

## **FAQS**

### **STANDARD BANK PRIVATE PROMISE WITH SHYFT PROMOTIONAL OFFER**

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## 2. SHYFT INCENTIVE CAMPAIGN FAQS

### 2.1 What is the Standard Bank Private Promise with Shyft Promotional Offer?

If you are under the age of 35, the value of your Standard Bank Prestige Banking monthly service fee will be credited to your Standard Bank Shyft Wallet each month for 12 months, which can be used to transact on the Standard Bank Shyft Platform.

### 2.2 What is Shyft?

Shyft is a global digital platform that brings together foreign exchange, payments, and investing within a single, secure digital channel, accessible across mobile and desktop. It enables you to buy, sell, and hold multiple foreign currencies, including USD, AUD, EUR, and GBP, with real-time access and transparency.

Shyft supports two distinct activities:

1. International spending and payments supporting foreign currency conversion and spending for international travel, as well as international transactions such as cross-border payments and global online purchases.
2. Global investing and trading providing access to local and international shares and ETFs, alongside foreign currency management, within one integrated ecosystem.

#### Learn more about Shyft on:

<https://www.standardbank.co.za/southafrica/personal/products-and-services/bank-with-us/digital-wallets/shyft-global-wallet>

### 2.3 How much will I receive each month?

The value of your monthly account fee benefit is determined by the account you hold and is aligned to the 2026 Pricing Guide available on the Standard Bank website.

Revised values, as per the 2027 Pricing Guide, will apply from 1 January 2027. For reference, the 2026 monthly fee for the Prestige Bundled account is R260 per month.

### 2.4 What are the eligibility requirements?

You must:

- be between 18 years and 35 years old;
- qualify for and open a Prestige Banking account;
- ensure that your salary is paid into the account within at least 60 days of opening the account;

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- ensure that a minimum of two debit orders are authorised and successfully paid from the account within at least 60 days of opening the account;
- activate the Shyft Add-On on the Banking App; and
- ensure that the debit orders for the monthly service fees are not reversed.

#### **2.5 How long does this benefit last?**

The benefit applies to qualifying clients who open a Prestige Account between 26 May 2026 and 30 November 2026.

*You could receive the benefit for a maximum period of 12 months, from the account opening date, dependant on the when you meet the programme requirements.*

If you comply with our requirements, in 2.4 above, **within** 60 days of opening the account, we will credit your Shyft Wallet with your fees for the first two months, in the third month following account opening after:

- *your salary has been paid into the account; and*
- *at least 2 debit orders on the account have been authorised and are active.*
- *you have registered for Shyft*

If you comply with our requirements, in 2.4 above, **after** 60 days of opening the account, we will credit your Shyft Wallet with your fees for the month in which you qualified, in the following month, with no back dated credits for prior months.

We will continue to credit your Shyft Wallet with your fees monthly if you comply with our requirements monthly, up to a maximum of 12 months.

#### **2.6 How can I use my incentive?**

Your credited funds can be used to perform any transactions on Shyft, which include:

- Invest in global shares and ETFs;
- Invest in local JSE-listed shares and ETFs;
- Hold or convert approved global currencies available on Shyft;

all within a single, intuitive Shyft experience. Visit the Shyft website for more information on [shyft.co.za](https://www.shyft.co.za).

#### **2.7 Are there any cost advantages?**

Yes. You qualify for a single brokerage fee waiver of R20 for local trades (i.e. trades in South African Rand and excluding currency trades) for each month you comply with the offer requirements, other Shyft transaction charges apply. Please refer to the Shyft website on <https://www.shyft.co.za/en-ZA/fees> for more information on the fee structure(s).

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#### 2.8 What happens if I miss a requirement?

You could receive the benefit for a maximum period of 12 months, from the account opening date, dependant on the when you meet the programme / benefit requirements.

If you do not meet a requirement in a given month, the benefit for that month will be forfeited. However, you may meet the requirements again in subsequent months, for up to a maximum of 12 months from the account opening date.

If you comply with our requirements **within** 60 days of opening the account, we will credit your Shyft Wallet with your fees for the first two months, in the third month following account opening after:

- *your salary has been paid into the account; and*
- *at least 2 debit orders on the account have been authorised and are active.*

If you comply with our requirements **after** 60 days of opening the account, we will credit your Shyft Wallet with your fees for the month in which you qualified, in the following month, with no back dated credits for prior months.

We will continue to credit your Shyft Wallet monthly, if you comply with our requirements up to a maximum of 12 months.

#### 2.9 Do I need to trade to receive the incentive?

No. Your benefit is credited based on meeting your eligibility requirements, not your investment activity.

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#### 3. SHYFT PLATFORM GENERAL FAQS AT A GLANCE

*For latest, full and official Shyft FAQs, please refer to [shyft.co.za/en-ZA/FAQs](https://shyft.co.za/en-ZA/FAQs)*

#### 3.1 Account

##### 3.1.1 Who can sign up for Shyft?

To use Shyft, you must be a permanent resident of South Africa (someone who holds a valid South African green identity document or identity card), a foreign national residing in South Africa, or a Botswana resident. You must be 18 years or older.

##### 3.1.2 Do I need a Standard Bank/Stanbic account to sign up for Shyft?

Shyft is available to both Standard Bank / Stanbic and non-Standard Bank / Stanbic clients who are permanent residents of South Africa or Botswana. However, foreign nationals residing in South Africa must hold an active Standard Bank account to sign up for Shyft.

Visit the shyft website for more information on the platform capabilities on [shyft.co.za](https://shyft.co.za)

##### 3.1.3 Where and how do I register?

There are three ways you can register for Shyft, all of which can be done via your mobile device, PC, or laptop, meaning you can register from anywhere, as long as you have a stable internet connection.

For those who hold an active Standard Bank account and already has the Standard Bank app installed on their mobile device, you may find registering for Shyft using the Shyft add-on tile within the Standard Bank app to be the most convenient route.

If mobile banking is your preference, you can download the Shyft app onto your mobile device and register from there.

If you prefer a larger format, then registering via the Shyft website using your PC or laptop may be the ideal choice for you.

##### 3.1.4 How do I contact Support Services?

The following channels are available for **Shyft-related service requests**

- **Email** to [support@getshyft.co.za](mailto:support@getshyft.co.za).

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- **WhatsApp** send a message to +27 60 585 7376
- **Live chat** Send a message via the blue live chat icon on our **website**.
- **Chat via the App**
  - In the menu, select Help Centre.
  - Then choose Direct Chat to chat directly to a Shyft support agent.
  - Or choose Request a Call Back for a Shyft support agent to contact you.

The following channels are available for **Prestige Banking-related service requests**

- Contact your Relationship Manager;
- Email: privateclientcentre@standardbank.co.za;
- Call 24/7 Private Client Centre: 0108241517

#### 3.1.5 How do I deactivate my Shyft account?

If you ever need your Shyft account to be deactivated, please reach out to Shyft Support via any of our support channels.

The process is quick and easy, we will request some information from you for verification and to determine the reason for your request. Once your feedback is received, we will review accordingly and let you know once your request is complete.

If you would like to reactivate your Shyft account at a later stage, you are welcome to contact Shyft Support again to request this.

## 3.2 Wallet Top-Up

### 3.2.1 How do I add money to my Shyft wallet?

You may top up your Shyft account with ZAR/BWP by completing an electronic funds transfer from any local bank account to your Shyft local currency wallet.

To add Shyft as a beneficiary, you must use the banking details of your local currency wallet found in the app.

*Please ensure to use your unique Shyft reference code as the beneficiary reference.*

SA residents can also use the “Pay by Card” option in the app by entering their bank card details, funds reflect immediately once successful.

### 3.2.2 How long does it take for my funds to reflect?

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Transfers from Standard Bank may take up to 30 minutes, while transfers from third-party banks can take up to 3 working days (or longer, depending on the remitting bank's processes).

Top-ups using the "Pay by Card" option reflect immediately once the transaction is successful.

You'll receive an email and/or push notification (if enabled) once your funds have arrived and settled. These time frames assume all banking details and your unique Shyft reference code were correctly used.

#### **3.2.3 I have topped up my Shyft account, but the funds are not reflecting in my Shyft wallet. What should I do?**

If the funds are not reflecting in your Shyft wallet after the prescribed timeframe, please contact Support through any of our support channels with your proof of payment, and we will assist in tracing and allocating the funds to your Shyft wallet.

#### **3.2.4 Can I use my card to top up any currency wallet on Shyft?**

Only South African-issued cards will be accepted for ZAR Wallet top-up.

#### **3.2.5 Which cards can I use to top-up my Shyft wallet?**

All card top-up transactions must be made using South African-issued cheque, credit, or prepaid cards.

#### **3.2.6 Will I be charged when I top-up using a card?**

Refer to Shyft pricing on <https://www.shyft.co.za/en-ZA/fees> for more information of the Shyft pricing structure.

#### **3.2.7 Can I top-up my account with foreign currency?**

Yes, Shyft allows you to top up your account with any one of the four foreign currencies available from an offshore account, directly into your Shyft wallet.

#### **3.2.8 What currencies can I transfer into Shyft?**

You can transfer USD, GBP, EUR, and AUD directly into Shyft using the bank account specified in the "Top Up Wallet" section. A fee applies for incoming transfers: Refer to Shyft pricing on <https://www.shyft.co.za/en-ZA/fees> for more information of the Shyft pricing structure.

If the sender transfers funds in a currency that differs from the destination account's currency, the funds will be rejected and returned to the sender at the sender's cost.

#### **3.2.9 I topped up my Shyft account with foreign currency, but the funds are not reflecting. What should I do?**

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Please send the proof of payment/MT103 to support@getshyft.co.za. Once we receive the MT103, our accounts team will investigate and proceed with the allocation if the funds have been received. If funds have not yet been received and the proof of payment/MT103 has been sent, we may ask you to inquire with the remitting bank, as we cannot trace funds from third parties.

#### **3.2.10 What is a Single Discretionary Allowance (SDA)?**

As a South African, you're allowed up to R2 million for 'offshore activities' each calendar year without needing tax clearance.

This falls under your annual Single Discretionary Allowance (SDA), set by the South African Reserve Bank, available to all South African residents over 18 with a valid South African identity document. Your allowance applies to all of your 'offshore activities,' not just those facilitated through Shyft.

NB: On Shyft, your annual allowance is only affected when buying or selling foreign currency, not when sending funds abroad via an international payment to an offshore bank account.