

Notification of updated Online Banking and Mobile Banking Terms & Condition

Dear valued client,

Standard Chartered Bank (Vietnam) Limited (“**the Bank**”) would like to thank you for banking with us.

The Bank would like to inform you of the updated “**Online Banking and Mobile Banking Terms & Conditions**” which will be effective from **April 3rd 2020**. In this update, changes are aimed to make the wording clearer and easy to understand to customers. Changes are made to the following sections:

Mobile Banking Terms and Conditions:

- Article 2: Using Mobile Banking services
- Article 3: Fund transfer and payments by Mobile Banking services
- Article 4: Records
- Article 5: Payment
- Article 7: Security procedures and liability
- Article 9: Indemnification and exclusion of liability
- Article 11: Termination and suspension
- Article 13: Advertising and outsourcing

Online Banking Terms and Conditions:

- Article 3: Your authority to us to carry out instructions
- Article 5: Operating times, changes and disruptions
- Article 7: The extent of our liability for your loss or damage
- Article 9: Ending your use of the service
- Article 12: The validity of the terms of this agreement
- Article 16: Assignment and transfer
- Article 18: Data protection and privacy policy

For details of updated Terms & Conditions, please click [HERE](#)

For details of previous Terms & Conditions, please click [HERE](#)

If you have any concerns or enquiries, please contact our Client Care Centre at **(028) 3911 0000** or **(024) 3696 0000**.

Thank you for banking with us!

Yours sincerely,

Standard Chartered Bank (Vietnam) Limited