



MOST IMPORTANT DOCUMENT - SAVINGS ACCOUNT FOR NON RESIDENTS (NR) CLIENTS

Bank Copy

I/We confirm having received, read and understood our banking agreement, which is available at any of the branches of Standard Chartered Bank ('Bank') and which is also available on the Bank's website (www.sc.com/india) and agree to be bound by and abide by it or any other rules that may be in force from time to time. I/We specifically understand and accept the following:

Savings Account Offering

Account (✓ as applicable)	☐ Super Value NRE Account	☐ NRE Employee Banking Account Corporate Name _____
Monthly Average Balance (MAB) [#]	₹50,000	Not applicable
Important monthly charges applicable on non maintenance of balance [#]		
If the MAB < Desired MAB mentioned above	5% of shortfall ¹ in MAB with Maximum cap of 600	Not applicable
Domestic non SCB ATM Transaction charges ²		
First 5 ATM (financial & non financial) transactions/month.	Free	Free
Subsequent transactions ^{##} Free for Super Value NRE Savings Account if MAB of ₹25,000 is maintained.	₹20 ^{##}	₹20 ⁴
Debit Card Fees ²		
Debit Card - First & Subsequent Year's Fee	-	₹200 ⁴
Platinum Debit Card- First & Subsequent Year's Fee	₹199	₹199 ⁴
Cashback Platinum Debit Card- First & Subsequent Year's Fee	₹499	₹499 ⁴
Other important charges ²		
Cheque return charge- Cheque Issued by Customer •First cheque return in the last 12 months •More than one cheque return in the last 12 months (per return)	₹500 ₹750	₹500 ₹750
Cheque return charge - Cheque Deposited by Custome	₹150	₹150
Account Closed < 12 months ⁴	₹500	₹500

[#] Monthly Average Balance (MAB) is the average of the daily closing balances in that month. More details overleaf. For staff accounts of SCB Group and Employee Banking account, there is no minimum average monthly balance requirement.

¹ Shortfall is calculated based on difference between required minimum MAB & actual MAB in a given month.

• Customers who fail to maintain required minimum MAB will be charged 5% of the shortfall as per SOS.

• For a customer holding both NRE and NRO Savings Account, total average balance held across both accounts will be considered to calculate Monthly average balance. Shortfall will be calculated as difference between cumulative MAB requirement and cumulative balance maintained across both accounts. Charges applicable will be 5% of shortfall with max cap of INR 600. For Example - If customer holds a NRE + NRO account, the MAB requirement becomes INR 50,000 (INR 25k + INR 25k). Customer has the freedom to maintain INR 50 k balance across either of their Savings account. In case customer only maintains INR 45k across both accounts, charges applicable would be 5%*(50k-45k)= INR 250.

• In case of a shortfall in a particular month (M0), a notification is sent to customers in the subsequent month (M1). If the shortfall remains in the month of notification (M1) or 30 days from the date of communication, charges will be levied on the shortfall in the shortfall month (M0).

² All charges above are exclusive of duties and taxes as applicable. GST will be levied at the applicable rates in force on all taxable supplies with effect from a date to be notified by the Government.

³ This charge is not applicable in case the account is closed within 14 days from the date the account is opened.

⁴ For Employee Banking accounts, please contact phone-banking for service charges applicable to your relationship.

Please note:

Savings Bank Interest Rate may be changed from time to time at the sole discretion of the Bank.

