

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.



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>11 or 12 digit mobile number to 66399**. The mobile number you send should be the same number as the one belonging to the person calling you in Step 1

Step 3



You will receive an SMS response from us. Cross-check the details in the SMS against the details provided by the Standard Chartered Bank staff who called you earlier. If it matches, then proceed with confidence. The person who called you is a validated Standard Chartered Bank staff

Please refer to the FAQ below for info.

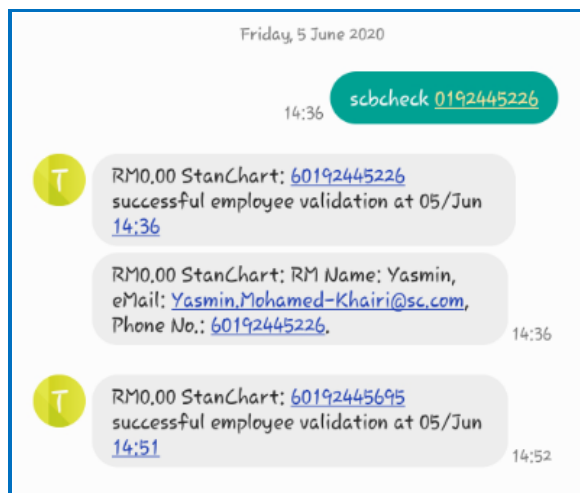
- 1. What is SMS Validation?**
SMS validation is a service that allows our customers an avenue to authenticate Standard Chartered Bank staff call.
- 2. Why this service is introduced?**
This service is an option for Standard Chartered Bank customer, giving comfort to customers who wish to authenticate 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:



- [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:

