Dear Customers,

We are happy to introduce the SMS Validation process, for Standard Chartered Bank customers who wishes to authenticate the call received from their Standard Chartered Bank Relationship Manager.

You may now validate an Standard Chartered Bank caller by applying the below steps.

Please refer to the FAQ below for info.

1. What is SMS Validation?
   SMS validation is a service that allows our customers an avenue to authenticate Standard Chartered Bank staff call.

2. Why this service is introduced?
   This service is an option for Standard Chartered Bank customer, giving comfort to customers who wish to authenticate Standard Chartered Bank staff call.

3. Who can use this SMS Validation service?
   SMS Validation service is offered to all Standard Chartered Bank customers.

4. How can a customer initiate the SMS Validation?
   SMS validation can be initiated via SMS using the 3 simple steps below:
3-Steps To Validate a Standard Chartered Bank Caller

- **Step 1**
  Make a note of the Standard Chartered Bank staff name and mobile number he/she is calling from.

- **Step 2**
  Send SCBCHECK <space> <Standard Chartered Bank staff/caller phone number> send to 66399.

- **Step 3**
  Customer will receive an immediate SMS response, with Standard Chartered Bank staff detail. With this, the customer can validate the information. Customer will have the option to proceed if the information matches and to ignore if otherwise.

5. **What SMS messages will the customer see?**
   For direct SMS validation, the customer able to see below reply.
The SMS reply below will be received if the mobile number does not belong to Standard Chartered Bank staff: