



Panduan Akses Menuju Online Reward Redemption Melalui Online Banking

Nasabah yang terhormat,

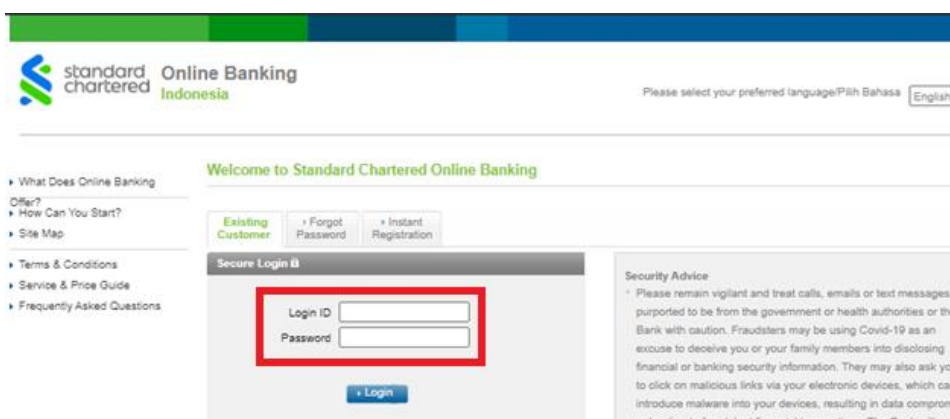
Untuk keamanan bertransaksi penukaran point kartu kredit, mulai 13 Desember 2021 akses menuju Online Reward Redemption (ORR) untuk penukaran poin Kartu Kredit secara online hanya dapat diakses melalui halaman Online Banking. Berikut kami sampaikan langkah – langkah mudah bagi Anda untuk mengakses ORR.

