

SC Private Bank app User Guide

Nov 2024

Best Private Bank for
Customer Experience

Best Digital Customer
Experience in Private
Banking

Awarded by
Digital CX Awards 2020



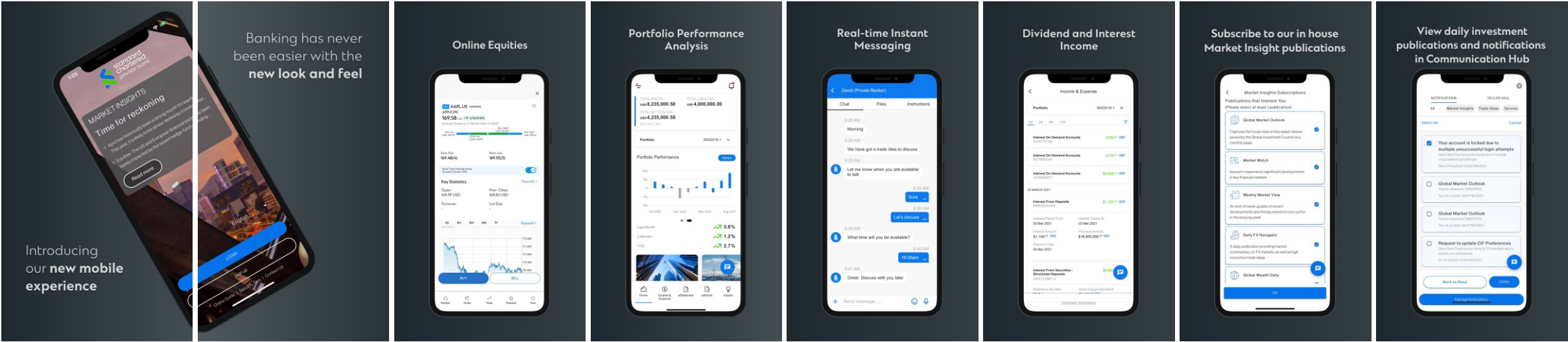
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Features & Benefits

The SC Private Bank app provides a simple and intuitive user interface for you to manage your Global Investment Portfolio.



Access to view your Investment Portfolio with Performance Analysis Globally via desktop, tablet or mobile.

Read and Subscribe for our CIO's Investment Publications such as Global Market Outlook, Daily Navigator, House Views via our 'Market Insights'.

Access the in-app messaging tool which gives you a secured space of communication with your Private Banker to discuss trade ideas and your investment needs.

Manage your preferences online. You may change your password, add or delete accounts and opt-in for paperless Statements and Advices.



Multi Omni Channel Access (Mobile, Desktop, Tablets)



Portfolio mgmt. across global accounts



Multi Language English & Chinese



Statements & Advices on-the-go



Private Banker dedicated app for Front Office users



Digital Collaboration



Market Insights on-the-go

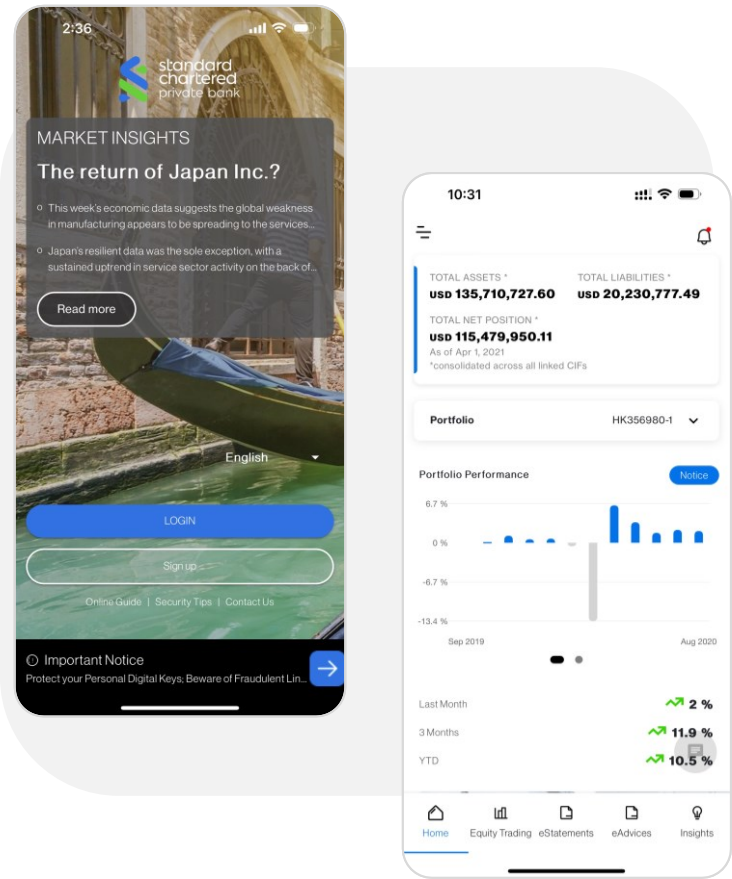


Equity Trading



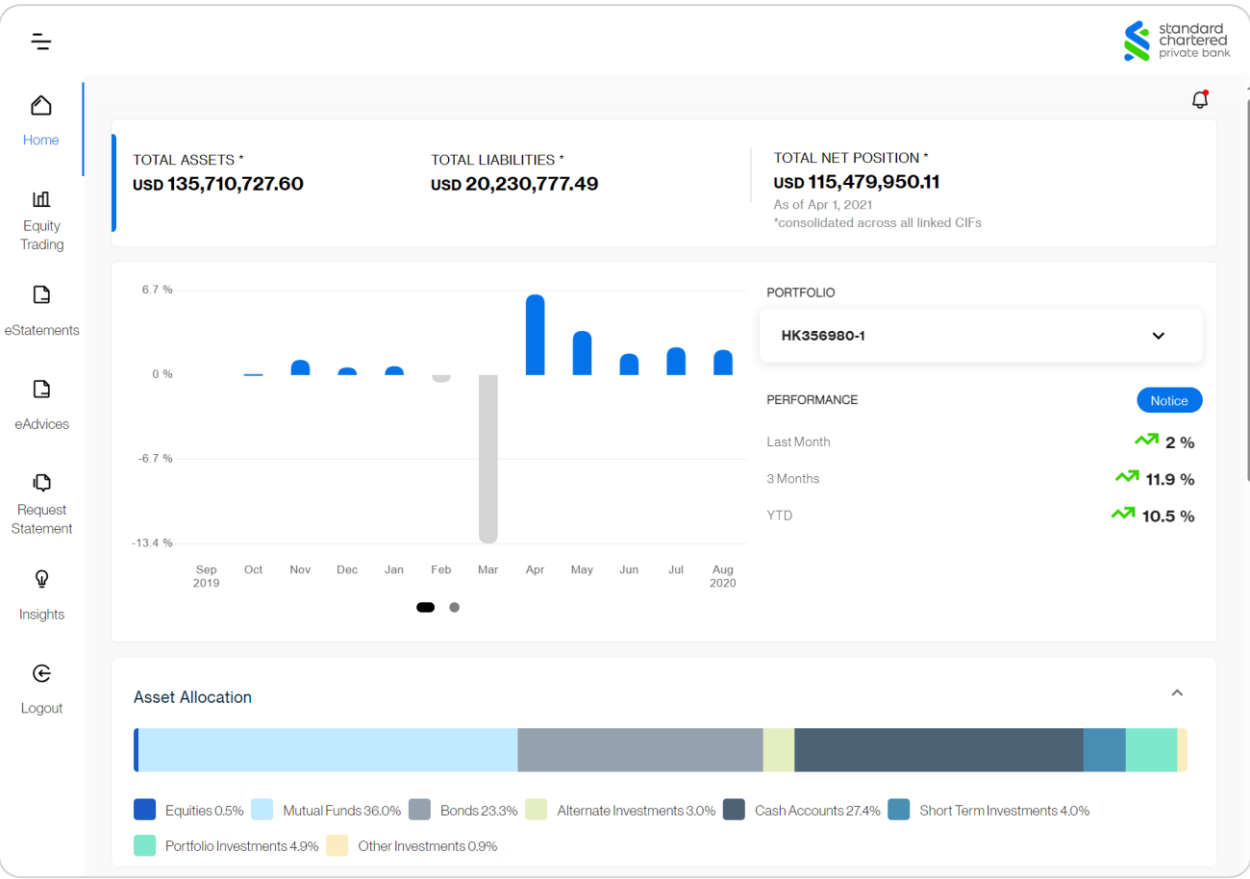
Access SC Private Bank app across Web and Mobile platforms

Mobile app



Web app

<https://pvm.standardchartered.com/pvb/#/login>



Download our app from the mobile app stores by searching “**SC Private Bank app**” in App Store (iOS), Play Store (Android) and AppGallery (Huawei).

Note : Mainland China clients are required to change the country to either Singapore or Hong Kong in the respective app stores to access our app.




Registration, Login and Manage Credentials



Registration

The information you provide for registration will be verified against your profile held with us.
Speak with your Private Banker to ensure your contact details are updated before you register.

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MARKET INSIGHTS

Looking for a catch-up

- Since May this year, "buy Asia" had been a profitable stance, with a turn in Chinese policy direction towards supporting growth underscoring strong outperformance of regional equity markets and, to a lesser extent, regional USD bonds.
- This outperformance has reversed in recent weeks; over the last three weeks, Asia ex-Japan equities have fallen 1.0%, while global equities rose 4.8%. Asian USD bonds similarly lagged global peers, albeit more modestly.

Read more

Welcome to Standard Chartered Private Bank

Login | Sign Up

Case Sensitive Username *

Case Sensitive Password *

LOGIN

Forgot Username

Forgot Password

1 English

2

Important Notice Protect your Personal Digital Keys; Beware of Fraudulent Links. Please be aware that there have been multiple reports of scammers, at times impersonating as staff from the bank, targeting customers through emails, voice calls, and messag... Read More


- 1 Using language selector, you may select English, Simplified Chinese or Traditional Chinese.
- 2 To register for SC Private Bank app, update your contact details before clicking **Sign Up** on the login screen.



Registration

Click on Sign-up and key in the below details to register.

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MARKET INSIGHTS

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Read more

Enter Details

Step 1 of 4

1

Investment Centre (Booking Centre) *

2

CIF Number *

3

Document ID *

i

< Back

4

NEXT

Important Notice

Protect your Personal Digital Keys; Beware of Fraudulent Links. Please be aware that there have been multiple reports of scammers, at times impersonating as staff from the bank, targeting customers through emails, voice calls, and messag...

Read More


- 1 Your Investment Centre.
- 2 Your Portfolio (CIF) Number.
- 3 Your Document ID provided to the bank during onboarding.
- 4 Click on NEXT, to go to next page.



Registration

On the next page, continue to key the remaining details to complete registration.

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MARKET INSIGHTS

Looking for a catch-up

- Since May this year, "buy Asia" had been a profitable stance, with a turn in Chinese policy direction towards supporting growth underscoring strong outperformance of regional equity markets and, to a lesser extent, regional USD bonds.
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Read more


English

Enter Details

Step 2 of 4

5Last Name *

6Date of Birth *

7Country of Birth *

☐ I accept the [Terms and Conditions](#)

8< Back

NEXT

ⓘ Important Notice Protect your Personal Digital Keys; Beware of Fraudulent Links. Please be aware that there have been multiple reports of scammers, at times impersonating as staff from the bank, targeting customers through emails, voice calls, and messag... [Read More](#)

5 Your Last Name.

6 Your Date of Birth.

7 Your Country of Birth.

8 Accept Terms and Conditions and click **Next**

Registration

We accept the following types of document ID. If you are unsure of the document ID in our records, please contact your Private Banker.

- Passport
- National ID Card
- Resident ID Card
- Work Permit
- Driver's License
- US Green Card
- US Social Security Card
- Voters ID
- Grant of Probate
- Armed Forces IS Card
- EU National Health ID
- Taiwan Mainland Travel Permit
- Hong Kong / Macau valid Exit-Entry Permit
- Permanent Account Number (PAN) Card

•*Note that we do not accept Aadhaar card number for registration.*

 Please read the Terms and Conditions before you accept them.

The information you provide for registration will be verified against the data we hold in your bank records. Please ensure that we have your updated data on file.


If we are unable to match the information provided during registration to the data in our bank records, you will be notified and requested to contact your Private Banker.



Registration

A 6-digit one-time-password (OTP) will be sent to your registered mobile number. If you are using a different mobile number, please contact your Private Banker.

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MARKET INSIGHTS

Looking for a catch-up

- Since May this year, "buy Asia" had been a profitable stance, with a turn in Chinese policy direction towards supporting growth underscoring strong outperformance of regional equity markets and, to a lesser extent, regional USD bonds.
- This outperformance has reversed in recent weeks; over the last three weeks, Asia ex-Japan equities have fallen 1.0%, while global equities rose 4.8%. Asian USD bonds similarly lagged global peers, albeit more modestly.

Read more

English

Send One Time Password

Step 3 of 4

An SMS with the OTP has been sent to your ****2028 mobile number

Enter your OTP

Resend OTP

< Cancel

Important Notice

Protect your Personal Digital Keys; Beware of Fraudulent Links. Please be aware that there have been multiple reports of scammers, at times impersonating as staff from the bank, targeting customers through emails, voice calls, and messag...

Read More


9 If you do not receive an OTP, click **Resend OTP** or contact your Private Banker.



Registration

Create a unique Username and Password using alphanumeric characters.

