



## ANNOUNCEMENT

### Our revised Client Service Charter

Effective 1 August 2017, we have revised our Client Service Charter.

The Charter sets out the Four Pillars with emphasis on the core values of:

**Pillar 1: Know Your Customer**

**Pillar 2: Timely & Efficient Service**

**Pillar 3: Transparent & Personable Service**

**Pillar 4: Banking Made Accessible**

To view details of the updated Charter, please click [here](#).