

Glossary of Standard Terms

- To improve the transparency and comparability of fee information in relation to payment accounts, the Financial Conduct Authority ("FCA") has published a list of UK standard terms and definitions. We have used these standardised terms and definitions to describe the main services linked to payment accounts and set out the cost of these services in a separate Fee Information Document which is available at <https://www.sc.com/privatebank/en/>.
- This is a glossary of the UK standard terms and definitions, and the related terms and definitions, as they apply to the payment account(s) which we maintain for you.
- Not all the services below are available on all payment accounts which we offer to our customers. Please refer to your account terms and conditions for further information.
- You can find further information about these and other services in the terms and conditions of your account.
- "The account provider" refers to Standard Chartered Private Bank, which is the private banking division of Standard Chartered Bank.
- The "customer" refers to the person(s) named as the 'Account Holder' in the account opening application for the account, and if there is more than one, it means each person separately as well as every two or more persons jointly.

FCA list of UK standardised terms	Definition
maintaining the account	The account provider operates the account for use by the customer.
arranged overdraft	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.
unarranged overdraft	The customer borrows money when there is no money left in the account (or when the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance.
refusing a payment due to lack of funds	The account provider refuses a payment from the customer's account because there is not enough money in it (or it would take the customer past their arranged overdraft limit).

allowing a payment despite lack of funds	The account provider allows a payment to be made from the customer's account although there is not enough money in it (or it would take the customer past their arranged overdraft limit).
direct debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
standing order	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
sending money within the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK.
sending money outside the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside the UK.
receiving money from outside the UK	When money is sent to the customer's account from an account outside the UK.
cash withdrawal in pounds in the UK*	The customer takes cash out of the customer's account in pounds at a cash machine, bank or Post Office in the UK.
cash withdrawal in foreign currency outside the UK*	The customer takes cash out of the customer's account in foreign currency at a cash machine or, where available, at a bank outside the UK.
debit card payment in pounds*	The customer uses their debit card to make a payment in pounds. This can be in a shop, online or over the phone.
debit card payment in a foreign currency*	The customer uses their debit card to make a payment in foreign currency. This can be in a shop, online or over the phone.
cancelling a cheque*	The customer asks the account provider to cancel a cheque that the customer has written.
Related Terms used in the Fee Information Document	Definitions

payments to another Standard Chartered Bank entity	The customer makes a payment from an account that the account provider maintains for the customer to another Standard Chartered Bank entity.
audit confirmation	The account provider provides an audit confirmation in relation to an account that the account provider maintains for the customer, or an account that the account provider used to maintain for the customer.
interest certification	The account provider provides a certification of the interest accrued on an account that the account provider maintains for the customer, or an account that the account provider used to maintain for the customer.
collection	The account provider sends a draft or cheque for collection where the draft or cheque is drawn on to an account held with a Standard Chartered Bank entity.
other collections	The account provider sends a draft or cheque for collection to the bank on which it is drawn.
bank drafts	The account provider provides a banker's draft.
drafts returned to us	The account provider receives a draft which has been returned to the account provider.
drafts returned by us	The account provider sends a draft to another bank to be returned to the bank on which it is drawn.
retrieval of historical documents	The account provider provides historical documents in relation to an account that the account provider maintains for the customer, or an account that the account provider used to maintain for the customer.
bank reference letter	The account provider provides a bank reference letter in relation to an account that the account provider maintains for the customer, or an account that the account provider used to maintain for the customer.

*Service not available