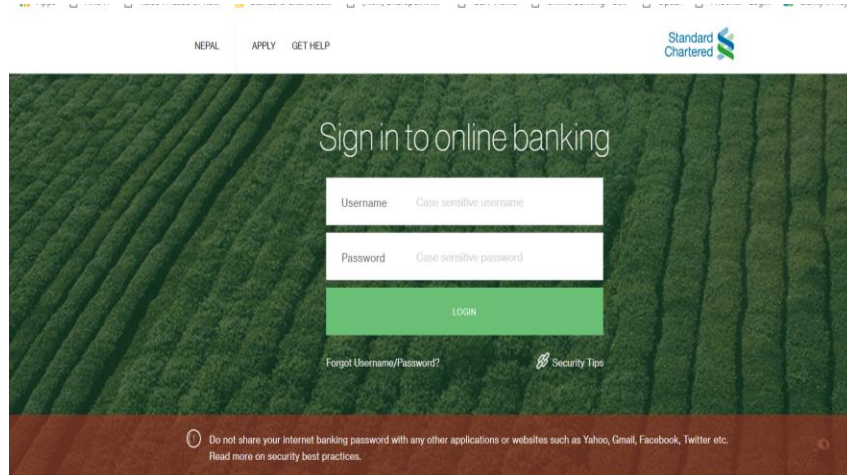


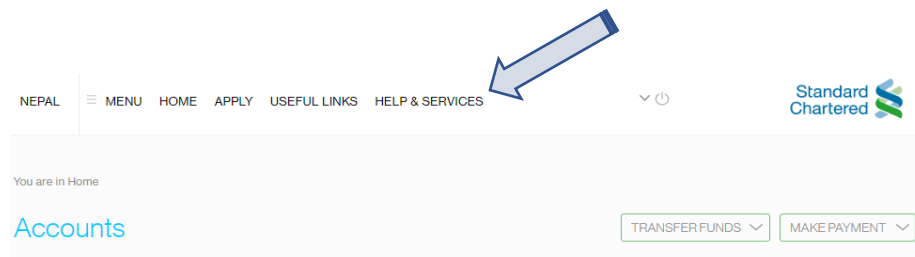
Debit Card Activation and PIN change Client Journey

