

Notice of Change on 3D Secure

Introducing 3D Secure One-Time Password

We are pleased to introduce 3D Secure One-Time Password (3D OTP), an enhanced security feature for online purchases available for Debit and Credit Cards.

This feature offers enhanced security through an authorisation process, when you shop online with websites that have incorporated the 'Verified by Visa' or 'MasterCard Secure Code' feature by providing a one-time password to mobile numbers registered in our bank systems.

This feature will be automatically enabled on your card/s from 31 May 2017 onwards. Cardholders will not be required to register any further for this service even if they have already successfully registered for 3D Secure previously.

How it works

- Shop online at any 3D Secure website
- Enter your Standard Chartered card details during checkout
- You will receive a one-time password (OTP) via SMS on your registered mobile
- Enter the OTP in the pop up screen
- Transaction completed

Ensure you have enabled pop-up windows in your browser as you may be required to enter the OTP in a pop-up window on the payment page.

Keep your contact information updated

In order to successfully receive 3D Secure OTP, please ensure that your mobile number has been updated with Standard Chartered Bank.

You may update your information through Online Banking or visit us at our nearest branch. If you require further assistance on updating your information through Online Banking, please contact our 24-hour Client Care Centre at 2658 000.