



standard
chartered
private bank

Standard Chartered Bank (UK Private Bank) Complaints Policy

Effective as of July 2023



INTRODUCTION

- 1 Standard Chartered Bank (“SC”) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority in the United Kingdom. In line with the regulations, we are required to have in place effective and transparent procedures for the reasonable and prompt handling of complaints, and to recognise that complaints require resolution.
- 2 The individual with responsibility for oversight of SC’s compliance with these rules (in respect of Private Banking complaints) is SC’s Head of Consumer Private and Business Banking, Europe.

MAKING A COMPLAINT

- 3 There are several ways you can make a complaint if there is any aspect of our service or product that you are not happy with.

You can:

- Call us on (+44) 0800 917 7656
- Email us at PVBLondonComplaints@sc.com
- or make your complaint in person, or by letter at:
Standard Chartered Bank
1 Basinghall Avenue
London
EC2V 5DD
United Kingdom
Attn: Private Bank Complaints Handling Officer

- 4 Alternatively, you can speak directly to your private banker.
- 5 You do not need to make the complaint in writing, but it would help our investigation if you could set out all the details clearly in your communication. Please address your complaint to the Complaints Officer at the above address. We do not charge a complaint handling fee.



ACKNOWLEDGING YOUR COMPLAINT

- 6 We will acknowledge your complaint promptly, in writing. In this acknowledgement, we will provide the name and title of the person within our firm who will handle your complaint (the 'complaint handler'). This individual will have the authority necessary to investigate and settle the complaint and will not be the person whose actions gave rise to the complaint.

INVESTIGATING COMPLAINTS

- 7 Your complaint will be investigated by the complaint handler in a competent, diligent and impartial manner. Certain telephone lines within the bank are recorded and may be used to assist in the investigation of any complaints. The complaint handler may also contact you for further information as they investigate your complaint.

TIMETABLE FOR RESPONDING TO YOU

- 8 We aim to resolve your complaints at the earliest possible opportunity. If we are able to resolve the complaint within three business days, following the day it was received, we will send you a written Summary Resolution Communication along with information about the Financial Ombudsman Service (the "FOS").
- 9 If further investigation is required, we will send you a letter acknowledging your complaint and will continue to keep you updated on our progress.
- 10 As soon as we have completed our investigations, we will send you our final response.
- 11 We have up to 8 weeks to resolve your complaint and send you our final response. However, if for any reason we are unable to resolve your complaint in this time, we will send you a written explanation for the delay and inform you that you may be able to take your complaint to the FOS. Alternatively, you can continue to wait for us to complete our investigation and send you a full response.
- 12 Where a complaint relates to an Electronic Money Services Directive (EMD) or Payment Services Directive (PSD) matter, we aim to answer your complaint within 15 business days. If there are exceptional circumstances beyond our control this may be extended to 35 business days.



RESOLVING COMPLAINTS

- 13 Once the complaint handler has completed their investigations, they will summarise their investigation of your complaint and confirm whether your complaint is being upheld (either fully or partially) or rejected. If the complaint handler decides that your complaint should be upheld and that some form of remedial action or redress (or both) is appropriate, an offer of redress and/or remedial action will be made to you. In this case we will always aim to put you back into the position that you should have been in had the act or omission not occurred, but where this is not possible, we will provide you with an offer of alternative, but fair, redress or appropriate remedial action. If you accept our proposal, we will act promptly to take the actions in our offer and confirm to you when we have taken those actions.

FINANCIAL OMBUDSMAN SERVICE (“FOS”)

The Financial Ombudsman Service is an independent organisation dealing with disputes between consumers and businesses that provide financial services. If we have not been able to resolve your complaint within 8 weeks or you are not satisfied with the resolution of your complaint, you can refer your complaint to the Financial Ombudsman Service which will independently review the complaint, free of charge. You can find out more about the Financial Ombudsman Service at: www.financialombudsman.org.uk

Alternatively, please find their contact details below:

Freephone 0800 0234567 (or +44 20 7964 0500 from outside the UK)

email: complaint.info@financial-ombudsman.org.uk



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www.sc.com

Standard Chartered Private Bank is the private banking division of Standard Chartered Bank. Standard Chartered Bank is incorporated in England with limited liability by Royal Charter 1853 Reference Number ZC18. The Principal Office of the Company is situated in England at 1 Basinghall Avenue, London EC2V 5DD. Standard Chartered Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Standard Chartered Bank (trading as Standard Chartered Private Bank) is an authorised financial services provider (licence number 45747) in terms of the South African Financial Advisory and Intermediary Services Act, 2002.