



## Find out how we're supporting you through the Covid-19 situation



### Do you need support as a Personal or Business customer?



#### PERSONAL

##### Do you have a student loan?

We are helping our student loan customers with the following automatic relief:

- 90-day instalment relief on student loan repayments at 0% interest.

##### Do you earn less than R7 500pm?

We are helping our customers who are most sensitive to market shocks with the following automatic relief:

- 90-day instalment relief on debt payments for customers who earn R7 500pm or less.

##### Are you the owner of a small business?

We are supporting the owners of SMEs in their personal capacity:

- Qualifying SME owners with an annual turnover under R20 million automatically get 90-day relief on personal loan repayments.

##### Are you a Standard Bank Mobile customer?

- If you are a Standard Bank Mobile customer, you will receive 1GB of free data.

##### Do you have a credit life insurance policy with Standard Bank?

- A credit life insurance policy provides a safety net by covering the outstanding debt on your loan in the event of job loss, disability, critical illness or death.
- Should you wish to claim under your current credit life insurance policy, please email us at: [CreditLifeDDR@standardbank.co.za](mailto:CreditLifeDDR@standardbank.co.za)



#### BUSINESS

##### Are you a Business Banking or Commercial Banking customer?

- If you require assistance with Covid-19-related relief, contact your Relationship Manager or email us at [BusinessAssist@standardbank.co.za](mailto:BusinessAssist@standardbank.co.za)

##### Are you an importer?

- To assist qualifying importing clients to mitigate risk and protect cashflow, you will pay no issuance fees on new import Letters of Credit issued between April and June.
- To navigate the complexities in the import process, you will also gain access to our exclusive import ecosystem controllers, who will help you manage each import, for free from April to June.

##### Does your small business need assistance?

We are supporting SMEs, with an annual turnover under R20 million – they automatically qualify for:

- 90-day relief on business loan instalment repayments
- In their individual capacity, qualifying SME owners also get 90-day relief on personal loan repayments.

##### Do you want to launch an online store?

- We're assisting businesses to set up online stores with our SimplyBlu solution, for FREE until 31 May 2020\*, and we are also waiving the sign-up fee.



### What if these solutions are not applicable to you?

#### How can you get tailored debt relief assistance?

If you are struggling to make payments and you need assistance, contact us to get details on relief solutions suited to your needs at:

**FOR PERSONAL BANKING ENQUIRIES EMAIL:**  
[DebtCareCentre@standardbank.co.za](mailto:DebtCareCentre@standardbank.co.za)



**FOR BUSINESS BANKING ENQUIRIES EMAIL:**  
[BusinessAssist@standardbank.co.za](mailto:BusinessAssist@standardbank.co.za)

#### CONTACT US

If you find yourself in need of any assistance during the COVID-19 lockdown, you can get in touch with us on the following channels:



**Call us on 0860 123 000**

- Weekdays from 8am - 5:30pm
- Weekends from 8am - 4:00pm
- Afterhours & for urgent queries on 0800 020 600



**Private & Business Bankers**



**Visit our branches**  
(at reduced operating hours)



**Email us**



**Or visit our website for details at [www.standardbank.co.za](http://www.standardbank.co.za)**

#### PLEASE HELP IF YOU CAN

If you can, please do your part as a citizen and donate to the Covid-19 Solidarity Response Fund: [www.solidarityfund.co.za](http://www.solidarityfund.co.za)