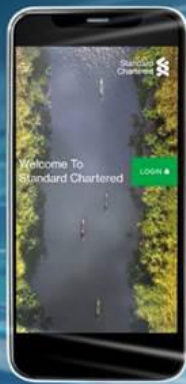


> **Continue banking from the safety of your home.**



> Unique interface



> High security



> Simple and fast login

Dear Valued Client,

We hope this finds you and your family safe and healthy. In light of the continued spread of the COVID-19 virus, we want to update you on the measures Standard Chartered Bank is taking at this time of unique challenges.

We have taken a series of actions to reduce the risks to you, to our colleagues who support you, and to our ongoing business activity. We have a well-established business continuity plan covering pandemic outbreaks and, in the event that it is activated, we are committed to doing everything we can to ensure there is minimal disruption to our services.

As many of you move to working remotely, we want to take this opportunity to update you on our digital capabilities so that you can bank with us anywhere conveniently and securely.

Our SC Mobile Vietnam app and I-Banking features will support you to:



Make fund transfer and set up auto payment to pay utility and credit card bills with ease



Update personal details like phone number, address, email, etc.



Activate or change PIN of your Credit Card/ Debit card to use



Block lost/ stolen Credit Card in no time



Control Credit Card: temporary lock, alert or decline transactions



Set up Push Notification to receive bank's update instantly



Apply for new Products



Make easy payments with a Flexible Instalment Plan

If you have forgotten your user ID and password, please follow these [instructions](#). For complete **I-Banking** user guide, please refer to this [link](#).

In case you would still prefer to visit a branch, please rest assured that we have taken all necessary precautions regarding additional hygiene measures. We have ensured your safety with regular in-branch disinfecting, hand sanitisers and regular housekeeping of our ATMs while fulfilling uninterrupted day to day banking needs.

We are monitoring the situation very closely and we will continue to keep you updated. Please don't hesitate to reach out to us or our teams if you need more information. We remain fully focused on supporting you in these unprecedented, challenging times.

We assure you of continued banking support.

Stay healthy. Stay safe.

Best Regards,

Harmander Mahal,

Deputy General Director, Head of Retail Banking, Vietnam Standard Chartered Bank (Vietnam) LTD.

sc.com/vn

Here for good

> Download SC Mobile app via:

