

Credit Card Block and Replacement Client Journey



1. Online Banking login Page

NEPAL APPLY GET HELP

standard chartered

Sign in to online banking

Username Case sensitive username

Password Case sensitive password

LOGIN

[Forgot Username/Password?](#) [Security Tip](#)

Please remain vigilant and treat calls, emails or text messages purported to be from the Government or health authorities or the Bank with caution. Fraudsters may be using Covid-19 as an excuse to deceive you or your family members into disclosing financial or banking security information. They may also ask you to click on malicious links via your electronic devices, which can introduce malware into your devices, resulting in data compromise or leading to fraudulent financial transactions. The Bank will not ask you for your financial information, banking ID, PIN or Password. It is also highly unlikely that health authorities will do so, whether for contact tracing or otherwise. When in doubt, please call our Client Care Center immediately if you suspect any unauthorized access or transactions on your account.

[New to online banking?](#)

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

NEPAL MENU HOME APPLY USEFUL LINKS HELP & SERVICES

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You are in Home

3. Go to Help & Service Menu, you will be navigated to page as below:

Most popular service requests

Credit Card Activation and PIN Set >

Report Lost/Stolen Card >

Debit/ATM Card Activation & PIN Set >

Replace Card >

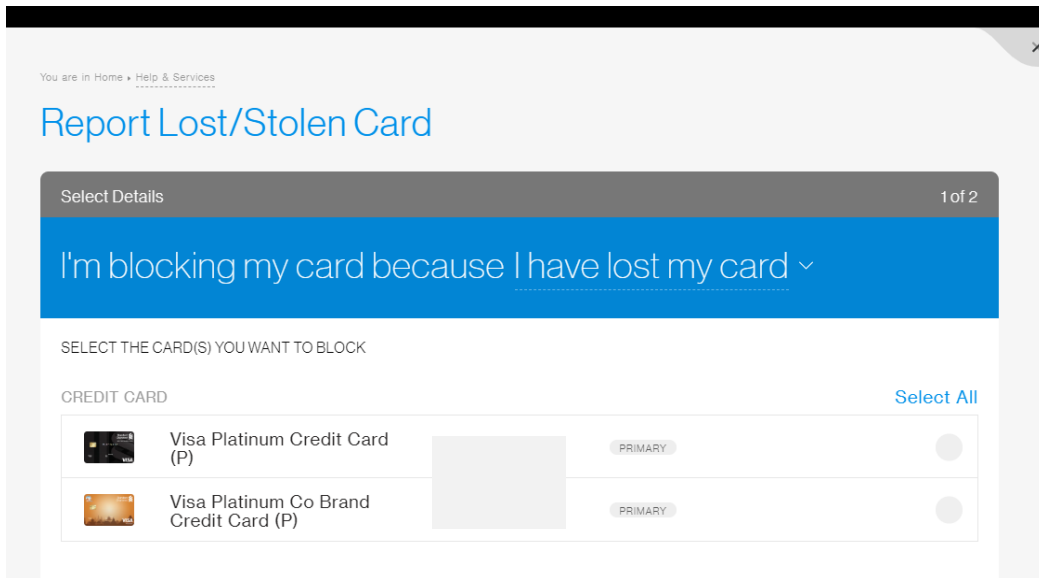
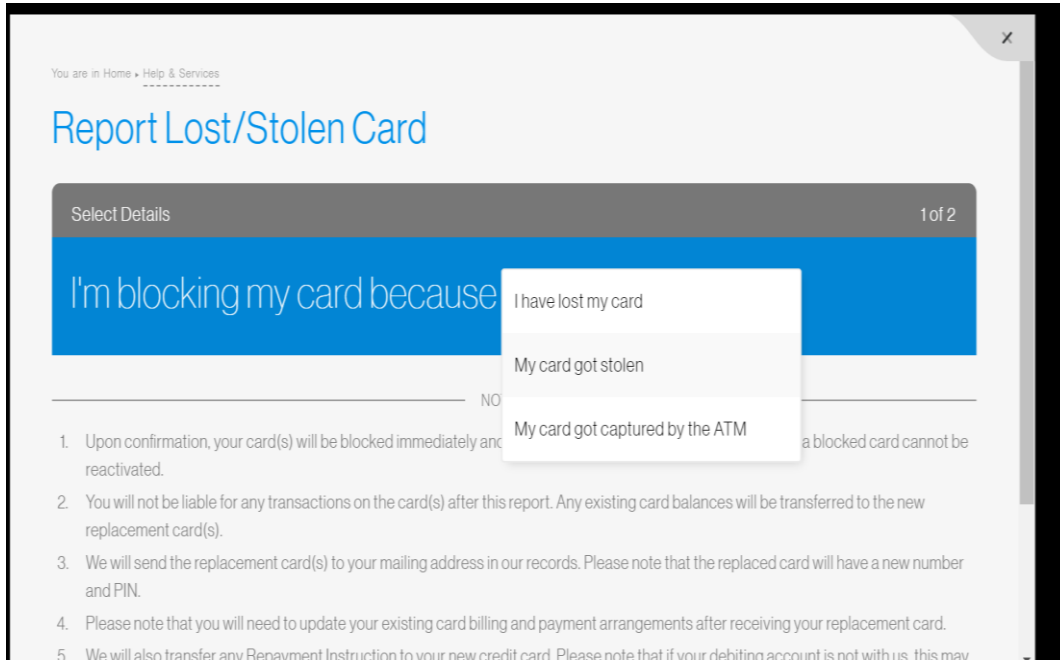
Service requests by category

Search...