- I/We confirm that I/we have verified the identity of the bank officer before handing over the initial payment for opening the account. I/We have not handed over cash to the officer for opening the account except where I/we have visited the bank branch personally. I/We have not been incentivized by a gift/discount for opening the account.
- I/We confirm that I have received and understood all terms and conditions as mentioned in the customer copy of the MID.
- Withdrawals using withdrawal slips supplied by the Bank can only be made in case of Savings account opened by individuals and by the account holder in person.
- I/We understand that there might be transaction restriction on the account incase the Know Your Customer (KYC) documents submitted by me/us are found incomplete insufficient during internal review by the bank after the account has been opened. The account might be closed incase I/we are not able to provide complete KYC documents as per the requirement.
- I/We understand that deposits held with the bank are covered by the provisions of the Deposit Insurance & Credit Guarantee Corporation Act, 1961.
- Bank reserves the right to close the account if the funding cheque has returned unpaid.
- Accounts which are not operated for a period of greater than two years are classified as dormant. Bank does not levy Account activation charges for dormant accounts. Consequently, the bank will allow operations in the account only after completion of due diligence by the Bank. Any Debit/ATM card due for renewal will not be issued.
- Accounts which are not operated for a period of greater than 10 years or more will automatically be marked as an "Unclaimed Account" wherein credits and debits in the account will be restricted and the account will be placed on hold.
- In particular, for NRE Employee Banking Account:
 - I/We have read and understood the proposal made by the Bank to the corporate, whose name is specified in the MID and I/We understand that I/We will be charged for services of the Bank that is over and above the proposal, as per the schedule of charges applicable for the access Plus savings account.
 - The Bank reserves the right to convert my Account as an aXcess plus savings account, if I/We cease to be an employee of the corporate specified in the MID or this Account does not get salary credits for 3 consecutive months (including the month of account activation). The Bank is not liable to inform me when my Account is converted under these conditions. If converted, I/We agree to the terms and conditions and the charges as applicable on that day for the Account.
 - I/We understand that the proposal made to the corporate is subject to revision and I/We agree to accept any changes made to the proposal from time to time.
 - If I/We am covered under a personal accidental insurance scheme, I/We agree that the nominee on my bank account, will be the nominee for the personal accidental insurance scheme. If there is no nominee detail mentioned in the bank account, my legal heir will be eligible for the compensation. I/We also understand that the Terms and conditions of the Master Insurance Policy between Royal Sundaram Insurance Company and Standard Chartered Bank would also apply.

I/We hereby declare that the contact details provided by me/us including my/our Current Residential Address and/or my/our Permanent Address are complete and correct in all respects.

I/We authorize Standard Chartered Bank or any agents appointed by them to verify these details. I/We further understand and acknowledge that the Bank may restrict transactions/close my/our account(s) in case the above mentioned details are found to be incomplete/incorrect.



Raising transaction dispute for Electronic Banking Transactions*

You have to promptly report any unauthorised transaction including electronic banking transaction** on the account/ card to the Bank either through Phone Banking, Email Channel, Online Banking or Branch, ensuring that there is no delay in reporting. Your liability for the unauthorised transaction due to third party breach will be determined in accordance with the Banks Policy on Limited Liability of Customers in Unauthorised Electronic Banking Transactions ("Policy"), which is available on the Banks website. Your 'liability' is linked to the timeframe within which you report any unauthorised transaction on the account card to the Bank, and more details on that are available in the Policy. If the investigation done by the Bank is incomplete or inconclusive within 10 working days from the date of notification by you of the unauthorised transaction, the Bank will provide a provisional credit or a shadow credit of the disputed amount to you (in accordance with the Policy). The provisional credit or shadow credit shall be value dated (subject to the unauthorised transaction being reported to the Bank within 7 working days) to be as date of the transaction, in case of debit card/ bank account so that you do not suffer loss of interest. You will not be able to utilise the amount that is provisionally credited to your account, pending the investigation by the Bank. If the investigation outcome reveals that there has been negligence compromise of the secured credentials by you, then the provisional credit or the shadow credit will be reversed by the Bank.

**electronic banking transactions can be divided into two categories:

- Remote/online payment transactions (transactions that do not require physical payment instruments to be presented at the point of transactions e.g. internet banking, mobile banking, card not present (CNP) transactions), Pre-paid Payment Instruments (PPI), and
- Face-to-face/ proximity payment transactions (transactions which require the physical payment instrument such as a card or mobile phone to be present at the point of transaction e.g. ATM, POS, etc.).

I /We hereby declare that the contact details provided by me/us including my/our Current Residential Address and/or my/our Permanent Address are complete and correct in all respects.