1. Debit Card Activation flow – Online Banking login page

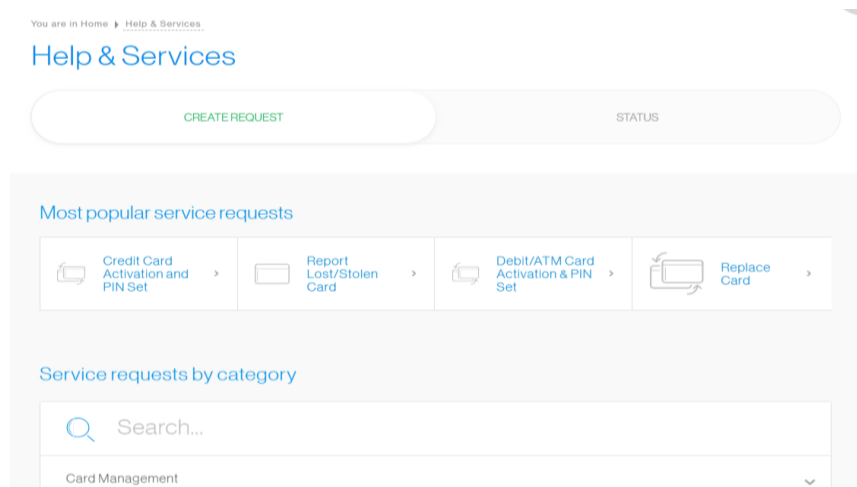


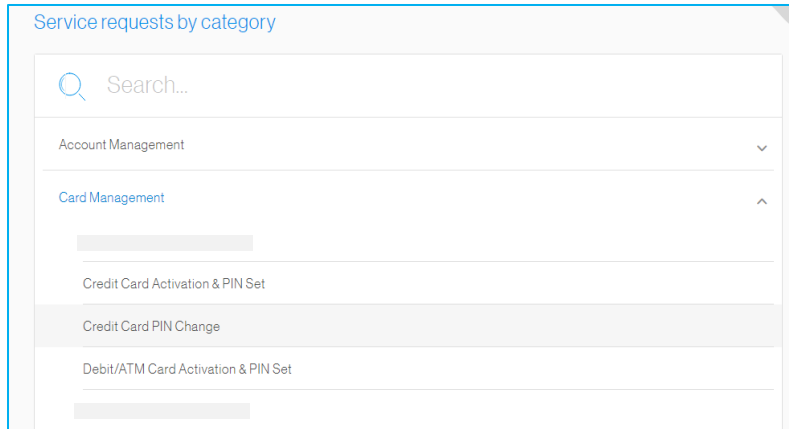
The screenshot shows the online banking login page for Standard Chartered. At the top, there are navigation links for 'NEPAL', 'APPLY', and 'GET HELP', along with the Standard Chartered logo. The main heading is 'Sign in to online banking'. Below this, there are two input fields: 'Username' with a placeholder 'Case sensitive username' and 'Password' with a placeholder 'Case sensitive password'. A green 'LOGIN' button is positioned below the password field. Underneath the login button, there are links for 'Forgot Username/Password?' and 'Security Tips'. At the bottom of the page, there is a security warning: 'Do not share your internet banking password with any other applications or websites such as Yahoo, Gmail, Facebook, Twitter etc. Read more on security best practices.'

2. Post Login, you will find “Help & Services” menu at header

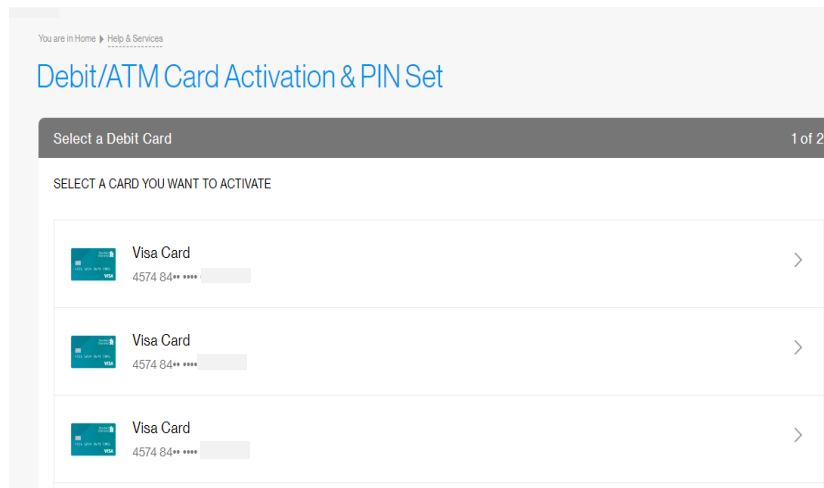


3. Click on “Help & Services” field to get the desired service journey. You will have three options - either select the particular service from drop down or search for the request you are looking for or directly client on “Debit/ATM Card Activation& PIN Set in the main page:

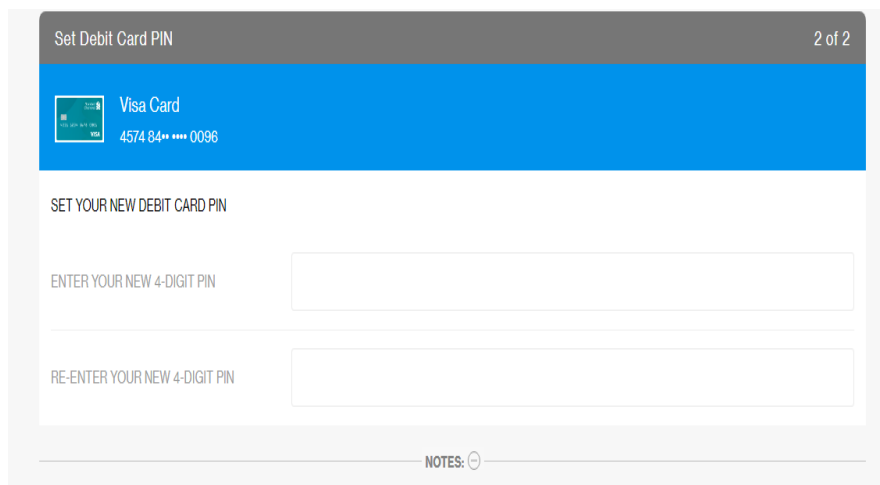




4. Select Debit/ATM card Activation and PIN Set option. You will see the eligible card for you to activate:



5. Once you select the card, it asks you to enter your 4 digit PIN.



6. Upon confirmation of 4 digit PIN, the system will prompt for OTP to be entered.

This screenshot shows the 'Debit/ATM Card Activation & PIN Set' interface. At the top, it says 'You are in Home > Help & Services'. The main heading is 'Debit/ATM Card Activation & PIN Set'. Below this, there is a mobile phone icon and a message: 'A SMS with the One Time Password (OTP) has been sent to your registered mobile number'. The prompt 'Enter OTP' is followed by a yellow input field containing 'aoZC-' and a dashed line for the OTP. At the bottom, there are two buttons: a black 'BACK' button and a grey 'NEXT' button.

