

## PRIORITY BANKING SERVICES AND PRIVILEGES

### Terms and Conditions

In these terms and conditions, “you” refers to you, your joint account holder or your authorised person who are Priority Banking clients of Standard Chartered Uganda.

The additional services we provide to you as a Priority Banking client are governed by these terms and conditions. These terms and conditions should be read in conjunction with the Client Terms, Product terms and conditions and Service and Price Guide.

### 1. Membership

1.1. To become a Priority Banking client, you are required to meet the eligibility criteria as per **Section 2** below. Priority Banking membership admission is at the Bank’s discretion and the Bank reserves the right to end your Priority Banking membership at any time at its discretion, on notice.

1.2. Continuation of your Priority Banking relationship is subject to fulfilment of the eligibility criteria. Your relationship with the Bank will be reviewed on a regular basis and continuation in Priority Banking will be at the Bank’s discretion.

1.3. Priority Banking membership is voluntary and you hold the option to end your Priority Banking membership at any time by giving us written notice.

### 2. Eligibility criteria for Priority Banking

To enjoy the exclusive Priority Banking membership and all the benefits and privileges associated with it, you will need to meet any one of the following eligibility requirements:

Products	Eligibility Criteria	Minimum Relationship Amount UGX
Current and Savings Accounts, Term Deposits and Investments	Accounts Balance (per month average balance across one or all transactional accounts, Term / Fixed Deposit balances and Investment Assets Under Management - AUMs)	100,000,000 or equivalent in other currencies
Mortgage	Mortgage Balance	250,000,000
Salary Transfer*	Salary (per month for 12 months)	7,200,000

\* Please refer to **Section 5.3**

### 3. Fees and charges

3.1. Fees and charges may be charged for the provision of selected Priority Banking services. The fees are set out in the Service and Price Guide and may change from time to time.

3.2. Priority Banking membership is subject to you meeting our eligibility criteria. If the eligibility criteria are not met, we may at our discretion either:

3.2.1. Impose an account maintenance fee (as stipulated in the Service and Price Guide); or

3.2.2. Convert your banking relationship to Personal Banking relationship, including the banking relationship of any or all of your household members (if any) who were accorded Priority Banking membership by us through our Household Recognition Programme.

3.2.3. Cease to or suspend the provision of any Priority Banking Services until you meet the eligibility criteria.

#### **4. Information we disclose**

You consent to each member of the Bank, its officers, employees, agents and advisers disclosing information relating to you (including details of the accounts, products or any security) to any employee of the Bank in any jurisdiction and anyone we consider necessary in order to provide you with Priority Banking Services. You consent to us contacting you at the address, e-mail address and phone numbers you have provided to us, to give you information on other products and services that we, or our strategic partners, may offer.

#### **5. Priority Banking Services**

The following Priority Banking Services are available in Uganda. Subject to local regulations, we may vary or withdraw the services. You can find out the current services available to you by contacting your Relationship Manager, via our 24 hour Priority Banking hotlines (0200524601 or 0313294601), visiting our branches or from the Standard Chartered Uganda website ([www.sc.com/ug](http://www.sc.com/ug)) or email [prioritybanking.ug@sc.com](mailto:prioritybanking.ug@sc.com).

We reserve the right not to provide you or cease to provide you with any Priority Banking Services and its accompanying benefits if your Priority Banking membership is discontinued for any reasons whatsoever. We will notify you regarding your account status change as soon as possible if this happens.

##### **5.1. Household Recognition**

5.1.1. Household Recognition refers to complimentary Priority Banking membership extended to your spouse and children upon request.

5.1.2. The admission of your family members to Priority Banking membership is subject to you, as the 'Primary Client' fulfilling the eligibility criteria stated in **Section 2** above and your family members, the 'Dependents' holding eligible accounts with us. Deposits and/or investments, or Mortgage Loans / Home Finance of household members will not be amalgamated/combined while determining the Primary Client's eligibility.

5.1.3. You will be required to notify us of their accounts to admit them into Priority Banking.

5.1.4. The Bank reserves the right to vary, suspend or cease Priority Banking membership extended to your dependents at its discretion and will notify you accordingly.

5.1.5. Continuation of your family members' Priority Banking relationship(s) is subject to your fulfilment of the eligibility criteria stated in the **Section 2** above.

5.1.6. We will review your relationship with us on a regular basis and its continuation will be at our discretion.

5.1.7. As a dependent, you agree to be recognised as part of the Primary client's household. In the event that Primary Clients do not meet the Priority Banking eligibility criteria, the Bank reserves the right to convert your banking relationship to Personal Banking relationship, including the banking relationship of any or all of your household members (if any) who were accorded Priority Banking membership by the Bank through our Household Recognition Programme.

5.1.8. As a Primary Client, you may at any point in time give us in writing to end the Household Recognition service which is extended to your family members.

5.1.9. The Bank reserves the right to communicate with the household's Primary Client only, any changes to voluntarily migrate them from Priority Banking to another segment within the Bank. Notification will not be made to the household / family members in this regard.

## 5.2. Global Recognition

Through Global Recognition, you can meet the Priority Banking eligibility criteria with Standard Chartered Bank in one jurisdiction and have your account(s) in other jurisdictions upgraded to Priority Banking as well.

5.2.1. Global Recognition is available in selected jurisdictions within Standard Chartered Bank's footprint and we will continue to vary / expand the list of applicable countries.

5.2.2. Global Recognition is subject to you notifying us in writing of the details of the accounts you hold with us in each jurisdiction.

5.2.3. Global Recognition is only available to your family members who have been admitted to Priority Banking membership through household recognition.

