

## Adjustment Notice on Standard Chartered SMS Banking Service

Dear Valued Clients,

Follow with the requirement of People's Bank of China [2016] No. 261 "Notice on strengthening the payment and settlement management to prevent matters related to telecommunication network crime model" (the "notice"), bank shall strictly control on one-one correspondence between the telephone number and identification number, conduct screening and clean-up for those customers use the same mobile phone number during relationship maintenance period.

Bank will make below adjustment on Standard Chartered SMS Banking Service:

If client's mobile number is duplicated with others in Bank and fail to provide the information verification document, bank will suspend SMS Banking Service for this client immediately.

If you want to apply SMS Banking Service again please complete the information verification with the following approach.

1. **If your mobile phone number is registered in your name, you can complete the information verification with the following approach:**
  - ① Send the e-statement of your mobile phone number in the form of attachments or screenshots, or paper bills in photo format, which is issued in recent 3 months, as attachments to mailbox [dmp.check@sc.com](mailto:dmp.check@sc.com), provided you have registered e-mail in our bank. If you receive the 《Client Mobile Phone Number Information Verification》 notification by e-mail, you can reply to the email directly. The verification results will be informed by mail within 5 working days from the date of your submission. If no feedback receives after 5 working days, you can call us at 400-888-8083 or visit our branch for result inquiry.  
**OR**
  - ② Visit branch with taking your valid identification document and real-name registration original documents/e-bills printout issued in recent 3 months.
2. If your mobile phone number is not updated, please visit our branch or call our Customer Service Centre at 800-820-8088(landline) /

400-888-8083 (mobile) to update your mobile phone number and apply for SMS Banking Service again.

If you have any query, please contact our Customer Service Centre at 800-820-8088 (landline) /400-888-8083(mobile)

Standard Chartered Bank (China) Ltd  
17th, Sep 2018