

CUSTOMER SERVICE CHARTER – SERVICE STANDARDS

A. BACKGROUND

The Customer Service Charter sets out our commitment to deliver the highest standard of customer service. It outlines the type of services we strive to provide, how to contact and to provide us feedback, particularly if there is any dissatisfaction and how we can improve our service to customer.

The Customer Service Charter outlines the standards of service you can expect in your dealings with us. This Customer Service Charter however is for information purposes only and is not intended to, and does not create any legal binding rights or obligations.

B. SERVICE STANDARDS

Pillar 1: Know Your Customer

Description:

To understand the customer profile that enables the bank to:

- Anticipate the customer’s needs and preference.
- Offer products and services as per his/her requirements.

Expected Outcome:

BUILD TRUST

No	Commitment	Service Standards
1.1	We strive to help customer find the right product to suit his/her need/profile.	<ul style="list-style-type: none"> a. Knowledgeable staff is available to serve customer on financial benefits and the risks involved for each products. b. Customer’s information is gathered during new account opening process to get to know the customer, which may include the completion of banking forms and asking for supporting documents. c. Information on features and fees for the various products and services is available to customer through various channels (i.e. <u>branch/bank’s website</u>). d. The bank conducts periodic customer satisfaction feedback/surveys to ensure that customer’s needs are fulfilled.

Pillar 2: Timely & Efficient Service

Description:

Deliver seamless banking services wherein the customer is aware of:

- Time that will be taken.
- Broadly, the steps/requisite documents involved in executing their instructions.

Expected Outcome:

BEING RELIABLE

Service Level Target:

80% of the customers are served within the expected service level.

No	Commitment	Service Standards
2.1	We will set a clear expectation on time taken for various services.	a. Information on time taken to deliver services to customer i.e. expected service standard is made available through various channels (i.e. <u>branch/bank's website</u>).
2.2	We will serve customers promptly at our branch counter service.	<p><u>Customer Waiting Time:</u> Within 10 minutes.</p> <p><u>Customer Serving Time:</u></p> <ul style="list-style-type: none"> • Within 5 minutes for simple transactions e.g. single transaction, cash withdrawals. • Within 20 minutes for complex transactions e.g. Remittance/FD Transaction.
2.3	We will efficiently attend to account applications at our branch counter service.	<p><u>Account Application Turnaround Time</u> <i>(From full documents and information received).</i></p> <p>a. Open Basic Savings Account</p> <ul style="list-style-type: none"> • New Customer: within 15 minutes. • Existing Customer: within 10 minutes. <p>b. Open Basic Current Account</p> <ul style="list-style-type: none"> • New Customer: within 20 minutes. • Existing Customer: within 10 minutes.

No	Commitment	Service Standards
		<p>c. Close Account Turnaround Time</p> <ul style="list-style-type: none"> • Basic Savings Account: within 10 minutes. • Basic Current Account: within 20 minutes. <p>Note: Standards may vary subject to ¹AML/ATF requirements.</p>
2.4	We will efficiently attend to banking transactions.	<p><u>Executing a foreign currency remittance</u> <i>(To learn more about traded currency, please contact the bank)</i></p> <p>a. Inward – depending on the cut off time.</p> <ul style="list-style-type: none"> • Before cut off time: credited on the same day. • After cut off time: credited on next working day. <p>b. Outward – processing time depending on the cut off time.</p> <ul style="list-style-type: none"> • Before cut off time: processed on the same day. • After cut off time: processed on next working day. <p>Note: The date of receiving funds is subject to completeness of information and the extent of checks/due diligence performed by the bank.</p>
2.5	We will efficiently attend to product applications.	<p><u>Product Application Turnaround Time.</u> <i>(From full documents and information received by the bank)</i></p> <p>a. Loan Application (Corporate)</p> <ul style="list-style-type: none"> • New Loan: Within 2 weeks • Existing Loan: Within 1 week <p>Note: Turnaround time is subject to AML/CFT requirements.</p>
2.6	We will follow through and provide the requisite updates to customer’s queries.	<p><u>a. Phone</u></p> <ul style="list-style-type: none"> • Where no follow up is required – Immediate such as first call resolution. • Where follow up is required – Within 3 working days from date of 1st call. • Where enquiry is complex, bank will provide a reasonable timeframe and keep the customer updated accordingly.