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English

MARKET INSIGHTS

Looking for a catch-up

◦ Since May this year, "buy Asia" had been a profitable stance, with a turn in Chinese policy direction towards supporting growth underscoring strong outperformance of regional equity markets and, to a lesser extent, regional USD bonds.

◦ This outperformance has reversed in recent weeks; over the last three weeks, Asia ex-Japan equities have fallen 1.0%, while global equities rose 4.8%. Asian USD bonds similarly lagged global peers, albeit more modestly.

Read more

Create New Account

Step 4 of 4

Case Sensitive Username*

YourUserName

Case Sensitive Password*

13 / 20

Password must contain:

✓

one lower character

✓

one upper character

✓

one numeric character

✓

one special character (!@#\$%^&*+=),./~`\'":{}<>)

✓

12-20 characters

✓

no common passwords (ie. "password1")

✓

password should not contain consecutive characters

< Back

NEXT

Important Notice

Protect your Personal Digital Keys; Beware of Fraudulent Links. Please be aware that there have been multiple reports of scammers, at times impersonating as staff from the bank, targeting customers through emails, voice calls, and messag...

Read More

! Please do not share your Username or Password with anyone.


If you forget your Username or Password, you will be required to repeat the registration process and create a new Username and Password.

12

Registration

Upon login you will be able to view your consolidated Private Banking accounts globally. Transaction history will only be available on the next working day.

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English

✓

Success!

Thank you for signing up for Standard Chartered Private Bank application.

10

LOGIN

MARKET INSIGHTS

Looking for a catch-up

- Since May this year, "buy Asia" had been a profitable stance, with a turn in Chinese policy direction towards supporting growth underscoring strong outperformance of regional equity markets and, to a lesser extent, regional USD bonds.
- This outperformance has reversed in recent weeks; over the last three weeks, Asia ex-Japan equities have fallen 1.0%, while global equities rose 4.8%. Asian USD bonds similarly lagged global peers, albeit more modestly.

Read more

Important Notice

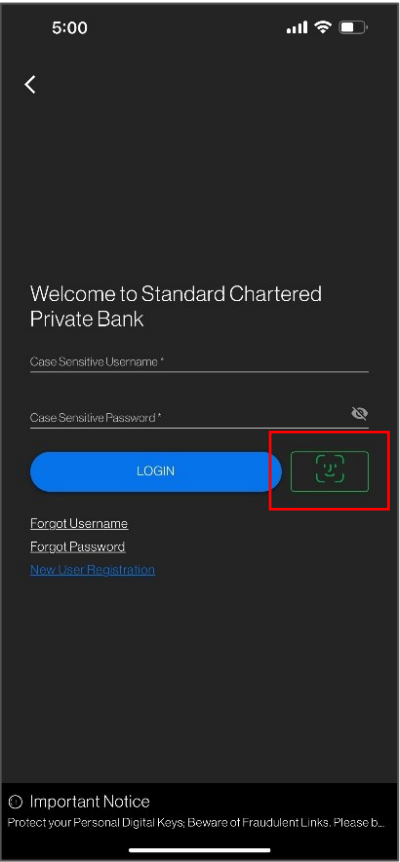
Protect your Personal Digital Keys; Beware of Fraudulent Links. Please be aware that there have been multiple reports of scammers, at times impersonating as staff from the bank, targeting customers through emails, voice calls, and messag... [Read More](#)

10 Registration is now complete. Click on the Login button and enter the newly created Username and Password to access SC Private Bank app.

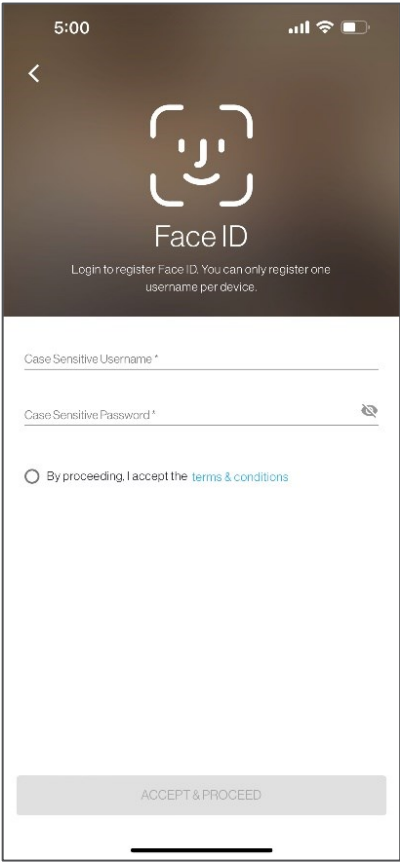


Biometric login

Touch ID or Face ID Registration on mobile app.



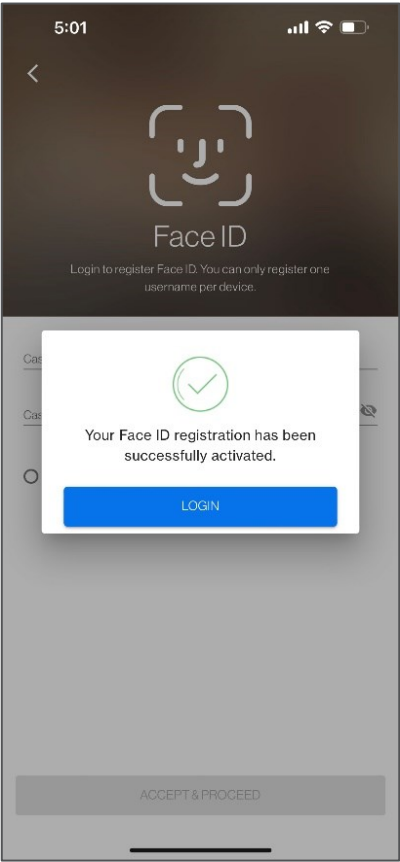
1 Tap on the **Face ID / Touch ID** icon in the SC Private Bank app login screen.



2 Activate Touch/Face ID login service by logging in with your username and password.



3 Enter the One Time Password sent to your mobile number.

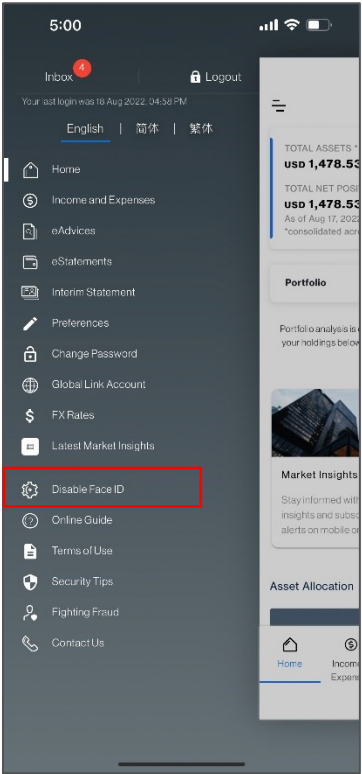


4 Upon successful activation, an email notification will be sent to your registered external email address.

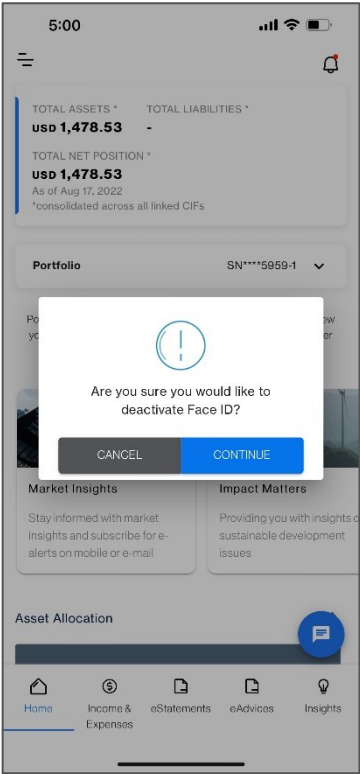


Biometric login

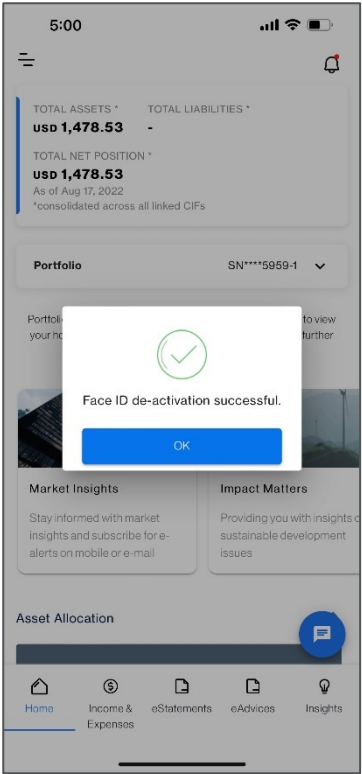
Disable Touch ID or Face ID login on mobile app.



1 Go to the side navigation bar and select **De-activate Face/Touch ID**.



2 Click **Continue** to confirm the de-activation.

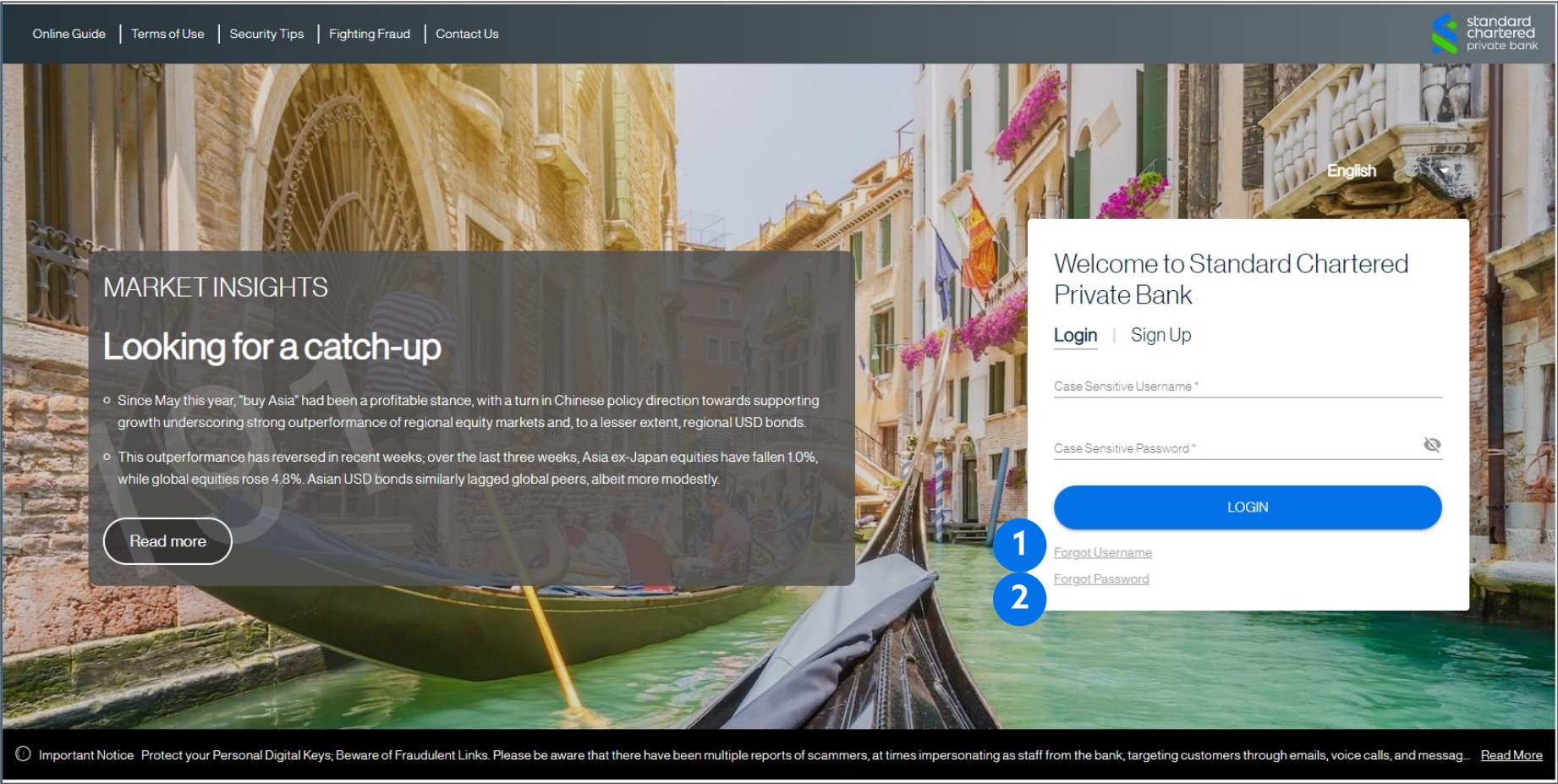


3 Upon successful de-activation, an email notification will be sent to your registered email address.



Reset Credentials

You may reset your Credentials from the login screen.



1 If you have forgotten your username, select **Forget Username** to reset your login credentials. The process is the same as the Registration/Sign up process."

