



Dear Valued Client,

Please be informed that our **Click To Chat** services will no longer be available effective **11 September 2022**. You will still be able to connect with us via **alternative communication channels** as follows:

- Online Banking, SC Mobile App and Phone Banking services, available 24 hours daily
- Inbound Call Service for critical services (listed below), available 24 hours daily
 - Stolen and lost credit/debit card
 - Unauthorised credit/debit card transaction
 - Complaint handling
 - Fraud management
 - Emergency increase to credit card limit
- Non-critical services are available from 9am to 9pm daily
- Branch Banking
 - **Teller Counter Services**
Monday – Friday, 9.15am - 3.45pm
 - **Other financial services (Sales & Service enquiries)**
Monday – Thursday, 9.15am - 5pm
Friday 9.15am - 4pm

Thank you for choosing us as your preferred bank.

Yours sincerely,

Sammeer
Managing Director and Head of Consumer, Private and Business Banking