

Regulation of the Banco Standard Chartered Customer Ombudsman

Article 1°. The Customer Ombudsman

The Customer Ombudsman will be the spokesperson of the Bank customers before it, and will acknowledge and resolve in an objective and free manner the individual complaints submitted by such customers, in relation with a possible breach of the local regulation, or the internal policies by the Bank that rule the development, performance or quality of the banking services rendered.

Article 2°. Proceedings before the Customer Ombudsman

1. The customer should submit his complaint before the Ombudsman in written in which the following information should be included: name, ID, domicile, a resume of the facts and the rights that he considered were infringed. The claim should be submitted to the Ombudsman address; to his e-mail, or directly to the Bank.
2. If the Ombudsman determines that the claim corresponds to a general or collective interest, will submit it to the Banking Superintendence to be resolved.
3. Once the claim is received, the Ombudsman will determine if the issue is of his competence. If it is not, he will reject it and will inform the Bank and the Customer during the following five (5) business days, after the claim was received at the Bank or at his premises.

When the claim is rejected, the customer can address it through administrative or judicial authorities, and it cannot be submitted again before the Ombudsman if the conditions remain unchanged.

4. If the Ombudsman considers necessary to request additional information in order to have a better understanding of the issue, he will communicate it to the parties in order for them to provide the information. In this event, the customer and the Bank will have fifteen (15) business days after the day the information request was received by the Ombudsman. Once the Ombudsman receives the answer, he will decide about the claim admission within the following five (5) business days.
5. It will be understood that the claim is desisted if the customer does not provide the information requested during the term stated in the previous numeral. However he can submit the claim again afterwards with the information complete.
6. Once the Ombudsman admits the claim, he will submit it to the Bank in order to receive its considerations. The Bank will have fifteen (15) business days to answer, and this term can be extended for five (5) additional business days if further information from third parties is needed.
7. After the proceeding is started, if the Ombudsman acknowledges about the occurrence of one of the circumstances stated in the 2nd numeral of the 6th article of the Decree 690

of 2003, the Ombudsman will terminate the proceeding and will inform the Bank and the Customer about it.

8. The Ombudsman will review the information provided by the parties, and will make a decision in a maximum term of fifteen (15) business days, after all the documents needed to decide were received.
9. The Ombudsman decision will include the correspondent justification and will be informed to the Bank and to the Customer.
10. The proceeding will be suspended immediately if the Customer decides to start a judicial claim against the Bank.
11. If the Customer is unsatisfied with the decision, it can be submitted before the Banks Superintendence to be resolved.
12. The Customer can desist of the claim at any time; and also the Bank can rectify the situation with the Customer at any time before the Ombudsman decision is made. In both cases the Ombudsman will be informed.
13. In the event mentioned in the previous numeral, if the rectification were satisfactory to the Customer, or if it expressly desists, the claim will be shelved and both parties will be informed.
14. The Ombudsman decisions will not oblige the Bank.
15. The Bank Compliance Officer will be in charge of the Ombudsman issues co-ordination

Article 3°. Ombudsman address:

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