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**Standard Chartered Global Business Services Private Limited**

**EXIT PACK**

**Contents**

1. General Instructions.
2. Letter of Resignation.
3. Exit Clearance Form.
4. Provident Fund Withdrawal Forms.
5. Gratuity Withdrawal Form.
6. FAQ’s and Answers.

**GENERAL INSTRUCTIONS**

**Letter of Resignation**

1. It is mandatory for all employees to provide a signed letter of resignation in hard copy. (Refer Page no: 4 of this pack)
2. Please provide the Bank ID in your letter of resignation.
3. The Last working date will be as per Employee Portal.
4. Please request your Line Manager to accept your resignation or update the exit in Employee Portal.

**Exit Memo**

1. Please obtain signatures of your Line Manager / Approving Manager and SS & Property Team as applicable. Approving Manager refers to Line Manager’s Line Manager.
2. **Investment Proofs:-**Upload the Investment proofs in HR work ways. Hard copies of the investment proofs are not considered.

Please read through guidelines for submission of Investment proofs which have been hosted on HR Simple Solutions.

**Reimbursements/ Claims:-**Please attach proofs towards reimbursements/ claims by generating voucher from HR work ways along with the exit memo towards Medical/ LTA/ Prof Development/ Telephone / Car Running Expenses. In the event the proofs are not attached, tax will be deducted at source as applicable.

1. **International Share save Scheme:** *The administration of Standard Chartered share plans has moved to Computershare.*

*For further information or queries about your plans, log into the Shares Portal via the Employee Portal or* [*www.computershare.com/scb*](http://www.computershare.com/scb) *or contact the administrators, Computershare:**Telephone number +44 370 707 1266 (08:30 – 17:30 UK time) Email* [*scb@computershare.com*](mailto:scb@computershare.com)

1. **Bank Account:** Your staff account will be converted to an axcessPlus account and the relevant fees / AQB requirement will apply
2. **Provident Fund/UAN**: Please refer page 16 for the procedures

**Exit formalities Phase- I & II Instructions**

The Mandatory documents that are to be submitted are listed below:

**Phase I (30 days before the last working day)**

The mandatory documents that are to be submitted are listed below.

1. Resignation letter (page 4)
2. Exit clearance form (page 5), Employee checklist.
3. Leave Encashment Tax Exemption from previous employer (Received/Not Received mandatory)
4. Line manager / Approving Manager acceptance and inputs checklist (page- 6)
5. GFS – No dues on travel settlement (drop an email to Ask, GBS-INAPU and get approval).
6. Reimbursement bills & Investments Proofs –

* Not required if those are already claimed
* Reimbursement bills if needs to be submitted voucher to be generated from HR Work ways and to be attached only along with the Phase 1 documents.
* Investment proofs if any for the current financial year needs to uploaded in HR work ways

1. Company Leased Car – Mandatory only for all Band 6 & above (company leased car – drop an email to GPS team as per the details provided in the Exit checklist & gets an email confirmation).
2. Company Leased Accommodation - Mandatory only for employees who have availed Company leased Accommodation –Email confirmation to be obtained from the concerned spoc as per the details provided in the Exit check list.
3. Page no- 7 – Phase-I checklist for employee

**Phase-II (On your LWD)**

1. Page number 8(Exit check list-signature from Property Team on the last working date, mandatory)
2. Page number 8 (Handover document should be submitted along with Phase 2) employees who are part of BRA/IA
3. Employee self declaration page/ Declaration page (Page 9-Employee self attestation, mandatory).
4. Page number 10(CAM –IT sheet-contact IT Team – address have been provided at the bottom of

Page - Mandatory)

1. Previous employer Gratuity Declaration mandatory (Page 12)
2. FORM I – GRATUITY FORM (Page 13)
3. Phase-II checklist for employee (Page 14)

**General Information:**

1. You are supposed to send the Exit pack only through internal courier, which will be facilitated by the mail room for Haddows road branch. (Asia building ground floor-opp to GYM) For other locations kindly approach the respective mail room of that location, For any queries with respect to mail room support you may contact 19602. The team will not accept the Exit pack, which is submitted in person.
2. The employee’s should mention his/her bank id & name in from address.
3. The exit pack should be addressed to –THE EXIT HELP DESK-ASIA BUILDING - 4th FLOOR, HADDOWS ROAD.
4. Before your last effective working day, please update your personal profile in Employee Portal, including address, phone numbers and home email address. This information will be used in the event we need to contact you after you leave the Bank and for any purposes related to your employment with us, including alumni events. In the event of a change in your details, or other questions, please contact [Askhr@sc.com](mailto:Askhr@sc.com)
5. At Standard Chartered, we believe in being Here For Good and nurturing lasting relationships. In this spirit, we are proud to introduce you to the new Standard Chartered Alumni Network, which is accessible through the [www.sc.com](http://www.sc.com) website. You can also join the Standard Chartered Bank group on LinkedIn. It’s a Group for current and former members of staff. We will send you an invitation to join the LinkedIn group to your home email address.
6. **Gratuity**

In order to be entitled to benefit from the Fund, the employee must satisfy the following:-

The Employee has to satisfy the vesting condition. i.e. Minimum of Four years and 240 days of continuous service with the company. The Administrators will arrange to credit the amount payable towards Gratuity to your SCB Bank account

The current entitlement of Benefits as provided under the Payment of Gratuity Act is computed as below:-

Last Drawn Basic Salary \* 15/26 \* Completed years of service.