2 If you have forgotten your password, select **Forgot Password** and follow the steps as indicated.

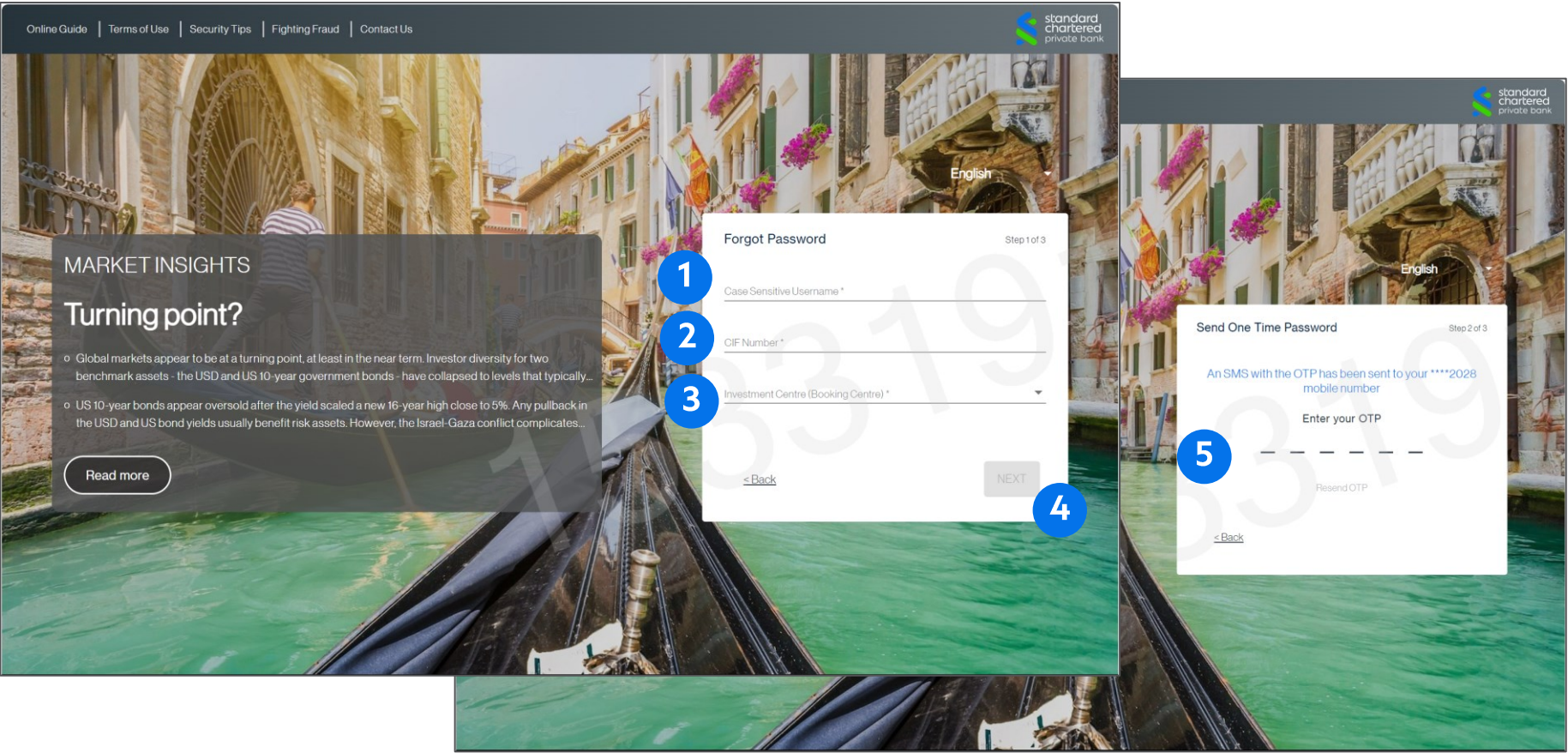


Your account will be disabled after 3 consecutive unsuccessful login attempts. You can re-enable the account by updating your password using Forgot Password feature.



Reset Credentials

Click on Forgot Password and key in the below details.



1 Your current Username.

2 Key in the CIF used during the registration.

3 Select the Booking Centre of the CIF.

4 Click **Next**.

5 Key in the OTP delivered to your registered mobile number.

If you do not receive an OTP, click 'Resend OTP' or contact your Private Banker.



Reset Credentials

On the next page, continue to key in the remaining details to complete Password reset.

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English

MARKET INSIGHTS

Heating up again

- The hotter-than-expected US inflation report for March, which followed yet another robust jobs report, has raised the risk of higher-for-longer interest rates.
- We see increased risk of the Fed delaying its first rate cut to H2 (instead of June). Meanwhile, the ECB has signalled increased chance that it will initiate rate cuts this summer as inflation in the region subsides.

Read more

6

Enter New Password

Step 3 of 3

Case Sensitive Password*

12/20

Password must contain:

- one lower character
- one upper character
- one numeric character
- special character(s) only in (!@#%&*+.,/[-\|'?">")
- 12-20 characters
- no white space or common passwords (ie. "password")
- password should not contain consecutive characters

< Cancel

7

NEXT

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English

Success!

You have successfully changed your password. Request you to login using new password.

LOGIN

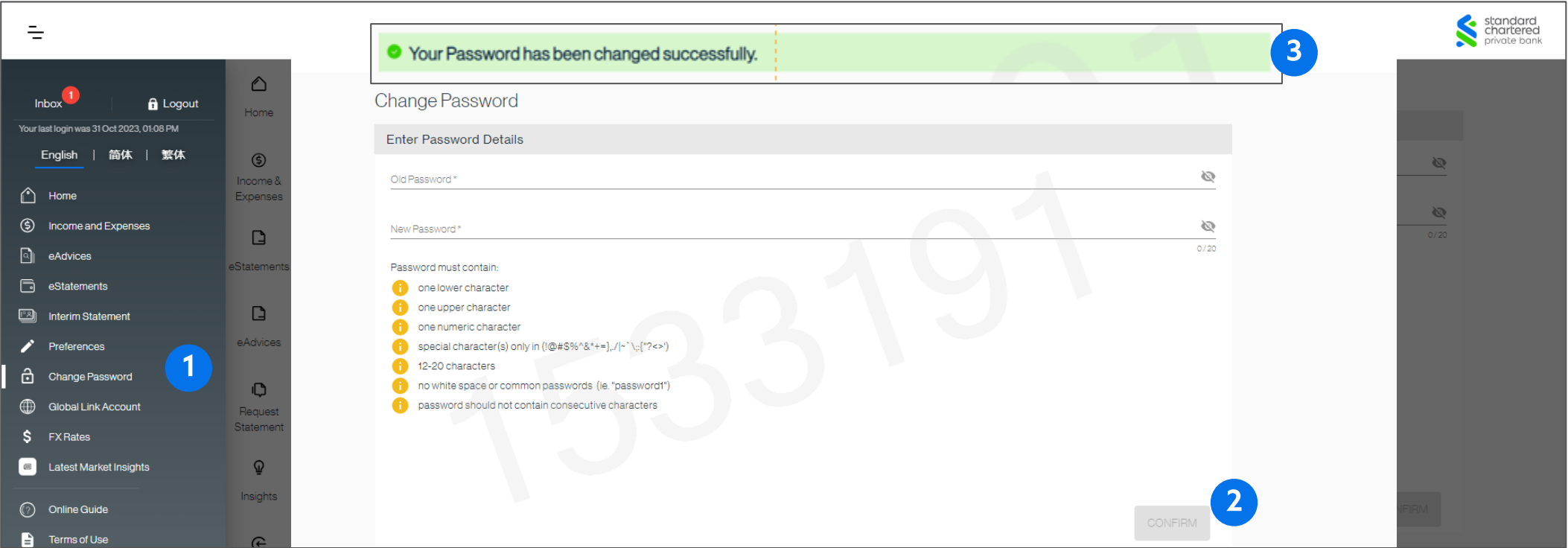
8

- 6 Create your new password. Please note you will not be able to use the passwords used earlier.
- 7 Click **Next**.
- 8 You may login into the app using the new password.



Reset Credentials

Change password.




1 This feature can be found within the menu.

2 Key in your current password and new password. Once you have completed your update, click **Confirm**.

3 The system will acknowledge the successful change of your password.

Your new password should not be the same as previous passwords used in SC Private Bank app.

19  You are required to change your password once a year. SC Private Bank app will remind you to change the password seven days prior to the password expiry date.

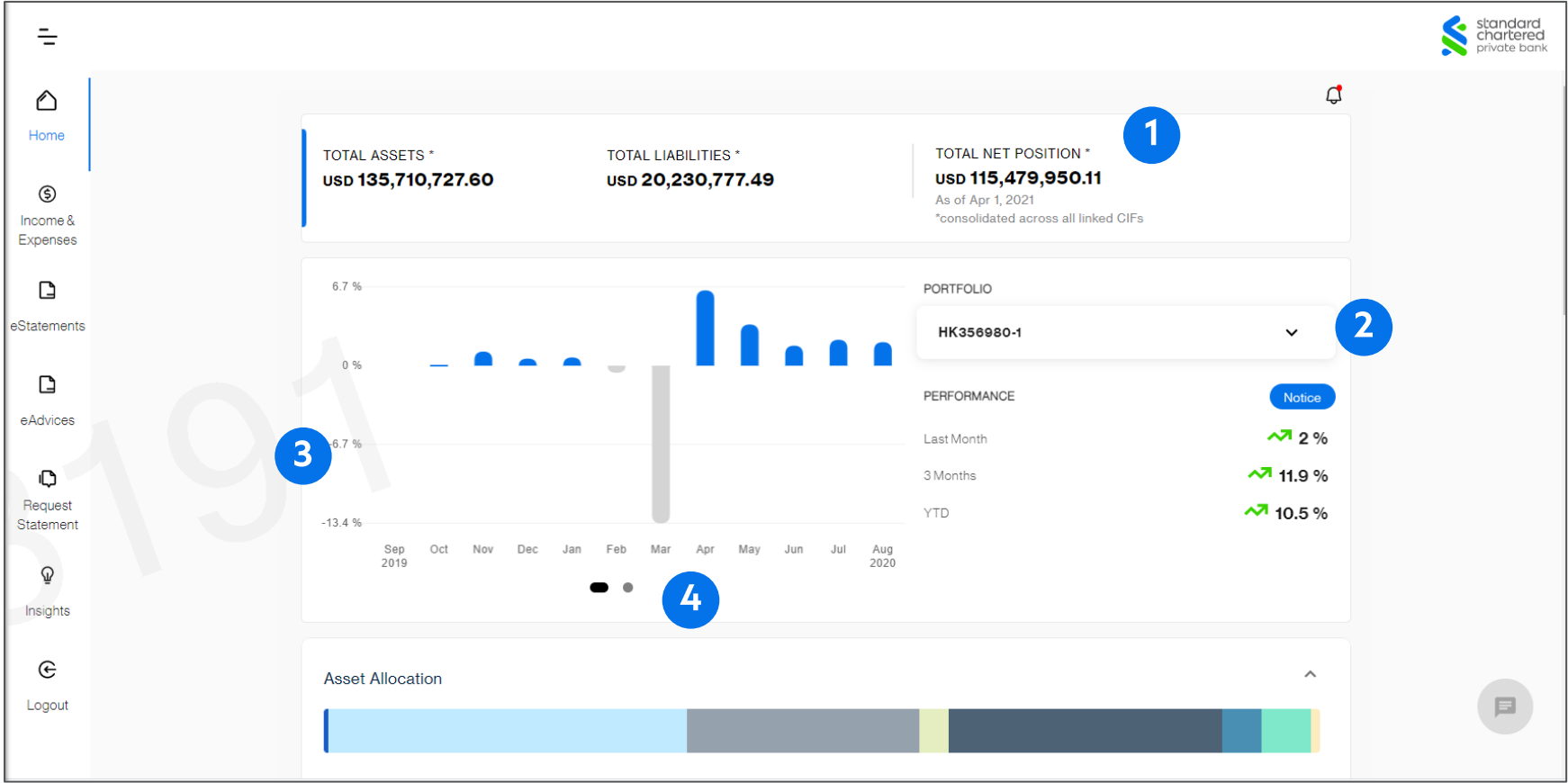


View Your Investment Portfolio



View Your Investment Portfolio

The SC Private Bank app provides a simple and intuitive user interface for you to manage your Global Investment Portfolio.



