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