



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

Bank Copy

Account Type	NRO Savings Account
Monthly Average Balance (MAB) [#]	INR 25,000

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
--	---

Domestic non-SCB ATM transaction charges²

For metro locations (Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai), first 3 ATM (financial & non-financial) transactions/month * if average monthly balance maintained is >= INR 25000, first 5 transactions free	Free*
For non-metro locations, first 5 ATM (financial & non-financial) transactions/month * if average monthly balance maintained is >= INR 25000, first 10 transactions free	Free*
Subsequent transactions	INR 20

Debit card fees²

Debit Card - First & Subsequent Year's Fee	INR 200
Platinum Debit Card - First & Subsequent Year's Fee	INR 199
Cashback Platinum Debit Card - First & Subsequent Year's Fee	INR 499

Other important charges²

Cheque return charge - Cheque Issued by Customer	
• First cheque return in the last 12 months	INR 500
• More than one cheque return in the last 12 months (per return)	INR 750
Cheque return charge - Cheque Deposited by Customer	INR 150
Account Closed < 12 months ³	INR 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 SOSC.

• 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.

Please note:

- Interest will be calculated at applicable Savings Bank Interest Rate on the daily available balance and same will be paid at quarterly rests.
- 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 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 in case the Know Your Customer (KYC) documents submitted by me/us are found incomplete or insufficient during internal review by the Bank after the account has been opened. The account might be closed in case 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. 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. Bank does not levy Account activation charges for dormant accounts



- 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.
- 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 time frame 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.).

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: _____ RM signed date: _____

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 Total Balance / Number of Days) = (67,50,000/ 31) = 2,17,742

Please Note - Similar methodology shall apply for calculation of Monthly Average Balance of linked Term Deposits.



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

Customer Copy

Account Type	NRO Savings Account
Monthly Average Balance (MAB) [#]	INR 25,000

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
--	---

Domestic non-SCB ATM transaction charges²

For metro locations (Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai), first 3 ATM (financial & non-financial) transactions/month * if average monthly balance maintained is $\geq$ INR 25000, first 5 transactions free	Free*
For non-metro locations, first 5 ATM (financial & non-financial) transactions/month * if average monthly balance maintained is $\geq$ INR 25000, first 10 transactions free	Free*
Subsequent transactions	INR 20

Debit card fees²

Debit Card - First & Subsequent Year's Fee	INR 200
Platinum Debit Card - First & Subsequent Year's Fee	INR 199
Cashback Platinum Debit Card - First & Subsequent Year's Fee	INR 499

Other important charges²

Cheque return charge - Cheque Issued by Customer	
• First cheque return in the last 12 months	INR 500
• More than one cheque return in the last 12 months (per return)	INR 750
Cheque return charge - Cheque Deposited by Customer	INR 150
Account Closed < 12 months ³	INR 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 SOSC.
- 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.

Please note:

- Interest will be calculated at applicable Savings Bank Interest Rate on the daily available balance and same will be paid at quarterly rests.
- 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 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 in case the Know Your Customer (KYC) documents submitted by me/us are found incomplete or insufficient during internal review by the Bank after the account has been opened. The account might be closed in case 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. 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. Bank does not levy Account activation charges for dormant accounts



- 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.
- 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 time frame 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.).

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: _____ RM signed date: _____

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 Total Balance / Number of Days) = (67,50,000/ 31) = 2,17,742

Please Note - Similar methodology shall apply for calculation of Monthly Average Balance of linked Term Deposits.