



**Money transfers**  
made simple

**You trust**  
we deliver

High Performance Banking  
[www.standardchartered.com](http://www.standardchartered.com)

Standard  
Chartered 



# Sending Money - Basics



## International Payments

- With this method the funds will normally be received within two to three working days, and is the quickest way to transfer money.
- This service is available to you through [Internet](#) (iBanking or Web Banking), as well as through the branch. You will benefit by choosing the Internet to conduct your International Telegraphic Transfer because you will be able to send the payments on a same day value, besides ensuring that you are able to see the status of your payments.

## UAE Central Bank Transfers

- This type of payment is used to send UAE Dirhams to an account with another bank in UAE
- Payments are normally received with same day value, subject to cut-off times

Use the internet to carry out your instruction



# Sending money Details required



If you choose to send money by a manual transfer:

- Please complete Standard Chartered Bank's remittance application form.
  - You can find a copy of this application at [https://www.online-banking.standardchartered.ae/Init/IBank?ser=1&act=MainFrame\\_AE&isSecured=false&countryCode=AE](https://www.online-banking.standardchartered.ae/Init/IBank?ser=1&act=MainFrame_AE&isSecured=false&countryCode=AE)
  - Copies are also available at all SCB branches in UAE
  - A specimen of the application form is attached to this booklet
- The application form ensures that you complete all details required for sending money correctly.

Original (Bank) copy

**REMITTANCE APPLICATION**  
Please effect / issue the following:  Telegraphic transfer  Demand draft / Cashier's order

Please complete the application in ENGLISH using BLACK pen and write or type in block letters

Branch name: \_\_\_\_\_ DATE: / / \_\_\_\_\_ See reverse for guidance

Debit remitter account # \_\_\_\_\_ Debit currency \_\_\_\_\_

Charges  UAE charges to remitter's account  All other charges to beneficiary's account  All charges to remitter's account  All charges to beneficiary's account

**REMITTER details (sender)**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_ Mobile Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_

**PAYMENT details**

Remit currency: \_\_\_\_\_ Amount: \_\_\_\_\_ Please enter amount to be remitted or equivalent of  
or equivalent of \_\_\_\_\_  
Currency: \_\_\_\_\_ Amount: \_\_\_\_\_ to be remitted at the prevailing exchange rate

Currency and amount (Words): \_\_\_\_\_

Forward contract: Treasury deal no. \_\_\_\_\_ FX rate \_\_\_\_\_ Deal value date \_\_\_\_\_  
(if any)

**BENEFICIARY details (receiver)**

Beneficiary's account number: \_\_\_\_\_ Beneficiary bank details  
Beneficiary's bank name: \_\_\_\_\_ SWIFT code:  
Address of beneficiary's bank: \_\_\_\_\_ Sort code:  
Country of remittance: \_\_\_\_\_ Clips UID / ABA code:  
Beneficiary's full name: \_\_\_\_\_  
Beneficiary's address: \_\_\_\_\_

**Draft / Cashier's order disposal:**  
 Hold the instrument for collection by me at the bank  Send to my address by mail  Send to beneficiary's address by mail


**Declaration of payment purpose**  
I/We authorise the Bank to remit the above monies for the useful purpose detailed below and agree to abide by the terms and conditions printed on the reverse of this form, (specify purpose of remittance)  
\_\_\_\_\_

Principal Account holder signature here \_\_\_\_\_ Secondary Account holder signature here \_\_\_\_\_

**BANK USE ONLY**

Signature Verified  PFC completed  OT \_\_\_\_\_ Input by \_\_\_\_\_  
 Fax indemnity held  Call back done (for fax receipt only)

\* See reverse of form for terms & conditions 1104.001-1105 Bank



Remember that if you complete the Remittance Application correctly, your money will reach the beneficiary quickly



## Sending Money Preventing Errors/ Frauds ...



Please use Standard Chartered Bank's iBanking or Web Banking services as it will give you FULL control over your payments. Only if you cannot use iBanking or Web Banking, then use manual payments as detailed below:

