

Dear Client,

We are currently experiencing an intermittent technical issue.

Logging into SC Mobile may take longer than normal and authentications through SC Mobile Key push notifications may not work at the moment.

You can still log in to Online Banking and authenticate your login and transaction by using the “Offline PIN” option located at top left upper corner of your SC Mobile app pre-login menu.

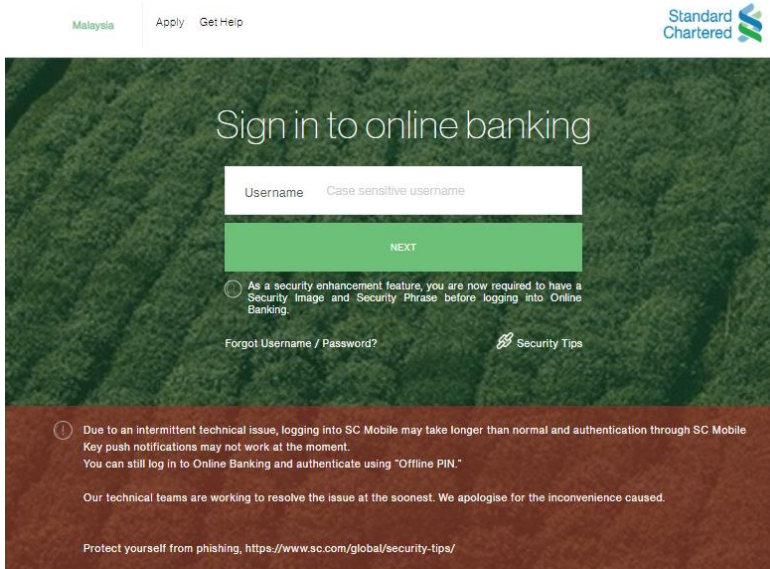
You may refer to the steps by clicking the link below for your easy reference.

- i. [“Generate Offline PIN for Login”](#)
- ii. [“Generate Offline PIN for Transactions”](#)

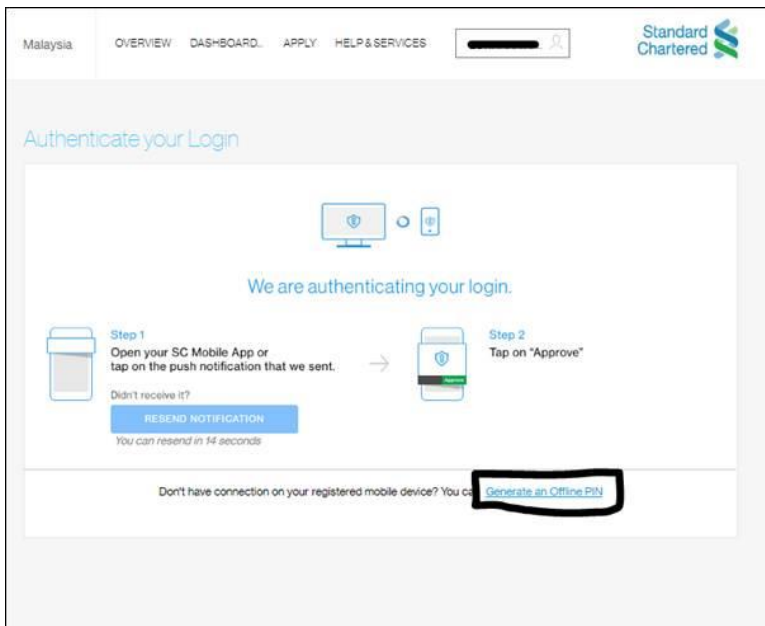
We apologise for the inconvenience caused and are working hard to resolve this urgently.

“Generate an Offline PIN for Login”

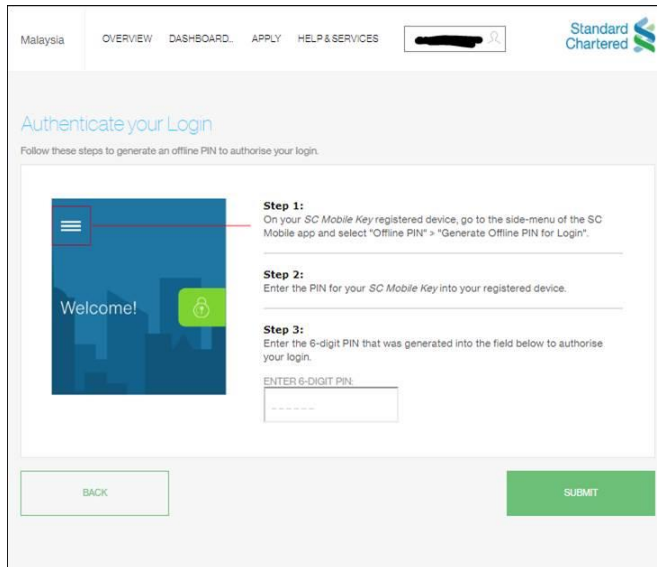
- 1) Navigate to <https://ibank.standardchartered.com.my/nfs/login.htm> from your PC browser using Chrome, Internet Explorer, Mozilla Firefox, etc



