



Discontinuation of Hardcopy Statements by Adopting eStatements

Dear Valued Clients,

Standard Chartered Bank Malaysia Berhad and Standard Chartered Saadiq Berhad (collectively referred as “the Bank”) is dedicated towards a greener future. In our journey to embrace environmentally friendly policies, we will replace Hardcopy statements with eStatements.

Effective June 2022, all delivery of physical copies of your Consolidated Statement, Credit Card Statement, and/or individual Periodic Account Statements will be discontinued. You will receive an SMS notification and/or Email Notification as a confirmation that you are part of this exercise.

The Bank will auto-enrol clients to our eStatement service by phases. If you would like to opt-out and maintain hardcopy statements, you may respond to the SMS notification with your preference.

As always, we look forward to serving you better and we thank you for your continuous support. Let’s help keep our environment green.

Frequently Asked Questions

How do I know if I am to be converted to eStatements?	You will be notified via SMS and/or Email prior to the exercise.
What if I want to maintain hardcopy statement?	Once you receive the SMS notification, you have the option to reply PAPER to maintain hardcopy statement.
Which email address will I be receiving my eStatements?	You will receive the eStatements via your Bank Registered Email Address. (Do ensure your email address is valid to avoid eStatement service interruption)
I have a new email address; how can I update it?	You may update your latest contact details via Online Banking / SC Mobile App under the ‘Profile’ section. Email address can be found under Contact Details section.
What happens if I currently do not have an email address?	You will receive the eStatements via pull method. This means the statements will be retrievable via Online Banking login. (You will not receive any email notification when the statement is ready to view, hence we strongly encourage having a valid email address)

If you have any questions, please email to our Client Care Centre at Malaysia.Feedback@sc.com or connect with us via Live Chat at sc.com/my (operation hours from 9am-9pm, Monday to Friday).