- Complete Standard Chartered Bank's remittance application form in FULL
- Deliver the application form **BEFORE 10:00** am to any branch of Standard Chartered Bank in UAE **in ORIGINAL**
- If you have made prior arrangements with SCB to accept your FAX instructions, please fax the application form directly **before 10:00 am** to the Payments Unit at **04-3696910**
  - **DO NOT** fax to any other number
  - **DO NOT** fax more than once (faxing more than once may result in the payment being duplicated)
  - Please fax only from a fax machine where your company name/ your own name is recorded, as only then we will be able to confirm if your fax has reached SCB. Please call 04-4035444, if you have any doubt.
  - If you must fax more than once, please mark 

<b>DUPLICATE OF FAX SENT ON (DATE)</b>
--

 on the top of the application clearly
- Please ensure you have adequate funds in your account before submitting the application
- If you need to make bulk payments e.g. a list of salaries, then submit the application form in original, at least 48 hours before the payment is required to be made.

Please ensure that SCB has your up-to-date contact details as we may need to contact you before processing your payment, in order to prevent fraudulent payments





## FAQ's



Can I send payment instructions on plain paper, company letterhead or personal letter head?

SCB's policy is to accept manual payment instructions **ONLY** in the Bank's standard application form.

We respect that you may have sent instructions in plain paper format before, and will help you with the transition. But, the standard application form provides all details required to ensure that the payment is processed correctly. So, it is in your own interest to switch to the standard application form at the earliest.

We want to process your instructions correctly. Please use the standard application form.



# FAQ's



What are the CUT OFF times for payments to be processed on the same day?

SCB's cut-off times vary by currency and are shown below.

Like all other banks, SCB may need to use other banks to route your payments. So, where other banks are used, the actual payment date may depend on other country clearing procedures/ cut-off times.

Currency of payment	"Electronic instructions" through Web Bank or I Banking	"Manual instructions" through the branch or by fax
UAE Dirhams	11:15 am	11:00 am
Other Gulf currencies	03:30 pm	11:00 am
EUR, GBP, USD	03:30 pm*	02:00 pm
Other currencies	Next day only	Next day only

\* On Thursdays "Electronic instructions" through Web Bank or I Banking cut-off time is 02.30 pm and all the timings are UAE Time.

Please use Web Bank/ iBanking to ensure quicker payments.



## FAQ's



Can I fax instructions to the Bank?

SCB's policy is to accept fax instructions only where customers have signed a fax indemnity accepting risks associated with fax transmission. SCB may not process instructions received by fax from other customers.

Faxes also must only be sent to the Payments Unit at 04 3696910, as faxes sent to any other fax number may not be actioned on time.

Faxes also carry an inherent risk of being duplicated e.g. you may receive a transmission error and fax again, but the instruction may be received twice at SCB.

Fax instructions also may become illegible during transmission. So, it is very important to complete the application form in BLACK ink in BOLD CAPITALS.

Hence, we recommend you to use electronic channels viz. Internet Banking

Please submit your application in original.



## FAQ's



Can I amend or cancel instructions after I have sent them to you?

Once an instruction is submitted to Standard Chartered Bank (SCB), it CANNOT be amended for any reason e.g. change of account number, beneficiary name, amount etc. You need to submit a WRITTEN REQUEST to cancel the instruction duly signed by the authorized signatories to your account. SCB cannot act on telephone, email or verbal requests to cancel payment instructions.

All requests to cancel payment applications will be accepted by SCB only on a “BEST ENDEAVOUR” basis, as the payment may already be processed, by the time the written request to cancel is received.

In order to avoid duplication, please submit new instructions only after the cancellation has been confirmed by SCB.

Please check your application to avoid any mistakes



## FAQ's



Can you recall funds after the payment has been processed?