5.2.4. We will confirm your eligibility with the other jurisdiction(s) on regular basis and your Priority Banking relationship with Standard Chartered Uganda may be discontinued if you are no longer meeting the Priority Banking eligibility in the other jurisdiction.

## 5.3. Employee Banking

By transferring your salary to your Priority Banking account, you are entitled to Priority Banking membership on your Employee Banking Salary Suite, including:

5.3.1. Waiver of the minimum relationship balance requirement upon minimum salary transfer. The Employee Banking Salary Suite for Priority Banking clients is currently available in Uganda, subject to minimum monthly salary transfer of UGX 7,200,000 (or foreign currency equivalent).

5.3.2. Personal / Salary / Unsecured Loan up to UGX 250,000,000 and Mortgage / Secured Loan / Property Financing up to UGX 2.5 billion at competitive rates, subject to employer-level approval for Personal / Salary / Unsecured Loans. All Loans / Finances are granted at the sole discretion of Standard Chartered Bank. Finance facilities and finance amounts will be dependent on individual credit evaluation and are offered at the sole discretion of Standard Chartered Bank.

## 5.4. Preferential foreign currency exchange.

As a Priority client you will get preferential pricing on banking transactions and services, including:

5.4.1. Special fee waivers and/or discounts on your routine banking transactions and services, as outlined in the Service and Price Guide.

5.4.2. No charges on international fund transfers between Standard Chartered Bank (Global Link) accounts. This facility is available in participating countries only. Please contact your Relationship Manager to know the participating countries. Corresponding and beneficiary bank charges (including charges from foreign Standard Chartered entities) may apply and are not included in this.

5.4.3. Free ATM cash withdrawals at Standard Chartered ATMs worldwide on your Visa Infinite Priority

debit card. Funds are also accessible worldwide at any VISA enabled ATM. Daily limit of up to UGX 15,000,000 at Standard Chartered or Non Standard Chartered ATM. Point of Sale (POS) / eCommerce options are also available with a daily limit of up to UGX 20,000,000 with the Standard Chartered Priority Banking Visa Infinite Debit Card.

5.4.4. Preferential foreign exchange rates, applicable to countries with preferential foreign exchange rates to local Priority Banking clients. You can remit funds in 15 different currencies via Online and Mobile Banking. The currencies include USD, CAD, EUR, GBP, AED, INR, CNY/RMB, JPY, KES, TZS, ZAR, CHF, DKK, NOK and SEK.

## 5.5. Global Link

The Standard Chartered Online Banking platform allows you to get a consolidated view of your Standard Chartered accounts in all major countries.

5.5.1. Countries currently include United Arab Emirates (UAE), Bahrain, Bangladesh, Botswana, Brunei, China, Ghana, India, Indonesia, Jersey, Kenya, Malaysia, Nigeria, Pakistan, Philippines, Singapore, Sri Lanka, Thailand, Vietnam and Zambia and may be amended periodically.

5.5.2. The Global Link Service is provided subject to the terms in the Global Link Guidelines. These guidelines are available when you access Standard Chartered Online Banking.

## 5.6. Free outward telegraphic transfers

Handling commission fees and cable charges are waived for fund transfers between Standard Chartered (Global Link) accounts only. You will receive a fee reversal on remittance charges. Corresponding and beneficiary bank charges (including charges from foreign Standard Chartered entities) may apply and are not included in this.

## 5.7. Emergency Cash

Priority clients are eligible for Emergency Cash services of up to USD 5,000 in local currency equivalent, where the Bank can arrange for emergency cash to be delivered to our designated Priority Banking Centres and Travelex outlets in over 500 locations across Asia, US, Australia, New Zealand, Europe and the Middle East.

5.7.1. To avail Emergency Cash service, you will be required to call your Relationship Manager or our 24-hour Priority Banking hotline on 0200524601 or (+256) 313 294601.

5.7.2. Collection at Standard Chartered Bank branches.

5.7.2.1. Limited to 1 transaction per month.

5.7.2.2. Limited to USD 5,000 per transaction.

5.7.2.3. Handling fees, fees imposed by other banks, and other charges, if applicable, may apply.

5.7.2.4. Client identification will be done by the respective Standard Chartered Bank branch.

5.7.3. Collection at Travelex outlets.

5.7.3.1. You may only collect emergency cash from Travelex outlets if Standard Chartered Bank does not have branches in that country.

5.7.3.2. Before collecting emergency cash, you will need to produce some form of identification (with your photograph on it) so that Travelex can verify your identity.

5.7.3.3. Limited to 1 transaction per month.

5.7.3.4. Limited to USD 2,000 per transaction.

5.7.3.5. Handling fees and other charges (if applicable) may apply. Any exchange rate conversion will be effected at our prevailing rate of exchange for that currency or any rate prescribed by any relevant organisation involved in providing the emergency cash services. Fees imposed by other banks may apply.

#### 5.8. Services provided by third parties

From time to time we may introduce you to other Priority Banking privileges and service provided by third parties. Any services provided by third parties are subject to their terms and conditions and we will not be liable for any loss you incur in connection with such services.

#### 5.9 Other Terms and Conditions

5.9.1 Standard Chartered Bank Uganda Limited is regulated by Bank of Uganda. Customer deposits are protected by the Deposit protection Fund of Uganda.

5.9.2 Some of our sales staff earn commission for business acquisition.

5.9.3 Our Investment Products and Services are distributed by Standard Chartered Bank Uganda Ltd (SCBU) that is licensed by the Capital Markets Authority as an Investment Advisor.

5.9.4 Standard Chartered arranged insurance solutions are underwritten by Sanlam General Insurance.