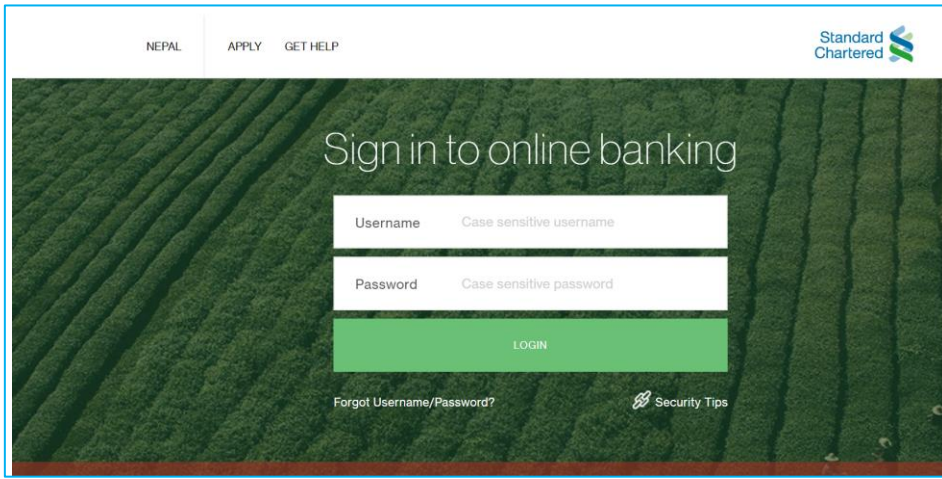


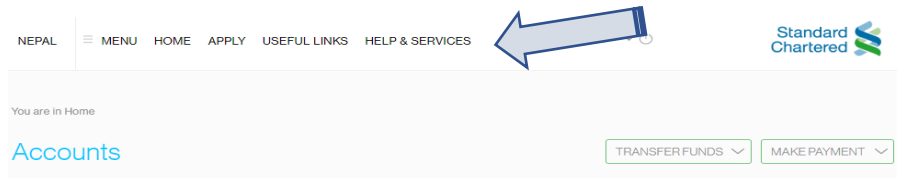
Profile Update - Client Journey

1. Online Banking login Page

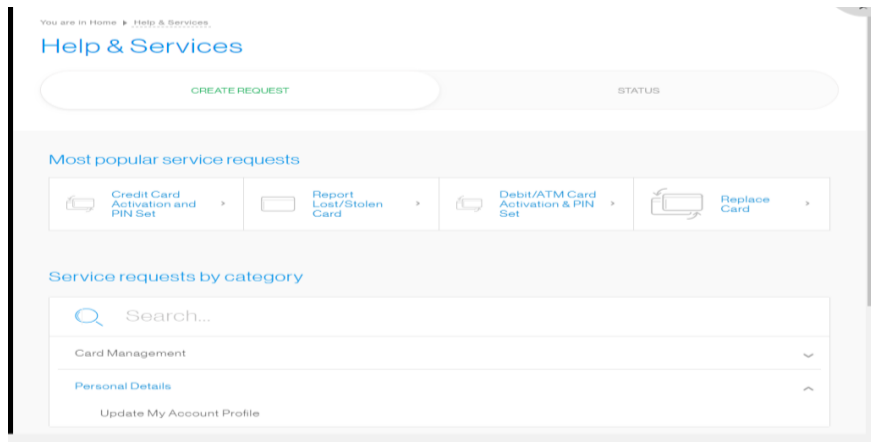


The screenshot shows the Standard Chartered online banking login page. At the top, there are navigation links for 'NEPAL', 'APPLY', and 'GET HELP', along with the Standard Chartered logo. The main heading is 'Sign in to online banking'. Below this, there are two input fields: 'Username' with the placeholder text 'Case sensitive username' and 'Password' with the placeholder text 'Case sensitive password'. A green 'LOGIN' button is positioned below the password field. At the bottom of the login area, there are links for 'Forgot Username/Password?' and 'Security Tips'.