7. Once enter OTP and confirm further, you have successfully activated your card and your card is now ready to use.

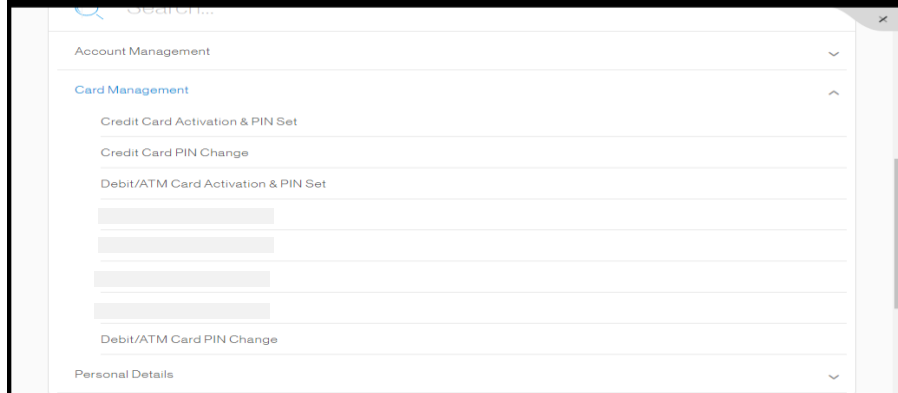
This screenshot shows the 'Debit/ATM Card Activation & PIN Set' interface after successful activation. At the top, it says 'You are in Home > Help & Services'. The main heading is 'Debit/ATM Card Activation & PIN Set'. Below this, there is a green success message: 'Your card is activated and PIN has been set successfully.' Below the message is a table with the following information:

REFERENCE NUMBER	NP1904121417071489
CHOSEN CARD	VISA CARD TEST CARD 09 4574 84**

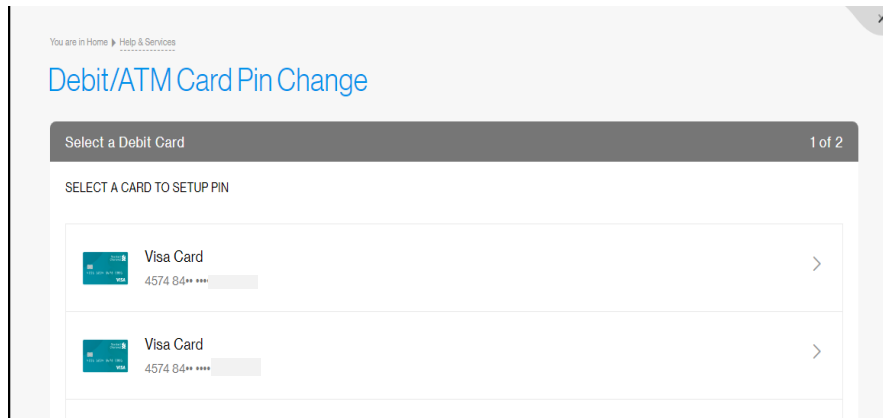
At the bottom, there are two buttons: a black 'CLOSE' button and a green 'ACTIVATE OTHER CARDS' button.

PIN Change Journey:

