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Change in One-Time Password (OTP) Screen

Dear Valued Client,

It has never been more important to stay safe when shopping online.

At Standard Chartered Bank, we have upgraded our card payment authentication system to support the latest authentication technology, called 3D Secure 2.0. This is a step forward towards ensuring your online transactions are conducted in a safer and more secure environment.

Due to this upgradation, you might observe a different One-Time Password (OTP) screen on your online purchases, using either your Standard Chartered debit or credit card.

An example of the new OTP screen is given below:

The screenshot shows a web interface for a Visa transaction. At the top left is the Standard Chartered logo, and at the top right is the VISA logo. Below the logos, there is a prompt: "Please enter the One-Time Password sent to your registered mobile number and email (###)-###-5678". Underneath, the "Transaction Details" are listed: Merchant: Rainier Expeditions, Amount: \$689.74 USD, and Card Number: *****8609. The "One-Time Password" field contains "OHE-". There is a "Resend OTP" link, a "Submit" button, and a "Cancel" link. At the bottom left, there are links for "FAQs" and "Contact Us".

To know more about OTP, please proceed to the FAQ section in the next page.

Thank you for banking with Standard Chartered Bank.

CPBB
Standard Chartered Bangladesh



FAQ: One-Time Password (OTP)

Why am I getting a one-time password (OTP)?

For enhanced protection against online fraud, you will receive an OTP for certain online purchases you make with your SCB card. The purpose is to validate that it is our genuine client making the purchase. This technology is called 3D Secure, and it makes online payments easy and secure.

Will I get an OTP for every online purchase?

Whether or not you receive an OTP is at the discretion of the merchant and Standard Chartered Bank. Certain transactions might be processed without the need of an OTP.

The screen says that an OTP has been sent, but I haven't received it. What should I do?

The OTP would be sent instantly to the registered mobile number/email address in our records. Please check if these details displayed on the screen are correct. If they are correct, please click on 'Resend OTP'. If the issue persists, please contact our client care centre.

Do I need to register for this service?

No. This feature is automatically enabled for your Standard Chartered Bank card.

Is there a fee for this service?

No. This service is free.