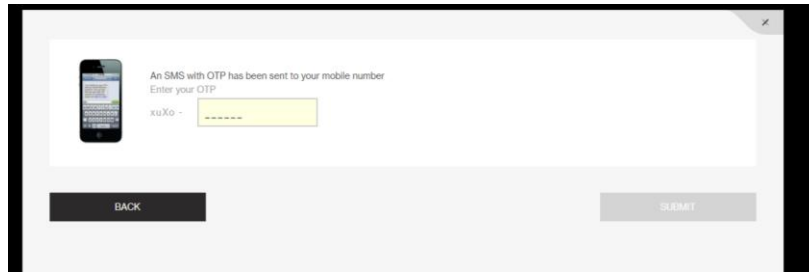
2. Post Login, you will find "Help & Services" menu at header



3. Go to Help & Service Menu, you will be navigated to page as below. Click on "Personal Details" and further select "Update my account profile"



4. Prior you view your personal information, OTP is required. Enter the OTP delivered to your registered mobile number.



5. Upon submission of OTP successfully, you will be navigated to your personal information page.

Edit Personal Details

Jump to Section

Basic Information [RESET](#)

Title
 Mr Mrs Miss

Last Name

First Name

Middle Name

Gender

Email Address - Office
@sc.com

Personal Details

Date of birth (DD/MM/YYYY)*

Nationality
NEPAL

Country of Birth [?](#)
NEPAL

Residential Address

Country*

Address Line 1 (Ward No / House No / Building No / Street No)*

Address Line 2 (Municipality, Tole, Street Name, District Name)

Address Line 3 (Municipality, Tole, Street Name, District Name)

State

Postal / Zip Code

Employment Details

Work Type
Salaried

Other Personal Information

Marital Status
Married

Do you have an active credit card with the Standard Chartered bank?*

Yes No

[←](#) [→](#)

6. For the profile update where documents are required, you will need to upload the required documents. Below example, you trying to upload the national ID:

Date of Birth (DD/MM/YYYY)
01/01/1951

Nationality
▼

Document to Upload*

National ID

Voters ID

Driving License

Passport

Document to Upload is required

Country of Birth ⓘ
▼

[Residential Address](#)

← →

National ID (front and back)

Scan and upload your National ID.

File format should be in .JPG, PNG or PDF. The combined total file size must not exceed 10MB.

SAVE

7. Confirmation page for all the changes you are requesting for:



Mobile Number

Home Phone Number

Office Phone Number
977- [REDACTED]

Email Address - Office
[REDACTED]

Country
NEPAL

Address Line 1 (Ward No / House No /Building No / Street No)
[REDACTED]

Address Line 2 (Municipality, Tole, Street Name, District Name)
[REDACTED]

State
STATE THREE

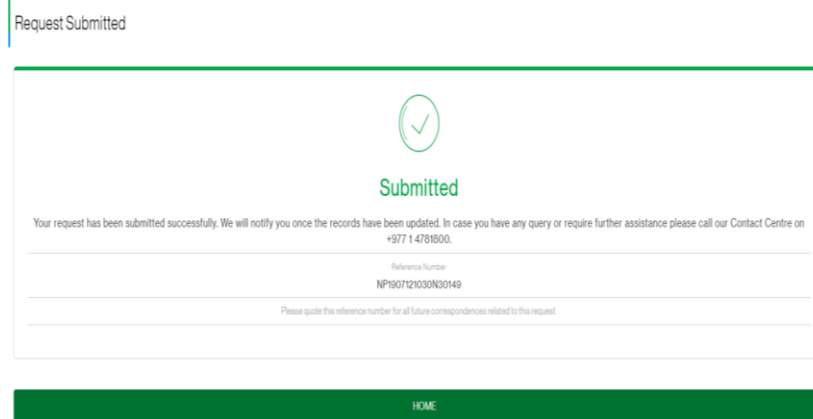
Same as my Residential Address

Country
NEPAL

Address Line 1 (Ward No / House No /Building No / Street No)
[REDACTED]

Address Line 2 (Municipality, Tole, Street Name, District Name)

8. Once you confirm, successful submission message is received as below:



9. You may also view the status of the request you have made. Go to "STATUS" Tab.

