FREQUENTLY ASKED QUESTIONS ON UPI HANDLE FOR DEMAT ACCOUNT PAYMENTS

In line with the latest SEBI circular dated June 11, 2025, we are pleased to inform that Standard Chartered Bank has adopted the new standardised, validated, and exclusive UPI ID mechanism for receiving payments. This initiative aims to enhance the security, transparency, and trust in financial transactions within the securities market.

We are sharing answers to some frequently asked questions (FAQs) on the new payment mechanism, for ease of investors.

Q. Is it compulsory for investors to use the new handle only?
Ans. You can choose any preferred mode of payment, such as UPI, IMPS, NEFT, RTGS, or Cheque. If you opt for UPI for payment to SCB DP (Standard Chartered Bank- Depository Participant), then you should only use the new UPI ID – **standardcharteredbank.dp@validsc** allotted to SCB-DP.

Q. What should I check while making payment using the new UPI IDs/ QR Code?
Ans. You need to keep the following things into consideration:

1. The UPI ID should properly show the name of our DP (Standard Chartered Bank), followed by the short abbreviation of the category for example “brk” for Brokers, “mf” for Mutual Funds, etc to the left of the “@” character.
2. On the right side of the “@”, the new and exclusive handle “**@valid**” should be present, followed by the bank name.
3. On the confirmation screen, the app should show a white thumbs-up icon inside a green triangle.
4. The QR code generated using the utility will have a white thumbs-up icon inside a green triangle. It will also display the UPI ID (**standardcharteredbank.dp@validsc)** just below the QR code.

Q. Do I also need to obtain new UPI handles to transact in the securities market?
Ans. No, the new UPI IDs are only for intermediaries to obtain and you can continue to use your existing UPI IDs.

Q. Whom to approach if my transaction/ payment fails with the new UPI ID?
Ans. The secure validated UPI ID of SCB DP will use the same banking channel as the earlier generic UPI handles. In case of any technical difficulty, you are requested to write to demat.services@sc.com

Q. What are the transaction limits for UPI payments in the securities market?
Ans. The current UPI transaction limit for capital market transactions is INR 10 lakhs per day, subject to periodic review.

Q. Where can you find the validated UPI ID of SCB DP?
Ans. You can click on this link for getting the UPI ID Details.