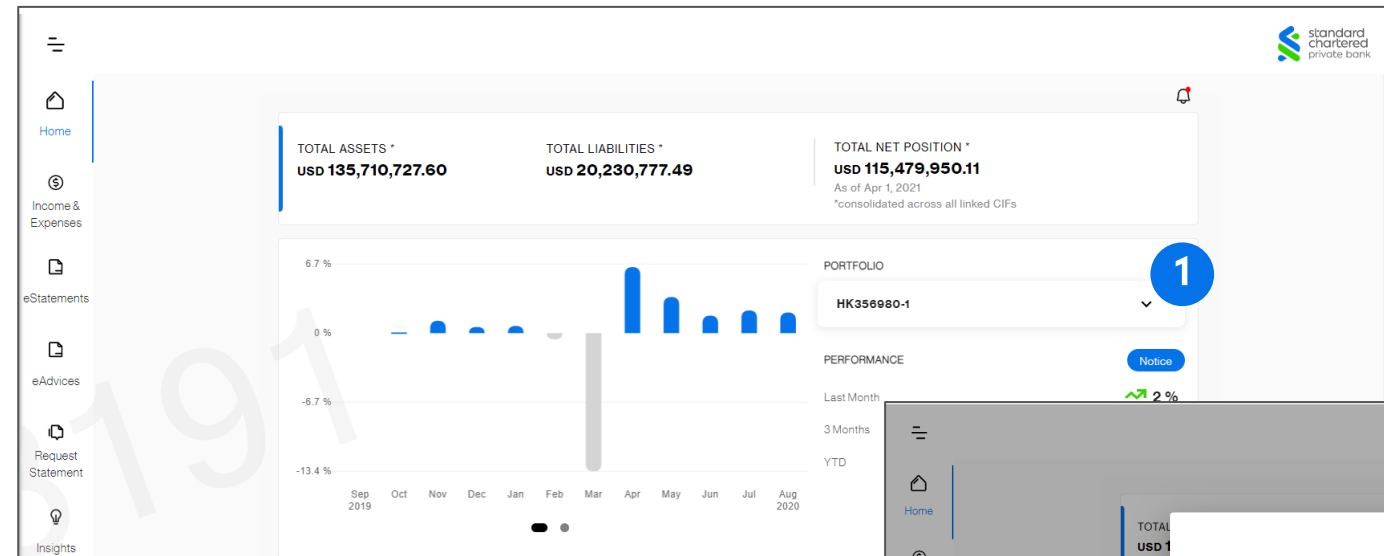
- 1 Your Total Net Position across your holdings for the CIF mapped in the app.
- 2 Portfolio Selector – Switch between multiple portfolios across your Private Banking accounts.
- 3 Portfolio Performance Analysis – View an indication of your portfolio’s health at a glance.
- 4 Swipe Right on the chart to view Your Historical Net Positions across your portfolio.

! Portfolio holding and account balances reflected are as of the close of business on the previous day.



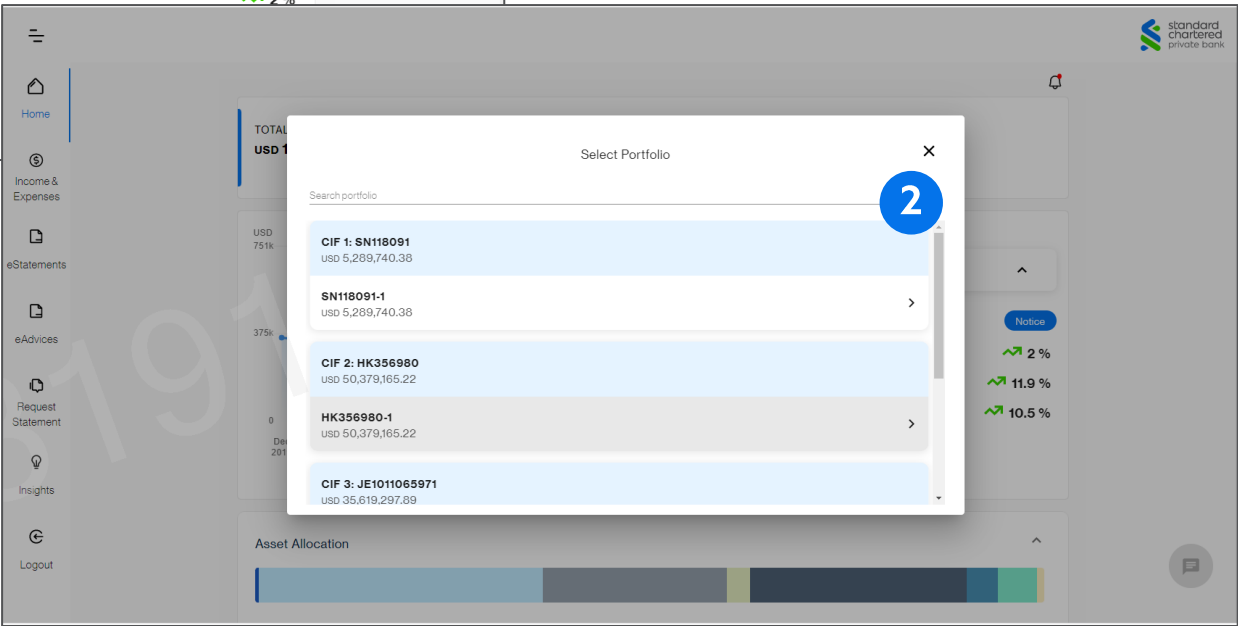
View Your Investment Portfolio


Portfolio Selector.



1 Click the portfolio dropdown to view/ select/ switch Portfolio.

2 All the portfolios mapped to your login account will be listed here.

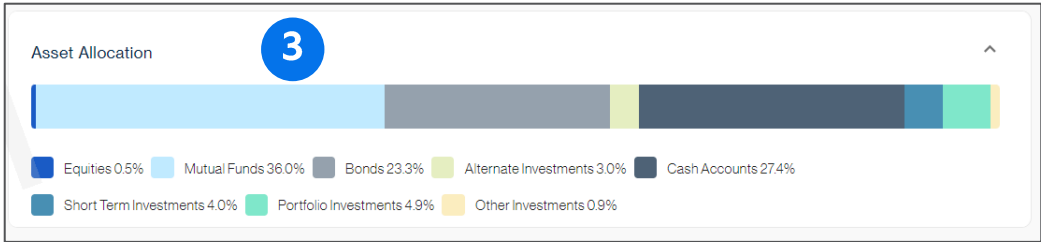


22  If you wish to add or hide any CIF, use the Manage CIF feature under Preferences.



View Your Investment Portfolio

Portfolio holding details.



- 3 Represents total holdings across your selected portfolio by investment category.
- 4 Displays total assets and liabilities held in portfolios you have registered on SC Private Bank app. Investment categories are listed with corresponding balance in your reference currency (USD etc.).
- 5 Displays the unrealized profit/loss for the corresponding asset class.

Total Assets - \$ 62,652,423⁵² USD

4

Equities

Market Value
\$ 281,070⁴⁹ USD

Unrealised P&L
▲ \$ 25,375⁶² USD

Mutual Funds

Market Value
\$ 22,572,917⁹² USD

Unrealised P&L
▲ \$ 1,629,804⁹⁶ USD

Bonds

Market Value
\$ 14,597,623³⁸ USD

Unrealised P&L
▲ \$ 317,653⁰⁰ USD

Cash Accounts

Available Balance
\$ 17,160,391¹⁵ USD

Portfolio Investments

Market Value
\$ 3,085,811⁹¹ USD

Alternate Investments

Market Value
\$ 1,852,562¹⁴ USD

Unrealised P&L
▲ \$ 20,562³⁵ USD

5

Short Term Investments

Market Value
\$ 2,525,714¹³ USD

Other Investments

Market Value
\$ 576,332⁴⁰ USD

Total Liabilities - \$ 12,273,258³⁰ USD

Loans

Market Value
\$ 5,273,258³⁰ USD

Letter of Credit and Guarantees

Market Value
\$ 7,000,000⁰⁰ USD

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View Your Investment Portfolio

Investment Category Details: applicable for Short Term Investments, Bonds, Equities, Mutual Funds, Portfolio Investments, Alternative Investments, Other Investments, Liabilities.

Investment details displayed include:
Description, Quantity or Balances
Market price & Average Purchase Price.
Market Valuation & Reference Currency
Valuation.

BNP PARIBAS (FRANCE MKT) ACT					
				€ 795,522.75 EUR	
				▲ € 96,452.92 EUR 13.80%	
Quantity	Market Price	Avg. Purchase Price	Market Valuation	Ref. CCY Valuation	As of Date
15,081.00	52.75	46.354	€ 795,522.75 EUR	\$ 1,130,776.72 SGD	02 Dec 2022

SINGAPORE AIRLINES LTD 0 % 24 JUN 2021 - 08 JUN 2030					
				\$ 35,350.00 SGD	
				▲ \$ 350.00 SGD 1.00%	
Quantity	Market Price	Avg. Purchase Price	Market Valuation	Ref. CCY Valuation	As of Date
35,000.00	1.01	1.00	\$ 35,350.00 SGD	\$ 35,350.00 SGD	01 Dec 2022

Displays the unrealized profit/loss
for the corresponding instrument.



View Your Investment Portfolio

Investment Category Details: Cash Accounts.

Home

Equity Trading

eStatements

eAdvices

Request Statement

Insights

Logout

standard chartered private bank

You are in Dashboard > HK356980-1 > Cash Accounts > DEMAND NIB ACCOUNT-2002204487

Current Balance ⓘ

\$ 893,469⁹⁸ USD

As of Apr 1, 2024

Showing all transactions

1 Download as PDF / CSV | Refine Search

Filter

2

Date	Transaction Details	Credit or Debit	Balance	Currency
02 Jan 2019	COUPONS - CASH-001 - 100000/5500.00	5,500 ⁰⁰	893,469 ⁹⁸	USD
30 Oct 2013	SECURITIES PURCHASE - 20.25PC	(125,000 ⁰⁰)	3,568,276 ⁹⁶	USD
30 Oct 2013	SECURITIES PURCHASE - 8.70PC	(125,000 ⁰⁰)	3,693,276 ⁹⁶	USD
24 Oct 2013	COUPONS - SBI-4.50PC EMTN 23OCT14	5,625 ⁰⁰	3,818,276 ⁹⁶	USD
22 Oct 2013	ACC INVESTMENT FEE DEBIT - WRAPS Q3 13 F	(892 ⁷⁹)	3,812,651 ⁹⁶	USD
17 Oct 2013	SECURITIES PURCHASE - 13.00PC	(125,000 ⁰⁰)	3,813,544 ⁷⁵	USD
01 Oct 2013	COUPONS - AE-ROTOR-4.969PC NOTES 28MAR18 SR	2,484 ⁵⁰	3,938,544 ⁷⁵	USD
26 Sep 2013	SECURITIES PURCHASE - 25.00PC	(29,174 ⁰⁸)	3,936,060 ²⁵	USD

1 Download transaction data in PDF or CSV format.

2 Search transaction period by “Recent Days” or “Date Range” options.

3 Detailed list of transactions for specified period.

25

View Your Investment Portfolio

Investment Category Details: Income and Expense.

View your Investment Income across SG and HK portfolios in various time periods. Investment Income details include gross and net dividend, less withholding tax amount for applicable instruments.

1

Inbox 6

Logout

Your last login was 22 Apr 2024, 10:08 AM

English | 简体 | 繁体

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Income and Expenses

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Interim Statement

Preferences

Change Password

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FX Rates

Latest Market Insights

2

standard chartered private bank

Portfolio HK356980

3

Income & Expense

1M 3M 6M YTD

01 March 2024 - 31 March 2024

Updated as of 31 March 2024

Interest on Demand Accounts

AC8522409065

£ 178¹⁶ GBP

Interest on Demand Accounts

AC8522677017

\$ 0⁰⁰ HKD

Interest on Demand Accounts

AC8522054237

\$ (2⁴²) USD

03 March 2024

Interest from Deposits

MM1716709801

£ 1,024,567⁸⁹ GBP

Interest Period From	Interest Period To	Interest Amount	Principal Amount
03 Mar 2024	03 Mar 2024	£ 1,024,567 ⁸⁹ GBP	£ 1,024,567 ⁸⁹ GBP
Payment Date		03 Mar 2024	

Filter

SELECT ONE OR MORE OPTIONS

RESET

Categories

☒ Interest on Demand Accounts

☒ Interest from Deposits

☒ Income from Securities - Structured Notes

☒ Income from Securities - For Dividend Distribution

☒ Income from Securities - For Coupon Distribution

☒ Income from Securities - For Signature Coupon Distribution

☒ Reinvested Income

☒ Interest Paid on Loans

Currencies

☒ CHF

☒ EUR

☒ AUD

☒ USD

☒ SGD

CANCEL

APPLY

1 This feature can be found within the menu.

2 Portfolio selector for switch Portfolio.

3 Filter option to sort investment income by categories and currencies.

! Income and Expense details provided are as of last month-end.



View Your Investment Portfolio

Investment Category Details: FX Rates.

To know about various FX rates used in the portfolio.

Home

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FX Rates

Exchange Rates as of
01 April, 2024

AUD/USD	0.7565
CNY/USD	0.1521
EUR/USD	1.1764
GBP/USD	1.3826
HKD/USD	0.1286
INR/USD	0.0137
XAU/USD	1718.5936

The exchange rates used are indicative of stated date. Should you require more detailed information, please contact your Private Banker.



Access eStatements and eAdvices



Request Interim Statements

Interim (Same Day) Statement Generation - Interim Statement covers the period from the first day of the current month to the previous business day before your request.

≡

Home

Equity Trading

eStatements

eAdvices

Request Statement

standard chartered private bank

Request for Interim Statements

Account Details

CIF *
HK356980

Portfolio *
HK356980-1

REQUEST

1 This feature can be accessed via the side navigator menu or side menu – **Request Statement**.

2 Select CIF and portfolio that you wish to request interim statements for and click **Request**.

3 Your request will be submitted, you will receive an email notification when it's available for download within the next 15 minutes.

3

✓

Your Interim Statement request has been submitted. To check the status of your request, go to eStatements. You will receive an email notification once your Interim Statement is ready.

Account Details

CIF

HK356980

Portfolio

HK356980-1



Retrieve eStatements

Access your Consolidated Statements, Collateralised Trading Account Statements, Discretionary Portfolio Statements or Interim Statement for the past 36 months.

