

NOTIFICATION – ENHANCED PROTECTION FOR YOUR ONLINE BANKING LOGIN

From 10th December 2020 onwards, you will enjoy enhanced protection for your online banking login through an authentication step, which can be easily done with your mobile phone. After you input your username and password and verify your security image and phrase, you are required to verify your identity by either one of the following ways:


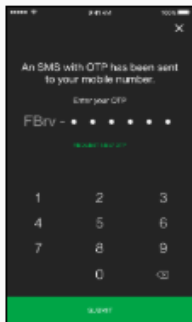



- (i) Approve the Push Notification at SC Mobile App; **OR**
- (ii) One-Time-Password (OTP)

What does this mean for you?

- If you have registered for SC Mobile Key on your mobile device, there will be no impact to your existing Online Banking experience.
- If you have not registered for SC Mobile Key, you will receive a 6 digit One-Time-Password (OTP) via SMS to your registered mobile phone after logging in to your Online Banking account. Please ensure that you have updated your latest mobile number in our banking records.

How to set up your SC Mobile Key?

Register your Standard Chartered Mobile Key

| STEP 1 | STEP 2 | STEP 3 | STEP 4 | STEP 5 |
|---|---|---|--|--|
| Log in to your Standard Chartered Mobile app and you will be prompted to register. | An SMS with OTP will be sent to you. | Key in your new 6 digit Standard Chartered Mobile Key Pin. | Re-enter your 6-digit Standard Chartered Mobile Key Pin. | You can now use your 6-digit Pin with your mobile device to approve all future transactions. |
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Should you have any enquiries or require clarification, please do not hesitate to email our Client Care Centre at Malaysia.Feedback@sc.com or chat with us via Click to Chat at sc.com/my (operation hours from 9am-12 midnight, daily including public holidays).

Thank you.