The maximum amount payable shall be restricted to INR 20,00,000.

For computation of completed years of service in excess of Five years, period exceeding 6 months would be treated as one full year.

This page comes under phase-I and to be attached as a part of Phase- I

**Letter of Resignation / Retirement**

Resignation Date:

Name of the Employee:

Bank ID :

To

Standard Chartered Global Business Services Private Limited,

…………………………………

Dear Sir/ Madam,

I hereby resign from the services of Standard Chartered Global Business Services Private Limited. I further confirm and agree that my resignation will be effective from the date of acceptance by the Company of my resignation thereof. I understand and agree that I am permitted to leave from the services only after having served the applicable notice period which is deemed to be effective from the date of receipt of this letter of resignation.

I hereby undertake and agree to clear all my dues with the Company before the last working day as may be stipulated by the Company. I further authorize the Company to offset all dues payable by me to the company as per the full and final settlement statement from the final settlement amounts payable to me from Standard Chartered Global Business Services Private Limited. I further authorise the Company to recover any taxes due on account of changes in the regulations which are made effective retrospectively along with my full and final settlement. I also undertake to the company that in event there are dues payable by me to the company which were not reflecting in the F&F due to any reasons, I shall undertake to pay the same to Standard Chartered Global Business Services Private Limited as and when a demand is made to me citing the same with due notice and supporting.

I request you to please advise me the last working day with the Company

**I am aware that my salary for the month in which my last working day falls will be processed along with the Final Settlement dues. I also acknowledge that if my last working day is on or before 15th of the month the salary for the same month and previous month will be processed as part of the Final settlement**

***For example*:**

* If your last working day is 10th June 2016, then your salary for the month of May 16 & June 16 will be processed along with your final settlement.
* If the last working date is 20th June 16, then the last payroll will be May 16 payroll. Final settlement will be done for 20 days worked in June.

**Signature of Employee:**

**Line Manager’s / Approving Manager Acceptance**

I hereby accept the resignation of …………………………………. I hereby confirm that I have actioned the exit on Employee Portal and the last working date of the above mentioned employee is as updated on Employee Portal.

**Signature of Line Manager / Approving Manager:**

**--------------------------------------------------------------------------------------------------------------------------**

\* In case the Line Manager’s acceptance is not obtained in this letter format, hard copy of the e mail Confirmation to be attached along with this page. Approving Manager refers to Line Manager’s Line Manager.

This page comes under phase-I and to be attached as a part of Phase- I

**EXIT CLEARANCE FORM**

**Employee checklist:**

|  |  |
| --- | --- |
| Name |  |
| Bank ID |  |
| PAN Card number |  |
| Mobile/Landline Number |  |
| Personal Email ID |  |
| Postal Mailing Address (To dispatch the Relieving letter) |  |
| Applicable for Meal allowance or not | **Yes /NO** |
| Amount received as Leave Encashment tax exemption during all previous employment till date.  (**As per IT rules, Leave encashment tax exemption limit is up to 3 Lacs. )**  If received provide the details in the table, if not received tick the box and sign. | |  | | --- | |  |   **□** Tick here in case not received.  \* To be filled as appropriate and signed by employee  **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| Guidelines for Investment Proof Submission |  |
| **Investment proofs to be uploaded in HR Work ways** |  |
| **Reimbursement bills along with the HR Work ways voucher to be attached with the Phase-I** | 1.  2.  3. |
|  |  |
| **Form 60 (Only if EMPLOYEE does not have PAN CARD)** |  |

I hereby confirm the above documents are enclosed as a part of Phase-I exit pack and I understand it is processed based on the authentication of the attached Bills, proofs and as per company policy.

**Employee’s Signature:**

**Employee’s Bank ID:**

This page comes under phase-I and to be attached as a part of Phase- I

**LINE MANAGER / APPROVING MANAGER ACCEPTANCE AND INPUTS CHECKLIST**

LINE MANAGER / APPROVING MANAGER GUIDELINES:

1) Notice period served by Employees from Band 9B to 5A is **60 calendar days (includes weekend and Public holiday)**   
Band 4 and Band 3 would be **90 calendar days (includes weekend and Public holiday),** this is applicable for employees who joined before 1-February 2017.

2) Notice period served by Employees in Band 9B to 5A is **90 calendar days (includes weekend and Public holiday)**, this is applicable for employees who joined on or after 1-February 2017.

3) Leave Salary will be prorated and calculated based on data in Employee Portal, ensure all the future dated leaves are Cancelled and approved by the LM once Last working date is updated in the employee portal.

4) In case the Line Manager’s / Approving Manager’s inputs is not obtained in the below format, hard copy of the e-mail

Confirmation which will include all details as set out below needs to be provided.