Home

Equity Trading

eStatements

eAdvices

Request Statement

Insights

eStatements

For Account

CIF *
HK356980

Portfolio *
HK356980-1

Type of Statement

All

Consolidated Statement

Collateralised Trading Account Statement

Discretionary Portfolio Statement

Interim Statement

20/2/2024

CONTINUE

Results

eStatements for Portfolio SN115959-1

Search

Statement Date	Statement Type	View Statement
31 Aug 2023	Consolidated Statement	View More
31 Jul 2023	Consolidated Statement	<div>View in (English)</div> <div>View in (Traditional Chinese)</div>
30 Jun 2023	Consolidated Statement	View More
31 May 2023	Consolidated Statement	View More
28 Apr 2023	Consolidated Statement	View More

Items Per Page 5

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DONE

- 1

Select **eStatements** from quick launch or side menu.
- 2

Select **Portfolio** and **Type of Statement**. You may select Consolidated Statement, Collateralised Trading Account Statement, Discretionary Portfolio Statement or Interim Statement.
- 3

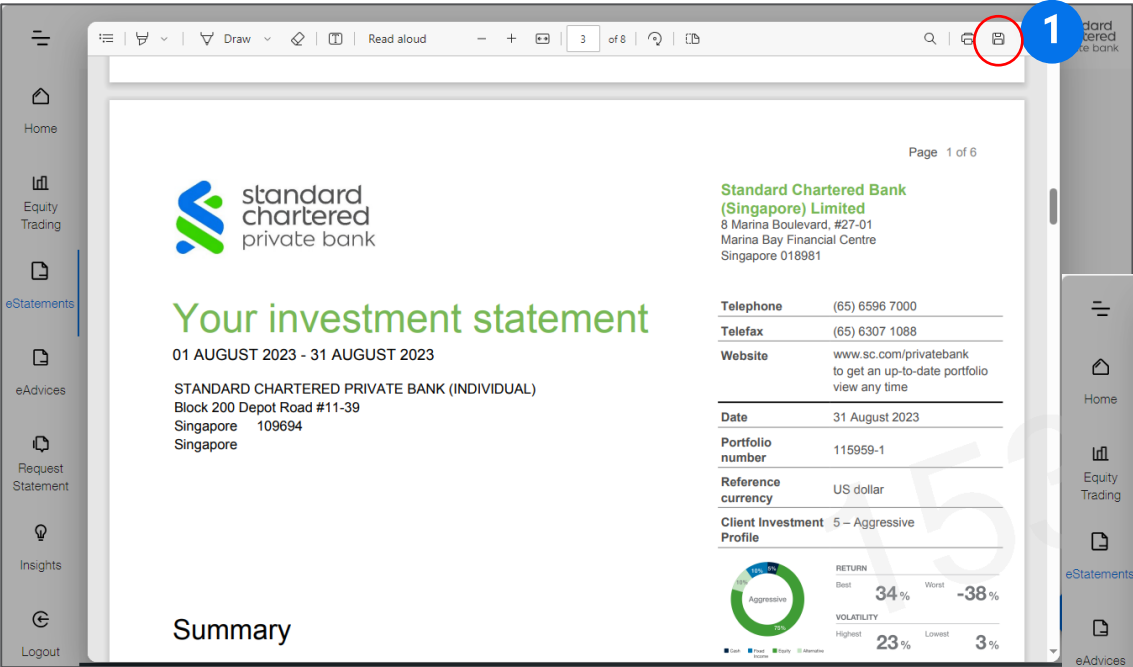
Click **Continue**.
- 4

Select **View** or **View More** and select your preferred language where applicable.



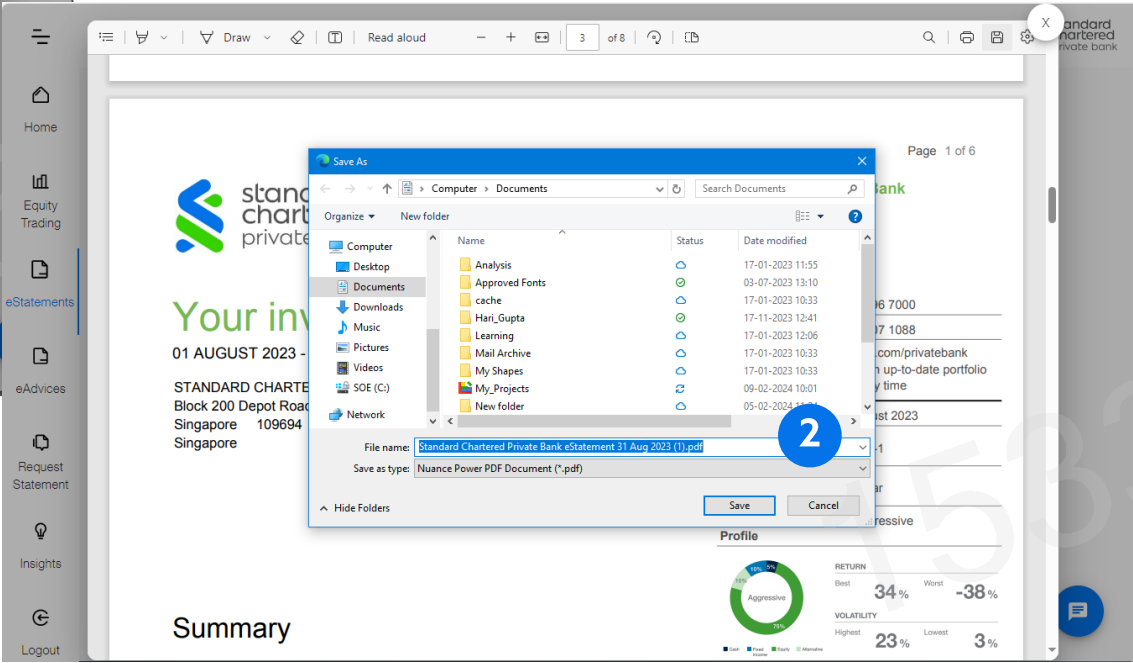
Retrieve eStatements

Download eStatements to your device.



1 Click **Save** icon  on the top right of the viewer toolbar.

2 Select the folder to which you would like to save the eStatement file. The file will be downloaded and saved to the selected folder.



Retrieve eAdvices

Access your Consolidated Advices for the past 36 months.

☰

Home

Equity Trading

eStatements

eAdvices

Request Statement

💡

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eAdvices

For Account

CIF *
HK356980

Type of Advice

Type *
Consolidated advice

Date selection

From Date
22/11/2023

To Date
20/2/2024

CONTINUE

- 1 Select **eAdvices** from quick launch or side menu.
- 2 Select **Portfolio** and **Advice**. You may select Consolidated advice or Interim advice.

standard chartered private bank

Results

eAdvices for CIF HK356980

Search

Advice Date	Advice Type	View Advice
10 Apr 2016	Interim Advice as of 11:30	View
11 Apr 2016	Interim Advice	View
10 Apr 2016	eAdvices	View
11 Apr 2016	eAdvices	View
12 Apr 2016	eAdvices	View

Items Per Page 5

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DONE

💬

- 3 Click **Continue**.
- 4 Select **View** to view the eadvice.

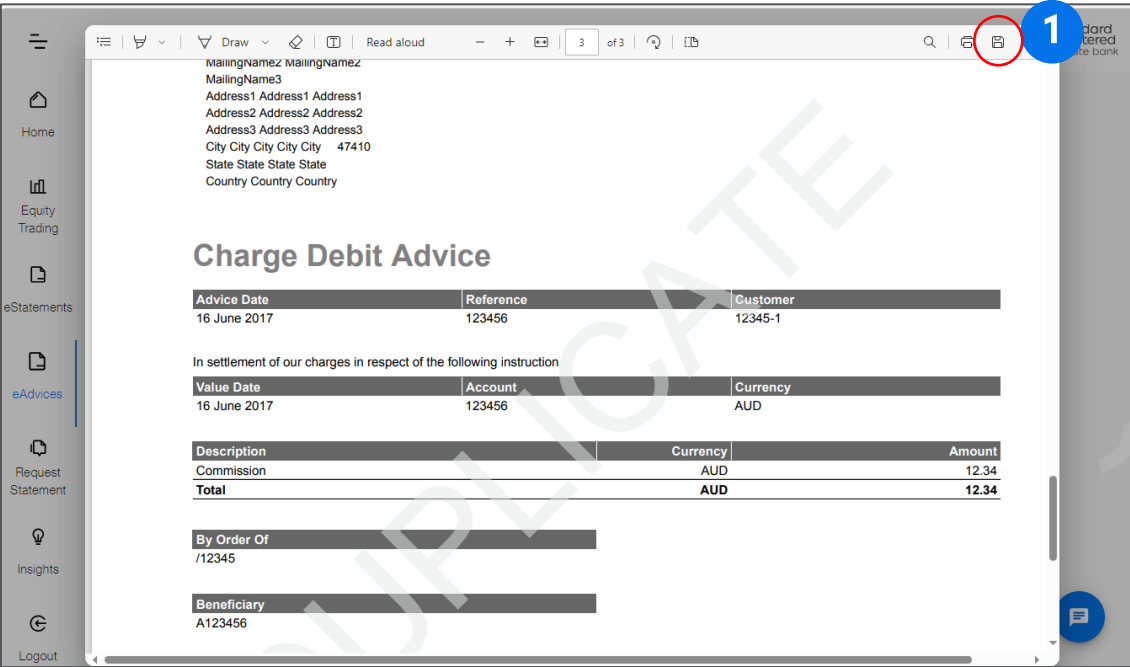
!

You will receive email notification once your latest eadvice is available for viewing



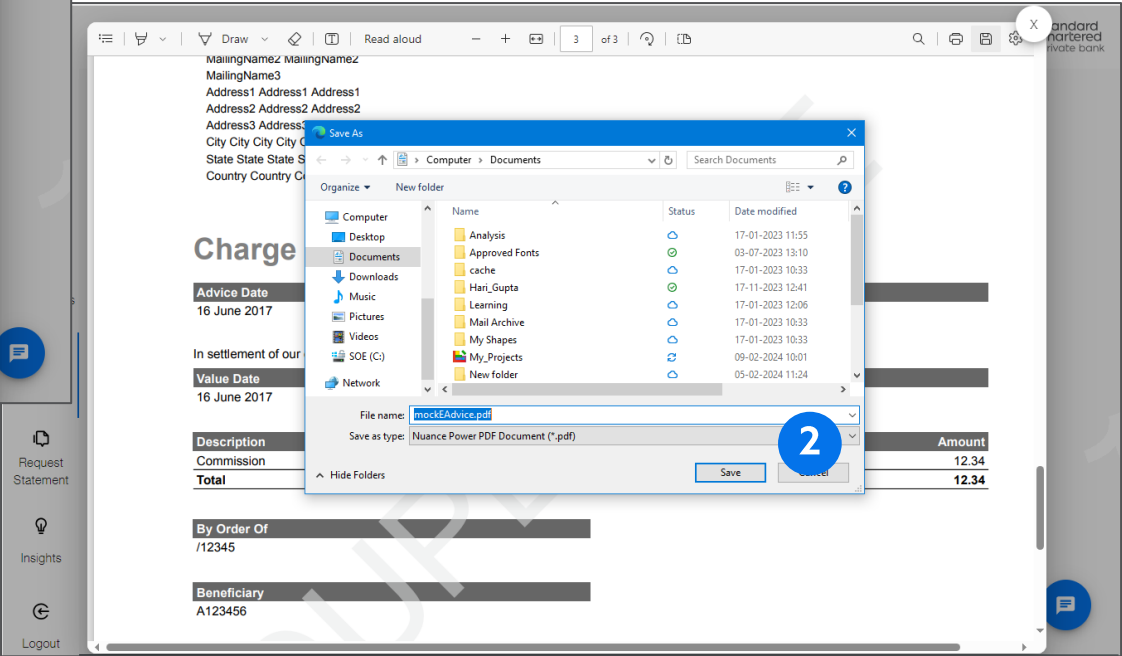
Retrieve eAdvices

Download eAdvices to your device.



2 Select the folder to which you would like to save the eAdvice file. The file will be downloaded and saved to the selected folder.

1 Click **Save** icon on the top right of the viewer toolbar.



Collaboration – Chat and Instructions



Instant Messaging

The myRM feature allows you to reach out to your Private Banker directly through SC Private Bank app in a secure and intuitive manner.

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TOTAL ASSETS *
USD 135,710,727.60

TOTAL LIABILITIES *
USD 20,230,777.49

TOTAL NET POSITION *
USD 115,479,950.11
As of Apr 1, 2021
*consolidated across all linked GIFs

6.7 %

0 %

-6.7 %

-13.4 %

Sep 2019

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug 2020

PORTFOLIO

HK356980-1

PERFORMANCE

Last Month
2 %

3 Months
11.9 %

YTD
10.5 %

Asset Allocation

Private Banker

Chat

Files

Instructions

Today

Today

11:09 AM

mockEStatement.pdf

17 pages

11:10 AM

Sharing the request Statement

Send message...