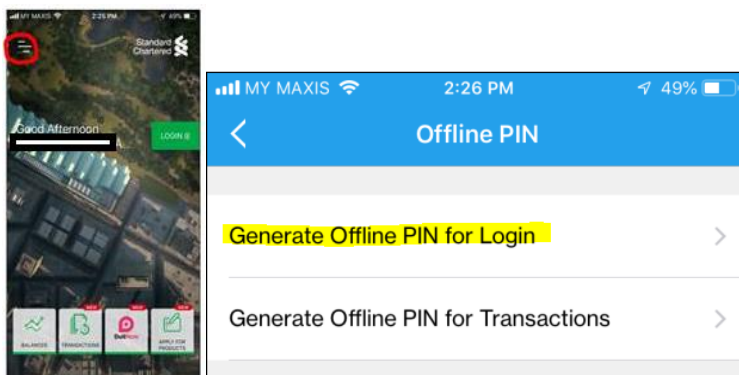
- 2) At “authenticate your login” page, click on “Generate an Offline PIN”



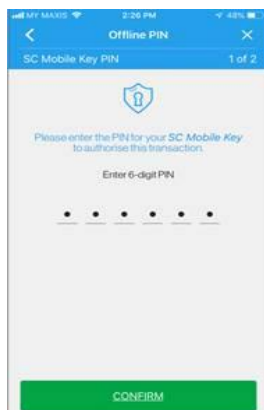
3) You will be brought to the following screen



4) On your SC Mobile Key registered mobile device, go to the pre-login side menu of the SC Mobile app and select "Generate Offline PIN for Login"



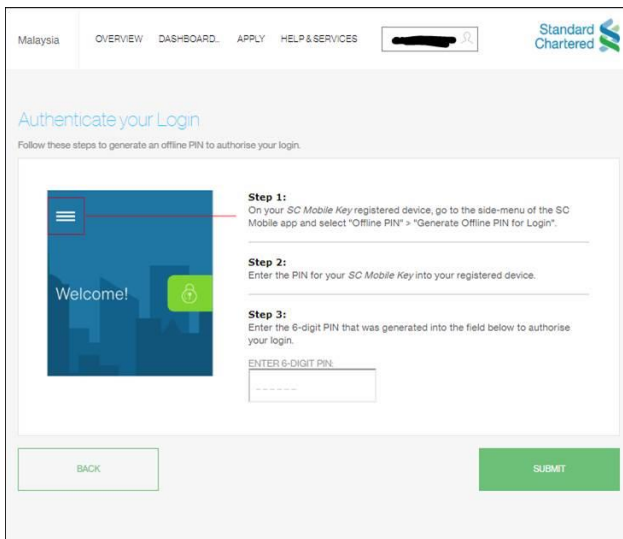
5) Enter your 6-digit PIN of your SC Mobile Key.



6) Offline PIN will be generated.



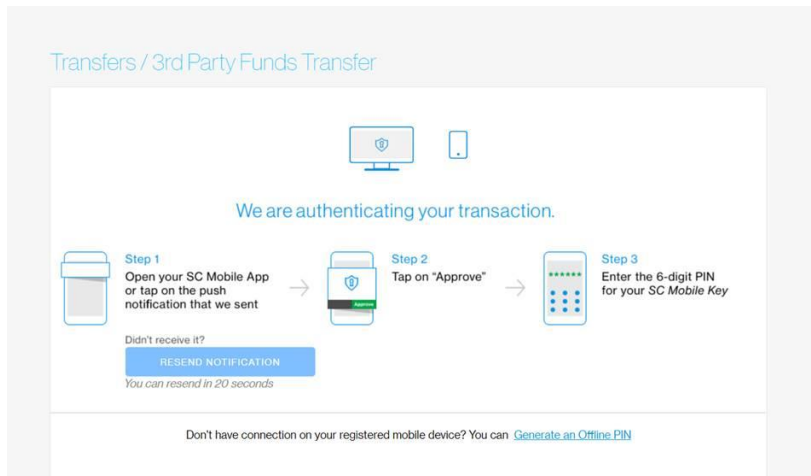
7) Enter the 6-digit-PIN that was generated into the field below to to complete the login authentication process.