**LINE MANAGER / APPROVING MANAGER CHECKLIST**

All the below fields are mandatory, LM have to provide accurate inputs as applicable.

|  |  |  |
| --- | --- | --- |
| **LM Checklist** | **No’s of days /Date** | **Applicable /Not applicable** |
| Date of resignation of employee |  |  |
| Last Working Date of the employee as per Employee Portal |  |  |
| Joining Date of Employee |  |  |
| Notice period served days by the employee |  |  |
| Notice period shortfall days for the employee |  |  |
| No. of Notice period days to be recovered from the employee |  |  |
| LOP days if any for the empl (excluding employee portal leave) |  |  |
| No. of Notice period waive off days (attach approval email from CMT/Cost Centre Manager) |  |  |
| Leave balance as per Employee Portal |  |  |
| No. of Leaves to be adjusted with Notice Period shortfall |  |  |
| Recovery Inputs any (Ex: Service Agreement / Bond Recovery / Relocation Recovery\*\*\* etc.) |  |  |
| Power of attorney / Delegation of authority |  |  |

**\*\*\*Relocation claw-back amount will be shared by GLHD team as per Employee Portal records to respective Line Manager/HRBP to take their consent before sharing the inputs to payroll**

**Approval email from cost centre manager / EXCO member to be attached if the relocation allowance recovery is waived off.**

I hereby confirm that all the above furnished details are correct as per my knowledge and the Final settlement shall be processed based on these inputs. I ensure that, there will not be any further changes or revisions in the inputs post submission of this Checklist.

I understand, Respective department CMT approval and HRBP approval is mandatory for any revision on the above inputs for any so reasons.

**Line Manager or Approving Manager Signature and Bank ID:**

**Note: Line managers are supposed to notify AskHR if there are any changes in last working date, if suppose there are any updation/deletion in the leave page of the exiting employee should also be notified.  
Notice period can be waived off by GBS India CMT Members/GBS India CMT delegated approvers/Cost Centre Owners (Notice Period Waiver Approval to be provided by attaching email)**

**PHASE- I CHECKLIST FOR EMPLOYEE:**

Please tick the below Phase- I checklist and submit this as a part of Phase-I exit pack.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No** | **List of Documents** | **SPOC Contact Details** | **Mandate Columns** | **Document submission status(YES/NO/Not applicable)** |
| 1 | Resignation letter | - | For all grades |  |
| 2 | Exit clearance form | - | For all grades |  |
| 3 | Line Manager acceptance and inputs checklist | - | For all grades |  |
| 4 | Reimbursement Bills with Voucher | - | For all grades |  |
| 5 | Investment Proofs to be Uploaded in HR Work ways | - | For all grades |  |
| 6 | GFS Travel dues email confirmation hard copy- Mandatory for all employees | R2P.ASK@sc.com | For all grades |  |
| 7 | Company Leased Car - Mail Copy to be attached | BenefitsAdmin.GPS@sc.com | Band 6 & Above |  |
| 8 | Company Leased accommodation - Mail Copy to be attached | PROPERTY TEAM | Only for employees who have availed CLA |  |

This page comes under phase-II and to be attached as a part of Phase- II

**Exit Checklist: Completion of all items in this checklist on time will ensure us to process your exit efficiently**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Items | Status | Contacts | Signature |
| **PROPERTY TEAM** | Car/Bus Pass | **Surrendered / Not Surrendered** | PROPERTY TEAM – Contact Person ID and Name: A.Karthikeyan - 1575847 |  |
|  | ID cum Access Card  **\* Property Team will sign off on the exit forms only between 4:00 pm and 5:00 pm (Mon – Fri)** | **Surrendered / Not Surrendered** | **Haddows** – Mohana Laxmi (1505587) / Yogeswaran (1542215) -  Asia Main Reception  **Digital Zone II** –Deepan Kumar(1564753 ) / Shanmugavelu (1528446) - 4th floor  **Riviera** – Kanchana Nirmal (1494582) /6th floor  **Shyamala Tower** – Kanchana Nirmal (1494582)  **Futura Techpark** – Kamil Noora Jasmine (1288741) / Madhavan (1523366) - 5th Floor  **Padur** – Shanmugavelu (1528446) - G/F Right wing  **RMZ Perungudi -** Kamil Noora Jasmine (1288741) / Madhavan (1523366)  **Bangalore** (**BTP-Tower A&B**)- Chandrashekar A (1492452) / Simon Durai (1294028) /Raju, Narasimha (1579307)– BTP - 2nd floor – Tower A  **Bangalore - RMZ Ecoworld-** Simon Durai (1294028)/ Sunil Stephan Lobo - Eco Space |  |
| **Handover Document** | Handover Document:  This is in line with BRA IA and the group handover procedure.  [Handover Letter and Checklist](http://riskpod.zone1.scb.net/ERMF%20supporting%20docs/Group%20Handover%20Procedure/Handover%20Letter%20and%20Checklist.pdf)  [Handover Dispensation Request Form](http://riskpod.zone1.scb.net/ERMF%20supporting%20docs/Group%20Handover%20Procedure/Handover%20Dispensation%20Request%20Form.pdf) | **Applicable only for employee’s who are part of BRA/IA** |  |  |

This page comes under phase-II and to be attached as a part of Phase- II

**Employee self Declaration:**

I hereby confirm that I will take a photocopy of my duly filled Exit pack of both Phase I and Phase II for my personal reference before submission. My personal email ID, contact number, communication address have been updated in Employee Portal and this should be used for all future correspondence.

The meal allowance applicable for me has been updated in the Employee Portal till my last working date and I confirm that it has been approved by my LM for further processing.

I understand that, the Form-16 for the financial year would be generated during May month of each

Year and the same will be sent to my personal E-mail ID by default on the same month.

**Signature of the Employee:**

**Date:**

**Declaration:**

I hereby confirm the above information provided is true to the best of my knowledge and belief.

