



Anytime, anywhere
Make it easier

Business Clients Phone Banking Guide

Business Banking
800 988 0018
400 888 8393
(86-755) 2589 0833

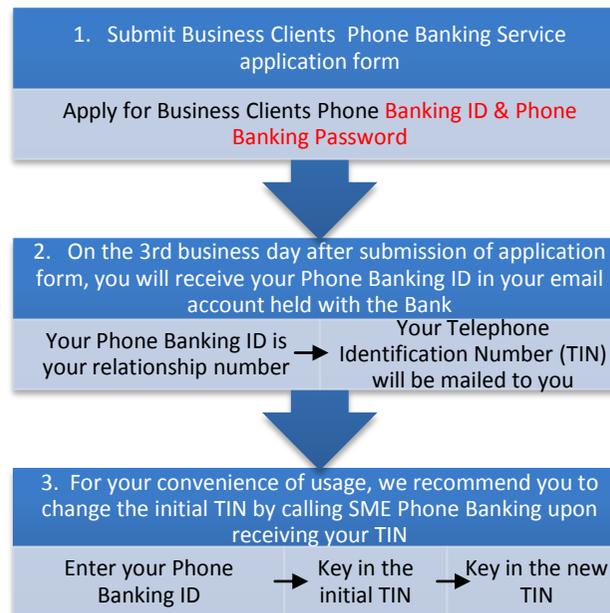
Here for good

Pledging to meet your needs

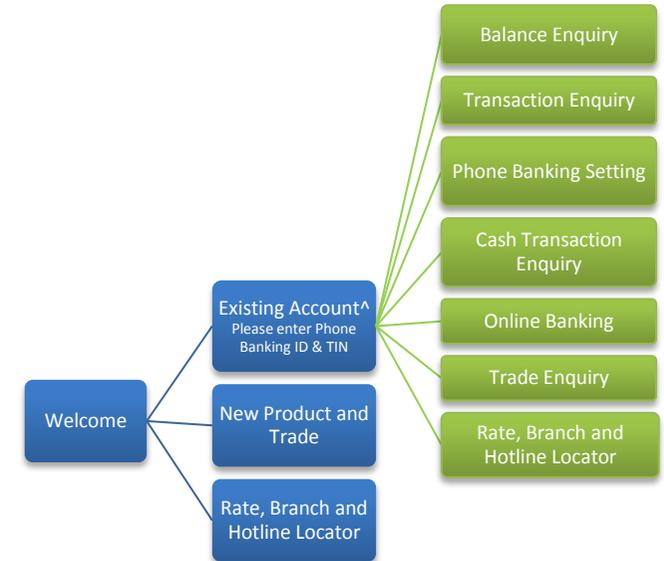
We set our service standards with you in mind. With our dedicated Business Clients phone banking, you can now perform a range of Business Clients banking services. Phone Banking makes it easy anytime and anywhere.



A. Business Clients Phone Banking Registration



B. Business Clients Phone Banking

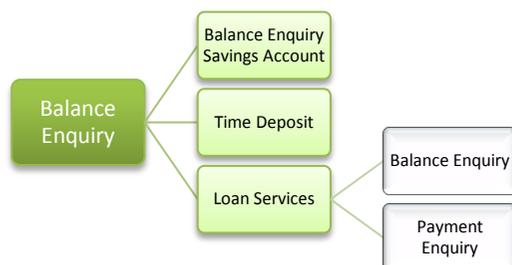


^ The categories in green could only be accessed by BUSINESS CLIENTS Phone Banking registered customers.

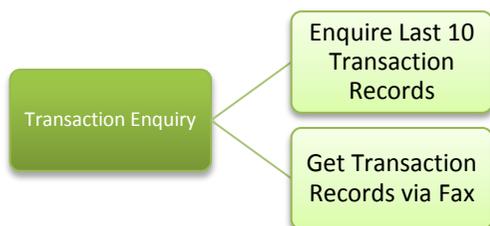


C. Commonly Used Phone Banking Functions

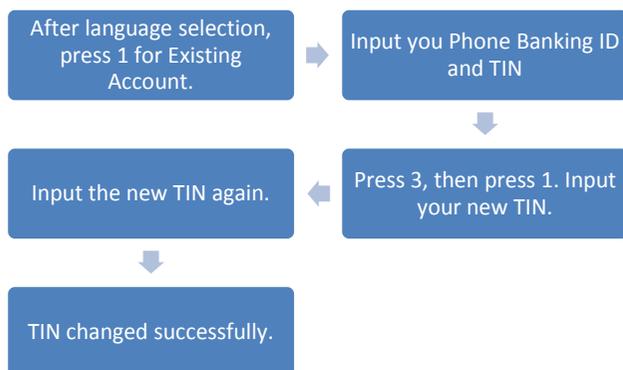
1. Account Balance & Loan Information Enquiry



2. Transaction History



3. TIN Change

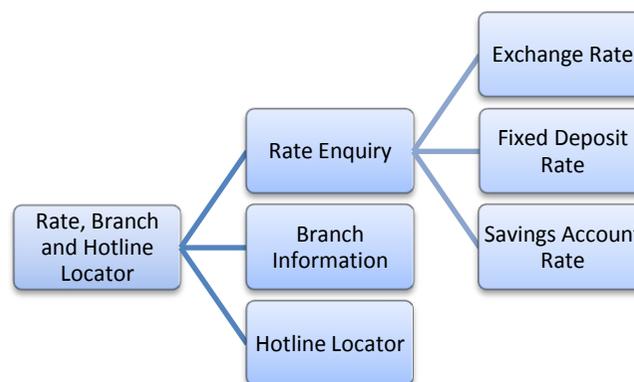


4. Set a Default Balance Flash Account

You may set a default balance flash account by which you can check your balance conveniently. When calling Phone Banking, you will hear your default account balance without selecting menu or inputting any account No. after TIN verification.



5. Rate, Branch and Hotline Locator



D. Phone Banking Frequently Asked Questions

Q What if I forgot my Phone Banking ID?

A You may contact your dedicated Relationship Manager, or call our BUSINESS CLIENTS Phone Banking customer care associate for assistance.

Q What if I forgot my Telephone Identification Number (TIN)?

A Kindly submit Phone Banking Service Maintenance Form to your dedicated Relationship Manager and obtain a new Telephone Identification Number (TIN).

Q What if I decided to change my Telephone Identification Number (TIN)?

A You may change your Telephone Identification Number (TIN) through our BUSINESS CLIENTS Phone Banking self-services. For more information, please refer to the Phone Banking Service Guide attached.

Q What if my Phone Banking ID was locked?

A Simply submit Phone Banking Service Maintenance Form to your dedicated relationship manager and obtain a new Telephone Identification Number (TIN).

Q Can I still use Phone Banking Services even if I don't have a valid Telephone Identification Number (TIN)?

A Yes, you can still check rate and branch information under the self-service option of Rate, Branch and Hotline Locator even if you do not have a valid Telephone Identification Number (TIN). However, to enjoy more services, we encourage you to sign up for our BUSINESS CLIENTS Phone Banking services as soon as possible.

Disclaimer:

1. This leaflet is for reference only. Please take the actual prompts in IVR as the standard.
2. Please keep your Phone Banking ID and Phone Banking Password safely. Leakage of ID and password may lead to unexpected risks.
3. Standard Chartered Bank (China) Limited ("the Bank") reserves the right to alter any contents herein. You may request for the updated version of the leaflet at any time.
4. The Chinese version shall prevail in case of a discrepancy between the English version and the Chinese version.