

FAQs and Guide

For Biometric Login Service on Standard Chartered Mobile App

1 What is a Biometric Login Service?

Biometric Login Service is a face or fingerprint recognition feature available to access Standard Chartered's Mobile Banking App without having to enter User ID and password. Touch Login is available for iPhone or selected Samsung devices (Android) while Face login is currently available on the iPhone X.

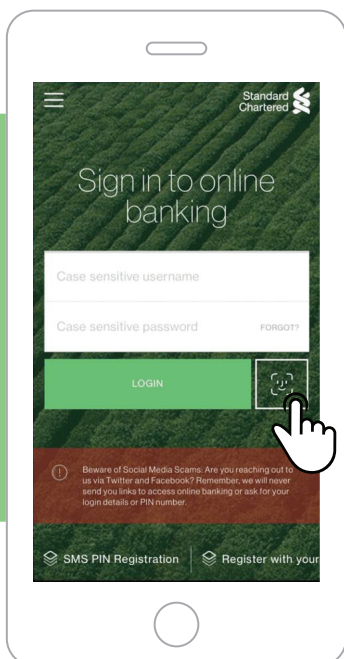
2 How do I know what type of Biometric Login service I can use?

Touch ID login is available for iPhone (IOS) and selected Samsung devices (Android) while Face ID login is currently available on the iPhone X. Availability on other devices is dependent on the biometrics features available on the device and supporting platform.

3 Do I need to register for Biometric Login Service?

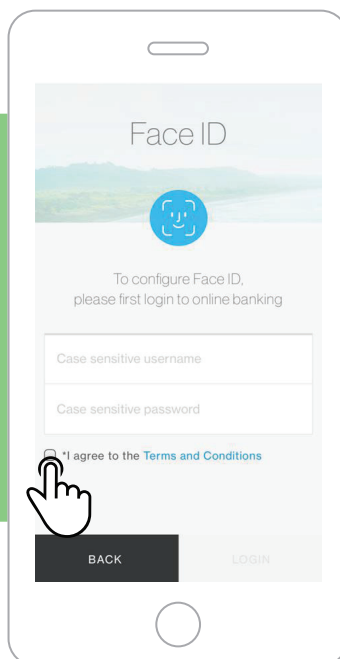
Yes, you need to register for this Biometric Login Service. If you do not want to use this service you can also use the existing login method of typing in your User ID and password.

4 How do I register?



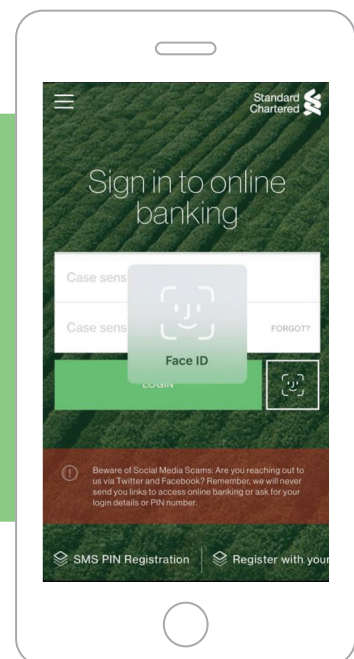
STEP 1

Tap on the fingerprint or Face ID icon in the mobile banking login screen.



STEP 2

Activate biometric login service by typing in your online banking username and password in the indicated fields. Tap to agree to the terms and conditions after you have read them.



STEP 3

Set up is now complete! Log in now with a single touch or with your Face ID.

- 5 Are these biometric features available for the App on Android platform?**

Yes. On selected Samsung/Android devices only.
- 6 Are these biometric features available for the App on IOS platform?**

Yes. On selected Apple devices with IOS version 9.0 and above. Face ID login is currently available for iPhone X users.
- 7 Can I login immediately after registration?**

Yes. You can login immediately using your fingerprint or Face ID after successful registration.
- 8 Can I disable the Biometric Login Service?**

Yes. You can disable this service by using the menu on the left-hand side of the Standard Chartered Mobile app. The menu is also available before and after login.
- 9 Can I make transactions using Biometric ID features?**

No. The biometric ID feature is only used at the point of logging in to the Standard Chartered Mobile App. The existing 2 factor authentication method will be used for transactions which require further authentication.
- 10 What if I register other finger print(s) on my device?**

You will be prompted to re-register for the Biometric Login Service. Similarly, this will happen if you delete a finger print from your device.
- 11 What if another person uses my Biometric Login enabled device to login to their own StanChart account?**

At any time another person logs in with their username and password with your device, you will be forced to re-register and go through the 3-step registration process. Your username, password and biometrics are mapped to the Standard Chartered Mobile App that is downloaded to your device. Should someone else use your app to login it will trigger a change in registration for the app.
- 12 Is there a limit on how many devices I can register for Biometric Login Service?**

You can register up to 5 devices.
- 13 What will happen if my device is lost?**

Your fingerprints and face data stored in your device are encrypted and will remain protected. The device doesn't store any images of your face or fingerprints, it stores only a mathematical representation of your face or fingerprints which is virtually impossible to replicate.

As an additional security measure, in case your device is lost or stolen, we strongly encourage you to contact your mobile service provider to deactivate your SIM card immediately as well as inform Standard Chartered immediately by calling our 24-7 Client Care Centre at 265 8000.