I understand that Standard Chartered Global Business Services Private Limited reserves the right to request restitution of or payment for any property or the settlement of any outstanding obligations that might have been excluded from this clearance process and arising out of Final settlement calculation.

I agree that neither I nor my nominees / beneficiaries will have any further claims/liability whatsoever to the Standard Chartered Global Business Services Private Limited.

**Signature of the Employee:**

**Date:**

\*Should you have any clarifications in this regard, please go through the guidelines in the HR Simple Solutions for completing the exit formalities. Also feel free to contact the following AskHR contacts for further clarification:

AskHR:

Visit the AskHR page on Employee Portal to get instant answers to your HR queries or submit your query by clicking the link below

<https://psportal.global.standardchartered.com/psp/scbehr/EMPLOYEE/EMPL/h/?tab=SCB_ASKHR>

Call AskHR 080 660 44444 or write to [AskHR@sc.com](mailto:AskHR@sc.com) in case of query raised after last working date

This page comes under phase-II and to be attached as a part of Phase- II

# Central Asset Management - IT Asset Related Clearance Form

# It is Mandatory to provide all the information required in this form LWD :

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Exit Employee Details** | | | | | | | | | | | | | | | | | | |
| **Name** | | | | **:** |  | | | **Bank ID** | | | | | **:** |  | | | | |
| **Seat No. / Floor** | | | | **:** |  | | | **Business Unit** | | | | | **:** |  | | | | |
| **Building** | | | | **:** |  | | | **Location** | | | | | **:** |  | | | | |
| **Currently Used Asset(s) Details** | | | | **:** | 🞏 Desktop / 🞏 Laptop | | | **Asset Service Tag No.** | | | | | **:** |  | | | | |
| 🞏 iPhone | | | **IMEI / Serial No.** | | | | | **:** |  | | | | |
| 🞏 Avaya Phone | | | **Extension No.** | | | | | **:** |  | | | | |
| 🞏 VPN | | | **Token No.** | | | | | **:** |  | | | | |
| **RMS Details:** | | | | | | | | **Laptop / Desktop Users :** | | | | | | | | | | |
| **Surrender of Asset** | | | | | | **:** |  | Under new remedy 8.1 tool, the option would be Log service Request 🡺 Hardware Return & Accessories 🡺  e-waste/Hardware return (Standard Chartered Global Business Services Private Limited users) | | | | | | | | | | |
| **Surrender of** (if Applicable) | | | | | |  |  |  |  |  | | | | | | | | |
| Avaya Phone | | | | | | **:** |  | 6985 | : | IP Phone Access - Soft Phone & Hard Phone | | | | | | | | |
| iPhone | | | | | | **:** |  | 11420 | : | iPhone / iPad Request | | | | | | | | |
|  | | | | | |  |  |  |  |  | | | | | | | | |
| **Other Assets returned to CAM**  (if any) | | | | | | **:** | 🞏 Pen Drive 🞏 External HDD 🞏 DVD ROM 🞏 Others\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | |
| **Exit Employee Acceptance:** | | | | | | | | | | | | | | | | | | |
| I hereby confirm that the details provided above for the IT Assets are correct and I can be held responsible for any discrepancy identified or found later related to the Company IT Assets. | | | | | | | | | | | | | | | | | | |
| **Signature** | **:** |  | | | | | | | | | **Date** | | | | **:** | |  | |
| **Line Manager Acceptance** | | | | | | | | | | | | | | | | | | |
| I hereby confirm that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is resigned and the IT assets used by him / her will be handed over to Central Asset Management / Me. | | | | | | | | | | | | | | | | | | |
| **Comments**  (if any) | | **:** |  | | | | | | | | | | | | | | | |
| **Signature** | | **:** |  | | | | | | | | | **Date** | | | | **:** | |  |
| **Line Manager Name** | | **:** |  | | | | | | | | | **Bank Id** | | | | **:** | |  |
| **CAM Team (use only) :** | | | | | | | | | | | | | | | | | | |
| **Details of additional assets** (if any found) | | | | | | | | | | | | | | | | | | |
| Asset Service Tag No’s | | **:** |  | | | | | | | | | | | | | | | |
| Current User Details | | **:** |  | | | | | | | | | | | | | | | |
| **CAM Remark’s** | | **:** | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Laptop Bag** |  | **Desktop Surrendered :** | |  |  | **I Phone** | |  | **Charger** |  | **Re-tagged to \_\_\_\_\_\_\_\_\_\_** |  | **Charger** | |  |  |  | **Re-tagged to LM** |  | **Head set** | |  | | | | | | | | | **Damaged (if any) :** | | | | | | | | | | | | | | | | | | | | | | | |
| **Verified By** | |  |  | | | | | | | | | | | | | | | |
| **Signature** | | **:** |  | | | | | | | | | **Date** | | | | **:** | |  |
| **Name** | | **:** |  | | | | | | | | | **Bank Id** | | | | **:** | |  |

**Please feel free to contact the following Asset Management contacts for further clarification:**

**Central Asset Management Team will sign-off on the Exit during:**

**Day: Monday to Friday**

**Time: 10:00 AM to 6:00 PM**

Surrender the IT assets as per the address given below,

|  |  |
| --- | --- |
| **Location** | **Current Details** |
| **Chennai** | Standard Chartered Global Business Services  2nd Floor, AMII30, Right wing, Americas Building,  No1, Haddows Road, Nungambakkam, Chennai |
| **Bangalore** | Standard Chartered Global Business Services  Brigade Tech Park: 5th Floor, Tower B, BTP, Whitefield.  Eco world: RMZ Eco world, 6A-6B, 10 th Floor  Desk #EWB6-L10-111  1498634- Sabarinath, S1 |

