Bank’s approval.
15. The Bank reserves the right to determine and apportion, the amount comprised in any Instalment Amount which relates to the repayment of the Principal Amount and the Interest Amount. The Bank may calculate the Interest Amount as follows:
 - a) by applying the reducing balance method to determine the amount of interest attributed to each instalment; or
 - b) by such other means and manner as the Bank may deem appropriate.
16. Upon approval of your SFRP Amount, no restructuring or partial prepayment will be allowed.
17. Should you choose to fully repay the SFRP Amount before the end of the Instalment Tenure, there shall be no early repayment fee.

Fees & Interest Charges

18. The Bank reserves the right to vary, without reason, the interest rate (whether nominal, flat or effective or otherwise) and the basis of calculation of interest at any time during the Instalment Tenure.
19. If we do not receive the Instalment Amount on or before the relevant due date under each existing account(s) for any Approved SFRP Product, we may charge and debit from the said account(s) such finance charges, fees, interest and/or charges as may be applicable to overdue payments under the individual terms governing that particular Approved SFRP Product, the pricing guide or elsewhere in our banking agreement.
20. No processing fees will be charged in connection with a SFRP Programme application. Upon approval of the SFRP Programme application, an approval letter will be sent to the Eligible Client confirming the Instalment

Amount and EIR. The approval letter will be sent to the Eligible Client by mail or such other method as the Bank deems fit.

General

21. The Bank may vary, modify, add, delete or otherwise revise any of the terms and conditions governing the SFRP Programme or to terminate, withdraw, extend, suspend, or shorten the SFRP Programme at any time in the Bank's sole discretion, with or without prior notice or reason.
22. The Bank reserves the right to determine in its sole and absolute discretion all matters arising out of or in connection with the SFRP Programme, including your eligibility for the SFRP Programme.
23. The Bank's determination of all matters relating to this SFRP Programme shall be final and binding and no correspondence will be entertained.
24. A person who is not a party to these terms and conditions has no rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any of these terms and conditions.
25. The SFRP Programme Terms and Conditions are to be read in conjunction with the Bank's Customer Terms, the Credit Card Terms and any other product terms that may be applicable in conjunction with the SFRP Programme (collectively, the "**Other Terms**"). The product terms for all Eligible SFRP Products (Credit Card, Cashone, Credit Card Instalment Loan, EzyCash, Dash advance, Credit Card Funds Transfer, IPP and EasyPay) may be found in the Credit Card Terms.
26. In the event of any inconsistency between these terms and the Other Terms, these terms prevail only to the extent of such inconsistency.
27. These terms and conditions are governed by and shall be construed in accordance with the laws of the Republic of Singapore and you agree to submit to the exclusive jurisdiction of the courts of the Republic of Singapore.
28. All information is correct as at the time of publication.

Special Financial Relief Programme (Personal Credit Line/Overdraft) - Terms and Conditions

By applying for the **Special Financial Relief Programme (Personal Credit Line/Overdraft) (the "SFRP Programme")**, you agree to be bound by these terms and conditions.

Eligibility

1. This **SFRP Programme** is applicable to personal line of credit/overdraft account holders from Standard Chartered Bank (Singapore) Limited (the “**Bank**”) and meets the eligibility criteria set out in Clause 2, submits an application with the required supporting documents and agrees to these terms and conditions (such client to be referred to as a “**Eligible Client**”).
2. The eligibility criteria are as follows:
 - a. Clients must be impacted by the outbreak of the COVID-19 pandemic with at least 25% loss of income after 1 February 2020 (proof of impact on income is required);
 - b. Repayments on the client’s existing credit line/overdraft facilities with the Bank are between 30 and 89 days past due at the point of application;
 - c. Singapore Citizens or Permanent Residents; and
 - d. Clients who are not on any existing debt repayment including the SFRP Programme or restructuring programme with the bank or card issuer i.e. Debt Consolidation Plan/Debt Management Programme/Repayment Assistance Scheme/Debt Relief Programme.

Mechanics

3. In addition to fulfilling the eligibility criteria stated at Clause 2 above, to participate in the SFRP Programme, Eligible Clients must:
 - a. apply for the SFRP Programme by:
 - i. completing and submitting the online application form for the SFRP Programme that can be found [here](#);
 - ii. submitting an application for the SFRP Programme by calling the Bank’s Client Care Centre; or
 - iii. submitting an application for the SFRP Programme when they receive a call from an employee of the Bank; and
 - b. when submitting an application to participate in the SFRP Programme in accordance with Clause 3(a) above:
 - i. provide all relevant information requested by the Bank; and
 - ii. accept these Special Financial Relief Programme (Personal Credit Line/Overdraft) - Terms and Conditions.

For the purposes of these terms and conditions, each application fulfilling Clause 3(a) and (b) shall be referred to as a “Submission”

4. The Eligible Client will receive a call on the bank registered mobile number from an employee of the Bank to process the Submission. The Bank reserves the right to decline or approve the Submission with a lower SFRP Amount (as defined below) than the amount applied for, or lower Instalment Tenure (as defined below) without giving any reason.
5. Upon approval, the outstanding balance for each personal credit line/overdraft of the Eligible Client approved under the SFRP Programme shall each be

referred to as the Special Finance Relief Programme amount (“**SFRP Amount**”). The SFRP Amount and the interest (to be calculated in the manner described in Clause 11 below) shall be repaid by the Eligible Client by way of monthly instalments to the corresponding SFRP Account (as defined below).

6. In the event your application is approved with the SFRP Amount (Refer clause 5) granted being lower than the amount you applied for in the Submission, you agree to such lower SFRP Amount granted. You must continue making payment of the outstanding balances under the personal credit line/overdraft that were not approved or converted into the SFRP Amount under the SFRP Programme.