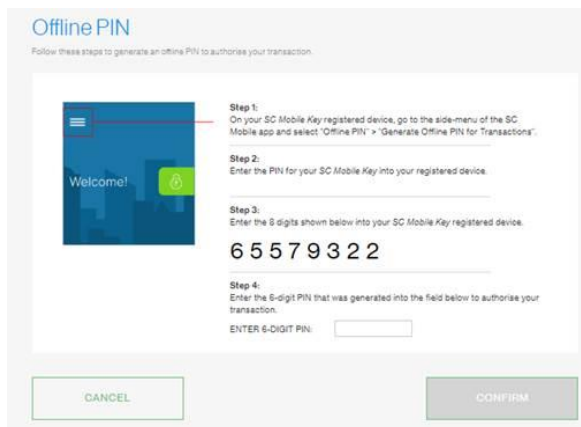
“Generate Offline PIN for Transactions”

To add payee, perform a first-time transfer/payment above limit or increase transaction limit:

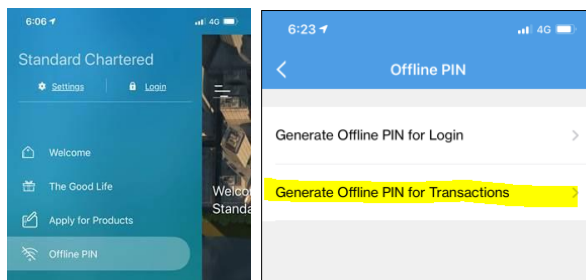
- 1) At Online Banking transaction page, click on **“Generate an Offline PIN”**



- 2) You will be brought to the following screen.



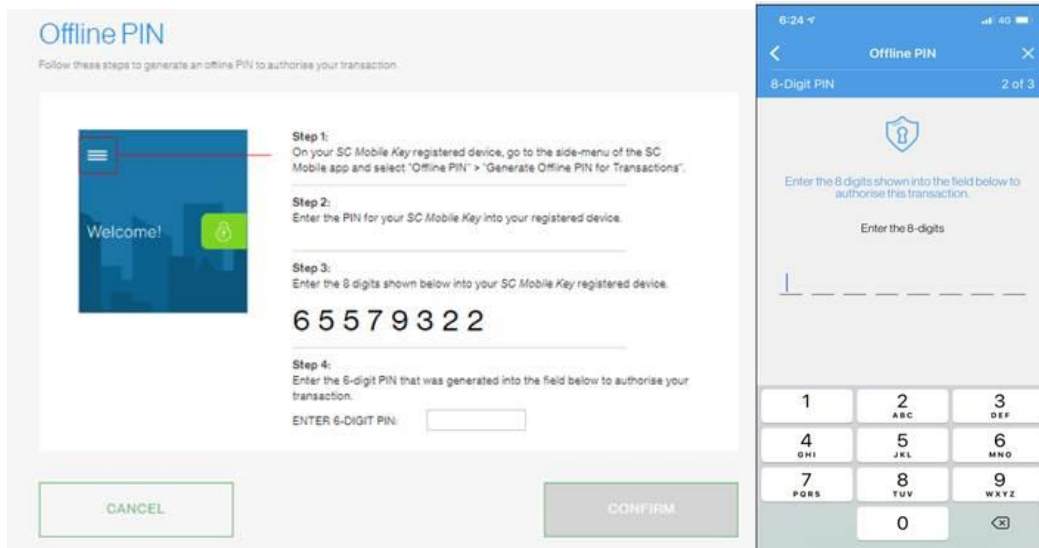
- 3) On your SC Mobile Key registered mobile device, go to the pre-login side menu of the SC Mobile app and select **“Generate Offline PIN for Transactions”**



- 4) Unlock Offline Pin menu by entering your SC Mobile Key 6 digit-PIN.



- 5) Input the 8-digit numbers shown on your Online Banking screen from Step 2 into your SC Mobile App (65579322 in this case)



- 6) Thereafter, a 6 digit-PIN will be generated from SC Mobile App for you to input back to Online Banking screen to complete the transaction authentication process.