Note: Incase of user unable to travel due to unavoidable situation, he/she shall contact IT team at their locations as below.

|  |  |  |
| --- | --- | --- |
| LOCATION | Fonenet | EMAILID |
| Futura | 51002 | [Futura.TechSupport@sc.com](mailto:Futura.TechSupport@sc.com) |
| Shyamala Towers | 54208 | [ShyamalaTowers.ITSupport@sc.com](mailto:ShyamalaTowers.ITSupport@sc.com) |
| Digital  Zone | 30808 | [Desktop.IT-Support@sc.com](mailto:Desktop.IT-Support@sc.com) |
| Padur | 41160 | [Padur.IT-Support@sc.com](mailto:Padur.IT-Support@sc.com) |
| Chetpet | 69582 | [Techsupport.Chetpet@sc.com](mailto:Techsupport.Chetpet@sc.com) |

**CAM Sheet Guidelines and Instructions:**

1. Leavers can obtain the list of assets tagged to their respective Bank ID by logging into the [AUDI](https://inwpapapp39.zone1.scb.net/AUDI/Admin/Defaultview.aspx) tool using Bank ID and password.
2. For Laptop/I Phone Users, the laptop/I phone has to be surrendered with accessories (charger/bag/headset) to CAM.
3. In case the business requests to retain the laptop without formatting - UORM mail approval should be provided.
4. In case of damaged and lost asset, recovery cost should be borne by the employee and Demand Draft (DD) for the same favouring “Standard Chartered Global Business Services Private Limited” to be submitted.
5. Desktop users are advised should obtain replacement Bank ID from respective Line Manager for ownership change and share the same to FC to raise Data Correction request on AUDI for un-tagging of the asset.
6. In case of no replacement for desktop, the asset to surrendered to CAM.
7. E-waste RMS to be raised in the [New Remedy 8.1](https://oneit.global.standardchartered.com:8080/arsys/shared/login.jsp?/arsys/forms/remedyprod.one-e.standardchartered.com/SRS:ServiceRequestConsole/Default+Administrator+View/) portal (Category 5874 Hardware Return & Accessories-waste/Hardware return GSSC User. Download and upload template with the details requested in the form) and the same should be approved by the Line Manager.
8. Line Manager/Approving manager acknowledgment must be available on the exit pack prior coming to CAM help desk. Post which the CAM would signoff the CAM clearance part.
9. 6985 –RMS- IP Phone Access - Soft Phone & Hard Phone is mandatory if the employee has IP- soft phone or hard phone installed.
10. 11420-RMS- is mandatory for all the employees using iPhone / iPads Request.
11. Do update the System tag number at the CAM sheet - which would be available at the top of your CPU and the Laptop users can find the tag number on their Laptop either at the front or back side of the Laptop.
12. Assets to be surrendered in Haddows, Digital Zone and BTP, Bangalore, as per address provided in the CAM sheet (bottom of the page).

* Employee based in Riviera and Shyamala tower have to surrender their asset at Haddows Office
* Employee based in Padur have to surrender their asset at Digital Zone, Karapakkam

For any clarification, employee shall get in touch with Central Asset Management team for guidance [Fonenet: 15685, 15686] or drop in a mail to GBS.ITAssetManagment@sc.com

This page comes under phase-II and to be attached as a part of Phase- II

**Eligibility:** Employees who come under the below eligible criteria are required to complete the form.

* Minimum of Four years and 240 days of continuous service with the Company.

From,

Bank ID :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To,

Standard Chartered Global Business Services Private Limited

**Subject: Previous Employer(s) Gratuity receipt declaration – reg.** Please tick **[**✓ **]** in the appropriate box if applicable.

I hereby declare that I am not in receipt of Gratuity from my previous employer(s).

I hereby declare that I am in receipt of my Gratuity settlement from my previous employer(s) as detailed below. I agree that as per relevant Indian tax laws in force, Standard Chartered Global Business Services Private Limited will deduct tax at source if any, on the gratuity payment due. For the purpose of computing such tax due, below mentioned gratuity amounts will be considered by Standard Chartered Global Business Services Private Limited.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl. No** | **Employer** | **Date of Joining** | **Date of leaving** | **Gratuity Amount received (in Rs)** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
|  | TOTAL | - | - |  |

**Signature of the Employee:**

**Date:**

Note – Under Section 10(10) of Indian Income Tax Act, 1961, the gratuity payment from all the employers (including past and present) upto a limit of Rs.20,00,000/- only is exempt from tax

This page comes under phase-II and to be attached as a part of Phase- II

**FORM – I**

**Eligibility:** Employees who come under the below eligible criteria are required to complete the form.

* Minimum of Four years and 240 days of continuous service with the Company.

