



◆ Notice on change of Client Care Centre hotline number for Personal Client ◆

Dear Valued clients,

Standard Chartered Bank (Vietnam) Limited would like to inform you that our **Client Care Centre hotline for Personal client** was changed as follow:

Area	Current hotline	New hotline
Hanoi City	024 36960000	024 73000730
Ho Chi Minh City	028 39110000	028 73000730

Our current hotline will continue its service and could be terminated **by end of 2021**.

To facilitate Digital self-service functionalities via Online Banking and Mobile Banking, we would like to remind you some features as below:

No.	Enquiry type	Detail of enquiry	Steps via Online/Mobile banking
1	CC block/unblock	Tempo block/unblock CC	Open Mobile app -> Help & Services -> Card Management -> Card Setting
		Report Lost/Stolen card & Reissue	Open Mobile app -> Help & Services -> Card Management -> Report Lost/ Stolen Credit card or Report Lost/ Stolen Debit card.
2	Card services	Card activation	Open Mobile app -> Help & Services -> Card activation
		Card PIN change	Open Mobile app -> Help & Services -> Card Management -> Credit card PIN Change or Debit/ATM card PIN change
		Credit card balance checking	Open Mobile app -> On the Main Menu on the left -> Credit cards -> Statement Summary or Card Details
		Credit card Statement request or Confirmation letters	Open Mobile app -> Help & Services -> Card Management -> Statement Request or Letter
		Credit card rewards	Open Mobile app -> On the Main Menu on the left -> Credit cards -> Card Details and View my rewards
		Credit card instalment payment plan	Open Mobile app -> On the Main Menu on the left -> Apply for Product -> Flexible Instalment plan -> Apply now
3	Personal information update		Open Mobile app -> Help & Services -> Personal details -> Update My account profile.



4	Account & Loan enquires	Loan balance	Open Mobile app -> On the Main Menu on the left -> Loans account -> Loan Summary or Loan Details
		Account statement	Open Mobile app -> Help & Services -> Account Management -> Statement Request
		Loan confirmation letters	Open Mobile app -> Help & Services -> Loan Management -> choose letter.

With aims of a better service, we hope to bring you more convenience to self-serve your requests.

Best regards,