

FREQUENTLY ASKED QUESTIONS ON CARD-NOT-PRESENT AND OVERSEAS TRANSACTIONS

1) What is the definition of card-not-present transactions (“CNP”)?

A CNP transaction is a payment card transaction made where the cardholder is not physically present (i.e. non face-to-face) at the merchant when the payment is made, and includes online (internet) purchase transactions, mail order and telephone order.

2) What is the definition of overseas transactions?

An overseas transaction is a transaction that is performed out of the country (i.e. out of Malaysia). Overseas transactions include overseas point-of-sale purchase (“POS”) and cash withdrawals made at ATMs outside Malaysia.

3) Debit cardholders were not required to provide consent to perform CNP and overseas transactions previously. Why are debit cardholders now required to provide their consent?

In line with Bank Negara Malaysia (“BNM”)’s circular dated 24 December 2014 titled “Managing Risks of Electronic Banking, Direct Debit and Risks Associated with Payment Instruments” effective 1 June 2015, BNM mandates that financial institutions (FIs) and issuers must, by default, block any cardholder from making any card-not-present transaction which is not authenticated via strong authentication method such as dynamic password or any overseas transaction using a debit card, a debit card-i or a prepaid card, **UNLESS the cardholder has expressly opted-in to conduct such transactions.**

The requirement to opt in seeks to ensure that adequate risk management measures and controls are in place among financial institutions and issuers, and to educate customers of the safe practices in order to mitigate the risks of unauthorised transactions, in particular for card-not-present and overseas transactions.

4) Why has Standard Chartered not authenticate the Card Not Present by a strong dynamic password?

Standard Chartered will implement the strong authentication via the One Time Password (OTP) by August 2015. This will enhance the security for such types of transactions.

5) How do I opt in to perform CNP and overseas transactions (“Transactions”) with Standard Chartered Debit Card?

Kindly walk into any Standard Chartered branch in Malaysia, or call our Contact Centre at 1300 88 8888 or 03- 7711 8888 if you are not calling from Malaysia.

6) I have a Standard Chartered Bank Malaysia Berhad / Standard Chartered Saadiq credit card. Am I required to provide consent too to enable these Transactions?

You do not have to consent to carry out these transactions using credit cards.

7) What will happen if I fail to provide consent by 28th June 2015?

If you have not provided consent by 28th June 2015 by opting in, you will not be able to perform these Transactions effective 29th June 15 onwards.

8) I am residing overseas or am currently not in Malaysia. How can I opt in to perform these Transactions?

These are the various methods for you to opt in:-

- a) Call our Contact Centre at 603-7711 8888 and provide your consent over the phone.
- b) Log on to our Online Banking portal, select "Contact Us" and click on "Compose Message" to request to opt in to these Transactions.

9) How would I know that I have successfully been enrolled to perform CNP and overseas transaction?

You will receive a SMS message from us confirming your enrolment.

10) I have opted in to perform CNP and overseas transaction. Can I opt out from performing these Transactions and how do I opt out?

Yes, you may opt out from performing these Transactions anytime by:-

- a) Walk into any Standard Chartered branch in Malaysia and our Bank personnel will assist you
- b) Calling our Contact Centre at 603-7711 8888.
- c) Log on to our Online Banking portal, select "Contact Us" and click on "Compose Message" to request to opt out of these Transactions.

11) How long does it take for the Bank to maintain in its system that I have opted in / opted out to perform CNP and overseas transaction?

It will take 3 working days for the Bank to effect the opt in / opt out option.

12) What are the risk associated to card-not-present and overseas transaction?

When a card-not-present transaction and/or overseas transaction is performed, there is a risk of your account data being compromised or the information being used for unauthorized purchases and/or cash withdrawals. Please be reminded that in the case of overseas transactions, the card verification features for POS transactions may vary from country to country and some country/merchants may not adopt a stringent approach. Fraudulent transactions may occur if your account data is compromised.