¹ Anti-Money Laundering and Anti-Terrorism Financing

No	Commitment	Service Standards
		<p><u>b. Written (Email, fax, letter, social media)</u></p> <ul style="list-style-type: none"> • For e-mail <ol style="list-style-type: none"> i. Provide acknowledgement response within 24 hours (if the email is addressed to BNS.kualalumpur@scotiabank.com). ii. Respond within 3 working days from date of receipt of enquiry if enquiry is not complex. • For letter or fax <ol style="list-style-type: none"> i. Provide acknowledgement response within 2 working days upon receipt. ii. Respond within 3 working days if enquiry is not complex. <p><i>Note: Where enquiry is complex, bank will provide a reasonable timeframe and keep the customer updated accordingly.</i></p> <hr/> <p><u>c. Counter</u></p> <ul style="list-style-type: none"> • Where no follow up is required, bank will endeavor to provide first touch point resolution immediately. • Where follow up is required – within 3 working days from date of first visit. • Where enquiry is complex, bank will provide a reasonable timeframe and keep the customer updated accordingly.
2.7	We will address customer's complaints/issues consistently and promptly.	<ol style="list-style-type: none"> a. Acknowledge customer's complaints/issues within 24 hours of a working day. b. Communicate clearly on the complaint/issue. c. Address the complaint/issue in an equitable, objective and timely manner by informing customer on bank's decision no later than 14 calendar days from the date of the receipt of the complaint. d. Keep customer updated if unable to address issues within the stipulated timeframe. e. Provide information on escalation to higher alternative avenues if the queries are not to the customer's satisfaction at first instance. <p><i>Note: Complaints management is governed by the guidelines spelt out by Bank Negara Malaysia (BNM) and the bank's complaint handling process is available at branch/bank's website.</i></p>

Pillar 3: Transparent & Personable Service

Description:

Endeavour to deliver the customer experience wherein the customer:

- Is given access to products and services related information.
- Is handled by competent and knowledgeable staff who will strive to provide good service.

Expected Outcome:

BETTER ENGAGEMENT

No	Commitment	Service Standards
3.1	We are open and transparent in our dealings.	<p>The following Information is made available through any of the various channels of communication such as <u>branch/bank's website</u>:</p> <ul style="list-style-type: none"> a. Fees, charges, penalties and relevant interest rates and obligations in the use of a banking product or service. b. Product related details (i.e. product disclosure sheets, terms and conditions) are shared at the point of sale.
3.2	We train our bank personnel to have adequate knowledge to advise and assist customers on banking products and services.	Sales personnel/ Relationship Managers are knowledgeable about the bank's products and services as well as the risks and regulations.
3.3	We provide customers a personable service experience.	<ul style="list-style-type: none"> a. First Impressions <ul style="list-style-type: none"> • Acknowledge customer when customer walks in/approaches the bank counter. • Offer to assist the customer. b. Understand the customer's needs <ul style="list-style-type: none"> • Ask questions to understand what the customer wants. • Listen attentively to customer. c. Handle the queries/instructions <ul style="list-style-type: none"> • Provide options that meet customer's needs. • Use simple words and explanations with the customer. • Perform end to end follow-up until customer's issue is resolved.

Pillar 4: Banking Made Accessible

Description:

Offer an engagement model wherein the customer is aware of:

- Multi-channel options.
- Accessibility.

Expected Outcome:

PROVIDE CONVENIENCE OF BANKING FOR CUSTOMER'S PEACE OF MIND

No	Commitment	Service Standards
4.1	We are easily accessible via various channels i.e. physically & virtually.	<p>Customer is kept informed on the physical and virtual channels available to him/her, using the various modes of communication such as <u>branch /bank's website</u>.</p> <p>Specifically, the customer has access to the following:</p> <ul style="list-style-type: none"> • List of physical channels which include branches. • List of virtual channels which include the bank's website and general hotline (published in the bank's website).
4.2	We inform customers on the various options for more convenient banking.	<p>Share with the customer the various options for performing transactions through alternate channels, depending on the banks channel presence and where applicable.</p> <p>This can be done via any of the following means:</p> <ul style="list-style-type: none"> • Engagement with the bank's personnel. • Bank's website.
4.3	We actively seek thoughts and suggestions on how banks can serve customers better.	<p>Provide channels for customer to render feedback via:</p> <ul style="list-style-type: none"> • General Hotline. • Branch (customers will be notified of location of branches via bank's website). <p>BNM and Ombudsman for Financial Services (OFS) details are included as alternate avenues.</p>

Additional avenues for feedback & of resolving disputes

If you have any feedback or if you are not satisfied with the outcome of your complaint or how it was handled, you may refer the matter to either of the following bodies:

1. BNMLINK – a complaint resolution arm of Bank Negara Malaysia

Call BNMTELELINK: 1-300-88-5465 (LINK) (toll free number) or

Fax: 03-2174 1515 or

E-mail to: bnmtelelink@bnm.gov.my

Laman Informasi Nasihat dan Khidmat (LINK)

Tingkat Bawah, Blok D

Bank Negara Malaysia

Peti Surat 10922

50929 Kuala Lumpur

Website: <http://www.bnm.gov.my/bnmlink>

2. ABM-Connect – an avenue set up by The Association of Banks in Malaysia to handle public enquiries and complaints on banking matters

Call: 1-300-88-9980 (toll free number) or

Fax: 03-2078 8004 or

Log on to eABMConnect <http://www.abm.org.my>

The Association of Banks in Malaysia

34th Floor, UBN Tower

10 Jalan P Ramlee

50250 Kuala Lumpur

3. Ombudsman for Financial Services (Formerly known as Financial Mediation Bureau) – an independent body set up to help settle disputes between financial service providers who are its members and the public.

Call: 03-2272 2811 or

Fax: 03-2272 1577 or

Log on to <http://www ofs.org.my> or

E-mail to enquiry@ ofs.org.my

Ombudsman for Financial Services

Level 14, Main Block

Menara Takaful Malaysia

No. 4, Jalan Sultan Sulaiman

50000 Kuala Lumpur