1

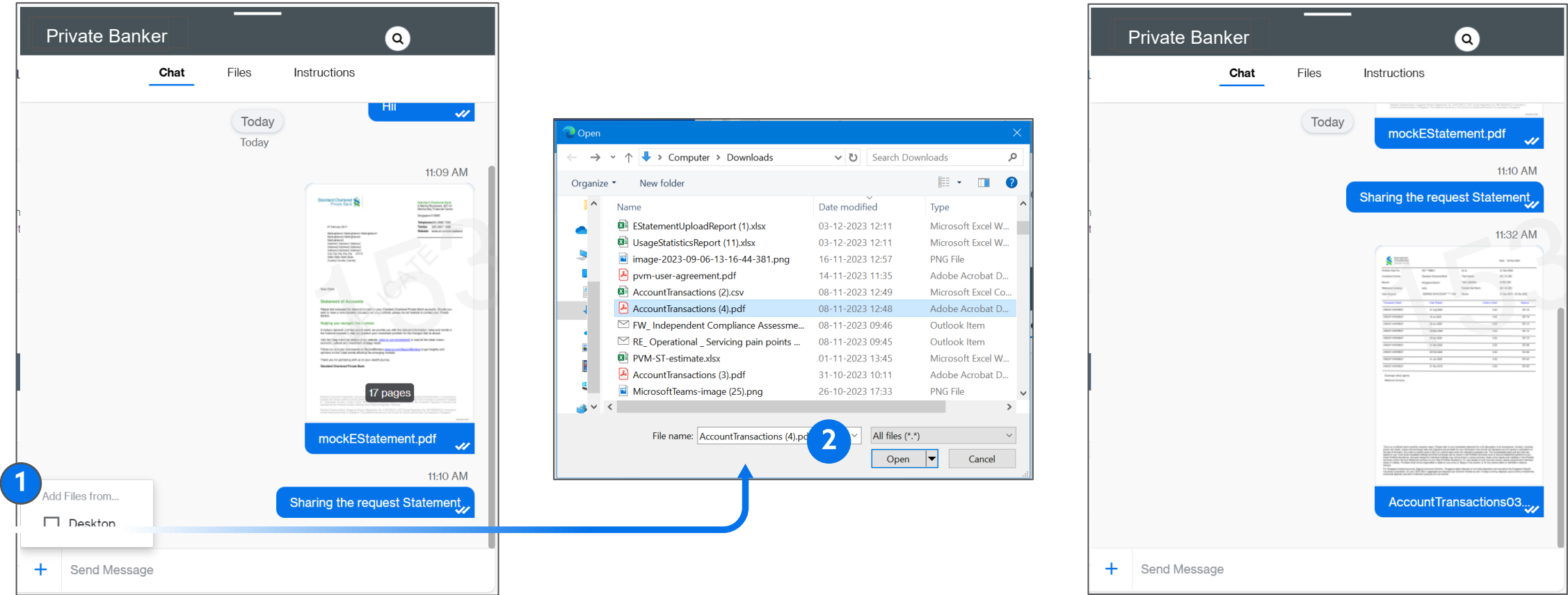
2

1 Click the Chat icon at any point within the SC Private Bank app.

2 Start sending messages, discuss trade ideas and share documents with your Private Banker.

Document Sharing

You can share and receive file from your Private Banker directly through SC Private Bank app.



1 Click the **Chat** icon and then click the **+** icon to upload a document from the desktop.

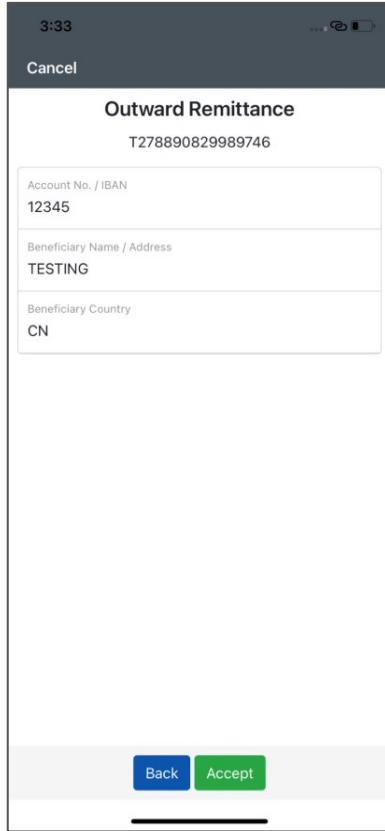
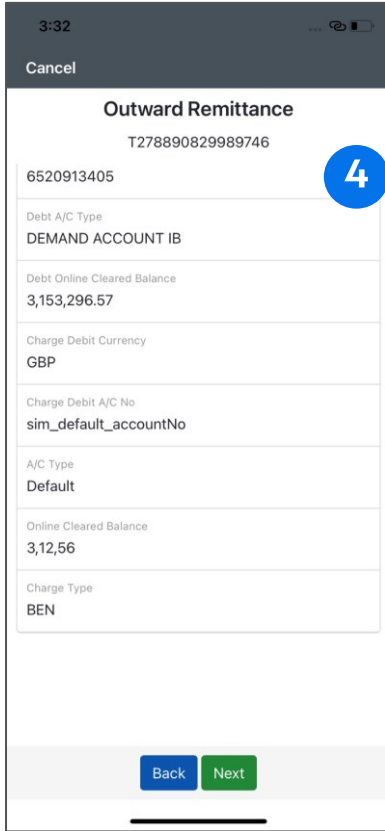
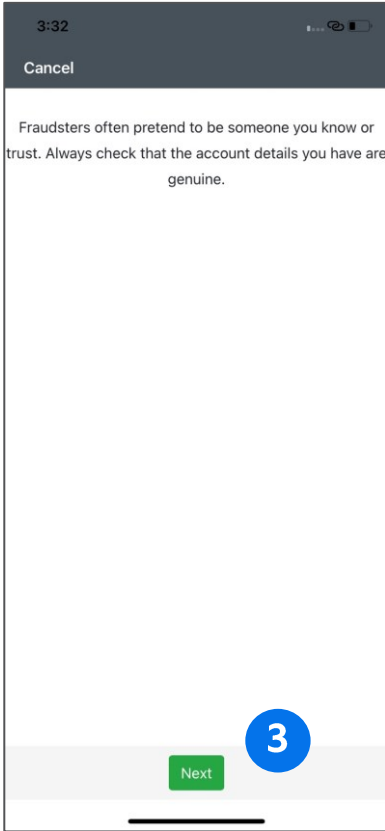
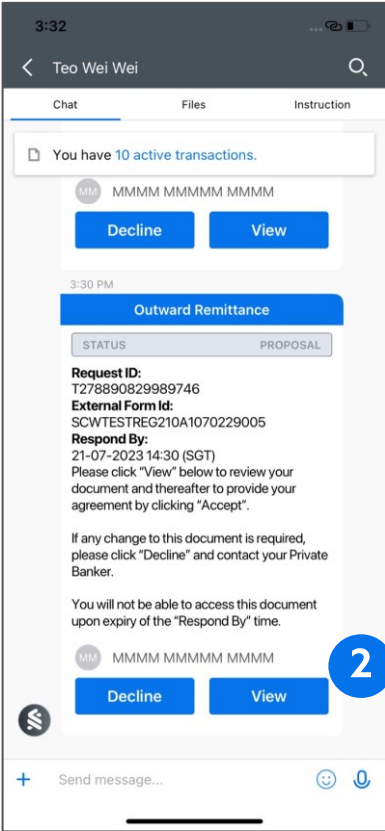
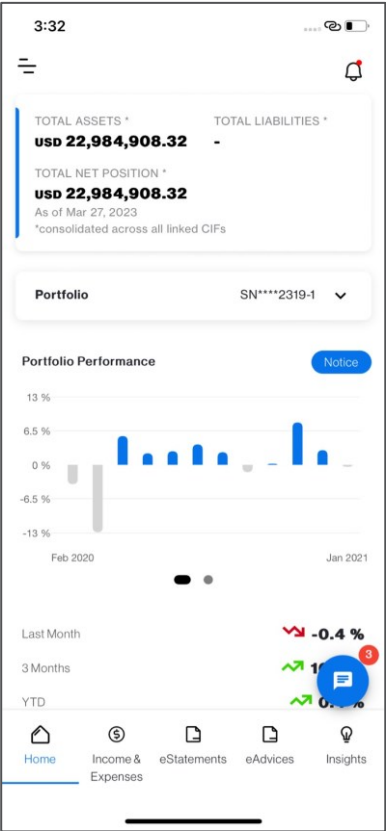
2 Select the desired document file (ppt, doc, pdf, jpeg or png) and Click **Open**.

3 File will be securely shared with your Private Banker.



Payment Instructions - Review

Upon payment instructions being provided to your Private Banker.



1 Click **Chat** icon to access payment instructions.

2 Click **View** for payment instruction details.

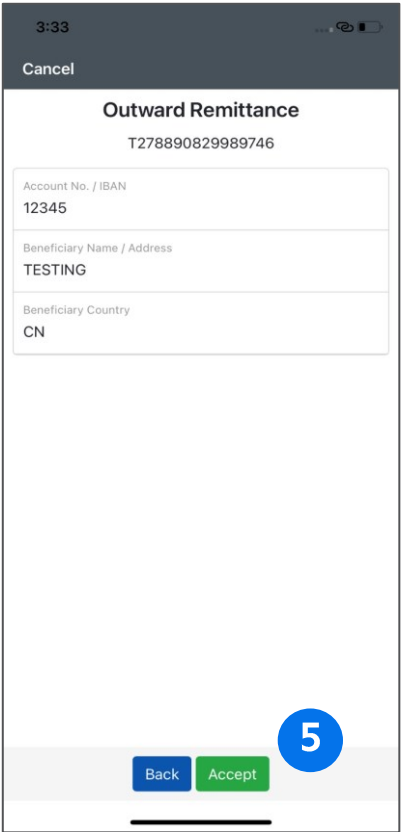
3 Click **Next** to acknowledge the Fraud notification pop up prompt.

4 Review the details of the payment instruction.

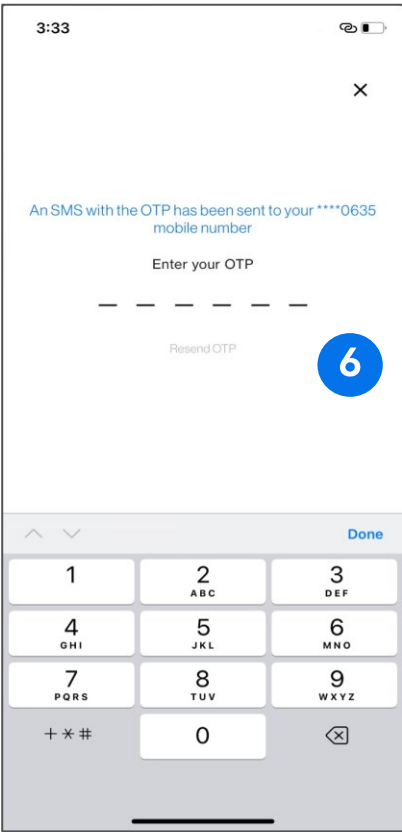


Payment Instructions - Approval

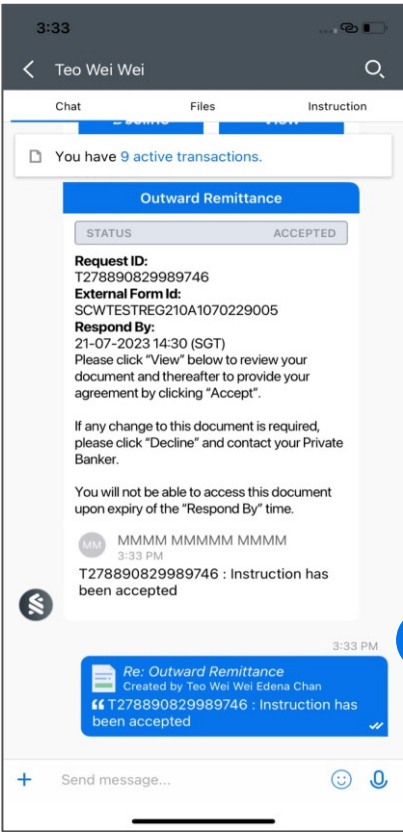
Once you have reviewed the payment instruction details you can provide your approval for the payment to be processed.



5 Click **Accept** to proceed with the Payment transaction post review.



6 Key in the OTP sent to your registered mobile number.

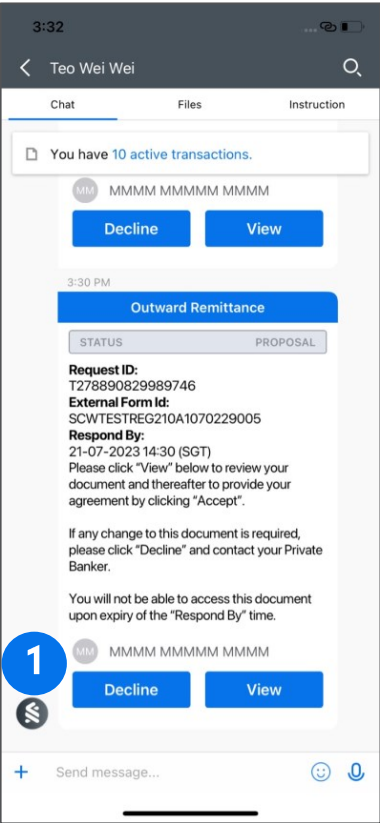


7 Payment instruction status will be updated to 'Accepted' in the chat.



Payment Instruction - Decline

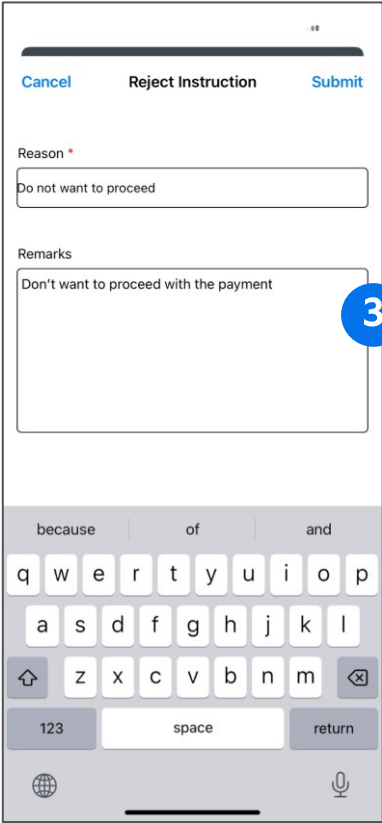
Once you have reviewed all the Payment instruction details you can decline the Payment instruction if you do not wish to proceed.



