



Credit Card Activation/PIN Set & PIN Change flow

1. Credit Card Activation/PIN Set

1.1 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 Tips](#)

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?](#)

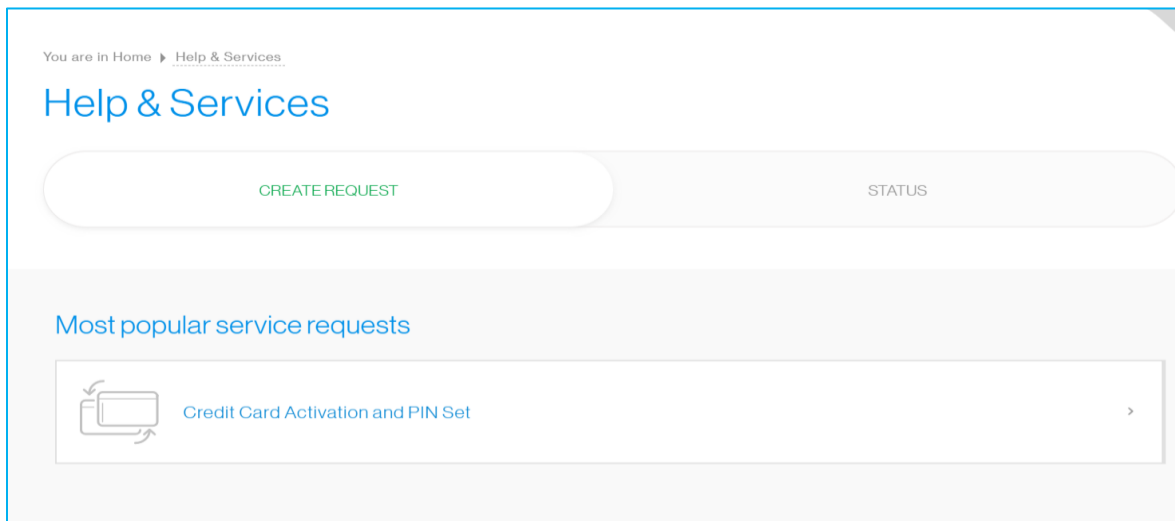
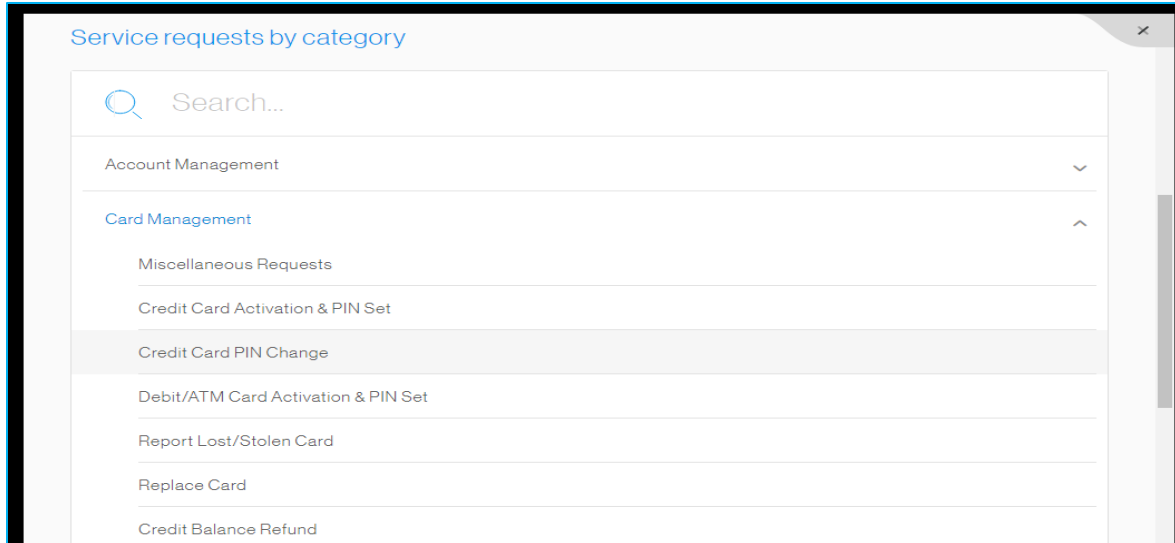
1.2 Post Login, you will find “Help & Services” menu at header