Once a payment has been processed, it **CANNOT** be recalled. SCB will make every effort to contact the receiving bank to recall the remittance, but the success of any such recall depends on a number of factors that are outside SCB's control e.g. exchange control restrictions in the other country, availability of funds in the beneficiary's account, policies of the receiving bank, obtaining a debit authority from the beneficiary etc. There is also no specific timeframe within which funds that are recalled may be returned. In many cases, payments may be returned after several weeks. You will also incur charges.

So, please ensure that before you send a payment instruction, you make sure that there are no errors & that you wish to make the payment.

Please check your application to avoid any mistakes



## FAQ's



Why does the Bank need to call me/ us and confirm the payment details?

SCB's policy is to confirm all large value payments by phone in order to establish authenticity of the instructions. SCB will contact the authorized signatory to the account directly and in order to protect your interest, will not use the phone numbers mentioned on the instruction. So, it is very important that you advise mobile phone numbers of all or most of your authorized signatories and have them noted in the Bank's records, and keep them updated. If we are unable to contact you regarding a large payment, it may get delayed. We may also record such calls.

If you need any help with recording phone numbers of your authorized signatories, please call 04-4035444 and we will be happy to help.

Please update mobile phone numbers of authorized signatories on your account regularly.



## FAQ's



Who can I call if I have a query on my payment?

If you need any help, please call one of the following numbers and we will be happy to help.

- Individual account holders & SME customers: 04-3138888
- Companies and other corporate entities: 04-4035444

We will attempt to answer your query as soon as possible.

Please use Internet Banking for faster payments.



## FAQ's



If I use your Web Bank or iBanking to make a payment, how long will it take to process?

Telex Transfer payments that are processed through Web Bank or iBanking will normally be processed within 30 minutes, if received before cut-off times (see separate question on cut-off times). Other payments will be processed on the following day.

Please use Internet Banking for faster payments.



## Receiving money Details required



- If you expect to receive money into your account, you must advise the following details to the person sending the money:
  1. Your 11 digit account number with Standard Chartered Bank and account currency
  2. Your name (as it appears on your account)
  3. Standard Chartered Bank's SWIFT code
- If you are receiving funds in a foreign currency, you must, in addition, specify:
  4. Standard Chartered Bank's correspondent bank SWIFT code

Remember that if you specify these four items correctly, your money will reach you quickly



# Receiving money Your account number AND currency



Your account number is 11 digits long

- The first 2 digits denote the type of account
- The next 7 digits represent YOUR unique ID with SCB
- The last 2 digits denote the sequence number



<u>2 digits</u>	<u>7 digits</u>	<u>2 digits</u>
01 – Current Account 18 – Savings Account	1234567 – Your Unique ID  Every customer will have a UNIQUE number.	01 – First a/c 02 – Second a/c and so on.....



In addition, remember to state the currency (3 characters) of the account to which you want your funds credited.

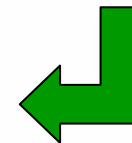
- UAE Dirhams - AED
- US Dollars – USD
- Sterling Pounds - GBP
- Euro – EUR
- Japanese Yen – JPY
- Swiss Franc – CHF
- Saudi Riyal – SAR
- Bahraini Dinar – BHD
- Qatari Riyal – QAR

**Example: If you want funds credited to your UAE Dirham current account, specify**

**01 1234567 01 AED**

**If you want funds credited to your US Dollar Savings account, specify**

**18 1234567 01 USD**



Remember to specify your full 11 digit a/c number AND 3 character currency code.  
Then specify your full name (as it appears on your account)



## Receiving money Standard Chartered Bank's SWIFT code



SWIFT is the common system used by banks worldwide to transfer funds. You may have your account with Standard Chartered Bank, UAE or Standard Chartered Bank, DIFC. Depending on where you hold the account, you should specify the correct SWIFT code:

Standard Chartered Bank  
United Arab Emirates



SCBLAEADXXX

or

Standard Chartered Bank  
DIFC



SCBLAEADDIF

Remember to specify the correct SWIFT code, as otherwise your payment may be delayed



## Receiving money SCB's foreign currency "Correspondent Bank"



When you receive foreign currency, the sender (remitter) may ask for the "Correspondent Bank" details (SWIFT Code). This refers to the Bank where Standard Chartered Bank maintains its foreign currency account. Here's a list for your reference:

Use this list  
if you have  
an account  
with SCB in  
UAE (Not  
DIFC)



### Standard Chartered Bank - United Arab Emirates

<u>Currency</u>	<u>Correspondent Bank</u>	<u>SWIFT Code</u>
US Dollar	Standard Chartered Bank, New York	SCBLUS33XXX
GB Pound	Standard Chartered Bank, London	SCBLGB2LXXX
EURO	Standard Chartered Bank, London	SCBLGB2LXXX
Japanese Yen	Standard Chartered Bank, Tokyo	SCBLJPJTXXX
Saudi Riyal	National Commercial Bank, Jeddah	NCBKSAJEXXX
Bahraini Dinar	Standard Chartered Bank, Bahrain	SCBLBHMXXX
Omani Riyal	Standard Chartered Bank, Oman	SCBLOMRXXXX
Kuwaiti Dinar	National Bank of Kuwait, Kuwait	NBOKKWKWXXX
Australian Dollar	National Australia Bank, Melbourne	NATAAU33033
Canadian Dollar	Royal Bank of Canada, Toronto	ROYCCAT2XXX
Swiss Franc	Credit Suisse, Zurich	UBSWCHZH80A

Remember that for foreign currency payments, you may need to specify the "correspondent bank" SWIFT code



## Receiving money SCB's foreign currency "Correspondent Bank"



When you receive foreign currency, the sender (remitter) may ask for the "Correspondent Bank" details (SWIFT Code). This refers to the Bank where Standard Chartered Bank maintains its foreign currency account. Here's a list for your reference:

Use this list  
if you have  
an account  
with SCB  
DIFC



### Standard Chartered Bank - DIFC

<u>Currency</u>	<u>Correspondent Bank</u>	<u>SWIFT Code</u>
US Dollar	Standard Chartered Bank, New York	SCBLUS33XXX
GB Pound	Standard Chartered Bank, London	SCBLGB2LXXX
EURO	Standard Chartered Bank, London	SCBLGB2LXXX
Japanese Yen	Standard Chartered Bank, Tokyo	SCBLJPJTXXX
Bahraini Dinar	Standard Chartered Bank, Bahrain	SCBLBHBMXXX
Omani Riyal	Standard Chartered Bank, Oman	SCBLOMRXXXX
Kuwaiti Dinar	National Bank of Kuwait, Kuwait	NBOKKWKWXXX
Swiss Franc	Credit Suisse, Zurich	UBSWCHZH80A

Remember that for foreign currency payments, you may need to specify the "correspondent bank" SWIFT code



## Receiving money Examples



ABC Electronics wants to receive money in US Dollars into their US Dollar current account 01-3333333-01 with Standard Chartered Bank, United Arab Emirates.

1. Account number: 01 3333333 01 USD
2. Account name: ABC ELECTRONICS
3. Account with: Standard Chartered Bank, UAE (SCBLAEADXXX)
4. Correspondent: Standard Chartered Bank, New York (SCBLUS33XXX)

NMB Trading LLC wants to receive money in Sterling Pounds into their GBP current account 01-7654321-01 with Standard Chartered Bank, DIFC.

1. Account number: 01 7654321 01 GBP
2. Account name: NMB TRADING LLC
3. Account with: Standard Chartered Bank, DIFC (SCBLAEADDIF)
4. Correspondent: Standard Chartered Bank, London (SCBLGB2LXXX)

Remember that if you specify these four items correctly, your money will reach you quickly



**Money transfers**  
made simple

**You trust**  
we deliver

High Performance Banking  
[www.standardchartered.com](http://www.standardchartered.com)

Standard  
Chartered 