

press release

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Standard Chartered unveils innovative first-in-Singapore security token card

2-in-1 device is both a credit/debit/ATM card and a security token

5 November 2012, Singapore – Standard Chartered Bank introduces another first-in-Singapore innovation – its new two-in-one device acts as both a credit/debit/ATM card and a security token. Standard Chartered is also the first in the world to provide customers with a security token to be embedded into all card types – Credit, Debit and ATM cards. Standard Chartered's online banking and Breeze mobile banking customers can opt to replace their existing credit/debit/ATM card with the new personal security token card, which is lightweight and only 0.1cm thick.

As part of an industry-wide initiative to enhance online security, a more advanced authentication process, Transaction Signing¹, was introduced to provide customers with added protection against potential online fraud. Banks in Singapore are distributing their new tokens to customers and from January 2013, customers who make use of online banking will require new security tokens that are enhanced with Transaction Signing ability.

Standard Chartered's new token is the first of its kind in Singapore, and designed with the customer in mind, to provide them with convenience, functionality and options.

V. Subba, Regional Head of Retail Banking Products, Singapore and Southeast Asia, Standard Chartered Bank said:

“In Singapore, many customers bank with multiple banks. We brainstormed on ways to make it convenient and yet secure for customers. The question was: instead of sending customers another bulky token, could we replace something which already exists in the customer's wallet? That was when credit, debit and ATM cards, immediately came to mind.

Transaction Signing¹: involves an additional authentication capability where you first need to enter transaction-specific information into the Token Card (such as the last 4-digits of a payee's account number) before a 6-digit security code will be generated for input to "sign" or validate your transaction on Online Banking or Breeze mobile banking.

“As a lead innovator in the banking industry, we believe this is what sets us apart from competition. Our online banking platform is multi-award winning. We have been awarded the best consumer internet banking platform for Singapore by Global Finance for three consecutive years. The new Standard Chartered multi-function token is another good example of our customer-centric innovation.”

Trevor Haeger, Chief Information Officer, Singapore, Standard Chartered Bank added:

“At Standard Chartered, our number one priority is to safeguard our customers’ interests. The introduction of this innovative security token is a tangible example of how the Bank converts technological possibility into market-leading capability.

“We are relentlessly improving our security to be ahead of the game and ensure that our customers continue to enjoy banking safely through our outstanding internet and mobile channels.”

The Standard Chartered tokens are two-in-one as it acts as both:

- a credit/debit/ATM card (depending on which card type the customer chooses to have the security token embedded in) and
- a security token to authenticate the following Online Banking activities:
 - a) logging in to Standard Chartered Online Banking and Breeze mobile banking
 - b) adding third party payees
 - c) transferring or making payments in amounts above a defined threshold
 - d) increasing daily transfer or payment limit
 - e) updating personal particulars such as mailing address, contact numbers and email address
 - f) changing online banking password

The size of a credit card, it replaces the credit/debit/ATM card which the customer already carries, which means that the customer does not need to carry any additional device, and he/she uses his card just as he/she always had. Customers are also given the options to replace their credit/debit/ATM card or even get a generic token card. The eligible cards for replacement are:

- Credit cards: Visa Platinum, MasterCard Platinum, Visa Infinite, Bonus\$aver
- Debit cards: Super Salary, XtraSaver, Bonus\$aver
- ATM cards and Priority Banking ATM cards

Please refer to visuals of the token cards for the above cards in Appendix A.

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Notes to Editors:

Standard Chartered in Singapore is part of an international banking group with an extensive network of over 1,700 branches and outlets in more than 70 countries in the Asia Pacific Region, South Asia, the Middle East, Africa, the United Kingdom and the Americas.

It is committed to building a sustainable business over the long term and is trusted worldwide for upholding high standards of corporate governance, social responsibility, environmental protection and employee diversity. The Bank's heritage and values are expressed in its brand promise, 'Here for good'.

Standard Chartered has a history of more than 150 years in Singapore, opening its first branch here in 1859 and in October 1999 was among the first international banks to receive a Qualifying Full Bank (QFB) licence, an endorsement of the Group's long-standing commitment to its businesses in the country.

It serves both Consumer and Wholesale Banking customers. Consumer Banking provides credit cards, personal loans, auto loans, mortgages, deposit taking and wealth management services to individuals and small to medium sized enterprises. Wholesale Banking provides corporate and institutional clients with services in trade finance, cash management, lending, securities services, foreign exchange, debt capital markets and corporate finance.

The Bank employs over 7,000 people in Singapore and has a network of 20 branches, 6 Priority Banking centres and 30 ATMs. Standard Chartered is the only international bank to offer NETS service, giving its customers access to EFTPOS at over 17,000 outlets islandwide. The Bank's global businesses - Consumer and Wholesale Banking - are managed out of Singapore, as is its global Technology & Operations function.

