



### 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 highlighted. You must pay special attention to them.

### 2 Definitions

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

Word	Meaning
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account	A personal transaction account that we open in your name at your request and that allows you to deposit or withdraw money at any time.
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we, us	The Standard Bank of South Africa Limited (Registration Number 1962/000738/06) and its successors or assigns.
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you, your	The person who applies for an account or in whose name an account is opened.
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### 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 You may choose to receive a debit/cheque card (if it is a feature of the product) to transact directly on your account.

4.2 You must read, understand and agree to the terms and conditions for the use of the debit/cheque card.

### 5 Statements

We will send your 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 UCount rewards

7.1 The account or pricing you opted for may include a free membership to our UCount Rewards programme.

7.2 If you choose to switch to an account or pricing option that does not include the free membership but still want to keep your UCount membership, you will incur the appropriate fees (pricing can be found on our website at [www.standardbank.co.za](http://www.standardbank.co.za)).

### 8 Maintaining a credit balance on your account

8.1 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.

8.2 If you do not pay us the amount owing immediately, you will be in default and we will charge you and you must pay interest on such amount owing from the due date for payment at the maximum interest rate allowed under the governing laws of South Africa, as amended, replaced or re-enacted from time to time (governing laws).

8.3 If you are in default, we will draw such default to your attention in a letter and suggest that you refer the matter to a debt counsellor, dispute resolution agent, consumer court or ombud with jurisdiction. We may also charge you default administration fees for each letter as provided in the governing laws, and for any reasonable and necessary expenses we incurred in delivering the letter to you.

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

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

8.6 You must pay all the fees and charges that apply to your account, as set out in our pricing guide or on our website [www.standardbank.co.za](http://www.standardbank.co.za) and as amended by us from time to time.

8.7 How payments will be applied

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

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

8.7.2 secondly, towards interest; and

8.7.3 thirdly, towards fees.

### 9 Changes to terms

9.1 We may change these Terms at any time. We will tell you about any changes in at least three ways – through our website at [www.standardbank.co.za](http://www.standardbank.co.za), through the Standard Bank mobile application or other social media, or by sending you an SMS, MMS or email. We may also send a push message to your phone (in other words, a message that you must respond to). You must make sure that we always have complete, accurate and up-to-date contact details for you.

9.2 The latest version of these Terms applies to you each time you use the account. By continuing to use the account, you agree to the updated Terms. If you continue to use the account after we have given you notice of these new Terms, we will assume that you have agreed to the changes and agree to be bound by them.

9.3 If you do not agree with the updated Terms, you must not use the account anymore.

9.4 You are not allowed to change any of these Terms.

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

PO Box 7725, Johannesburg, 2000

ShareCall number: **+27 (0)860 101 101**Fax number: **+27 (0)11 636 8860**Email: **CustomerRelations@standardbank.co.za** or **ComplaintsResolutionCentre@standardbank.co.za****Postal address:****Ombudsman for Banking Services**

PO Box 1603, Houghton, 2041

ShareCall 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**