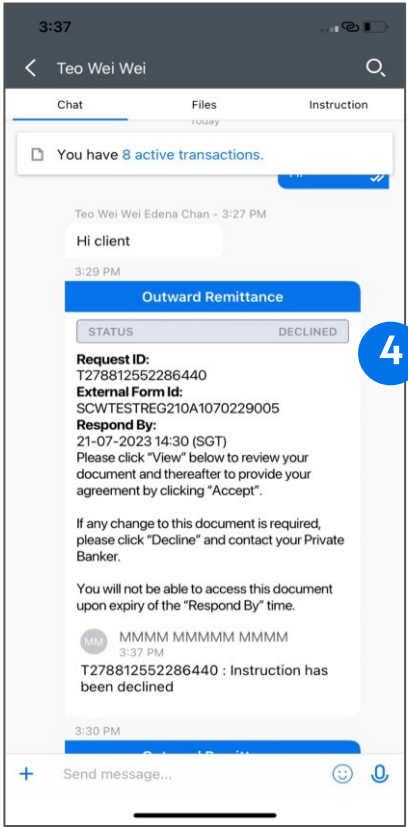
1 Click **Decline** and reject instruction prompt will appear.



2 Select the Reason.



3 Enter the Remarks and click the **Submit** Button.



4 Payment instruction status will be updated to Declined in the chat.



Access Notifications



Communication Hub

The SC Private Bank app provides a simple and intuitive user interface for you to access all the notifications in a single place.

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Communication Hub

NOTIFICATIONS

SECURE MAIL

2

All (9+)

Transactions

Market Insights

Trade Ideas

Service

View All

Edit

Daily Trade Ideas across Equity Derivatives, Daily Navigator and Fixed Income

Differentiating among growth equities - Microsoft Amazon

Click here to know more.

Tue, 20 Feb 2024, 12:01 PM (SGT)

Daily Trade Ideas across Equity Derivatives, Daily Navigator and FX Derivatives

Gradual recovery - Wynn Macau, Galaxy Entertainment

Click here to know more.

Mon, 19 Feb 2024, 12:01 PM (SGT)

Request to update CIF Preferences

Dear Client CIF preferences will be updated based on the request placed by the Joint account holder 3031613

Sun, 18 Feb 2024, 09:01 AM (SGT)

Request to update CIF Preferences

TOTAL ASSETS *

USD 135,710,727.60

TOTAL LIABILITIES *

USD 20,230,777.49

TOTAL NET POSITION *

USD 115,479,950.11

As of Apr 1, 2021

*consolidated across all linked CIFs

standard chartered private bank

1

1

Click the bell icon on the top right of the home screen to access the Communication Hub.

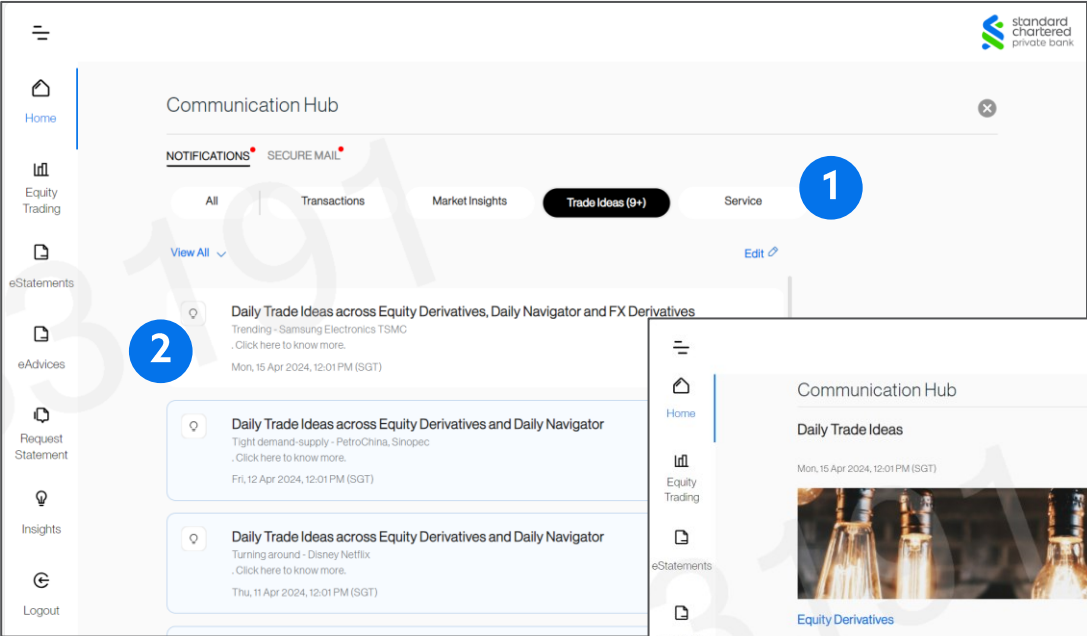
2

By default, all notifications are displayed. To view details, select the notification from the listing. To filter and view unread notifications click **View All**.



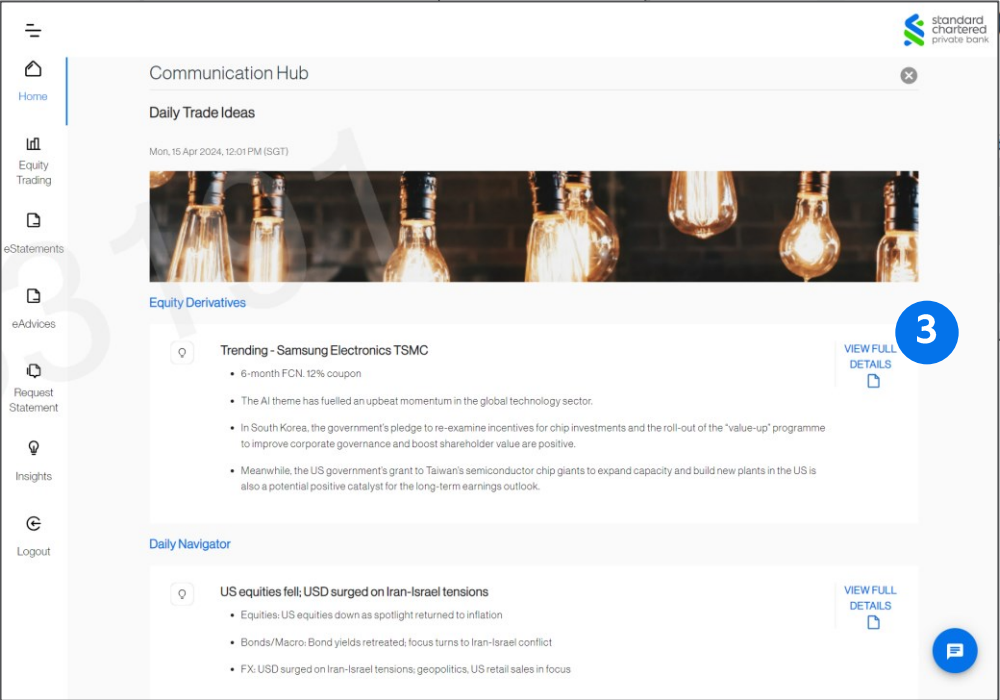
Communication Hub

To view Market Insights and Trade Idea notifications.

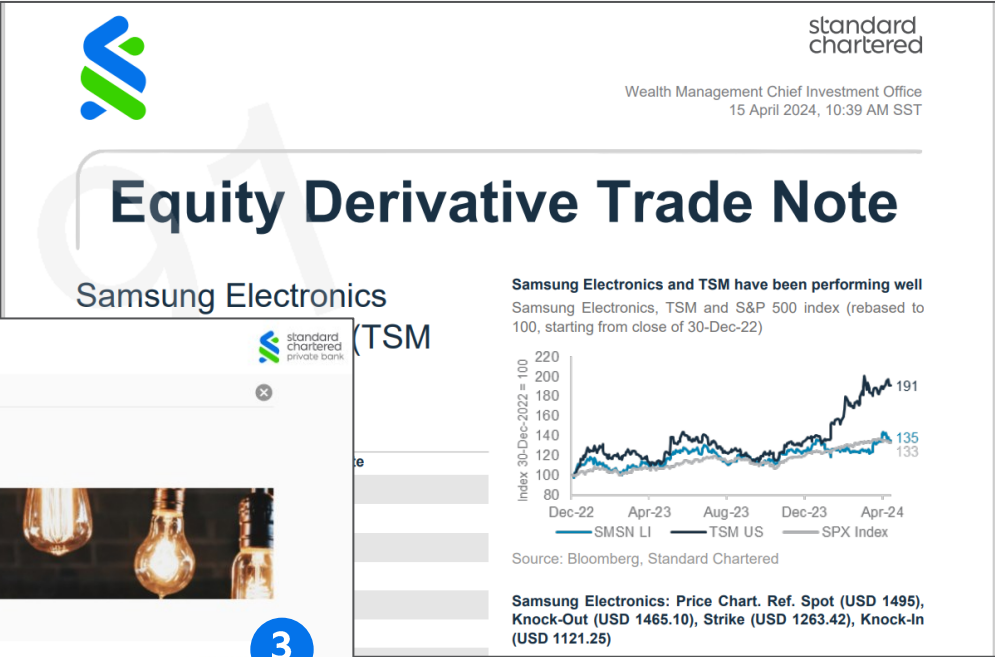


1 Notifications are grouped by categories. For example, click the **Trade Ideas** tab to view notifications related to market insights.

2 To read the summary, individual Market Insight click notification.



3 To view a PDF report, click **View Full Details** and PDF report will open.



Communication Hub

To view Equity Linked Structured Products and Equity Trading Transactions notifications.

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Transactions (0)

Corporate Actions

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Trade Ideas

Service

View All

Edit

✉

Accumulator BKNG UN- Knocked Out

BKNG UN 2*12 BiWeekly Term@12M Strike@1955.88.

Tap to view more details

Thu, 08 Dec 2022, 05:40 PM (SGT)

✉

Accumulator BKNG UN- Maturity

BKNG UN 2*12 BiWeekly Strike@1955.88.

Tap to view more details

Thu, 08 Dec 2022, 05:40 PM (SGT)

✉

Decumulator BKNG UN- Maturity

BKNG UN 2*12 BiWeekly Strike@1955.88.

Tap to view more details

Mon, 03 Mar 2022, 04:18 PM (SGT)

✉

Decumulator 2318 HK- Knock Out

BKNG UN 2*12 BiWeekly Strike@1955.88.

Tap to view more details

☰

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Equity Trading

EQT11042024131

SN113410-1

ACCEPTED

Thu, 11 Apr 2024, 04:17 PM (SGT)

Dear Client,

We would like to inform you that the below order amendment has been accepted.

Refer to the details below:

Order Details

Stock Name

Bank of America Corp -NOT1

Portfolio

113410-1

Type/Order Side

LIMIT / BUY/LIMIT

Stock Exchange

NYSE

Stock Code

BAC

Quantity

1001 Shares

Outstanding Quantity

10001

Order Price

USD 27.01

Validity

today

Initiated by

MMMMMMMMMMMMMMMMMMMM

The above information is for your reference only and is not binding on Standard Chartered Bank (Singapore) Limited or Standard Chartered Bank (Hong Kong) Limited. For any orders which are filled or partially filled, please refer to the contract note for the final confirmation details. The contract ...

☰

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Equity Linked Structured Products

Accumulator - Indicative Knock Out

SN115431-1

KNOCKED OUT

Mon, 18 Apr 2022, 12:34 PM (SGT)

Dear Client,

We would like to inform you on the following. Trade has knocked out indicatively.

According to the Closing Price of the respective underlying as of 25 Oct 2022, the trade has knocked out indicatively on 31 Oct 2022.

Product Terms

Instrument

SCPB SG JUL16 BENLA 2318 HK 44.0486

Tenor(m)

12

Currency

HKD

Strike Level

88.00%

KO Level

103.0%

Shares per Day

3

Dates

Trade Date

25 Oct 2022

Knock Out Date

31 Oct 2022

Back

1

Click the **Transactions** tab. All the notifications related to Equity Trading and Equity Linked Structured Products will be listed here.

2

To read the summary, click individual notification and detailed notification screen will open.



- 1. Equity Linked UN Structured Products: Knock Out and Maturity alerts.
- 2. Equity Trading: All order alerts.

