

1 Introduction

1.1 These Terms become effective when you apply for a personal transaction account.

1.2 You must know, understand and comply with these Terms and the General Terms and Conditions, as they are a binding agreement between you and us.

1.3 If there is a conflict between these Terms and the General Terms and Conditions, these Terms will apply.

1.4 **Important** clauses, that may limit our responsibility or involve some risk for you will be in bold and or italics or highlighted. You must pay special attention to these **clauses**.

2 Definitions

We have defined some words for consistency. Singular words include the plural and the other way round.

Word Meaning

Account A personal transaction account opened by us in your name at your request, which allows you to deposit or withdraw money at any time.

We, us The Standard Bank of South Africa Limited (Registration Number 1962/000738/06) and its successors or assigns.

You, your The person who applies for an account or in whose name an account is opened.

3 Your account

A regular monthly deposit (for example, your salary), must be made into your account so that it can remain functional and active.

4 Transacting on your account

4.1 If it is available on your account, you may choose to receive a cheque card to transact directly on your account.

5 e-Statements

5.1 We will send an e-statement reflecting the transactions on your account to the email address you gave us.

6 Default EAP Limit

A default electronic account payment limit (EAP: Limit) has been set on your account. You can make payments up to this EAP Limit. If you want a different EAP Limit, you must change the EAP Limit. It is your responsibility to manage your EAP Limit.

7 Maintaining a credit balance on your account

7.1 You agree to maintain a credit balance on your account at all times. If your account is not in a credit balance, any amount which you owe to us is due and payable immediately.

7.2 If you do not pay us the amount owing immediately, you will be in default and we will charge you and you must pay:

7.2.1 interest on such amount owing from the due date for payment at the maximum interest rate allowed under the governing laws, as amended, replaced or re-enacted from time to time (governing laws); and

7.2.2 the fees and charges as set out in the full list of fees and charges that apply to your account, in our pricing guide or on our website www.standardbank.co.za, as amended by us from time to time.

7.3 If you are in default, we will draw such default to your attention in a written letter and suggest that you refer the matter to a debt counsellor, dispute resolution agent, consumer court or ombud with jurisdiction.

7.4 If you do not pay the amount owing immediately we may also charge you default administration fees for each letter as provided in the governing laws, and any reasonable and necessary expenses incurred in delivering the letter to you.

7.5 We may give notice to you to terminate any review by a debt counsellor at any time after 60 (sixty) business days have passed from date on which you applied for such debt review.

7.6 If we have to enforce our right to recover the amount you owe us, we will charge you collection costs as allowed by the governing laws.

7.7 If your account is not in a credit balance, this may affect your credit profile.

8 How we will apply payments

If you owe us any amount on your account, we will apply (distribute) any funds paid into your account:

8.1 firstly, towards any amounts you owe us as a result of transactions on your account;

8.2 secondly, towards interest; and

8.3 thirdly, towards fees.

9 Important contact details**Postal address:****Customer Relations Centre**

PO Box 7725, Johannesburg, 2000

Share call number: **+27 (0)860 101 101**

Fax number: **+27 (0)11 636 8860**

Email: CustomerRelations@standardbank.co.za or ComplaintsResolutionCentre@standard.co.za

Postal address:**Ombudsman for Banking Services**

PO Box 1603, Houghton, 2041

Share call number: **+27 (0)860 800 900**

Telephone number: **+27 (0)11 712 1800**

Fax number: **+27 (0)11 483 3212**

Postal address:**FAIS Ombudsman**

PO Box 74571, Lynnwood Ridge, 0040

Toll-free number: **+27 (0)860 324 766**

Telephone number: **+27 (0)12 470 9080/99**

Fax number: **+27 (0)12 348 3447**

Hierdie vorm is ook in Afrikaans beskikbaar, vorm no. 00051570.

Disclosure and declaration

As a client of The Standard Bank of South Africa Limited (we/our), you have a right to the information in this notice.