Key awards/achievements

Business

- Leading the way through product innovation, for example, MortgageOne, e\$aver, CashOne, Business Instalment Loan, Business\$aver, FamilyLink, LinkOne & Visa Infinite
- First Singapore \$100 million Fixed Rate Note bond offering by The Central American Bank for Economic Integration, a Latin American issuer
- Best Deposit Product in Asia Pacific and Gulf States - Xtra\$aver (Asian Banker Journal - 2007)
- Best in Singapore (Structured Products Asia – 2008)
- Deal of the Year in Singapore (The Banker – 2008)
- Best Bank in Singapore (The Asset – 2009)
- Best Debt House in Singapore (The Asset - 2007, 2008, 2009, 2010)
- Best Trade Finance Bank in Singapore (Global Finance – 2007, 2008, 2009)
- Country Deal of the Year, Singapore (Islamic Finance News – 2009, 2010)
- Singapore Capital Markets Deal of the Year (IFR Asia – 2009)
- Retail Bank of the Year (Asian Banking and Finance – 2007, 2008)

- Best Branch Initiative - Vivo City branch (Asian Banking and Finance – 2007, 2008)
- Best Self-Service Initiative - Online banking (Asian Banking and Finance – 2008)
- Best Core Banking System Initiative - Virtual banking relationship centre (Asian Banking and Finance – 2008)
- Best Consumer Internet Bank, Singapore (Global Finance – 2010, 2011, 2012)
- Best Corporate/ Institutional Internet Bank in Singapore (Global Finance – 2010)
- Best Project Financing, Singapore (Asiamoney – 2010)
- Best Singapore Deal (FinanceAsia – 2010)
- Best Singapore Deal at the Islamic Finance Awards 2010 (The Asset – 2010)
- Country Deal of the Year, Singapore (Asiamoney – 2011)
- Best Payments Product – Pay Any Card (The Asian Banker – 2011)
- Service Excellence Award, Best in Category – Breeze (Banking and Payments Asia – 2011)

Corporate / Sustainability

- Best Corporate and Employee Citizenship Award (HRM – 2008, 2009, 2011)
- Leader in HR practices (Singapore HR Awards)
 - *Learning and Human Capital Development (2009, 2010)*
 - *Talent Management, Retention and Succession Planning(2009, 2010)*
 - *Performance Management (Special Mention) (2009, 2010)*
 - *Regional/International/Global HR practices (Special Mention) (2009, 2010)*
 - *Corporate Social Responsibility (2009, 2010, 2011)*
- Best Graduate Development Practices and Fair Employment Practices (HRM – 2010)
- President's Social Service Award 2008
- National Volunteerism and Philanthropy Centre Corporate Citizen Award for Volunteerism 2009
- Silver Award for Best Community Programme (Global CSR Award 2010)
- Special Commendation Prize for Learning and Talent Development (Asian Human Capital Award 2010)

Appendix A:

Credit Cards	
<p>Visa Platinum</p>	 <p>A dark grey Visa Platinum credit card. The top left features the Standard Chartered logo and the card number 123456. Below the logo is a globe icon, the card number 4300 9212 3456 7890, the name DARYL TAN, and the expiry date 01/18. The bottom half of the card has a numeric keypad (1-9, 0, C, OK) and an ON/OFF button.</p>
<p>MasterCard Platinum</p>	 <p>A dark grey MasterCard Platinum credit card. The top left features the Standard Chartered logo and the card number 123456. Below the logo is a globe icon, the card number 5149 1612 3456 7890, the name DARYL TAN, and the expiry date 01/18. The bottom right features the MasterCard logo and the word PLATINUM. The bottom half of the card has a numeric keypad (1-9, 0, C, OK) and an ON/OFF button.</p>
<p>Visa Infinite</p>	 <p>A dark blue Visa Infinite credit card. The top left features the Standard Chartered logo and the card number 123456. Below the logo is a globe icon, the card number 4021 7912 3456 7890, the name DARYL TAN, and the expiry date 01/18. The bottom right features the Visa Infinite logo and the text PRIORITY Banking. The bottom half of the card has a numeric keypad (1-9, 0, C, OK) and an ON/OFF button.</p>
<p>Bonus\$aver</p>	 <p>A light grey MasterCard Bonus\$aver credit card. The top left features the Standard Chartered logo and the card number 123456. Below the logo is a globe icon, the card number 5498 3412 3456 7890, the name DARYL TAN, and the expiry date 01/18. The bottom right features the MasterCard logo and the text WORLD Bonus\$aver. The bottom half of the card has a numeric keypad (1-9, 0, C, OK) and an ON/OFF button.</p>
Debit Cards	
<p>Super Salary</p>	 <p>A blue MasterCard Super Salary debit card. The top left features the Standard Chartered logo and the card number 123456. Below the logo is a globe icon, the card number 5243 5512 3456 7890, the name DARYL TAN, and the expiry date 01/18. The bottom right features the MasterCard logo and the word PLATINUM. The bottom half of the card has a numeric keypad (1-9, 0, C, OK) and an ON/OFF button.</p>

<p>XtraSaver</p>	 <p>A blue Standard Chartered XtraSaver MasterCard. The card features the Standard Chartered logo, a card number 123456, and the name DARYL TAN. It includes a numeric keypad and a power button.</p>
<p>BonusSaver</p>	 <p>A light blue Standard Chartered BonusSaver MasterCard. The card features the Standard Chartered logo, a card number 123456, and the name DARYL TAN. It includes a numeric keypad and a power button.</p>
<p>ATM Cards</p>	
	 <p>Two Standard Chartered Priority Banking ATM cards. The top card is dark blue with a green gradient and features the Standard Chartered logo, a card number 123456, and the name DARYL TAN. The bottom card is light blue with a green gradient and features the Standard Chartered logo, a card number 123456, and the name DARYL TAN. Both cards include a numeric keypad and a power button.</p>
<p>Generic Token</p>	 <p>A Standard Chartered Generic Token. The card features the Standard Chartered logo, a card number 123456, and the name DARYL TAN. It includes a numeric keypad with a red 'X' button and a power button.</p>