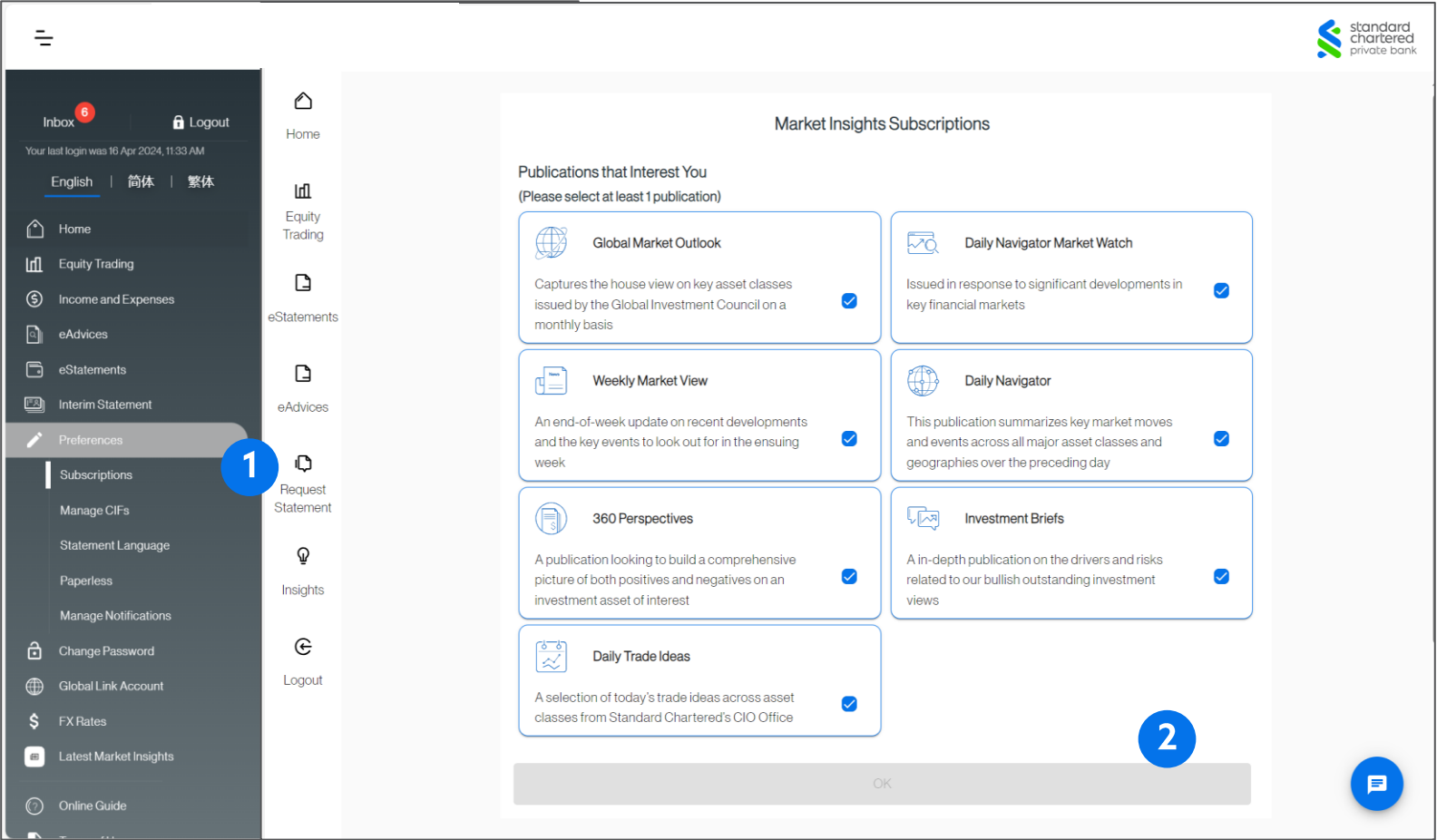


Manage Your Preferences



Subscriptions

Our Market Insights provides you daily updates on the market and house views by asset classes. Stay alerted via e-mail or push notifications via our ‘Subscriptions’ feature for Market Insights.



1 Click **Preferences** > **Subscriptions** via the main menu to customize alerts for ‘Market Insights’.

2 Select the preferred publications and Click **OK** button at the bottom of the screen to subscribe.



Manage CIF – Add CIF

This feature allows you to add the CIF to your login profile in the SC Private Bank app.

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Inbox 6

Logout

Your last login was 16 Apr 2024, 11:33 AM

English | 简体 | 繁体

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2

+

Add CIF

SN115959

Net Position

\$ 406¹⁷ USD

SN115960

Net Position

\$ 501¹⁸ USD

SN115961

Net Position

\$ 571¹⁸ USD

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Call our Private Banking

+65 6596 7000

For all other Standard C

please call

+65 6225 8888

It is essential that you do not take into consideration or respond to any information on this site or

To add a CIF, please complete the details below.

CIF Number *

Investment Centre *

☐ I accept the [Terms and Conditions](#)

☐ I accept the [Paperless Terms and Conditions](#)

3

ADD

1

Click **Preferences** > **Manage CIFs** via the main menu to customize your login profile.

2

Click **Add CIF**, a prompt will appear.

3

Enter the CIF details, accept the Terms and Conditions and then click **Add**.

The relevant CIF will be added to your login profile.



Manage CIF – Delete CIF

This feature allows you to delete the CIF from your login profile in the SC Private Bank app.

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Add CIF

SN115959

Net Position

\$ 406¹⁷ USD

SN115960

Net Position

\$ 501¹⁸ USD

SN115961

Net Position

\$ 571¹⁸ USD

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Sustainability

!

Are you sure you want to remove CIF - SN115961?

Please note that your statements and advices will be sent in paperless format for CIF-SN115961.

You may view or update your preferences

3

 you add the CIF back into your account.

CANCEL

REMOVE CIF

1 Click **Preferences** > **Manage CIFs** via the main menu to customize your login profile.

2 Click icon next to the CIF which needs to be removed from your login profile.

3 Click **Remove CIF** on the prompt to confirm your action.

The relevant CIF will be removed from your login profile.



If you delete the only CIF in your login profile, then your account will be disabled, and you would be required to re-register in the app.



Statements Language

This feature allows you to view your month end statements in English, Traditional and Simplified Chinese language.

1

Inbox 6

Logout

Your last login was 16 Apr 2024, 11:33 AM

English | 简体 | 繁体

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Statement Language

SN115959

☒ Simplified Chinese+English

☐ Traditional Chinese+English

☐ English Only

2

SN115960

☐ Simplified Chinese+English

☒ Traditional Chinese+English

☐ English Only

3

CONTINUE

Confirmation

✓ Your preference has been updated successfully.

Statement Language

SN115960 English Only

CLOSE

1

Click **Preferences** > **Statement Language** via the main menu

2

Select the preferred statement language for the CIF.

3

Click **Continue** at the bottom of the screen. You will be prompted to perform OTP verification.



Paperless

This feature allows you to suppress paper print Statements and Advices from being sent to your mailing address.

Inbox 6

Logout

Your last login was 16 Apr 2024, 11:33 AM

English | 简体 | 繁体

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Manage eStatements and eAdvices

SN115959

Opt in for eStatements

Opt in for eAdvices

SN115960

Opt in for eStatements

Opt in for eAdvices

SN115961

Opt in for eStatements

Opt in for eAdvices

CONTINUE

Confirmation


✔ Your preference has been updated successfully.


Manage eStatements and eAdvices

	Opt in for eStatements	Opt in for eAdvices
SN115959	No	-
SN115960	-	-
SN115961	-	-

CLOSE

1 Electronic statement preferences can be accessed via the side navigator menu under **Preferences > Paperless**

2 Slide the toggle button right. 
If you no longer wish to receive hardcopies via your mailing address.

Slide the toggle button left. 
If you wish to start receiving hardcopies via your mailing address.

3 Click **Continue** at the bottom of the screen. You will be prompted to perform OTP verification for confirming the change.

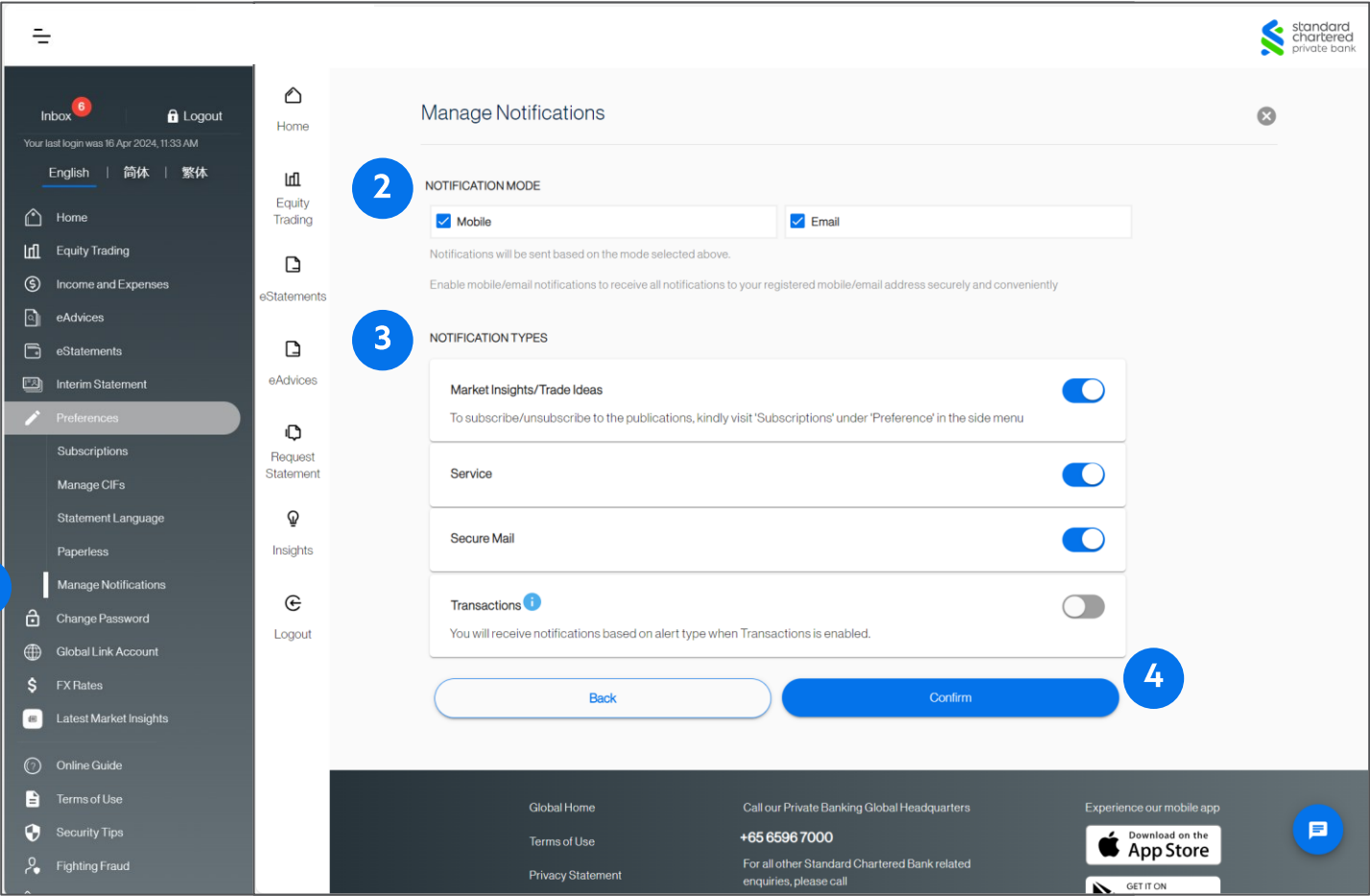


Note : Effective 12 Aug '24, the function to enable and disable the delivery of eStatement and eAdvice is temporary unavailable. Please contact your Private Banker should you require assistance.



Manage Notifications

This feature allows you to customize your notification preferences.



- 1 Click **Preferences** > **Manage Notifications** via the main menu to customize alerts for 'Market Insights'.
- 2 **Notifications Mode** : you may opt in/out for the email and mobile push notifications (mobile app only) for the various notification types.
- 3 **Notifications Types** : Slide the toggle button left if you no longer wish to receive the relevant types of notifications.
 - **Market Insights/ Trade Ideas** : In house publication notifications
 - **Service** : Preference update confirmation notification
 - **Secure Mail** : In-app mail notification
 - **Transactions** : Equity Linked Structured Products and Equity Trading Order alert notifications
- 4 Click **Confirm** at the bottom of the screen for confirming the changes.



Security Tips



Security Tips (1/2)

Advice to keep your online experience secure.

Login Credentials

1. Create a unique Username and Password.
2. Do not use the same password for different web site applications or services, particularly when they relate to different entities.
3. No Standard Chartered Bank employee should ever ask you for your Password.
4. Keep your Username and Password confidential and do not share them with anyone.



Security Tips (2/2)

Advice to keep your online experience secure.

Personal Data Security

1. Install anti-virus, anti-spyware and firewall software on your personal computer, particularly when you are linked via broadband connections, digital subscriber lines or cable modems.
2. Update the anti-virus and firewall products with security patches or newer versions on a regular basis.
3. Remove file and printer sharing on your computer, especially when you have internet access via cable modems, broadband connections or similar set-ups.
4. Regularly backup critical data.
5. Consider the use of encryption technology to protect highly sensitive data.
6. Do not install software or run programs of unknown origin.
7. Never disclose your personal information (e.g. information on identity card or passport, addresses, or bank accounts) to any persons failing to prove their identities or any doubtful websites. You should never disclose your passwords to anyone.
8. Do not access e-banking services through public or shared computers (e.g. at cyber cafés or public libraries).
9. Log off the online session and turn off the computer when not in use.



SC Private Bank app

USER GUIDE