Your financial services provider

Name	The Standard Bank of South Africa Limited (SBSA)
FAIS licence	11287
Street address	30 Baker Street, Rosebank, 2196 (Head Office)
Postal address	30 Baker Street, Rosebank, 2196
Telephone number	0860 123 000
Email	information@standardbank.co.za

Legal status of SBSA

- Company Registration Number 62/00738/06
- A public company established in 1962.
- A registered bank in terms of the Banks Act, 1990.
- A wholly owned subsidiary of The Standard Bank Group Limited.
- We have shareholding in other companies, details of which can be supplied on request or can be viewed at www.standardbank.co.za

Professional indemnity insurance

We hold professional indemnity and fidelity insurance.

Complaints

If you have a complaint, please contact our Complaints Resolution Centre, which will record and acknowledge receipt of your complaint.

The contact details are as follows:

Telephone number: **0860 101 101**

Email address: **Complaints.ResolutionCentre@standardbank.co.za**.

A copy of our complaints handling process is available on request or can be viewed at www.standardbank.co.za. Copy this link and paste into your browser to view the content: <https://www.standardbank.co.za/southafrica/personal/about-us/regulatory/complaints-process>

FAIS Ombud

You can request assistance from the Ombud if you believe that your complaint has not been resolved satisfactorily by us within six weeks after you lodged your complaint. You need to refer the dispute to the Ombud within six months of our response if the response is unsatisfactory and the issue remains unresolved.

The details of the Ombud:

Street address: Kasteel Park Office Park, Orange Building, 2nd Floor, c/o Nossob and Jochemus Street, Erasmus Kloof, Pretoria, 0048

Postal address: PO Box 74571, Lynnwood Ridge, 0040

Telephone number: **+27 (0)12 762 5000 / +27 (0)12 470 9080**

Fax number: **+27 (0)86 764 1422 / +27 (0)12 348 3447**

Email address: **info@faisombud.co.za**

Website: **www.faisombud.co.za**

Conflicts of interest

The Standard Bank of South Africa Limited and Liberty Holdings Limited are subsidiaries of Standard Bank Group Limited ("SBG"). Liberty Holdings Limited in turn comprises various subsidiaries, including Liberty Group Limited and Stanlib Limited (Stanlib Collective Investments RF (Pty) Limited; Stanlib Asset Management (Pty) Limited; Stanlib Wealth Management (Pty) Limited)

The profits from the distribution of products of Liberty Group Limited and Stanlib Limited are shared with SBG through preference shares in Liberty Group.

We subscribe to the Group's FAIS Conflict of Interest Management Policy, which can be found at www.standardbank.co.za by clicking on the FAIS Conflicts of Interest Management Policy. Copy this link and paste into your browser to view the content:

https://www.standardbank.co.za/static_file/South%20Africa/PDF/Legal%20and%20Regulatory/Group_FAIS_Conflict_of_Interest_Management_Policy.pdf

Our staff are salaried and are also motivated through a variety of performance-based incentives.

FAIS Registered Compliance Officer

FAIS Registered Compliance Officer
name and contact details:

Jan Bezuidenhout
011 547 1171
GroupFAISComplianceofficer@standardbank.co.za

Products and services

SBSA is licensed under the FAIS Act to provide financial services (advice and/or intermediary services) in the following licence category and sub-categories of products:

Product suppliers

Class of business (COB)	Sub-category	Description
COB 5	1.17	Deposits Defined in the Banks Act - 12 months or less
COB 5	1.18	Deposits Defined in the Banks Act - exceeding 12 months

SBSA has no limitations or restrictions on its FAIS licence. A copy of the general conditions applicable to SBSA's licence can be made available on request. The licence is displayed at all business premises of RBB.

Product suppliers

SBSA is the product supplier for products that fall within the above product subcategories.

General terms and disclaimer

- All features and benefits of products are set out in the product terms and conditions of those specific products and must be read with the General terms and conditions, which you have or will be required to accept before the chosen product is opened for you.
- While we provide information on tax-related matters, we do not give tax advice. Please consult your tax adviser before entering into any transaction.

Confirmation

I confirm that:

- This product, including the different features, benefits and pricing options suits your needs.
- The online application process did not ask or force you to waive any of my rights in terms of the FAIS Act.