

press release

Standard Chartered clients can now make all service requests digitally

21 April 2020, Singapore – Standard Chartered Bank (“the Bank”) has launched a comprehensive range of self-service requests for clients available on Online Banking and the Standard Chartered Mobile App (“SC Mobile”). The Bank’s clients can now make all service requests through its digital banking channels.

Standard Chartered is the only bank in Singapore offering such a comprehensive range of digital self-service requests.

Service requests, which have been traditionally available through visiting a branch or calling into the contact centre, have been given a new digital lease of life. The Bank has made available 24 service requests on its digital platforms, including a “catch all” function, where clients have the option to raise any service request in their own words via an open text box. Requests ranging from cheque book requests and reporting of lost or stolen cards, to card transaction disputes and mortgage repricing, can be made anytime, anywhere, at clients’ fingertips.

This capability was first launched in 2019 and the Bank raced to double the self-service requests offered to clients in April 2020. With current safe distancing and stay home advisories, this is particularly timely as individuals are encouraged to use digital banking channels and financial institutions are called to provide as many basic financial services through digital channels that do not require physical presence at branches.

This enhanced service is also offered to the Bank’s clients in India and Malaysia and is expected to be rolled out to other markets in the ASEAN and South Asia (“ASA”) region later this year.

Sebastian Arcuri, Regional Head of Retail Banking, ASEAN and South Asia, Standard Chartered Bank, said,

“At Standard Chartered Bank, we have been investing in building our digital capabilities for the past five years to improve our client experience and ensure that we are addressing their banking needs. Today, I am happy to share that we are launching additional capabilities to help our clients and our staff fight COVID-19.

In addition to our current digital capabilities, we are launching a service request capability that will allow our clients to direct all their service requests through mobile banking.

This means that our clients no longer need to visit our banks or call our contact centres for their servicing needs. This will help our clients to safely stay home for their banking needs and protect their loved ones, and at the same time keep our branch staff safe. Together, we can help flatten the curve while ensuring that our clients’ banking needs are fully met.”

Dwaipayan Sadhu, Head of Retail Banking Singapore, Standard Chartered Bank, said,

“Digital has become a mainstream way of banking for most of our clients. Two out of three Standard Chartered clients are digitally active, and over half of the Bank’s overall client base are now active SC Mobile users. Over the last two years, the number of clients who bank actively on SC Mobile has doubled, and we have seen the number of active digital banking users in the first three months of 2020 increase by 25% year-on-year. Adding self-service requests capabilities to our suite of digital offerings is a natural progression to make self-service banking even more holistic and convenient for our clients.”

On top of the wide range of banking services and transactions on its digital platforms, the Bank also offers LiveFX, a one-stop digital FX platform with real-time competitive exchange rates, Online Trading and cash withdrawal from over 1,000 merchants with soCash.

The service requests available for Standard Chartered digital banking users are below:

- Cheque book request
- Card cancellation
- Card block
- Card replacement
- Card settings (temporary lock, overseas transactions, limit and payment channels)
- Card transaction dispute
- Closure of loan on credit cards
- Credit balance refund
- Credit card statement cycle date change
- Credit card activation & PIN set/reset
- Credit card embossed name change
- Credit card PIN change
- Debit/ATM card activation and PIN set/reset
- Debit/ATM card embossed name change
- Debit/ATM card PIN change
- Debit/ATM card new issuance
- Early payment of credit card instalment plan
- Link/delink account to credit card
- Link/delink account to debit card
- Mortgage repricing
- Report lost/stolen card
- Status enquiry
- Updating of profile details
- All other (generic) requests

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About Standard Chartered

Standard Chartered Bank in Singapore is part of an international banking group, with more than 150 years of history in some of the world's most dynamic markets. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, Here for good.

The Bank has a history of 160 years in Singapore, where we opened our first branch in 1859. In October 1999, we were among the first international banks to receive a Qualifying Full Bank (QFB) licence, an endorsement of the Group's long-standing commitment to our business in the country.

Singapore is home to the majority of our global business leadership, our technology operations, as well as SC Ventures, our innovation hub. In 2013, the Bank transferred our Singapore Retail and SME businesses to a locally-incorporated subsidiary, Standard Chartered Bank (Singapore) Limited ("SCBSL"). And in May 2019, we fully consolidated our business operations in Singapore through the transfer of our Commercial Banking, Corporate & Institutional Banking and Private Banking businesses to SCBSL. SCBSL is one of the highest-rated banks globally: A1/Stable by Moody's Investor Services, A/Stable by Standard & Poor's and A/Stable by Fitch Ratings.

In Singapore, we support both individual and corporate needs to build wealth and drive commerce at every step of their journey. We do this by offering an entire range of financial services across personal, priority and private banking as well as our business, commercial and corporate banking teams. The Bank has a network of 16 branches, 6 Priority Banking centres, 1 International Banking and Priority Private centre and 27 ATMs.

For more information please visit www.sc.com/sg.