

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

2 Definitions

We have defined some words for consistency. These words will begin with a capital letter, where indicated. Singular words include the plural and the other way round.

Word	Meaning
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Account	A personal transaction account opened by us in your name at your request. A personal transaction account is any one or more of the following accounts, which allow you to deposit or withdraw money at any time: Student Achiever account; Achiever Electronic account; Elite account; Prestige account; Young Professional account; Private Banking account and (Sum)1 account.
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Cheque	A written order, addressed by you to us, instructing us to pay an amount of money to the person or organisation named on the cheque. We must take the amount from your Account.
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Chequebook	A book containing Cheques, which we may issue to you if your Account allows you to issue Cheques.
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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 remains functional and active. This excludes Student Achiever and (Sum)¹ accounts.

4 Transacting on your Account

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

4.2 You must read, understand and agree to the terms and conditions for the use of Cheques before you use a Chequebook.

5 E-Statements and Cheques

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

5.2 You will not receive your original processed Cheques through the post. We will store your original processed Cheques for 90 (ninety) days from the date of processing and will have an image of your processed Cheque available for five years.

5.3 You are responsible for requesting your Cheque from us and the risk of not receiving your original processed Cheque once we have posted the Cheque to you, lies with you.

5.4 If you need your processed original Cheque, you must ask for your Cheque within the 90 (ninety) days of processing by calling our Customer Contact Centre on **0860 123 000**.

5.5 If you need the image of your processed Cheque on an irregular basis, please ask your branch for a copy of your processed Cheque or call the Customer Contact Centre on **0860 123 000**.

5.6 If you want to receive your original processed Cheques on a regular basis, please advise our Customer Contact Centre on **0860 123 000** and we will change your Account to send paper-based statements, which will be sent to you by post.

6 Incidental Credit

6.1 **If you are subject to the provisions of the National Credit Act 34 of 2005 (the Act), as amended, replaced or re-enacted from time to time, then any amount overdrawn (overdrawn amount) on your Account is due and payable immediately by you to us (incidental credit agreement).**

6.2 **If you do not pay us the overdrawn amount immediately you will be in default and we will charge you:**

6.2.1 **interest on such overdrawn amount from the due date for payment at the maximum interest rate allowed for incidental credit agreements under the Act; and**

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

- 6.3 **If you are in default, we will draw such default to your attention in a written letter and suggest that you refer the incidental credit agreement to a debt counsellor, dispute resolution agent, consumer court or ombud with jurisdiction.**
- 6.4 **If you do not pay the overdrawn amount immediately we may also charge you default administration charges for each letter as provided for in the Act, and any reasonable and necessary expenses incurred in delivering the letter to you.**
- 6.5 **We may give notice to you to terminate any review by a debt counsellor in terms of the incidental credit agreement at any time after 60 (sixty) business days have passed from the date on which you applied for the debt review of the incidental credit agreement.**
- 6.6 **If we have to enforce our rights to recover the amount(s) you owe us, we will charge collection costs as allowed by the Act.**

7 Student Achiever account

- 7.1 You may only open a Student Achiever account if you are 16 years or older but younger than 26 and are studying full-time or part-time at a high school or tertiary institution.
- 7.2 If you no longer meet the requirements for a Student Achiever account or are earning a salary, we may move you to a similar account or close your Account.

8 Young Professional account

- 8.1 You may only open a Young Professional account if you obtained a recognised classic professional degree, a list of which can be found on our website www.standardbank.co.za, from an approved tertiary institution in the past three years. The list may change without prior notice.
- 8.2 You may hold a Young Professional account for a maximum of 3 (three) years. Before the anniversary of the third year of holding your Young Professional account, we will contact you to assess your personal needs and financial position. Based on this assessment we will recommend a product best suited to your needs and financial position.
- 8.3 If you choose not to take up the recommended product or do not give us instructions about where to move your Young Professional account, we may move your Young Professional account to a similar product or close your Young Professional account as you no longer meet the qualifying criteria. We will charge you the fees that apply to the similar product as set out in the latest pricing brochure, which is available from any of our branches.

9 (Sum)1 account

- 9.1 Your (Sum)¹ account is specifically for you while you are under the age of 16 years.
- 9.2 We reserve the right to move you to a similar type of account or to close your (Sum)¹ Account once you are over the age of 16 years.

10 Important contact details

Postal address:

Customer Relations Centre

PO Box 7725, Johannesburg, 2000

Share call number: **0860 101 101**

Fax number: **011 636 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: **0860 800 900**

Telephone number: **011 712 1800**

Fax number: **011 483 3212**

Postal address:

FAIS Ombudsman

PO Box 74571, Lynnwood Ridge, 0040

Toll-free number: **0860 324 766**

Telephone number: **012 470 9080/99**

Fax number: **012 348 3447**

This document contains important information regarding Standard Bank Insurance Brokers (Pty) Ltd (SBIB, our, we, us). Please read the document carefully.

1 About SBIB

- 1.1 SBIB (registration number, 1978/002640/07) is an authorised financial services provider. Our FSP licence number is 224.
- 1.2 Our details are listed below:
 - Postal address: **PO Box 32028, Braamfontein, 2017**
 - Physical address: **4 Ellis Street, Constantia Kloof, 1709**
 - Share Call number: Personal **0860 123 741**, Commercial **0860 999 334** and Credit Life **0860 123 911**
 - Fax number: Personal **0861 007 280** and Commercial **0861 113 289**
- 1.3 Our compliance department can be contacted on **011 636 8040** or email us at: **Groupfaiscomplianceofficer@standardbank.co.za**
- 1.4 We hold professional indemnity and fidelity insurance cover.
- 1.5 We are a wholly-owned subsidiary of Standard Bank Financial Services Holdings (Pty) Ltd. Standard Bank Financial Services Holdings (Pty) Ltd. is part of The Standard Bank Group Limited (Group).
- 1.6 We subscribe to the Group's FAIS Conflict of Interest Management Policy, which can be found on **www.standardbank.co.za** by clicking on the FAIS Conflicts of Interest Policy.

2 Our representative

- 2.1 Our representative, The Standard Bank of South Africa Limited (registration number 1962/000738/06), is authorised in terms of a written mandate to render an intermediary service (Service) on our behalf in respect of the product providers mentioned in this disclosure.
- 2.2 We accept full responsibility for the actions of our representative when it renders a Service to you in respect of the categories of financial products set out below.

3 FAIS licence product categories. We may provide Financial Services in respect of:

- 3.1 Short-term insurance products (Standard Bank Personal Accident Plan).

4 Product providers

- 4.1 We may provide Financial Services in respect of products offered by:
 - Standard Insurance Limited.
- 4.2 SBIB also has contractual relationships with other product suppliers. For more information on the other product suppliers you can contact us on our Share Call number **0860 123 741** for Personal and **0860 999 334** for Commercial.

5 Complaints resolution

- 5.1 If you have a complaint, please contact our Customer Resolution Centre on **0860 101 101**.
- 5.2 You can also log onto our internet page at **www.standardbank.co.za** for a copy of our complaints handling process.

6 FAIS Ombud

- 6.1 If you have a complaint about a Financial Service that we provide, you may refer your complaint to the FAIS Ombud after you have followed our internal complaints handling process.
- 6.2 The details for the FAIS Ombud are listed below:
 - Postal address: **PO Box 74571, Lynnwood Ridge, 0040**
 - Telephone number: **012 470 9080/99**
 - Facsimile number: **012 348 3447**
 - Share call number: **0860 324 766**

7 About your insurer

- 7.1 Your insurer is Standard Insurance Limited (Standard Bank Personal Accident Plan).
- 7.2 The details for Standard Insurance Limited are listed below:
 - Physical address: **4 Ellis Street, Constantia Kloof, 1709**
 - Postal address: **PO Box 32587, Braamfontein, 2017**
 - Telephone number: **0860 000 938**
 - Fax number: **0861 843 614**
 - Compliance email address: **groupfaiscomplianceofficer@standardbank.co.za**

8 Details of the Short-Term Ombudsman (Standard Bank Personal Accident Plan)

- 8.1 If you have a complaint regarding the product or your claim you may refer your complaint to the Ombudsman for Short-term insurance.
- 8.2 The details for the Short Term Ombudsman are listed below:
 - Postal address: **PO Box 32334, Braamfontein, 2017**
 - Telephone number: **011 726 8900**
 - Fax number: **011 726 5501**

Welcome to Standard Bank

By opening your new **Standard Bank Elite, Prestige or Private Transactional Account** you automatically qualify for a Standard Bank Personal Accident Plan with cover to the value of:

Elite current account – **R10 000**

Prestige current account– **R20 000**

Private Banking current account – **R40 000**.

This cover is an added benefit, which is given to you at no extra cost. You may enjoy this benefit for as long as your Standard Bank Personal Transactional account is active.

The Standard Bank Personal Accident Plan covers you (the accountholder) for accidental death only.

General conditions

- Your cover continues for life as long as your Standard Bank Personal Transactional account is active.
- The most we will pay for any insured event is the amount shown in your Certificate of Insurance
- We may regard the policy as invalid if the insured person gives us incorrect information or does not tell us about any relevant fact.
- This cover cannot be cancelled except if your transactional account is closed. You will enjoy this benefit for as long as your personal transactional account is active.
- The insured person must take reasonable care to prevent any accident or loss.
- We will reject any claim under this policy that is fraudulent (dishonest).
- The upgrade or downgrade of your account will not increase or decrease your benefit level.

General exclusions

- Travelling in an aircraft as a crew member or as a pilot or co-pilot;
- Suicide or attempted suicide
- Death by natural causes
- Sickness
- Working underground or involvement in activities that use explosives
- If the accident happens where the insured person:
 - is on active duty in the police service, as a security guard or in the military
 - takes part in any riot or civil disorder
 - takes part in any dangerous recreational activity or professional sports, or any racing or speed trial
 - is driving any vehicle while the alcohol content in their blood is over the legal limit

Please read the full Terms and Conditions for all the exclusions**How do I increase my cover?**

You can choose to purchase additional Personal Accident Plan cover. There are various levels of additional cover to choose from. This will give you peace of mind if you are unable to provide for your loved ones in the event of accidental death or disability.

You can take out cover for yourself only, or yourself and your family by contacting us on **0860 012 301** or email: sbibmdr@standardbank.co.za. Our lines are open from Monday to Friday between 8am and 5pm.