

## SC Remit “Best Rate Guarantee” Promotion (27 October 2016 to 31 January 2017) Terms and Conditions

1. The SC Remit “Best Rate Guarantee” Promotion (27 October 2016 to 31 January 2017) (“**Promotion**”) is available from 27 October 2016 to 31 January 2017 (both dates inclusive) (“**Promotion Period**”). By participating in this Promotion, you agree to be bound by these terms and conditions.

### Participation and eligibility

2. To participate in this Promotion, you must be an existing customer of Standard Chartered Bank (Singapore) Limited (“**Bank**”), and:
  - a. An existing user of or have signed up for Standard Chartered Bank Online Banking (“**Online Banking**”);
  - b. Hold one or more valid Singapore Dollar (“**SGD**”) current/cheque/savings accounts with the Bank (a “**Bank Account**”); and
  - c. Each of your Bank Account must be validly existing (i.e. must not be suspended, cancelled or terminated), in good standing, and conducted in a proper and satisfactory manner at all times, as determined by the Bank in its sole and absolute discretion.
3. If you satisfy the participation criteria set out in clause 2, you will be eligible to submit a claim (“**Promotion Claim**”) under this Promotion for a Reimbursement (as defined in clause 8):
  - a. When you successfully complete a remittance transaction using Online Banking to remit funds from your Bank Account to an Indian Rupee (“**INR**”) account held with any bank in India, with the currency of remittance selected as INR (“**INR Remittance Transaction**”) during the Promotion Period; and
  - b. You are able to provide information to the Bank that there was a Better Online Remittance Rate (as defined in clause 5) offered by another Remitting Bank (as defined in clause 4) for the INR Remittance Transaction.

### Submitting a Promotion Claim

4. A “**Remitting Bank**” means DBS Bank Ltd, United Overseas Bank Limited, Oversea-Chinese Banking Corporation Limited, or one of the following foreign full banks licensed by the Monetary Authority of Singapore with Qualifying Full Bank privileges:
  - Australia and New Zealand Banking Group Limited, Singapore Branch;
  - Bank of China Limited, Singapore Branch;
  - BNP Paribas, Singapore Branch;
  - Citibank Singapore Limited;
  - HSBC Bank (Singapore) Limited;
  - ICICI Bank Limited, Singapore Branch;
  - Industrial and Commercial Bank of China Limited, Singapore Branch;
  - Malayan Banking Berhad, Singapore Branch; and,
  - State Bank of India, Singapore Branch.
5. The “**Bank’s Remittance Rate**” means the rate of exchange for converting SGD to INR (“**INR Exchange Rate**”) applied by the Bank for the INR Remittance Transaction, which can be found in your Online Banking account transfer history records after the Bank debits your Bank Account for the INR Remittance Transaction. For the avoidance of doubt, the indicative rate of exchange offered by the Bank may not be the Bank’s Remittance Rate.
6. A “**Better Online Remittance Rate**” means an INR Exchange Rate that was offered by a Remitting Bank on its website to the general public within one hour from you successfully completing the INR Remittance Transaction and better than the Bank’s Remittance Rate.

7. When you submit a Promotion Claim to the Bank, you must do so, within 3 days of you successfully completing the INR Remittance Transaction, by calling 18007477000 or sending an email to [personal.banking@sc.com](mailto:personal.banking@sc.com) and providing the following information:
  - a. INR Remittance Transaction reference number;
  - b. The quantum of the Better Online Remittance Rate;
  - c. The date and time of the Better Online Remittance Rate;
  - d. The identity of the Remitting Bank; and
  - e. A screenshot of the Better Online Remittance Rate as published on the Remitting Bank's website, which is available to the general public, and which must clearly show the (i) the information in clauses 7(b) to (d) and (ii) the URL at which the Better Online Remittance Rate was published.
8. If the Bank is satisfied (at its sole and absolute discretion) that (i) you fulfil the requirements set out in Clause 2, 3 or 7 and (ii) with the veracity of the information submitted by you pursuant to clause 7, the Bank will reimburse you the difference between the Better Online Remittance Rate and the Bank's Remittance Rate (the "**Reimbursement**"). The Bank's decision in this clause 8 shall be final and binding (the bank shall not be obliged to disclose its reason), and no appeal, objection, challenge or correspondence will be entertained.
9. If you are entitled to receive the Reimbursement pursuant to clause 8, the Reimbursement will be credited to your Bank Account within 45 days of your submission of the Promotion Claim. If the Bank Account is a joint account, only the account holder nominated as the main account holder will receive the Reimbursement. You will be notified of the crediting of the Reimbursement via SMS sent to your mobile number registered with the Bank. Crediting of the Reimbursement to another account shall not be permitted.
10. You can submit only one Promotion Claim per INR Remittance Transaction. For the avoidance of doubt, if you perform more than one INR Remittance Transaction during the Promotion Period, you can submit one Promotion Claim for each INR Remittance Transaction that was successfully completed.
11. The maximum amount of Reimbursement that you can get per Promotion Claim under this Promotion is capped at S\$250.

#### **General terms**

12. If the Bank at any time determines (at its sole and absolute discretion) that (a) any of the requirements set out in Clause 2, 3 or 7 was not, had not or has not been complied with or (b) you cancel, stop or reverse the INR Remittance Transaction, but the Reimbursement has already been given to you, the Bank reserves the right to recover the whole or any part of the value of the Reimbursement given under this Promotion.
13. The Reimbursement shall not be exchangeable for cash or any other items, and is non-assignable.
14. The Bank may vary, modify, add, delete or otherwise revise any of the terms and conditions governing the Promotion or to terminate, withdraw, extend or shorten the Promotion at any time at the Bank's sole and absolute discretion, with or without prior notice or reason (and the Bank shall not be obliged to disclose its reason).
15. The Bank reserves the right to determine at its sole and absolute discretion all matters arising out of or in connection with the Promotion, including whether you satisfy the criteria to participate in this Promotion and/or your eligibility for the Reimbursement. The Bank's determination of all

matters relating to this Promotion shall be final and binding (the Bank shall not be obliged to disclose its reason) and, no appeal, objection, challenge or correspondence will be entertained.

16. The Bank shall not be responsible for any errors, non-delivery or missing of entries or a Promotion Claim, due to malfunction of computer on-line systems, servers, providers, computer or mobile telephone equipment, software or network failure including any injury or damage to your computer or mobile device related to or resulting from your participation in this Promotion.
17. These Promotion Terms and Conditions are to be read in conjunction with the Bank's Customer Terms, Remittance Service Terms, and the relevant products and/or programme terms (collectively, "**Other Terms**"). If there is any inconsistency between the Other Terms and these terms, these terms shall prevail to the extent of such inconsistency.
18. A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act (Cap.53B) to enforce any of these terms and conditions.
19. These terms and conditions are governed by and shall be construed in accordance with the laws of the Republic of Singapore and you agree to submit to the exclusive jurisdiction of the courts of the Republic of Singapore.
20. All information is correct at the time of publication.