[See sub-rule (1) of rule 7]

To

Human Resources,

<<Company Name & Address>>

Sir,

I beg to apply for payment of gratuity to which I am entitled under sub-section (1) of section 4 of the Payment of Gratuity Act, 1972 on account of my superannuation / retirement / resignation after completion of not less than five years of continuous service/total disablement due to accident/total disablement due to disease with effect from the ………………. Necessary particulars relating to my appointment in the establishment is given in the statement below:-

**STATEMENT**

1. Name in full

2. Address in full

3. Department/Branch/Section where last employed

4. Post held with ticket no. or serial no. if any

5. Date of appointment

6. Date and cause of termination of service

7. Total period of service

8. Amount of wages last drawn

9. Amount of gratuity claimed.

2. I was rendered totally disabled as a result of…………………… (Here give the details of the nature of disease or accident). The evidence/witness in support of my total disablement are as follows:-

- - (here give details) - -

3. Payment may please be made in cash/draft.

Yours faithfully

Place……………

Date…………….

Signature/Thumb-impression of the applicant employee:

**PHASE-II CHECKLIST FOR EMPLOYEE**

Please tick the below Phase- II checklist and submit this as a part of Phase-II exit pack

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **List of Documents** | **Mandate Columns** | **Document submission status(YES/NO)** |
| 1 | Exit checklist | For all grades |  |
| 2 | Employee self-declaration/ Declaration | For all grades |  |
| 3 | CAM sheet | For all grades |  |
| 4 | Previous employer Gratuity declaration | **Eligible only who has completed 4 Years 240 days** |  |
| 5 | FORM I (Gratuity Form) | **Eligible only who has completed 4 Years 240 days** |  |

**Information Security**

We would like you to be aware of information security measures for leavers that have been implemented as part of our efforts to prevent data leakage and protect the Bank’s and customers’ data.  We will not hesitate to take firm disciplinary action, including terminating employment, filing legal action and notifying local law enforcement authorities, against employees who knowingly breach our Group Standards.

As a Bank employee, what do you need to be aware of?

* Data leakage is any unauthorized distribution, copying, printing or emailing of Bank / client data. It includes but is not limited to:
  + Emailing / forwarding of files or emails to any personal or non-Bank email address
  + Uploading data to external sites
  + Saving any emails / files to an external device like USBs, etc.
* Data leakage may breach banking secrecy, privacy, and/or other regulations and laws, resulting in disciplinary action, criminal sanctions or prosecution.
* During an employee’s notice period, USB access and exception requests will not be granted / approved for any employee leaving the Bank.
* Please familiarize yourself with the Bank’s policies and procedures to avoid any data leakage.  Please refer to the following for further information
* Group Code of Conduct <https://thebridge.zone1.scb.net/docs/DOC-16523>
* End User Security procedure (EUSP) <https://thebridge.zone1.scb.net/docs/DOC-4185>
* GIS Tips (GISTs) – How to classify and handle Bank data <https://thebridge.zone1.scb.net/docs/DOC-17575>
* Acceptable Use and Monitoring Notice for Group Systems: [https://thebridge.zone1.scb.net/docs/DOC-28510](https://thebridge.zone1.scb.net/docs/DOC-28510%20)
* Acceptable Use and Monitoring Notice for Group approved mobile devices <https://thebridge.zone1.scb.net/docs/DOC-38971>

Need help?

Should you have any specific questions on DLP or access controls, please write to the [GIS DLP team](mailto:%20GIS.DLP@sc.com). For questions on related HR processes, you may write to [AskHR](mailto:askhr@sc.com)

Thank you for helping to uphold our standards of data protection and your support in this sensitive matter.

**Provident Fund**

**Please ensure that you login to UAN portal and check if all the below steps are checked and complete.**

**How do I check my UAN?**

**Step 1**- Log in to [**HR Workways**](https://oamwebsso.global.standardchartered.com:4445/oamfed/idp/initiatesso?providerid=https://ess.excelityglobal.com)

**Step 2** - Access My Reports

**Step 3**- Check your UAN Details

**How do I activate UAN?**

**Step 1:**Visit [**www.epfindia.com**](https://www.epfindia.gov.in/site_en/index.php)

**Step 2:** Click Tab: Our Services (for employee)

**Step 3:** Click Tab: Member UAN/Online Service (OCS/OTCP)

**Step 4:** Click Activate UAN

**Step 5:**Feed your UAN/ PF Account number, Name, DOB (registered as per EPF database), Mobile no. and email ID

**Step 6:** Authorisation password will be generated and sent to your mobile number

**Step 7:** Use the authorisation password and activate your UAN

**Step 8:** Using your UAN and password, you can use the EPFO online services by logging in on the UAN member portal

**Who do I contact for queries on UAN details in the Provident Fund Member Portal?**

For queries related to the Member Portal, you may contact: Helpdesk Number: 1800 118 005 and Helpdesk Email ID: [**uanepf@epfindia.gov.in**](mailto:uanepf@epfindia.gov.in)

**How do I update or correct my basic fields in the EPFO portal?**

You can now update/ correct your personal details like Name, Date of Birth and Gender only in the EPFO portal through self-service. It is recommended by the EPFO to align your personal records with your Aadhaar. If you find any mismatches or missing information in your personal details within the EPFO portal, you can update them by following using the navigation below. To perform this exercise, you will need your UAN to be activated.

**Steps to be followed:**

**Step 1:** Visit [www.epfindia.com](http://www.epfindia.com)

**Step 2:** Click tab 'Our Services (for employee)'

**Step 3:** Click tab 'Member UAN/Online Service (OCS/OTCP)'

**Step 4:** Login using your UAN and Password

**Step 5:** Click tab 'Manage (MODIFY BASIC DETAILS)'

**Step 6:** Update/correct details (DOB, Gender, Name & Aadhaar) submit the request.

Once you have submitted your request, please share a copy of your Aadhaar copy card by raising a request at [**Manage my Provident Fund (INDIA)**](https://scsg.service-now.com/askhr?id=sc_cat_item&sys_id=d621a260db4e9f0027a49ceadb961994)**.** Once validated, the Bank can close this request.

