

# Customer Services Form

(USE BLOCK LETTERS & CROSS OUT UNUSED SECTIONS)

Please Fill in The Required Section(s) Only



Date	D	D	/	M	M	/	Y	Y	Y	Y
------	---	---	---	---	---	---	---	---	---	---

Account Number			
Credit Card Number			
Account Name / Name as on the Credit Card			
<b>Declaration</b>	<b>Signature: Primary Account / Credit Card Holder</b>	<b>Signature: Joint Account / Supplementary Credit Card Holder</b>	
I / We read, understood and agree with the 'Terms & Conditions' mentioned overleaf in connection with my / our change of information and digital services enrol / de-enrol request mentioned in below 'A' & 'B' respectively			

<b>A. Update Information: Please update my / our following information for:</b>			
<input type="checkbox"/> Primary Account / Credit Card Holder		<input type="checkbox"/> Joint Account / Supplementary Credit Card Holder (As applicable)	
Residence Address			
Permanent Address			
Office Address			
Mailing Address (Please select one)	<input type="checkbox"/> Residence Address <input type="checkbox"/> Permanent Address <input type="checkbox"/> Work Address		
Mobile Number (Primary)		Mobile Number (Secondary)	
Phone Number (Residence)		Phone Number (Office)	
Email Address (Primary)		Email Address (Secondary)	
1. The above information shall apply for all your Account, Credit Card, Loan Account, if any, maintained with the Bank. 2. Please include international Direct Dialing Code e.g. 880 for Phone / Mobile Number Update. 3. The above Primary Mobile and Email shall be used for all types of Digital Services (e.g. SMS Banking, Online Banking, e-Statement etc.)			

Occupation Details (Designation & Organization)			
Nature of Business (for Self Employed)	Tax Identification Number		
Passport Number	Passport Expiry Date	D	D / M M / Y Y Y Y
Driving License Number	Driving License Expiry Date	D	D / M M / Y Y Y Y
National ID Number	Date of Birth (Supporting Document to be Provided)	D	D / M M / Y Y Y Y
Nationality	Marital Status		
Spouse's Name			
Father's Name			
Mother's Name			

<b>B. Digital Services: Please enrol / de-enrol me in the following digital services (Alternate Channel) of the Bank</b>			
<input type="checkbox"/> Online Banking Sign-up	<input type="checkbox"/> Online Banking Link with Credit Card	<input type="checkbox"/> SMS Banking Enrolment	<input type="checkbox"/> E-statement Enrolment
<input type="checkbox"/> Frequency of Account e-Statement	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Half-Yearly <input type="checkbox"/> Yearly *Credit Card e-Statements are by default set at monthly		
<input type="checkbox"/> e-Statement De-enrolment	<input type="checkbox"/> Above-mentioned Account <input type="checkbox"/> All Accounts <input type="checkbox"/> Start Sending Hard Copy [Half-yearly and Yearly]		

<b>For Bank Use Only</b>		
Hard Copy Instruction will be Sent for Archival to	<input type="checkbox"/> Account Services	<input type="checkbox"/> Card Operations
Verified by Staff (Sign, Seal and Date)	Customer met in person & was identified through	
	<input type="checkbox"/> Photo ID	
	<input type="checkbox"/> Bank Account No.	
	<input type="checkbox"/> Debit Card	
	<input type="checkbox"/> Credit Card	

<b>Instructions Received through Bearer (Call-back Details):</b>	
Telephone number(s) called	
Date & Time of the call made	
SCB Phone number used for calling	
Name(s) of the Contacted Person(s)	
2S1+D asked	
Result of call-back	
Could not be contacted due to (for failed call back)	
Name of the staff making call-back	
Bank ID	
Signature	

## Terms and Conditions

Where the accountholder is more than one person “I”, “me” or “my” shall read as “we”, “us” or “our”. The terms and conditions, shall bind each one individually or any one or more or all of them collectively and all agreements, obligations and liabilities of the joint customers are joint and several.

### A. Update Information:

I hereby declare that I have been maintaining Account(s) and / or Credit Card(s) with Standard Chartered Bank (“the Bank”) and hereby acknowledge that information mentioned overleaf by me is true and complete. I have also enclosed necessary supporting documents, where applicable, and hereby declare that the information mentioned therein is accurate and complete.

I authorise the Bank to update the information provided overleaf by me for all my Account, Credit Card, Loan Account, if any, that I have been maintaining with the Bank.

