

press release

FOR IMMEDIATE RELEASE

Standard Chartered launches mobile app, revamps Online banking platform

- Bank commences roll out of Digital by Design Model
- Clients to enjoy more functions and improved navigation
- Group to invest \$1.5bn in technology globally over three years.

Monday 16th May 2016, Nairobi – Standard Chartered today launched a new banking application **SC Mobile** and unveiled a revamped online platform as the Bank commenced the first phase of its **Digital by Design** business model.

The Bank's clients will now enjoy more functions, faster processing times as a result of improved navigation and user-friendly interfaces on the bank's websites when using laptops, tablets or mobile phones to conveniently bank at any location. This will be supported on our platform with international standards of information security and 24/7 availability.

Unveiling the revamped platform Lamin Manjang, Standard Chartered CEO East Africa said under the **Digital by Design** model, the Bank was harnessing technology to make banking a convenient and exciting experience for clients while at the same time improving cost efficiency.

"In the past, the full range of services used to be available in branches and only part of it digitally. We want to have all our services available on digital channels. So whether clients choose to reach us via mobile, phone, internet or the branch, they will get the same, convenient, seamless banking experience. Branch visits will be for high value-added meetings and advice," said Mr Manjang.

Mr Manjang said the launch of the digital platforms is instrumental in Standard Chartered's strategy of using digital technology to deliver the future of banking to clients in Africa. The Bank last year announced it will invest \$1.5bn in technology globally over three years.

Said Mr. Manjang: "Kenya has been placed at the forefront of the Group roll out plans. Our clients will now enjoy an expanded list of utility companies allowing them to conveniently pay for their everyday needs. Through **SC Mobile**, clients can check balances, transfer money and pay bills, all through their smartphones. The new online banking platform also offers a self-service

option for wealth management; clients can set up their investment profiles, gaining access to investment products most appropriate for their profiles.”

Clients will have access to a unified mobile and online banking platform where there is consistency across mobile and online banking with usernames and passwords, beneficiaries, standing instructions and bill payees replicated across both channels.

And as the Bank continues to migrate its services to digital platforms it has also introduced the **Retail Workbench**, a digital tablet-based sales-and-service tool that will allow sales staff to open an account for a client in any location. Seamlessly integrated with the Bank’s back-end infrastructure, **Retail Workbench** makes banking services like loan approvals and credit card issuance fast, simple and completely paperless.

The second phase of the **Digital by Design** model will see Standard Chartered introduce Video Banking and upgrading of its entire ATM network to Cash Deposit Machines. Under the model, the Bank expects to more than 45% of her clients to transact on digital platforms by end of this year.

The SC Mobile and our revamped online platform together with our award winning Straight2 Bank platform will round up our end to end digital capabilities across our business segments- Retail, Commercial and Corporate and Institutional Banking.

The new digital platform will also be rolled out in Botswana, Ghana, Nigeria, Tanzania, Uganda, Zambia and Zimbabwe making it the most extensive roll out by any international bank across the continent.

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Note to Editors:

Standard Chartered

We are a leading international banking group, with around 84,000 employees and a 150-year history in some of the world’s most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East. Our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

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