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Opening deposit : A signed cheque has been collected from me/us as the initial account opening deposit as per the following details:

Cheque No.: _____ Date: _____ Bank: _____ Amount: _____ Favouring: _____

Customer Comments, if any: _____ Date of signing the MID: _____

Signature of 1 st Account holder		Signature of 2 nd Account holder	
Name of 1 st Account holder		Name of 2 nd Account holder	

For Official Use only:

DSR Name: _____ Referring PSID Code: _____ Signature of DSR: _____ Signature of TM: _____

Methodology for Calculation of Monthly Average Balance

The average Monthly balance for an account is calculated as per the calendar month i.e. January, February etc. For a new account, opened in the middle of a calendar month the average balance is arrived at on the basis of number of days the account has been live in that month.

Date	Narration	Deposit	Withdrawal	Balance
1/1/2017	Opening Balance	-	-	0
1/1/2017	By clearing	1,50,000	-	1,50,000
5/1/2017	By clearing	1,00,000	-	2,50,000
20/1/2017	Cash Withdrawal	-	50,000	2,00,000
31/1/2017	-	-	-	2,00,000

Calculation of Average Balance

From	To	Balance	Number of Days	Total balance (Balance X No. of Days)
1/1/2017	4/1/2017	1,50,000	4	6,00,000
5/1/2017	19/1/2017	2,50,000	15	37,50,000
20/1/2017	31/1/2017	2,00,000	12	24,00,000
			Sum = 31	Sum = 67,50,000

Average Balance (Sum of Product / Number of Days) = 2,17,742

PHONE BANKING NUMBERS :

City	Helpline No.
Allahabad, Amritsar, Bhopal, Bhubaneshwar, Chandigarh, Coimbatore, Ernakulam, Indore, Jaipur, Jalandhar, Kanpur, Lucknow, Ludhiana, Nagpur, Patna, Rajkot, Surat, Vadodara	3940 4444 / 6601 4444
Ahmedabad, Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, New Delhi, Pune	3940 4444 / 6601 4444
Gurgaon, Noida	011-3940 4444 / 6601 4444
Cuttack, Dehradun, Guwahati, Jalgaon, Mathura, Mysore, Proddatur, Saharanpur, Thiruvananthapuram, Vishakhapatnam	1800 345 1000*
Siliguri	1800 345 5000*

*Toll-free

Country	Toll Free Helpline No	Country	Toll Free Helpline No
Bahrain	80801129	Singapore	8001012407
Canada	8772185618	United Arab Emirates	8000177750
Hong Kong	800905108	United Kingdom	08081019144
Malaysia	1800815063	United States of America	8773021657
Philippines	180011101121	All Other International Locations (ISD rates apply)	+91 80 42896753



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Cheque No.: _____ Date: _____ Bank: _____ Amount: _____ Favouring: _____

Customer Comments, if any: _____ Date of signing the MID: _____

Signature of 1 st Account holder		Signature of 2 nd Account holder	
Name of 1 st Account holder		Name of 2 nd Account holder	

For Official Use only:

DSR Name: _____ Referring PSID Code: _____ Signature of DSR: _____ Signature of TM: _____

Methodology for Calculation of Monthly Average Balance

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Average Balance (Sum of Product / Number of Days) = 2,17,742

PHONE BANKING NUMBERS :

City	Helpline No.
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Ahmedabad, Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, New Delhi, Pune	3940 4444 / 6601 4444
Gurgaon, Noida	011-3940 4444 / 6601 4444
Cuttack, Dehradun, Guwahati, Jalgaon, Mathura, Mysore, Proddatur, Saharanpur, Thiruvananthapuram, Vishakhapatnam	1800 345 1000*
Siliguri	1800 345 5000*

*Toll-free

Country	Toll Free Helpline No	Country	Toll Free Helpline No
Bahrain	80801129	Singapore	8001012407
Canada	8772185618	United Arab Emirates	8000177750
Hong Kong	800905108	United Kingdom	08081019144
Malaysia	1800815063	United States of America	8773021657
Philippines	180011101121	All Other International Locations (ISD rates apply)	+91 80 42896753