In case of a major change in any of your basic fields, you will need to submit additional documents such as PAN, Passport/ School leaving certificate, as well as the Aadhaar.

**Withdrawal process**

**Online PF Claim- Advances/withdrawal/settlement**

In case the amount of PF/ Pension withdrawal claim settlement is above INR10 Lacs/ INR 5 Lacs respectively, the claim form should only be submitted online. Your bank account details should be updated and verified in the system before making any claims.

Please follow the below steps for Online PF Claim:

**Step 1:** Visit [**EPFO Portal**](https://www.epfindia.gov.in/site_en/index.php)

**Step 2:** Click on Our Services (for employee)

**Step 3:** Click on One employee- one EPF Account

**Step 4:** Login using your UAN, Password & Captcha

**Step 5:** Click on Online Services (Claim form 31, 19 & 10C), Composite Form (i.e. Form 31(PF Part withdrawal), 19 (PF Final settlement) & 10C (Pension withdrawal Benefits) and

**Step 6:** Submit the request.

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**FREQUENTLY ASKED QUESTIONS AND ANSWERS**

1. What is Standard Chartered Global Business Services Private Limited notice period policy?

1) Notice period for Employees from **Band 9B to 5A is 60 calendar days (includes weekend and Public holiday) Band 4 and Band 3 would be 90 calendar days (includes weekend and Public holiday),** this is applicable for employees **who joined before 1-February 2017.**

2) Notice period for Employees in **Band 9B to 5A is 90 calendar days (includes weekend and Public holiday)**, this is applicable for employees **who joined on or after 1-February 2017.**

3) If the last working date falls on weekend (Saturday/Sunday or any public holiday) the last working date can be updated as the last business day of the week and the waiver for that shortfall of notice period alone can be provided by Line manager and this is completely line manager discretion. Also the salary will be paid only till the last day as per employee portal records.

1. What happens if I do not provide the exit pack?

The Exit Helpdesk team will commence processing of your retiral accumulations (as applicable) and your full & final settlement only on receipt of the exit pack.

1. How do I obtain information about the amount due to or payable by me to the Company?

The amount payable to you will be credited to your SCB payroll account. If the employee account is inactive or closed, the pay order for the amount payable will be couriered to the employee’s address as updated in Employee Portal. In case there is any amount payable to the Company, then the employee is required to provide a Demand Draft in favor of Standard Chartered Global Business Services Private Limited (Payable at Chennai). The Exit Helpdesk Team will also arrange to forward the work sheet detailing the amount payable/receivable after the Settlement gets credited.

1. When will I obtain my relieving letter & Final settlement?

Final settlement will be processed in 15-20 working days from the receipt of completed exit pack without any discrepancies. The relieving letter will be couriered to your mailing address as updated in Employee Portal post the final settlement credit within 7 working days if the final settlement is positive without any Recovery and if it is a recovery, the Relieving letter will be processed only after sending the Recovery payment Demand Draft.

1. When can I expect to receive my Share save withdrawal proceeds if I am leaving the Bank?

*The administration of Standard Chartered share plans has moved to Computershare.*

*For further information or queries about your plans, log into the Shares Portal via the Employee Portal or* [*www.computershare.com/scb*](http://www.computershare.com/scb) *or contact the administrators, Computershare:**Telephone number +44 370 707 1266 (08:30 – 17:30 UK time) Email* [*scb@computershare.com*](mailto:scb@computershare.com)

1. I need certain clarifications /assistance to complete the exit pack whom do I get in touch with?

Please contact AskHR team as follows:

Visit the AskHR page on Employee Portal to get instant answers to your HR queries or submit your query by clicking the link below

<https://psportal.global.standardchartered.com/psp/scbehr/EMPLOYEE/EMPL/h/?tab=SCB_ASKHR>

Call AskHR at Fonenet 935555 / 080 – 66044444

Write to [AskHR@sc.com](mailto:AskHR@sc.com) in case of query raised after last working date.

1. Can I opt to transfer the PF accumulations in the Fund to my new employer at the point of cessation of employment?

Yes, the employee has an option to transfer the PF accumulated balance to an approved Provident Fund of the new employer. The employee must ensure to forward Form 13 within 60 days from the date of cessation of employment through its new employer to the GPS RETIRALS team- Standard Chartered Global Business Services Private Limited to effect transfer.

1. What should I do, if I have to claim the PF accumulation when I am moving out of India on account of exit or cross border transfer?

The forms shall be submitted at the time of exit along with necessary documentary proof for Movement outside India.

Documentary Proofs required

1. A Letter addressing to “The RPFC Commissioner, Chennai” specifying the reason for early withdrawal on account of Leaving India.
2. ID Proof (Indian resident).
3. Aadhar Card Photocopy
4. Work Permit copy.
5. Address Proof (Local India Address)
6. Copy of Air Tickets

1. What happens if I do not claim my accumulated balance of PF in the Fund at the point of cessation of employment?

In case of withdrawal, the accumulated PF balance must be claimed by the member after 60 days and within 6 months from the last working day with the Company. If there is any delay in claiming the same, then along with the claim form you need to give one letter stating the reason for delay in claiming the PF money and this letter need to be addressed to The Regional Provident Fund Commissioner Organization, No.37, Royapettah High Road, Chennai – 14 along with 2 address proof (copy of Passport/ration card/driving license/voters ID/Aadhar card and etc) mentioned in the claim form.

