



Service Guarantee- Express Finance

Important Information Document

Dear Valued Client,

Enjoy a Service Guarantee when you apply for a Personal Finance from the Express Finance Centre. With this guarantee, you can be assured that funds¹ will be credited into your salary account with Standard Chartered Bank within three (3) hours. If we fail to meet our commitment, we will credit AED 50² back to your account with us.

Please take note of the Service Guarantee Terms and Conditions, as mentioned below:

- The 3 hour Service Guarantee will commence once the application has been submitted at the Express Finance Centre in the designated branch with all required documents and the PFC confirms the acceptance of the application.
- The guarantee does not constitute an approval of the finance application which will be at the Bank's sole discretion.
- In case of our inability to disburse the funds within the specified time frame subject to following exceptions, we will credit AED 50² back to your account with us.

Service guarantee will not be applicable if delay is due to any or all of the following reasons:

- The application does not meet our policy criteria³
- In case of mismatches between the information that you have provided in the application form and what is available in our records (Applicable to existing clients)
- You have not fully declared all your liabilities (credit card, personal loans/finances, auto loans/finances, and/or home loans/finances, etc) to Standard Chartered Bank
- Your credit card limit/ existing liabilities need to be reduced to accommodate your Financial Eligibility
- Your employer could not be contacted by telephone in the first attempt while conducting employer verification
- You are required to provide further documentary proof to substantiate any transactions in your bank statement
- Any re-submission of documents
- Bank cannot provide a personal finance to you due to regulatory/ legal restrictions
- Your application for finance is declined⁴
- Your application was received after 1:00 pm

¹In case of take-over, the finance will be booked and the partial/ total funds will be credited to Standard Chartered Bank's Internal Account to generate a pay order to settle the outstanding amount with the other bank.

²The Service Guarantee amount will be credited in your account held with Standard Chartered Bank within 60 days from Finance booking date.

³Subject to application qualifying with SCB's internal policy criteria laid out for application sourcing from Express Finance Centre.

⁴All Finances are granted at the sole discretion of Standard Chartered Bank.

I acknowledge that I have read and understood the terms and conditions related to Account Opening and Personal Finance available on www.sc.com/ae

Primary Client's Signature_____

Name_____

Date_____