NEPAL MENU HOME APPLY USEFUL LINKS HELP & SERVICES

standard chartered

You are in Home

1.3 Click on “Help & Services” menu and you will find “Credit Card Activation and PIN set “ option. You will have two options - either select the particular service from drop down or search for the request you are looking for:




1.4 Click on the navigation “Credit Card Activation and PIN Set”, this will get you to the cards they are eligible for activation.

You are in Home ▶ [Help & Services](#)

Credit Card Activation/PIN Setup

Select a Credit Card 1 of

SELECT A CARD YOU WANT TO ACTIVATE



Visa Platinum Credit Card (P)
4662 93** **** 8246

>

[BACK](#)

1.5 Once you click on the card for activation, it will ask you to create your own PIN in the system.

SET YOUR NEW CREDIT CARD PIN

ENTER YOUR NEW CARD PIN*

RE-ENTER YOUR PIN*

NOTES

Please take note that 4-digit PIN creation/reset can only be performed on activated cards.

1. To change your 4-digit PIN, you will be required to enter the one-time password (OTP) that was sent to your registered mobile number.
2. DO NOT reveal your 4-digit PIN to anyone. 4-digit PIN must be memorized and not be recorded anywhere.
3. DO NOT use easily recognized numbers such as your birthday, anniversary, National ID, telephone number etc. as your 4-digit PIN.
4. Avoid using sequential numbers (such as 1234) or same number more than twice (such as 2222) for your 4-digit PIN.
5. 4-Digit PIN must be kept confidential at all times and not be divulged to anyone.
6. Change your 4-digit PIN regularly and do so immediately if you suspect it has been compromised.
7. Contact our [24x7 Client Care Centre](#) team immediately in case of any unauthorized transactions observed in your account.

BACK NEXT

1.6 Once you input your PIN, it will open window for OTP, at this stage you will require to get the OTP that is triggered to your Mobile and input the same in Online Banking/SC Mobile app.

Help & Services

https://uat.sc.com/retail/np/service-requests/?lang=en&ctry=NP&seg=01&sapp=EIBK#/service-request/credit-activation/NP1548131005339185729