1. Where does my new employer forward the Form 13 for the purpose of transfer of my PF accumulations from Standard Chartered Global Business Services Private Limited?

a) If PF maintained by RPFC – then you may visit the site online & submit your request.

Please click on the link to apply online through site - <http://www.epfindia.gov.in/Employee_OTCP.html>

**Note**: Once submitted online, you have to take a print out of the request & send it to the address mentioned in point 2 (GPS – Pension). This needs to be submitted within 15 days from the date of application through Online. No receipt of the same would be rejected & need to re-apply.

b) In case his / her employer is maintaining the PF Trust. Then please send in your Form 13 to the address given below:

Standard Chartered Global Business Services Private Limited, GPS Pension, (Standard Chartered Global Business Services Private Limited PF Transfer) Asia Building, 4th Floor,   
No. 1, Haddows Road, Chennai – 600006. Phone: 044 – 28219888.

1. Where my new employer does should approach for my employment verification for Standard Chartered Global Business Services Private Limited?

An email request should be sent to [askhr@sc.com](mailto:askhr@sc.com)

1. The Salary full & final settlement shall include the following
   * + - * Unpaid salary for previous month (if any),
         * Salary after tax and statutory deductions for the days the employee has worked in current month including prorated unclaimed flexible pay.
         * Leave encashment
         * TEC allocated reimbursement submitted with exit document
         * Earned incentive /inconvenience allowance (Second cut payment & not along with the F&F)
2. Leave balance in Employee Portal

Privilege leave booked before or after Employee’s last working day, which has not been taken by the employee, needs to be cancelled by the employee and approved by the line manager before their LWD.

1. What will be my last payroll?
   1. If your **last working day** is **after 15th** of the subsequent month, your payroll will be processed in the current month payroll. Final settlement will be done for the days worked in the month of leaving.
   2. For example: If your last working is 16June 09, then your last payroll will be May 09 payroll. Final settlement will be done for 16 days worked in June. If your last working day is 15 June 2009, then your last payroll will be April 09 payroll. May 09 payroll will be stopped and the same will be processed along with your final settlement.
2. How is my leave encashment calculated?

The leave encashment is done as per the below formula

Leave Encashment = TEC/360

= XXX \* no. of prorated remaining days to be encashed

E.G – Leave encashment = 500000/360

= 1388.88889 \* 5 PL days

= 6944.44444

1. I have been given a notice period waiver, will my leave balance get adjusted?
   1. The leave balance may get adjusted depending on the nature of Exit & with your unit head & LM discretion.
2. How is notice period recovery calculated?
   * Example – Notice period recovery working: Band 9B to 5A

|  |  |  |
| --- | --- | --- |
| **A** | Date of Resignation | 2-Dec-08 |
| **B** | Last working day (B+60\*\*) | 31-Jan-09 |
| **C** | Last Working day (as updated in Employee Portal) | 17-Jan-09 |
|  |  |  |
| **D** | Shortfall (B-C) | 14 |
|  |  |  |
| **E** | TEC – Employer PF – Employer Gratuity | 400,000-19200-7696 |
|  |  |  |
| **F** | Notice pay deduction (E\*D/360) | 14,510 |

Employer PF- Calculated on a annual basis, PF contribution for a year –E.G-19200

Gratuity - 4.81% from the annual basic E.G- 7696

1. How is loss of pay calculated?
   1. Loss of pay is calculated as

TEC Per month

---------------------------- X No. of days of LOP

No. of days in the month

1. Will my incentives/inconvenience allowance for the previous month paid along with F&F?

* 1. No, The Incentive & Inconvenience allowance will be paid as a second cut payment based on the inputs received from your Line Manager.

1. How about my statutory bonus, when will it get paid?
   1. Statutory bonus for resigned employees will be paid along with the full & final settlement on prorated basis till the last working date.
   2. Statutory Bonus will be paid to employees whose basic salary is less than INR 21,000 per month and who have been on the roles for a period of at least 30 days in the last financial year
2. I am serving my notice. Can I still use my OPHC card? Where should I surrender the OPHC card?

Yes, you can use the Outpatient health care (OPHC) card till your last working day as updated in Employee Portal & after that it would be deactivated. No Need to surrender the OPHC card as it get Deactivated after your LWD.

1. How will your LM provided the LOP inputs to the Final settlement team If you are availing any leaves in the future dated and after submitting the Phase-I Docs along with the leave balance?

If in case, the employee is availing any leaves in the future dated after submitting the Phase-I Exit pack, the LM has to send the LOP inputs details to Exit Helpdesk (Exit.Helpdesk@sc.com) and mention the LOP days manually in the Phase-II Exit pack, which the Employees would be submitting on their LWD

1. What is Procedures to update the Last Working Date & Effective date?

|  |  |
| --- | --- |
| **Dates** | **Definition** |
| **Action date** | **Date the Employee Portal is updated with the exit details** |
| **Last Working Day (LWD)** | **Date on which the employee last worked in the organization** |
| **Effective date** | **LWD + 1 Day** |