

Having Problems In Receiving Your e-statements? Please read

There may be instances that your statement fails to reach you. The reasons would be for:

- 1) Incorrect email ID
- 2) Your mailbox is too full to handle any more emails
- 3) Your email is delivered to your spam box / junk email folder
- 4) Your mailbox categorises your email as main/primary email, social, promotions etc.
- 5) Your email ID is correct, but you do not receive our eStatement in to your inbox/spam/junk or any other folder.

Important: to open the electronic statement we send please ensure Adobe Acrobat Reader is installed. You may download a free version at www.adobe.com for PC users.

What you can do:

1) For Incorrect email ID

If the email ID is incorrect your eStatement will not be delivered to you. Please call us on 2480480 or email us at Feedback.CB@sc.com.

You can login through Online Banking and check your registered email ID and provide a request to change your email address. Visit www.sc.com/lk and click Login to Online Banking.

2) For Your mailbox is too full to handle any more emails

If you do not keep your mailbox size within its prescribed limits on capacity, you may not receive the eStatement.

Please always keep your mailbox clean and large emails archived to maintain sufficient space in your mailbox.

3) Your email is delivered to your spam box / junk email folder

If your email ID is correct there is a chance your eStatement is in your spam/junk mail folder.

Where you notice the eStatement has been delivered to your spam/junk mail folder you have the option of categorising the email as a safe email and transfer it to your inbox.

Some email accounts will ask you to add the email address as a safe sender. The email addresses we use to send Credit Card eStatement is SCB-Global.E-Statement@sc.com and for Current or Savings Accounts electronicservices.cb@sc.com. You may also add the domain name as a safe domain to receive emails from (domain name is sc.com)

We can always send you duplicate statements by email or hardcopy, simply call us on 2480480.

An easier way to access your transaction details would be via Online Banking services. You can even view up to 12 months of transactions for Current, Savings and Call account holders and up to 3 months worth of history for Credit Card transactions.

You can login instantly to Online Banking with just your credit or debit card details. Go to www.sc.com/lk and click Login to Online Banking

4) Your mailbox categorises your email as primary email, social, promotions etc.

Some email service providers have changed the way you interact with their service.

For example to make it easier for you to go through email, your emails may be split in to social, promotions or primary emails.

If you have not received your eStatement in one category (such as primary) please do check your promotions folder.

5) Your email ID is correct, but you do not receive our eStatement in to inbox/spam/junk or any other folder and you have registered your company email address.

In some cases, your email ID is correct and you do not receive the email to your inbox/spam/junk mail folder either. If you have registered your company email address to receive eStatements please do check with your email service provider or technology team (if your email ID is an office email ID) if your email has been blocked.

Other ways you can access your transaction details and payment details of your credit card:

If you hold a Standard Chartered Credit or Debit card Visit www.sc.com/lk and click login to Online Banking instantly.

You can even view up to 12 months worth of transactions for Current, Savings and Call accountholders and your unbilled, last and prior statement for Credit Card transactions.

If you do not hold a debit or credit card or have problems logging in or see an outdated mobile number call our hotline on 2480480.