1. Buka tautan Online banking di portal sc.com/id

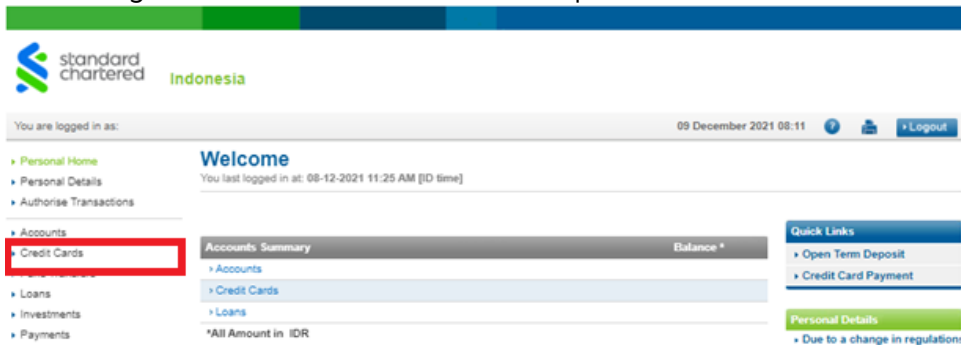


2. Login ke Online Banking menggunakan Login ID dan Kata Sandi Anda.

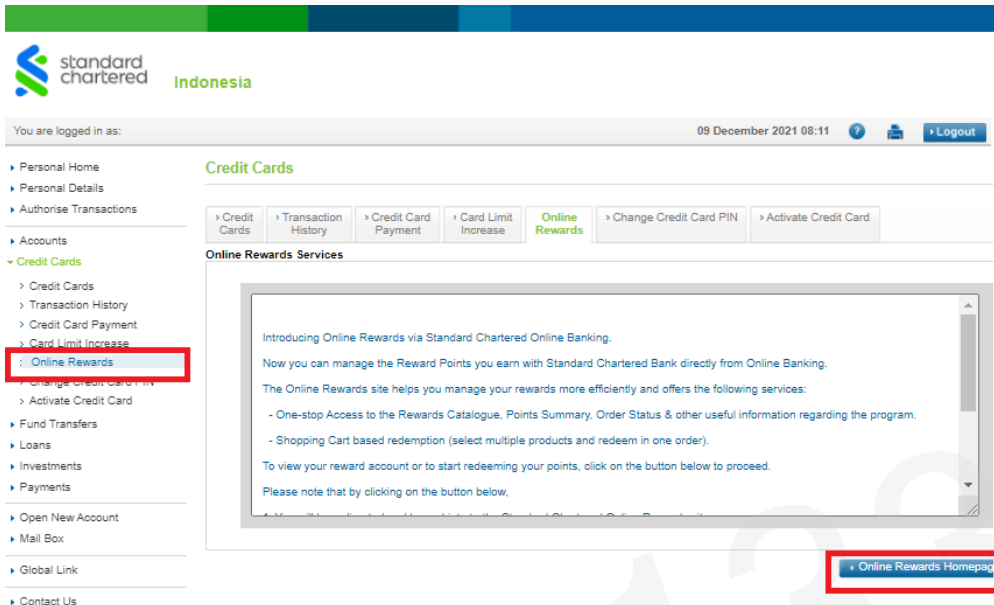
Catatan: Akun Online Banking sama dengan ORR, dan sebaliknya. Jika Anda belum memiliki akun Online Banking maupun ORR, anda harus mendaftar Online Banking melalui tab Instant Registration



3. Setelah login berhasil, klik tab 'Credit Card' di panel sebelah kiri untuk membuka menu Kartu Kredit



4. Klik tab 'Online Rewards' dan tombol 'Online Rewards Homepage' sesuai ilustrasi berikut. Anda akan diarahkan ke halaman ORR



Setelah itu Anda akan diarahkan ke laman ORR dan Anda dapat melakukan aktivitas penukaran point kartu kredit seperti biasa

Description	Card No. **** * 2584	Card No. **** * 3287	-	-	-	Total
Previous Statement Balance			-	-	-	
▶ Points Earned	-	-	-	-	-	0
Points Redeemed / Transferred / Expired	-	-	-	-	-	0
Total Points Balance			-	-	-	
Total Points Available (less pending orders)						

FAQ

- Q:** Bagaimana jika saya tetap log in dari halaman ORR?
A: Akan muncul pesan error dan mengarahkan Anda untuk login melalui Online Banking
- Q:** Bagaimana jika saya tidak punya login ibanking
A: Jika Anda pengguna ORR, maka Anda bisa mengakses Online Banking dengan akun ORR, jika belum punya login online Banking, mohon untuk membuat akses terlebih dahulu
- Q:** Adakah cara lain untuk redeem poin?
A: Nasabah dapat melakukan penukaran point dengan menghubungi petugas melalui Call Centre di 021-57999988
- Q:** Saya tidak bisa redeem WorldMiles saya di ORR
A: Untuk penukaran Miles nasabah dapat menghubungi Call Centre di 021-57999988

