

NOTIFICATION – UNAVAILABILITY OF SC MOBILE APP ON HUAWEI APPGALLERY AND ALTERNATIVE LOGIN SOLUTIONS

Please be informed that Huawei devices will not have access to Google services and apps such as Maps and YouTube, Google Play Store or Google Assistant. This will result in inconveniences to our Huawei Android device clients who wish to access the SC Mobile App.

However, should there be any positive developments on this, we will be sure to keep our clients updated.

Please find below a short FAQ for alternative solutions to access Online Banking

What are the alternative solutions for Huawei device clients?

1. Is the SC Mobile App available on the Huawei AppGallery?
No.
2. When will Standard Chartered Bank Malaysia make the SC Mobile App available on the Huawei AppGallery?
There are no plans at this time to make the SC Mobile App available.
3. Is the SC Mobile App available in other countries' Huawei AppGallery?
Yes, but we do not recommend that you download those versions if you are a Standard Chartered Bank Malaysia Berhad client.
4. What alternative solutions are there for Huawei device owners?
 - **You can access Online Banking via a desktop / laptop browser**
 - **You can access Online Banking via the smartphone web browser**
5. I have recently changed my smartphone to a Huawei device, now I am not able to login to Online Banking because I'm asked to authenticate my login with *SC Mobile Key* (that I installed on my previous device)
We will deactivate your *SC Mobile Key*, thereafter you will be able to login. Please note that you are unable to perform transactions of RM10,000 and above without *SC Mobile Key* authentication.

Please click on this [link](#) to learn more on Standard Chartered Mobile Banking App with the latest information.