Card Management

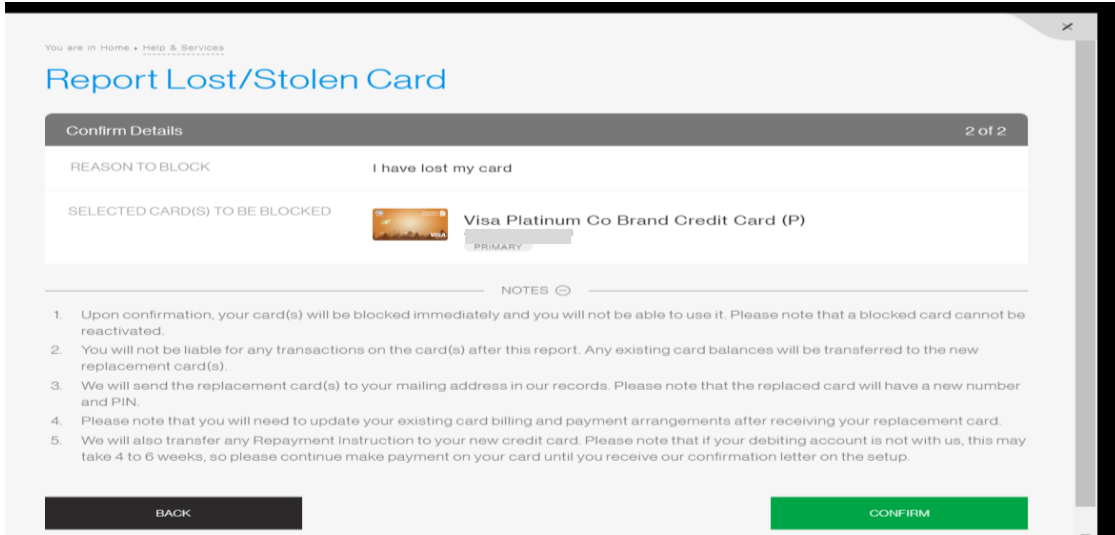
- Credit Card Activation & PIN Set
- Credit Card PIN Change
- Debit/ATM Card Activation & PIN Set
- Report Lost/Stolen Card**
- Replace Card
- Debit/ATM Card PIN Change

4. Select the reason you are requesting for the block and replacement.

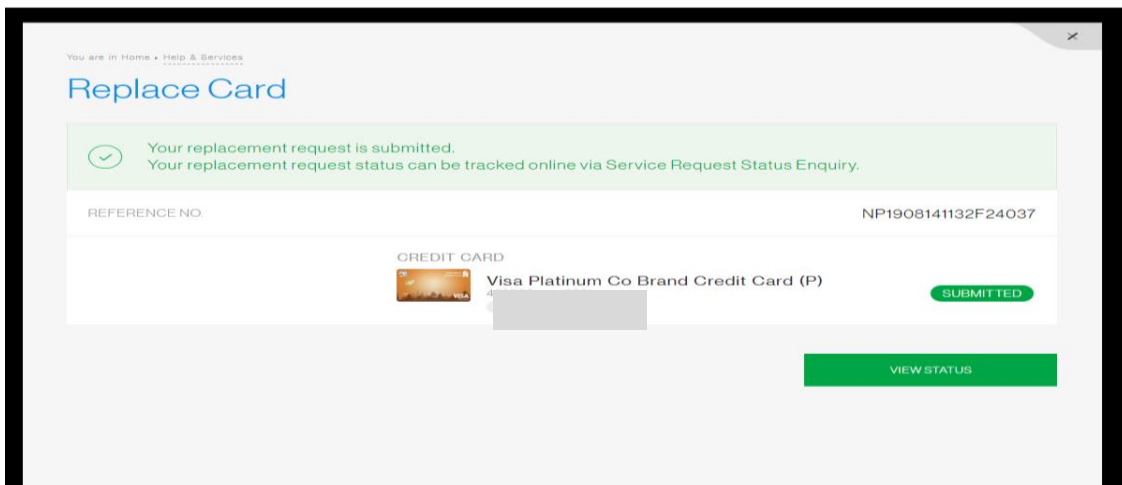


5. Select the card you want to block and requesting for replacements.

Note: Once you request for the block through online, system itself takes the process ahead for card replacement and no separate request is required. At the same time, in case cards are blocked through other channel like CCC and branches, there is separate option as “Replace card” to request for card replacements.



6. You have submitted your request successfully for card block and replacement process is initiated.



7. You can also view the status of your request in option "Status" under "Help & Services"

