

Staff Time Deposit (TD) Exclusive Offer 2017

Frequently Asked Questions (FAQ) – General

| Question | Answer |
|---|---|
| What are the key features of this offer? | <ul style="list-style-type: none"> ▪ This is a staff exclusive 5 months TD offer with a promotional interest rate of 1.25% p.a. ▪ The fresh funds requirement for this TD promotion is waived. (Promotion period starts from 20 March 2017 and ends 12 May 2017) |
| What are the account opening requirements? | <ul style="list-style-type: none"> ▪ A minimum placement of S\$1,000 is required per TD placement, subject to a maximum of S\$1 million amount cap for the promotion period (per staff client). ▪ You must be the authorised signatory of the Debiting Account. ▪ The Time Deposit account can only be opened in the same name(s) and signing mandate as per your existing account (CASA/TD*) held with the bank. ▪ The Debiting Account cannot be a trust account or on hold status. <p><i>*CASA refers to Current Account Savings Account Note: Not applicable for Standalone TD clients who do not have a CASA</i></p> |
| What if my joint account holder does not have a Current Account or Savings Account with SCB? | Please call our dedicated Staff Banking hotline at 678 46272(Go2SB). Our Staff Banking Team will assist you with the application. |
| How can I open the account? (Single account) | <p>Step 1: You must complete the TD account opening form (for Single account opening only), no signature is required.</p> <p>Step 2: Attach the soft copy of the TD account opening form (for Single account opening only) and send it via your @sc.com email address to SG.servicerequest@sc.com.</p> |
| How can I open the account? (Joint account) | <p>Step 1: You must print and complete the TD account opening form (for Joint account opening only).</p> <p>Step 2: Both applicants have to sign on the form.</p> <p>Step 3: Attach the scanned signed copy of the TD account opening form (for Joint account opening only) and send it via your @sc.com email address to SG.servicerequest@sc.com.</p> |
| Why is there a need for Common Reporting Standard (CRS) declaration? How do I declare? | <ul style="list-style-type: none"> ▪ This is to comply with the IRAS requirements on CRS reporting. ▪ Please indicate (i) the country where you are resident for tax purposes & (ii) your Taxpayer Identification Number or functional equivalent (hereafter referred to as 'TIN') for each country indicated. ▪ Where your Country of Tax Residence is Singapore, your TIN is either your "NRIC" or your "FIN" as relevant |
| How long does it take to process my account opening? | <ul style="list-style-type: none"> ▪ If you submit a completed TD account opening application request before 3pm (T), the account will be set up next business day (T+1). However, if you submit the completed TD account opening request after 3pm (T), it will be considered next business day application hence the account will be set up on (T+2). Do note that all applications are subject to bank's approvals. |

| | |
|--|---|
| <p>Why do I receive a call from the Staff Banking Team?</p> | <ul style="list-style-type: none"> ▪ Under these scenarios, you may expect to receive a follow-up call from the Staff banking team: <ul style="list-style-type: none"> ○ The TD account opening form request is not sent from you staff's @sc.com email box. ○ Incomplete or incorrect details on TD account opening form ○ CASA debiting account with "joint and to sign" operating mandate |
| <p>Can I make a full withdrawal before account maturity? What are the penalties?</p> | <ul style="list-style-type: none"> ▪ Yes, you may; however the interest will be paid for completed quarters based on the following, whichever is lower: <ul style="list-style-type: none"> a) contracted interest rate b) board rate of completed quarter at contracted date c) board rate of completed quarter at uplift date <p>TD board rates are available here.</p> |
| <p>Can I make a partial withdrawal?</p> | <ul style="list-style-type: none"> ▪ No partial withdrawal. Only full withdrawal is allowed. |
| <p>Can I top up the existing account?</p> | <ul style="list-style-type: none"> ▪ No top up allowed. You will need to open another account if you wish to place more funds. |
| <p>Can I renew the principal amount upon account maturity?</p> | <ul style="list-style-type: none"> ▪ Yes, the interest and principal can be renewed for similar tenor(s) at the prevailing interest rate or credited upon maturity based on your maturity instruction. |
| <p>What happens if I apply after the TD promotional period?</p> | <ul style="list-style-type: none"> ▪ You will not be entitled to the promotional rates. The promotion period is strictly from 20th March 2017 to 12th May 2017. |
| <p>How do I underline my surname on the PDF editable form?</p> | <ul style="list-style-type: none"> • Select your surname and do a right click on the mouse, select "Text Style" and "Underline" (Ctrl+U). |
| <p>Can my spouse/relatives (non-staff) enjoy this promotion and open a TD Single Account?</p> | <ul style="list-style-type: none"> • TD Single Account Opening is only applicable for staff only. |
| <p>Can staff open the TD exclusive offer at Branch during the promotional period?</p> | <ul style="list-style-type: none"> • Yes, if staff visits the branch frontliners should open the TD accounts via SAO/eBranch as per BAU process with the Staff TD exclusive offer. • The simplified forms stated on the broadcast are strictly for staff to submit their request directly to SG.servicerequest@sc.com mailbox only. |