



6 transactions
3 enquiries
24 hours at your service

It's good when banking is easier,
 anytime, anywhere

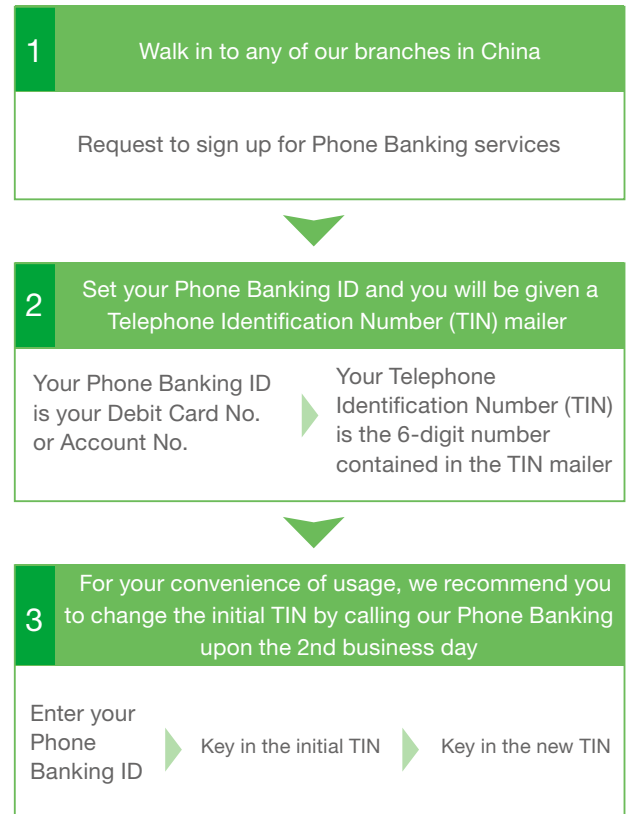
Phone Banking Guide

Pledging to meet your needs

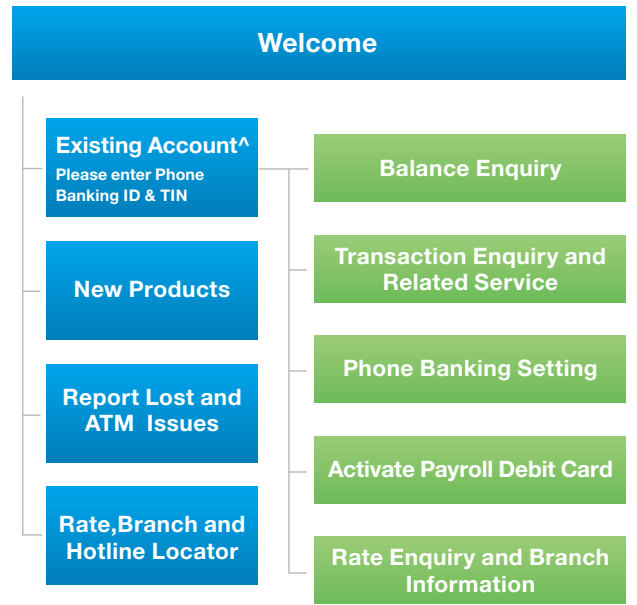
We set our service standards with you in mind. With our dedicated Phone Banking, you can now perform a range of banking services. Phone Banking makes it easy anytime and anywhere.

A Phone Banking Registration

You can now subscribe to Phone Banking services with three simple steps below:



B Phone Banking Services

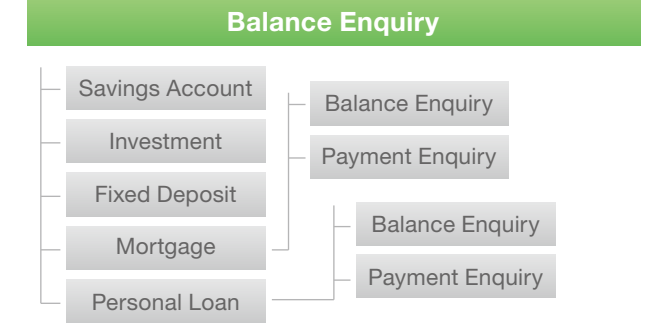


[^] The categories in green could only be accessed by Phone Banking registered customers.

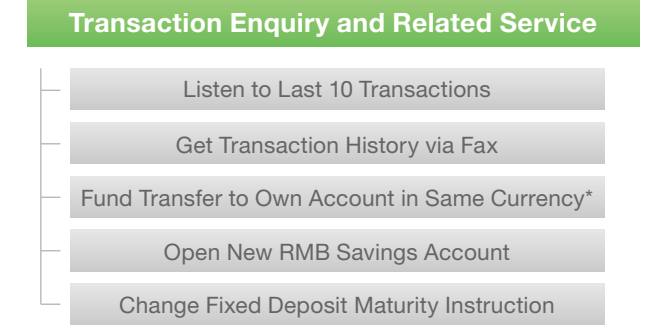
Phone Banking Service Guide

C Commonly Used Phone Banking Functions

1. Account Balance & Loan Information Enquiry



2. Account Transaction History

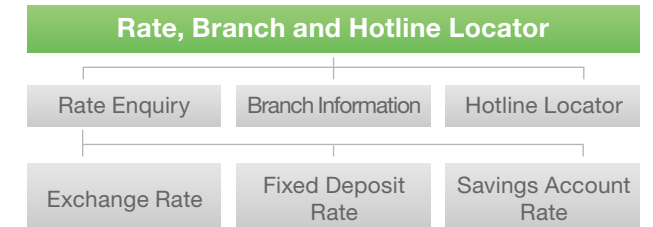


* Only accepts same currency fund transfer to own account within the bank.

3. TIN Change



4. Rate, Branch and Hotline Locator



D Phone Banking Frequently Asked Questions

- Q What if I forgot my Phone Banking ID?**
A Phone Banking ID is your Debit Card Number or Account Number You may also contact our Phone Banking customer care associate for assistance.
- Q What if I forgot my Telephone Identification Number (TIN)?**
A Kindly bring your identification document and approach our branch to obtain a new Telephone Identification Number (TIN).
- Q What if I decided to change my Phone Banking ID?**
A You may change your Phone Banking ID through our Phone Banking self-services. For more information, please refer to the Phone Banking Service Guide attached.
- Q What if I decided to change my Telephone Identification Number (TIN)?**
A You may change your Telephone Identification Number (TIN) through our Phone Banking self-services. For more information, please refer to the Phone Banking Service Guide attached.
- Q What if my Phone Banking account was locked?**
A Your Phone Banking will be locked if you enter the incorrect Telephone Identification Number (TIN) three times. Simply present your identification document to our branch staff and obtain a new Telephone Identification Number (TIN).
- Q Can I still use Phone Banking even if I don't have a valid Telephone Identification Number (TIN)?**
A Yes, you can check rate and branch information via Phone Banking even if you do not have a valid Telephone Identification Number (TIN). However, to enjoy full services of our Phone Banking, you are recommended to obtain a TIN at your earliest convenience.

Disclaimer:
 1.This document is for reference only. For detailed information about specific services or products, please refer to the relevant service or product terms & conditions.
 2.Please keep your Telephone Banking account information and password safely. The leakage of password may lead to risk such as the disclosure of account information.
 3.Standard Chartered Bank (China) Limited ("the Bank") reserves the right to alter any contents herein at its sole discretion at any time without any prior notice or reason.
 4.The Chinese version shall prevail in case of a discrepancy between the English version and Chinese version.

Customer Service
 ☎ 800 820 8088 / 400 888 8083
 (86-755) 2589 2333

Employee Banking
 ☎ 400 888 8223 / (86-755) 2546 7034

🌐 standardchartered.com.cn



It's good when banking is easier,
anytime, anywhere

Priority Banking Phone Banking Guide

Pledging to meet your needs

We set our service standards with you in mind. With our dedicated Phone Banking, you can now perform a range of Priority Banking services. Phone Banking makes it easy anytime and anywhere.

A Phone Banking Registration

You can now subscribe to Phone Banking services with three simple steps below:

1 Walk in to any of our branches in China

Request to sign up for Phone Banking services

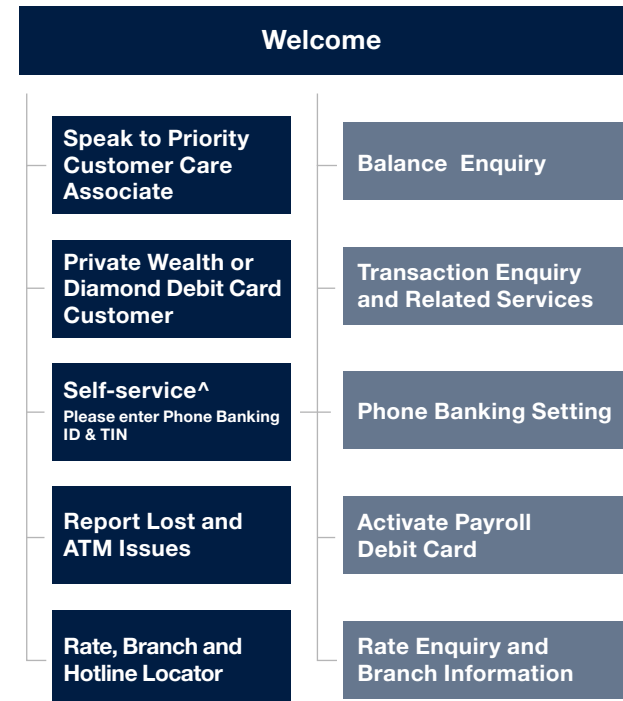
2 Set your Phone Banking ID and you will be given a Telephone Identification Number (TIN) mailer

Your Phone Banking ID is your Debit Card No. or Account No. Your Telephone Identification Number (TIN) is the 6-digit number contained in the TIN mailer

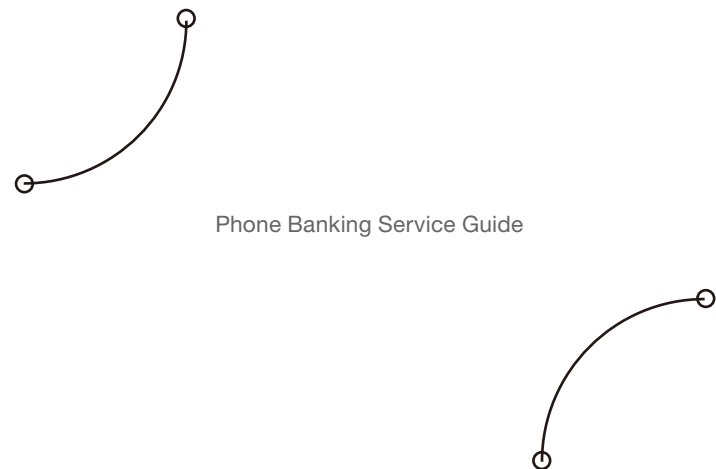
3 For your convenience of usage, we recommend you to change the initial TIN by calling our Phone Banking upon the 2nd business day

Enter your Phone Banking ID Key in the initial TIN Key in the new TIN

B Priority Phone Banking



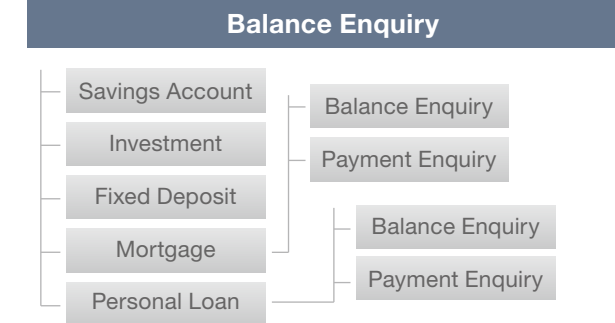
^ The categories in light color could only be accessed by Phone Banking registered customers



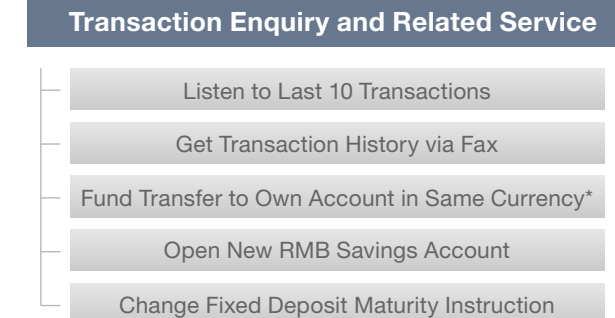
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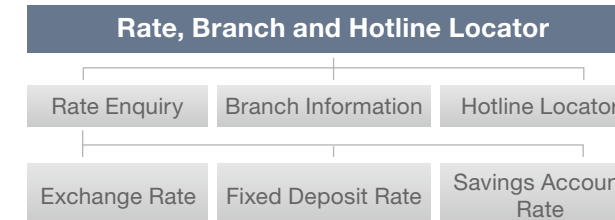


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