

Advisory to Sterling Bank of Asia ShopNPay Cardholders

Effective April 7, 2021, Sterling Bank of Asia will no longer charge you for your balance inquiries or cash withdrawals done at other banks' ATMs. Instead, the other banks whose ATMs you used shall charge you the applicable fees for such transactions.

- For cash withdrawal, the fee shall automatically be deducted from your account together with the withdrawal amount.
- For balance inquiry, the fee shall be shown as a separate debit amount.

Please note that the ATM withdrawal and balance inquiry fees may vary per bank. The fees will be displayed on the ATM screen, with the option for you to cancel the transaction should you wish to do so.

Cash withdrawal and balance inquiry transactions using your ShopNPay Visa Card at Sterling Bank of Asia ATMs shall remain FREE of charge.

Thank you.

Should you have further inquiries, please feel free to contact your branch of account or call our 24/7 Customer Service Helplines at +632 8721-6000 or +632 8672-6300 for assistance.

You can also email us at customer.service@sterlingbankasia.com