**Hormat Kami,
Standard Chartered Bank Indonesia**

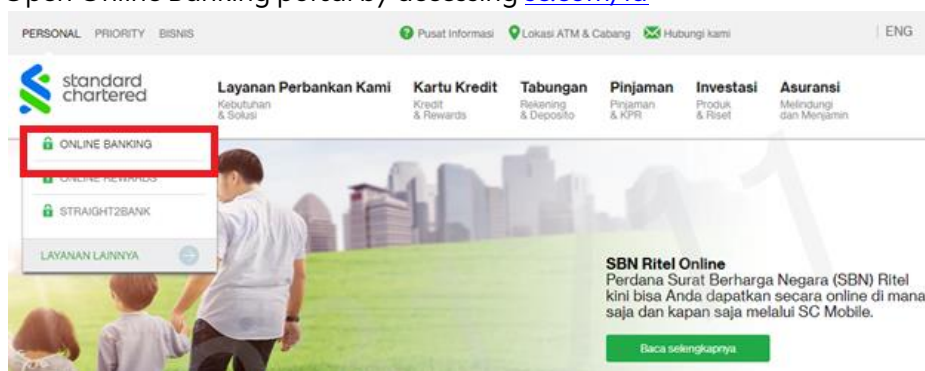


Guidance to Access Online Reward Redemption through Online Banking

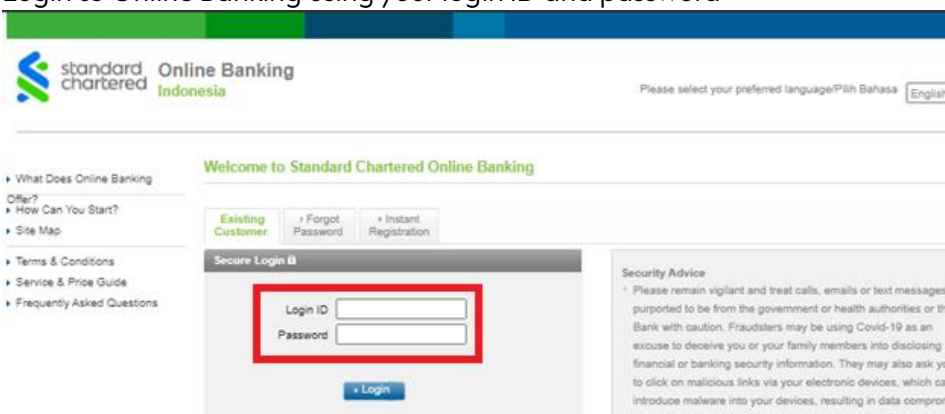
Dear Valued Customer,

To increase credit card point redemption security, starting 13 Desember 2021 Online Reward Redemption (ORR) platform can only be accessible through Online Banking page. The following are easy steps for you to access the ORR:

1. Open Online Banking portal by accessing sc.com/id

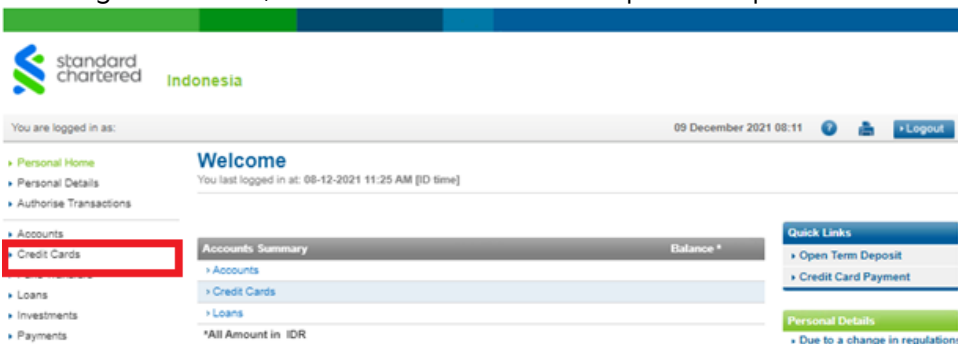


2. Login to Online Banking using your login ID and password

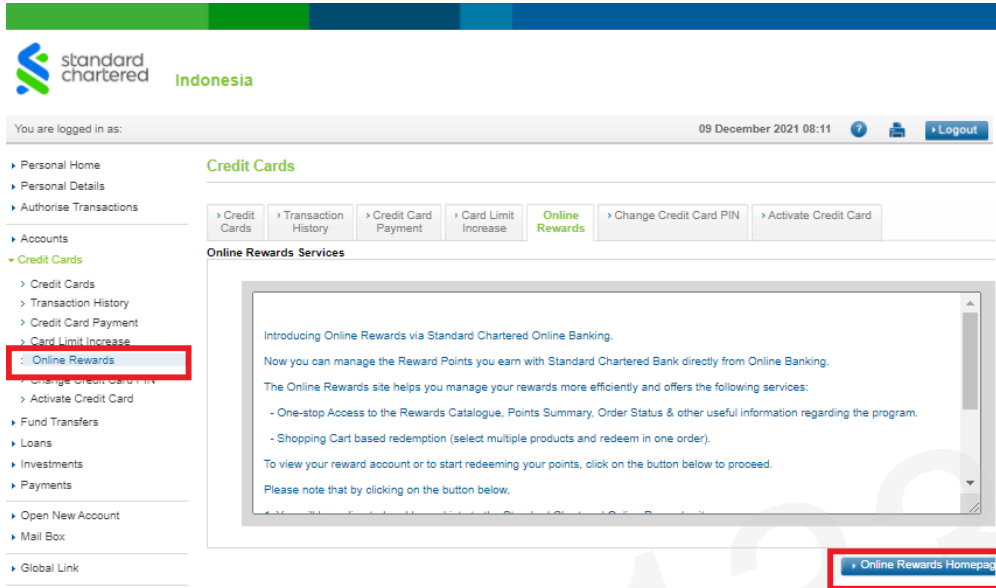


Note: Online Banking share the same credentials to ORR. If you have not registered as Online Banking or ORR user, you must register to Online Banking access using Instant Registration tab.

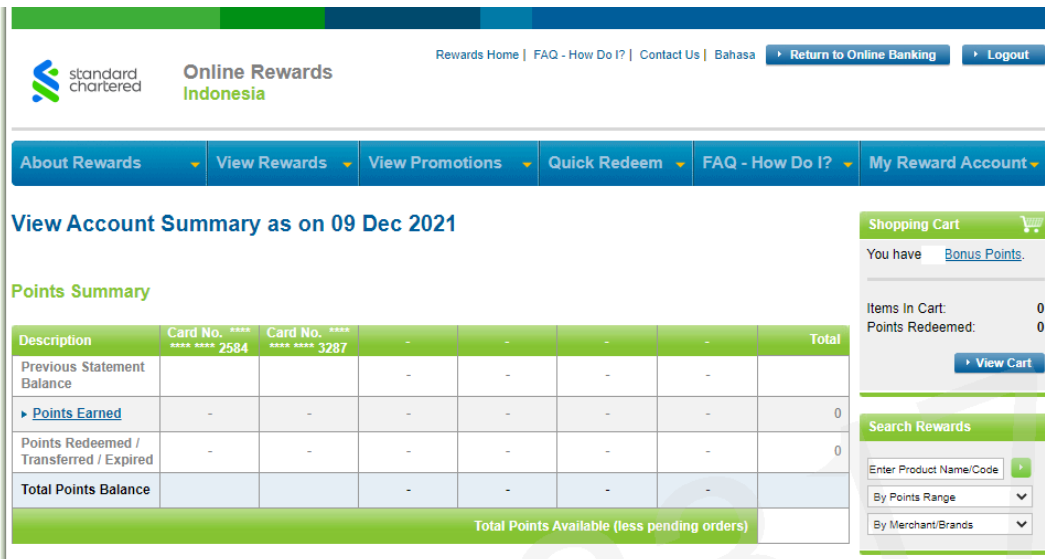
3. After login successful, click 'Credit Card' tab in left panel to open Credit Card menu



- Click 'Online Rewards' tab and 'Online Rewards Homepage' button as the following illustration. You will be redirected to ORR page



After redirected to ORR, you can perform point reward redemption as usual



FAQ

- Q:** What if I insist to log in through ORR page?

A: There will be an error message, please login through Online Banking
- Q:** What if I do not have online banking access?

A: If you are an ORR user, you may access the Online Banking using your ORR login, if you do not have online Banking access, please register to Online Banking
- Q:** Is there any other way to redeem point?

A: Client can redeem by contacting Standard Chartered Bank 24 hours Customer Contact Centre at 021-57999988
- Q:** I cannot redeem my WorldMiles through ORR

A: For Mileage Client can redeem by contacting Standard Chartered Bank 24 hours Customer Contact Centre at 021-57999988

**Regards,
Standard Chartered Bank Indonesia**