



Please note that the Standard Chartered Bank Retail Banking Business including Retail Accounts, Credit Cards and Personal Loans, have been transferred to EastWest Banking Corporation in November 2016.

The following Requests can still be accommodated by the Bank for a fee following below schedule:

Request	Fee per Statement/ Certificate (*effective 01 May 2024)	Estimated Turn Around Time
Copy of Statement of Accounts for Credit Cards or Personal Loans	*Php300.00 for accounts opened less than 5 years ago	2 – 3 Banking Days
Copy of Bank Statement	*Php500.00 for accounts opened more than 5 years ago	3 – 5 Banking Days
Certificate of Full Payment	Php300.00 per Certificate	2 – 3 Banking Days

Fee payments and request forms can be made by sending an email to phito.obs@sc.com ATTN: **Kiera Miranda**, or alternatively, at the Corporate Counters of Standard Chartered Bank, 20th Floor, Ayala Triangle Gardens Tower Two (ATG T2), Paseo de Roxas corner Makati Avenue, Makati City.

Proof of payment must be presented to claim the requested document(s). Please be guided accordingly.

Thank you.

For queries, you may contact:

Ms. Kiera Miranda

Support Services Officer

(+632) 8539-9860, or (+632) 8539-9894, or (+632) 8539-9896

Email: phito.obs@sc.com