

Announcement |

Fingerprint Sensor Issue on Samsung devices

Background

- There are reports of a security issue related to the fingerprint sensor on Samsung Galaxy S10/S10+, Samsung Galaxy Note 10/10+ and Samsung Galaxy Tab S6 devices
- Reports state that some third party screen protectors may cause the fingerprint sensor to malfunction and allow any fingerprint to unlock a fingerprint-protected device of these models
- Notices on Online Banking, SC Mobile & the Public website are being put up to inform clients about the issue
- This issue is NOT specific to SCB – It is an issue with the fingerprint sensor of affected devices
- Samsung has said they will be releasing a software patch to address this issue – The release date is still not known

What you should do

If a client informs you that he/she is using an affected device,

1. Advise them to disable fingerprint protection on their devices and use pattern, PIN, or passwords until a fix has been issued by Samsung
2. Advise them to disable fingerprint login on SC Mobile until a fix has been issued by Samsung, to prevent any unauthorised access to their accounts

How to disable fingerprint login for Samsung Devices

Settings > Lock Screen > Screen Lock Type > Toggle off 'Fingerprints'

How to disable fingerprint login for SC Mobile

Login to SC Mobile > Side Menu > Settings > Fingerprint > Toggle off 'Enable Fingerprint'

Security Alert Message on our Digital Touch Points

Important Notice

Due to an issue found with the fingerprint sensor on Samsung Galaxy S10/10+, Note 10/10+ and Tab S6 devices, clients using these devices are advised to temporarily disable fingerprint login for their devices until a fix has been issued by Samsung.