### B. Digital Services (Alternate Channel) Enrolment:

I authorise the Bank to enrol my said Account(s) and/or Credit Card(s) in the alternate channels identified overleaf and also authorise the Bank to send my user ID, Passwords and financial information through SMS or any other electronic channels or through courier. I also request the Bank to do the same for my other account(s) linked with the said service request mentioned in the Account Opening Form, Credit Card agreement & Online Banking Site of Standard Chartered Bank and agree to comply with them. I also hereby acknowledge that I am fully aware of the associated risks of using of Alternate Channels for any types of financial and non-financial transactions and also agree to bear that risk. I also accept that use of the Alternate Channels services is subject to compliance of prevailing regulations and schedule of charges / pricing of the Bank.

#### Online Banking

I acknowledge that my use of the Online Banking services shall be governed by the Banks prevailing terms and conditions available in the Bank’s website at [www.sc.com/bd](http://www.sc.com/bd) and I accept the same. I hereby instruct and authorise the Bank to email or SMS me the Online Banking ID and Password (collectively “security code”) relating to my access to the Online Banking services to the email address and mobile number as per Bank’s record. If I choose the same, I agree the risk of non receipt and / or non-disclosure of the security codes to an unauthorised third party shall be fully borne by me. Subject to the Bank’s prevailing terms and conditions governing the use of the services, I hereby authorise and instruct the Bank to act on any instruction received through the use of security codes, including but not limited to the transfer of funds (subjects to limits as may be imposed by the Bank from time to time) from my account with the Bank (which I am entitled to operate on a single signatory basis) to the third party accounts named under the heading “beneficiary accounts” and to any accounts which I may designate from time to time for this purpose under the Bank’s prevailing procedures.

### E-statement

In consideration of the Bank agreeing to accept my request for sending statements to my email address (unless instructed by me in writing to the contrary) will be at my sole risk and responsibility and I shall not raise any objection against the Bank. I agree to keep the Bank indemnified against all actions, proceedings, liabilities and claims, damages, costs and expenses in relation to or arising out of accepting my request by the Bank and transmitting statements and information through email. I further agree to pay all fees and charges, which the Bank may impose from time to time in connection with the service in the manner stipulated by the Bank. I agree that in the event of any change in my email address I shall be under obligation to inform such change to the Bank or any request for discontinuation of this service. I understand that the Bank will send or deliver to me a statement of account(s) at least half yearly (save in respect of any account that has, in the sole opinion of the Bank been inactive for a period of one year or more, such statement of accounts will be sent or delivered by the Bank annually) or in each case at such other intervals as may be agreed between the Bank and me from time to time. I agree that I am solely responsible for promptly examining all itineraries thereon that I must give the Bank written notice within 14 days of the date of relevant statements of any discrepancy that I believe no difference exist between any such statement and my own records. In the absence of any such notice from me, I shall be deemed to have agreed and certified conclusively (for all purpose) the correctness of the relevant statement of account.

### SMS Banking

The Application Form must be sent directly to the Bank and not by facsimile. The Bank will require seven working days after receiving the SMS Banking application form for activation of the SMS service. In case of Bank account, the Bank will accept application form signed by the authorised signatories of the account only (subject to signature/s verification). For PUSH service, the Bank will use the respective mobile phone operator's text mail service (SMS) to send the financial information related to my account on the following working day after the statement has been generated. The PUSH service will be offered free of charge. For PULL service I, the account holder, will be able to obtain a range of financial information related to the account by typing a pre defined Keyword with a 4 digit PIN as a message in the mobile phone and then send the message to a prescribed SMS short code. For this service regular SMS charges of the respective mobile phone operator will apply. I shall be solely responsible to ensure the possession of the mobile phone / connection assigned to the SMS Banking service to maintain the confidentiality of my financial information. If the mobile phone / connection is lost, stolen or sold to the other individual, I shall immediately notify the Bank of the incident and cancel the SMS Banking service. I hereby agree that the Bank / mobile phone operator shall not be responsible for any disruption in SMS Banking service due to any technical failure on the part of the Bank or Mobile phone Operator. SMS Banking service shall remain effective until otherwise advised in writing by me which should reach the Bank at least one week before the next statement is due.

For more details, please call 8332272 or 16233 (from mobile) | [sc.com/bd](http://sc.com/bd)

E-mail us at: [customer.enquiries@sc.com](mailto:customer.enquiries@sc.com)