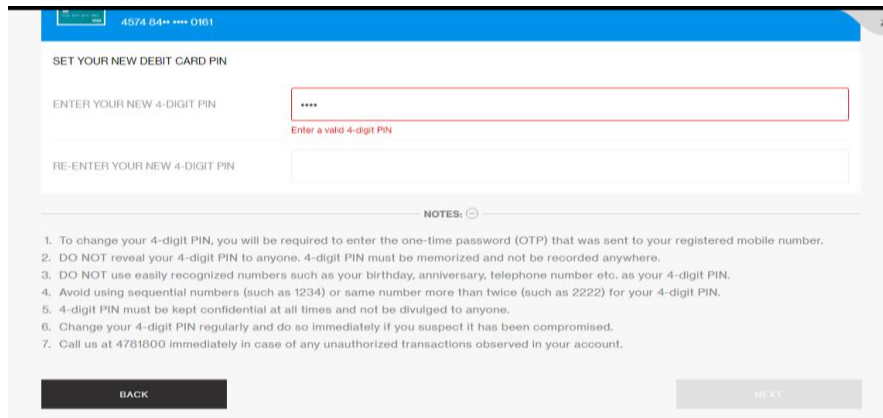
1. Select Debit Card PIN change option



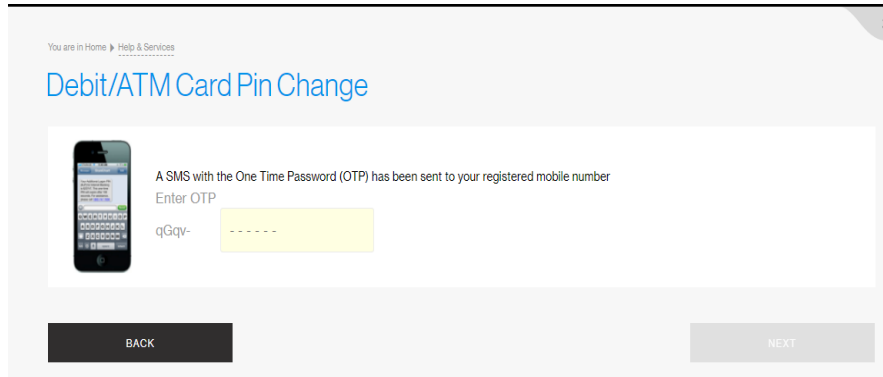
2. Select the card you want to change the PIN



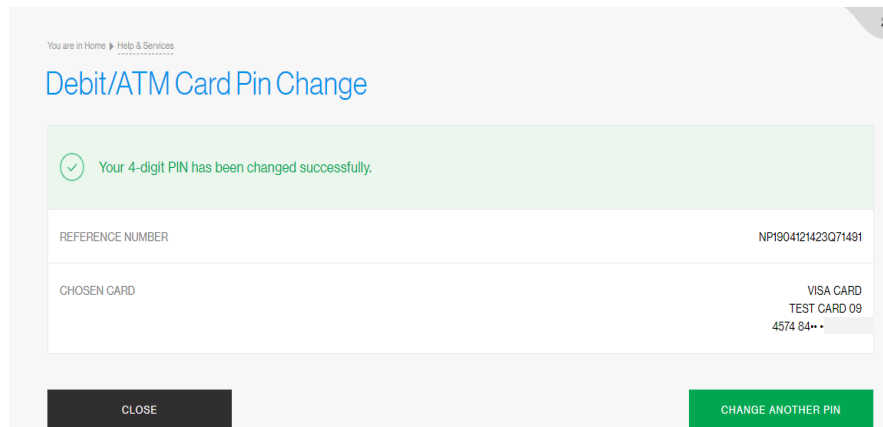
3. Enter 4 digit PIN



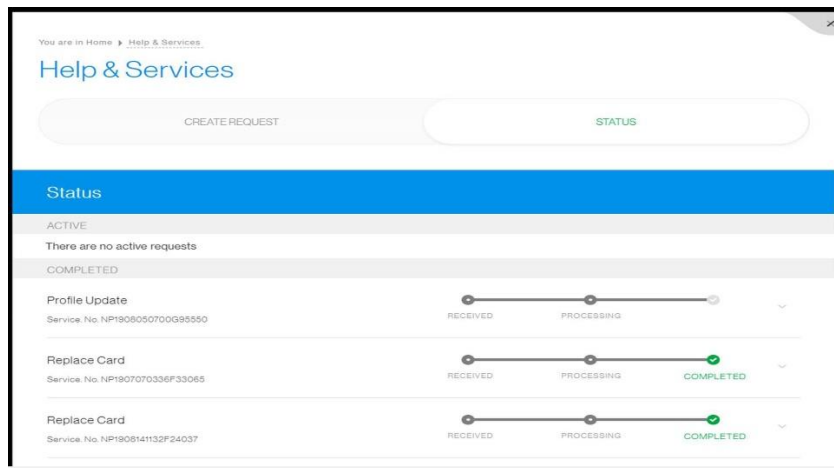
4. Upon confirmation of 4 digit PIN, system will prompt you for OTP. Enter the OTP delivered to your mobile number.



5. Post confirmation of OTP, request for Debit card PIN change is successful.



6. You may also view the status of the request you have made. Got to "STATUS" tab.



Note: Note: All above process flow remains same for SC Mobile. For both the service journey, upon successful attempt of the requests, system triggers email as well as SMS notification.