

Amended Terms & Conditions for Remote Engagement Service Terms of Use effective 24th August 2020

27th July 2020

Dear Valued Customer,

As part of the continuous improvement process for a better and smoother customer experience, we will decommission Live Connect effective **24th August 2020, Monday**. You may continue using Zoom as the main Remote Engagement Service tool to interact with the Bank without the need to be physically present at the branches.

We hereby give notice that the amended Remote Engagement Service Terms of Use will supersede the existing Terms of Use effective from 24th August 2020.

Updates to the Terms of Use are as follows:

- Removed **Live Connect** from the **Remote Engagement Service Terms of Use**

The revised Remote Engagement Service Terms of Use is available at this [link](#).