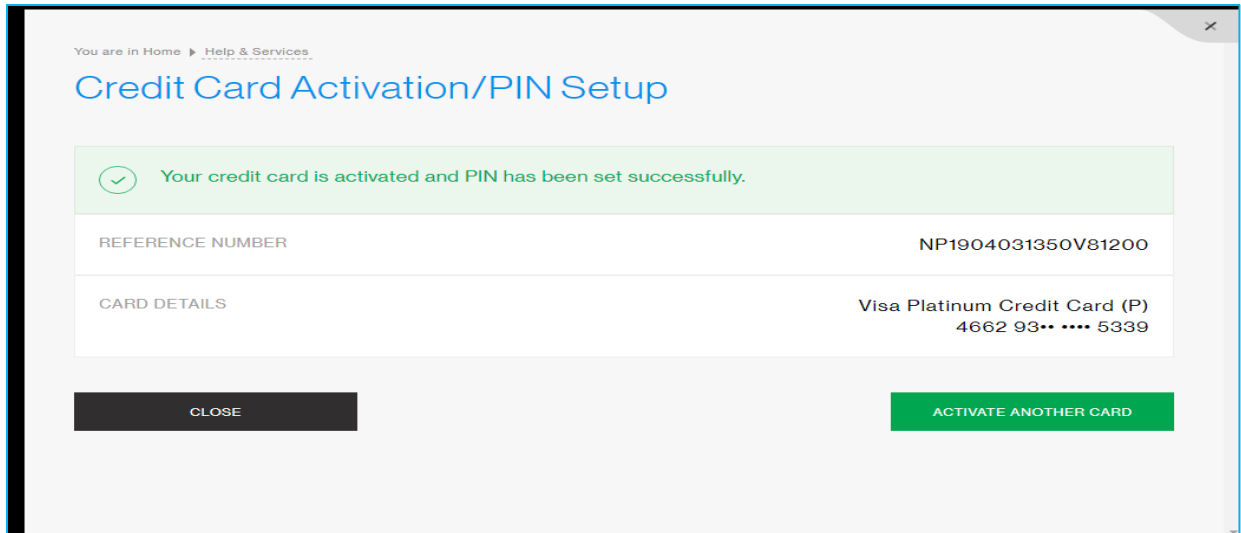
Credit Card Activation/PIN Setup

An SMS with OTP has been sent to your mobile number
Enter your OTP

xYgm -

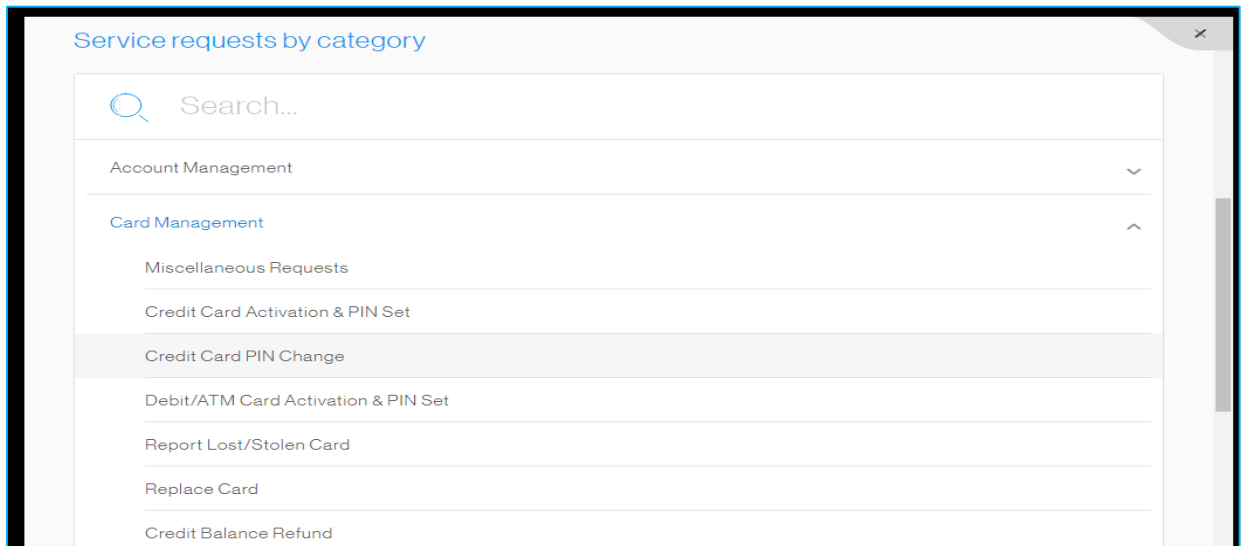
BACK SUBMIT

1.7 Upon successful input of OTP and submission, your card gets activated and you see the screen as below.

