

# press release

## Standard Chartered clients in India can now make all service requests digitally

- Overall 29 service requests available on digital platforms, including “other requests”

**Mumbai, May 11, 2020:** Standard Chartered Bank has launched a comprehensive range of self-service requests for clients in India through the Standard Chartered Mobile app (SC Mobile) and Online Banking. With this enhanced capability, the Bank’s clients can now make all service requests through its digital banking channels.

Servicing requests, which have been traditionally available through visiting a branch or calling into the contact centre, have been given a new digital lease of life. The Bank has made available 29 service requests on its digital platforms, including an “other requests” function, where clients have the option to raise any service request in their own words via an open text box. Requests ranging from cheque book requests and reporting of lost or stolen cards, to list of documents for loan can be made anytime, anywhere, at clients’ fingertips.

With current safe distancing and stay home advisories, this is particularly timely as individuals are encouraged to use digital banking channels and banks are called to provide as many basic financial services through digital channels that do not require physical presence at branches.

This service is also launched for the Bank’s clients in Singapore and Malaysia and is expected to be rolled out to other markets in the ASEAN and South Asia (“ASA”) region later this year.

**Zarin Daruwala, CEO, India, Standard Chartered Bank, said,** “In today’s scenario of a pandemic, each one of us is witnessing disruptive changes to our life. And there’s one fundamental word that underpins all the change - Technology. We at the Bank have been focussing on enhancing our technology to make the banking experience better for all our clients. This has resulted in the Bank providing undisrupted services even during this critical phase. Now with this enhanced digital capability, we are giving clients a convenient and hassle-free option of reaching out to the Bank for all service requests from the safety and comfort of their homes.

The current challenging times have boosted the usage of digital platforms across the financial sector. Even for Standard Chartered Bank, India, the digital journey is tracking exceedingly well. In our normal course of business, digital adoption is at 69 per cent while 90 per cent of payment transactions are conducted through digital channels,” she added.

**Sebastian Arcuri, Regional Head of Retail Banking, ASEAN and South Asia,** said, “At Standard Chartered Bank, we have been investing in building our digital capabilities for the past five years to improve our client experience and ensure that we are addressing their banking needs. Today, I am happy to share that we are launching additional capabilities to help our clients and our staff fight COVID-19.

In addition to our current digital capabilities, we are launching a service request capability that will allow our clients to direct all their service requests through mobile banking. This means that our clients no longer need to visit our banks or call our contact centres for their servicing needs. This will help our clients to safely stay home for their banking needs and protect their loved ones, and at the same time keep our branch staff safe. Together, we can help flatten the curve while ensuring that our clients’ banking needs are fully met,” he added.

The 29 service requests available for Standard Chartered digital banking users are below:

- Cheque book request
- Debit card redelivery
- Cheque book redelivery
- Savings Account statement request
- Issue Certificates
- Fixed Deposit Confirmation Advice
- Report Lost / Stolen Card
- Replace Card
- Credit Balance Refund
- Transfer of Payment – Credit Cards
- Cancel auto apportionment of payment on all my Credit Cards
- Credit card PIN change
- Debit/ATM card PIN change
- Activate my Credit Card
- Other Requests
- Credit Cards Statement Request
- Statement date change
- Amortization schedule – future EMI
- Arrears break-up schedule
- List of documents for my loan
- Copy of original documents
- Copy of Sanction Letter
- Document release
- Refund of excess payment
- Copy of Terms and Conditions of my loan
- Reissuance of Loan Preclosure letter
- Copy of most recent Interest Rate Revision letter
- Loan account Statement Request
- Loan issue certificate

### **About Standard Chartered**

We are a leading international banking group, with a presence in 59 of the world's most dynamic markets and serving clients in a further 85. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

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### **About Standard Chartered, India**

Standard Chartered Bank is India's largest international banks with 100 branches in 43 cities, and we have been operating here since 1858. Key business segments include Corporate & Institutional Banking, Commercial & Private Banking as well as Retail Banking. For more information, visit <https://www.sc.com/in/>

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