

Considering evolving Coronavirus situation, we urge you to please stay home and be safe.

Instead of going to branches you can avail banking services through StanChart Online Banking or by contacting our Client Care Centre at 16233 (from mobile phone) /+88-09666777111/ +88-02-8332272 or through ATM.

Standard Chartered Bangladesh provides the below services through Online Banking, Client Care Centre and ATM:

Online Banking:

- Viewing of Account/Credit Card balance and transaction history
- Fund transfer through BEFTN/NPSB and to Mobile Wallet (bKash)
- Activation of Credit/Debit card and set/reset of PIN
- Credit Card payment and other bill payment (mobile, insurance premium and ISP)
- Updating of personal details like address, email ID, phone number and other personal details
- Redemption of reward points
- Conversion of credit card transaction into a monthly plan with affordable instalments
- Downloading of last 12 months' eStatements of current/savings account and credit card
- Blocking of lost/stolen credit cards
- Tracking of service requests status

Client Care Centre:

- Enquiry related to Credit Card/Account/Loan
- Credit/Debit Card activation related requests
- Credit/Debit Card block/replacement/renewal related requests
- Online Banking/SMS banking related requests
- Client Contact Detail and Address Change requests
- Reward redemption related requests
- Transaction related or other complaints
- Credit Card Instant Loan/InstaBuy/Limit related requests
- Cheque book issuance/block related requests
- Credit Card & Personal Loan Closure requests
- Duplicate Statement, Statement cycle or Standing instruction related requests
- Reversal requests
- Auto Bills Pay related requests
- Account/Credit Card insurance related requests

ATM:

- Cash Withdrawal using StanChart debit and credit card, all cards issued by Visa, MasterCard and UnionPay card
- Fund transfer between StanChart account
- Bill payment from StanChart account to:
 - Any StanChart Credit Card
 - Any LankaBangla Credit Card
 - Any Grameenphone post-paid number
- Cheque Book request for own StanChart account
- Balance enquiry for StanChart account(s)
- Mini Statement for last ten transactions of StanChart account(s)
- PIN change for debit card