Upon approval, a new instalment loan account will be setup in the Eligible Client’s name for each approved SFRP Amount under this SFRP Programme (“SFRP Account”).

7. Interest for the SFRP Amount is calculated from the date of approval of the SFRP Programme until the date of expiry of the Instalment Tenure (refer to Clause 10 below) as selected by the Eligible Client in the Submission.
8. Interest is calculated on a front-end add-on method by multiplying the approved SFRP Amount by the approved flat interest rate known as nominal interest rate for the full instalment tenure.
9. The effective interest rate (“**EIR**”) of 8.00% per annum for the Eligible Client’s SFRP Amount reflects the true cost of borrowing and takes into account the reducing balance method of interest calculation.
10. Tenures available for repayment are 12, 18, 24, 36, 48 or 60 months (each, an “**Instalment Tenure**”).
11. Each instalment amount is calculated based on the sum of
 - a. the approved SFRP Amount (“**Principal Amount**”); and
 - b. the EIR over the instalment tenure as defined in Clause 8 (“**Interest Amount**”), divided by the number of months of the Instalment Tenure. The Principal Amount and Interest Amount are collectively referred to as “**Instalment Amount**”.
12. For avoidance of doubt, you will not be able to utilise all your unsecured credit facilities with the Bank until all your outstanding amounts under this SFRP Programme and the SFRP Programme for other various unsecured credit facilities are repaid in full. Upon completing full repayment, your unsecured facilities with the bank will be reinstated only upon your request and subject to the Bank’s approval.
13. The Bank reserves the right to determine and apportion, the amount comprised in any Instalment Amount which relates to the repayment of the Principal

Amount and the Interest Amount. The Bank may calculate the Interest Amount as follows:

- a. by applying the reducing balance method to determine the amount of interest attributed to each instalment; or
- b. by such other means and manner as the Bank may deem appropriate.

14. Upon approval of your SFRP Amount, no restructuring or partial prepayment will be allowed.

15. Should you choose to fully repay the SFRP Amount before the end of the Instalment Tenure, there shall be no early repayment fee.

Fees & Interest Charges

16. The Bank reserves the right to vary, without reason, the interest rate (whether nominal, flat or effective or otherwise) and the basis of calculation of interest at any time during the Instalment Tenure.

17. We may charge and debit each SFRP Account with such fees and charges (including late payment charges, finance charges, overlimit fees and administrative fees) as set out in the Appendix to these terms.

18. No processing fees will be charged in connection with a SFRP Programme application. Upon approval of the SFRP Programme application, an approval letter will be sent to the Eligible Client confirming the Instalment Amount and EIR. The approval letter will be sent to the Eligible Client by mail or such other method as the Bank deems fit.

19. The Bank will charge each SFRP Account with the applicable Instalment Amount, which includes the Principal Amount and Interest Amount (as defined in Clause 11 above) for the Instalment Tenure. All payments to reduce the outstanding balance of each SFRP Account, including payment of the applicable Instalment Amount, shall be made to the corresponding SFRP Account setup in accordance with Clause 6 above.

General

20. The Bank may vary, modify, add, delete or otherwise revise any of the terms and conditions governing the SFRP Programme or to terminate, withdraw, extend, suspend, or shorten the SFRP Programme at any time in the Bank's sole discretion, with or without prior notice or reason.

21. The Bank reserves the right to determine in its sole and absolute discretion all matters arising out of or in connection with the SFRP Programme, including your eligibility for the SFRP Programme.

22. The Bank's determination of all matters relating to this SFRP Programme shall be final and binding and no correspondence will be entertained.
23. A person who is not a party to these terms and conditions has no rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any of these terms and conditions.
24. The SFRP Programme Terms and Conditions are to be read in conjunction with the Bank's Customer Terms, the Personal Loan / Personal Line of Credit / Overdraft Terms, and any other product terms that may be applicable in conjunction with the SFRP Programme (collectively, the "**Other Terms**").
25. In the event of any inconsistency between these terms and the Other Terms, these terms prevail only to the extent of such inconsistency.
26. These terms and conditions are governed by and shall be construed in accordance with the laws of the Republic of Singapore and you agree to submit to the exclusive jurisdiction of the courts of the Republic of Singapore.
27. All information is correct as at the time of publication

Appendix

Repayment grace period

At least 22 days from billing/statement date.

Minimum Payment Due

The minimum payment due applicable to each SFRP Account will be the Instalment Amount plus:

- (i) any overlimit amount; and
- (ii) any past due amount.

We reserve the right to (i) determine the basis upon which the minimum payment due is calculated at our discretion; and (ii) vary the basis upon which the minimum payment due is calculated from time to time upon notice.

Late payment charges

A late payment charge of S\$80 will be charged if minimum payment due is not received by the due date.

If we do not receive the minimum payment due in full on or before the due date and a balance is carried forward from the statement, finance charges will be calculated on a daily basis at the minimum EIR of 26.9% per annum (0.074% per day).

*An account is considered past due if the minimum payment due is not received in full on or before the due date set out in the statement we issue for your account.

Overlimit fee

If the current balance on your SFRP Account exceeds your SFRP Amount, an overlimit fee of S\$40 will be charged to that SFRP Account.

Miscellaneous fee

Overlimit fee S\$40

Requests for copies of sales drafts and statements are subject to the following charges:

Charge per copy

Sales Draft S\$5

Request for copies of:

- Past statement (Current to 12 months)
- Past statement (Beyond 12 months)

Online

Free
S\$50 per monthly statement

Non-Online

S\$10 per monthly statement
S\$50 per monthly statement

Service fee

Returned cheque insufficient funds S\$40

Rejected Direct Debit Authorisation (insufficient funds) S\$50

Post-dated Cheque Payment S\$25

Branch Counter Payment S\$5