



Dear Valued Client,

IMPORTANT NOTICE – Must-Know Digital Banking Updates

With effect from 25 June 2023, we are enhancing additional layers of security as an industry effort to help prevent financial crime cases in Malaysia to safeguard your banking experience with us.

No	Digital Banking Security Updates	What you need to know as a client
1	<p>SC Mobile Key replacing SMS OTP for all digital banking transaction authorisation</p>	<p>To prevent SMS OTP scams, clients must authenticate FPX and other digital banking transactions via SC Mobile Key on your preferred mobile device.</p> <p>SC Mobile Key is the only method to authorise all digital banking transactions.</p> <p>For uninterrupted service:</p> <ol style="list-style-type: none"> 1. Please register for SC Mobile Key via SC Mobile app on ONE preferred mobile device only. <p>If you do not have Standard Chartered Mobile Banking app yet, you may download SC Mobile Malaysia app via Apple Appstore, Google Playstore or Huawei AppGallery. SC Mobile App requires minimum OS version of iOS13 or Android 9 and above.</p> <ol style="list-style-type: none"> 2. Should you need to register or re-register for SC Mobile Key, you may contact our Client Care Centre at 1300 888 888 / 603-7711 8888, or visit our nearest branch to obtain your temporary PIN. <p>3. Important note on 12-Hour Cooling Off Period:</p> <ol style="list-style-type: none"> a. Please note that there will be a 12-Hour Cooling Off Period before you can resume your Digital Banking access and activities. b. For clients who are registering for the first time or on a different device, a 12-Hour Cooling Off Period will take effect immediately upon registration. <p>Meanwhile, clients can continue to bank with us via our ATM or visit our nearest branch.</p> <p>After the 12-hour cooling off period, you may resume your Digital Banking access and activities.</p>



2	Registration or Reset Password for SC Online/Mobile Banking	<p>To enhance security, registration using Debit Card or Credit Card related information will be discontinued.</p> <p>For SC Online/Mobile Banking registration or Password reset, you will need to:</p> <ul style="list-style-type: none"> • Register or Reset only via the SC Mobile App; and • Key in the Temporary ID and Temporary Password <p>The Temporary ID and Temporary Password can be obtained from our:</p> <ul style="list-style-type: none"> • Client Care Centre at 1300 888 888 / 603-7711 8888, or • Visit the nearest branch.
3	Kill Switch for immediate deactivation of Digital Banking access in case of fraud suspicion	<p>Kill Switch is a feature to deactivate your digital banking access when you suspect your account has been compromised.</p> <p>This feature is a quick way to prevent scammers from accessing your digital banking account.</p> <p>To activate Kill Switch</p> <p>You may contact our Client Care Centre at 1300 888 888 / 603-7711 8888 to activate Kill Switch</p> <p>Step 1: Select your preferred language (Press 1 for) English or (Press 2 for) Bahasa Melayu or (Press 3 for) Mandarin</p> <p>Step 2: To temporarily deactivate your Online Banking and SC Mobile access, please Press 2</p> <p>Note: You will automatically be logged out from all active sessions immediately after activating Kill Switch.</p> <p>To deactivate Kill Switch</p> <p>You may contact our Client Care Centre at 1300 888 888 / 603-7711 8888 or visit the nearest SC branch</p>
4	24-Hour Cooling Off Period for Primary Mobile Number Update	<p>A 24-Hour Cooling Off period will take effect immediately upon updating your primary mobile number with us via SC Online/Mobile Banking.</p> <p>This is to prevent account takeover scams. There will be no disruption to your digital banking experience.</p>