



FAQ on Contactless Cards of Standard Chartered Bank Nepal Limited

1. What are Contactless Cards and payments?

Ans: Contactless payments use short-range wireless technology to securely complete payments between a contactless card or payment-enabled device and a contactless-enabled checkout terminal. A contactless Visa card is a chip card that has a near-field communication (NFC) capability which enables close-range payments. When you tap your contactless Visa card or payment-enabled device at the contactless-enabled checkout terminal, your payment will be made as per the maximum amount prescribed by the regulation.

2. How will I know my Card is Contactless enabled?

Ans: Contactless indicator  on your card verifies that it is contactless enabled.

3. How can I avail contactless Credit Card from Standard Chartered Bank?

Ans: You can apply for contactless Credit Card through online channel or visit our branch.

4. Is the application form for contactless credit card available online?

Ans: You can fill up the online application form by visiting our website , after which our sales staff will contact you within 2-3 working days.

5. I am an existing holder of SCBNL Credit Card, Can I apply for contactless card ? Will I be charged for the new card?

Ans: Yes, You can apply for contactless card with applicable charges. Your existing Credit Card will be discontinued with the issuance of new card.

6. I am already a Credit Card holder of Standard Chartered Bank Nepal Limited, how can I get my card replaced with a contactless Credit Card?

Ans: The bank will automatically issue the new card with contactless facility upon expiry of your existing card. If you wish to avail contactless card immediately, you can request for replacement of your existing card.

7. Will the contactless card be enabled only for contactless payments?

Ans: Contactless cards issued by SCBNL will be applicable for both contact & contactless payments.

8. What is the threshold for contactless payments in Nepal?

Ans: As per NRB guidelines, maximum allowed limit per transaction is NPR 2,000.00. For payments above NPR 2,000.00, the merchant will follow the current practice of entering your card in POS chip card reader and you need to key in your Personal Identification Number (PIN) to process the transaction.

9. Can I use my card for Contactless payments outside Nepal?

Ans: Currently this service is only available for transactions within Nepal.

10. Will the designs of the Credit Cards change for Contactless Credit Card?

Ans: All types of Credit Cards will have Contactless  indicator in the plastic. There will be no changes in the existing design of the Credit Cards except BBSM Laav Credit Card will have a different image.

11. If I need further information, where can I get the details from?

Ans: For any additional information you may require, please call our 24x7 Client Care Centre at 4781800.