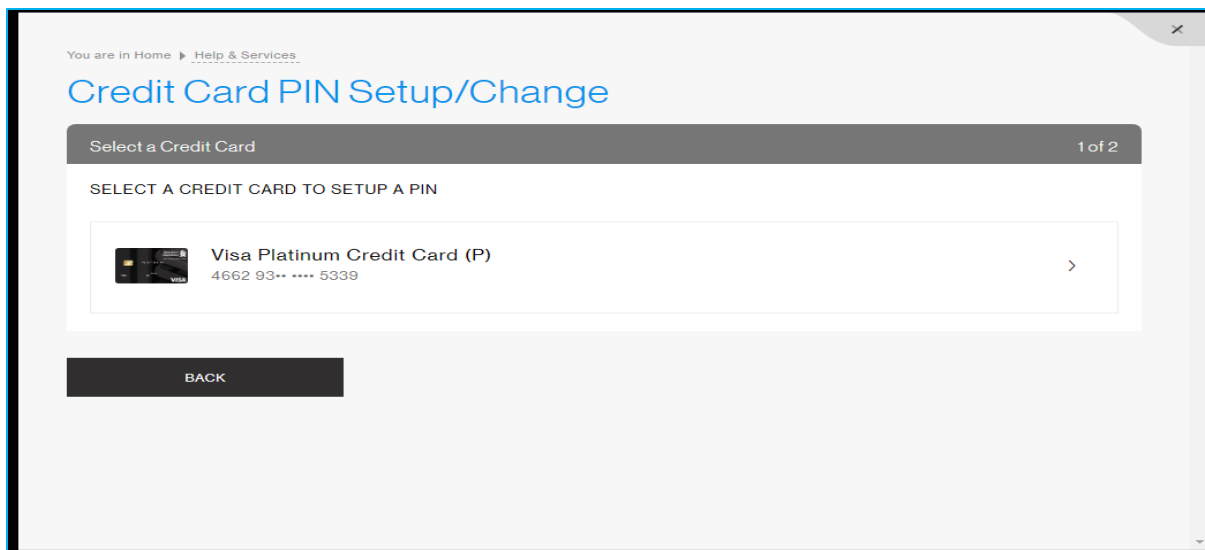


2. Credit Card PIN Chage flow

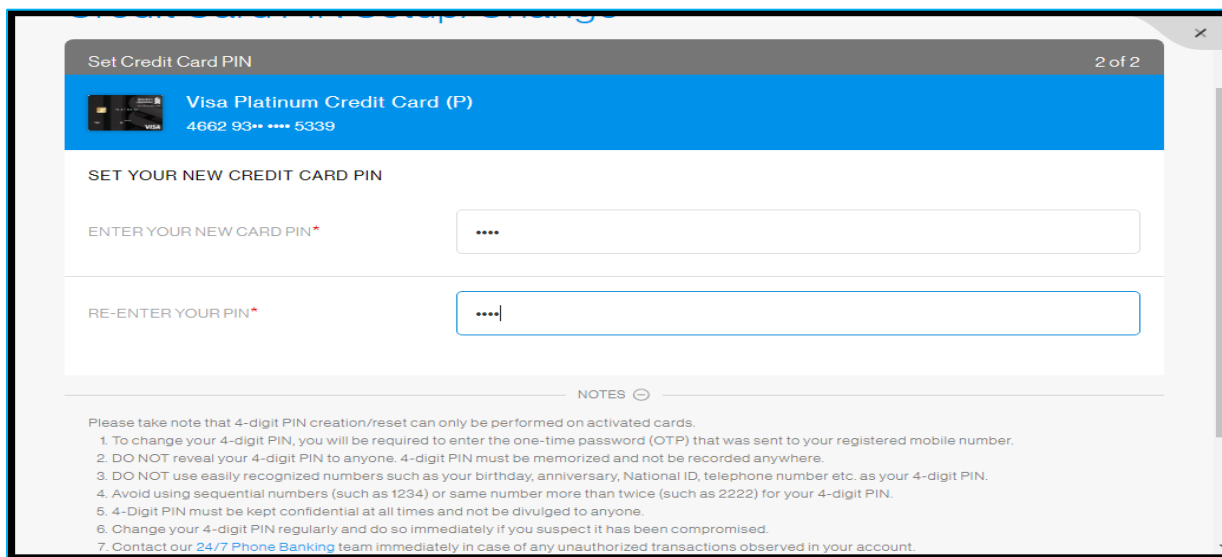
2.1 Click on “Help & Services” menu at header post login and you will find “Credit Card PIN Change “ option. You will have two option either select the particular service from drop down or search for the request you are looking for:



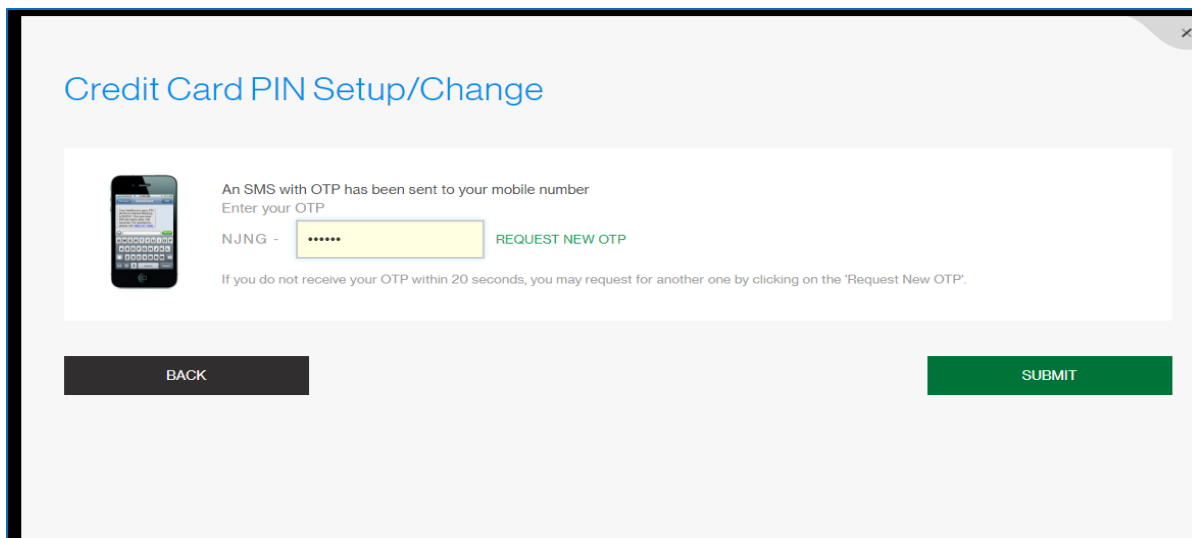
2.2 Select the card you wish to change the PIN



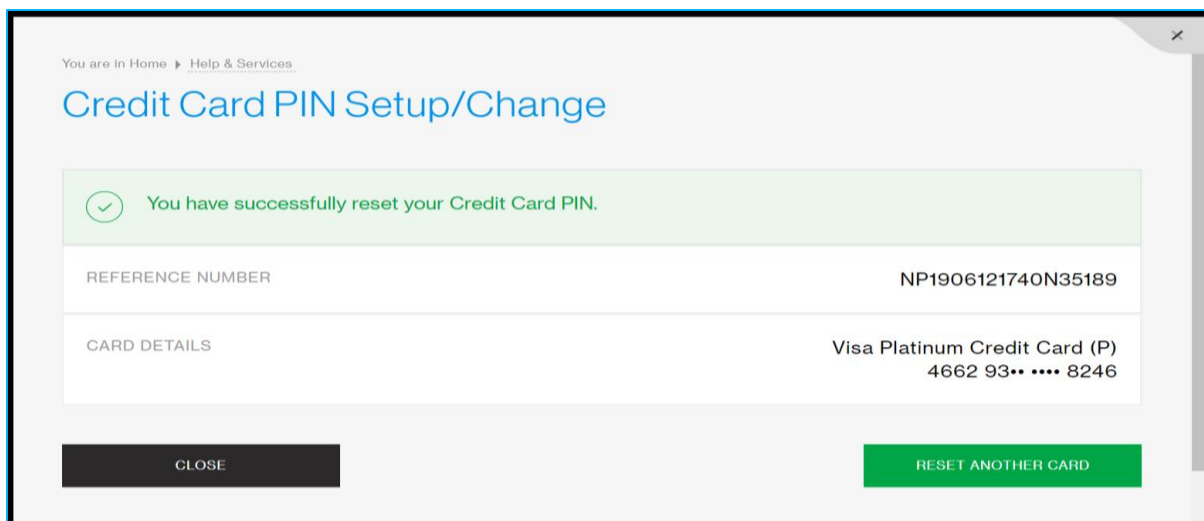
2.3 Change the PIN as per your wish: Note – It should be always 4 digits and numeric. Kindly follow the footer message.



2.4 Input the OTP trigger in the system which is delivered to your mobile number.



2.5 Once you "Submit" the request post input of OTP, you have successfully change your PIN.



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.