

## SYSTEM MAINTENANCE NOTICE

Dear Valued Clients,

Thank you for banking with Standard Chartered Bank (Vietnam) Limited.

We will perform the system maintenance for a better service quality as following schedule:

### Retail Banking:

System	Outage window		Detail of impact
	From	To	
Online banking (web) And SC Mobile Vietnam (app)	09:45 PM Friday Nov 20 <sup>th</sup> 2020	10:30 AM Saturday Nov 21 <sup>st</sup> 2020	Service will be unavailable
SMS Banking SMS Pull Service	09:45 PM Friday Nov 20 <sup>th</sup> 2020	10:30 AM Saturday Nov 21 <sup>st</sup> 2020	Alert of Banking Account (CASA and Visa Debit/ ATM Card) will be unavailable & will be delivered after maintenance is completed
Visa Debit Card/ ATM Napas Card	10:45 PM Friday Nov 20 <sup>th</sup> 2020	11:30 PM Friday Nov 20 <sup>th</sup> 2020	Service will be unavailable (POS, e-commerce, Cash withdrawal transaction)
	7:00 AM Saturday Nov 21 <sup>st</sup> 2020	3:00 PM Saturday Nov 21 <sup>st</sup> 2020	
ATM / CDM	10:45 PM Friday Nov 20 <sup>th</sup> 2020	11:30 PM Friday Nov 20 <sup>th</sup> 2020	Service will be unavailable.
	7:00 AM Saturday Nov 21 <sup>st</sup> 2020	3:00 PM Saturday Nov 21 <sup>st</sup> 2020	

### Corporate Banking:

System	Outage window		Detail of impact
	From	To	
Straight To Bank (S2B)	10:45 PM Friday Nov 20 <sup>th</sup> 2020	07:15 AM Saturday Nov 21 <sup>st</sup> 2020	Service will be unavailable

We are sorry for the inconvenience caused during system maintenance time.

If you have any concerns or enquiries, please contact our Client Care Centre (24/7) at +842839110000 or +842436960000.

Sincerely,