



# Instant@dvice & Trade Transaction Tracker

Instant@dvice is a complimentary service helping HSBC clients using documentary trade and Guarantees products to speed up their trade cycle, enhance cash flow and improve their management of supply chain. It helps to save time and money by providing updates at each stage of the transaction through email advices sent directly to a company's specified email address. Instant@dvice also gives you access to a complimentary tool available on mobile devices providing you with the transaction status of your documentary trade and Guarantees products via Trade Transactions Tracker. These terms and conditions govern your use of Instant@dvice and the Trade Transactions Tracker.

## **Greater visibility and control**

Receive copies of import and export documentary credits (DCs), Guarantees and Trade Transactions advices directly to your company's specified email or mobile device, keeping you up-to-date on the status of your transactions.

## **Manage your costs more effectively**

Accelerate the release of documents and save on potential demurrage costs by receiving import payment instruction letters that you can immediately print, complete and return to us.

Minimise the expense and inconvenience of collecting and holding original DCs by choosing to use HSBC's Safe Custody service to securely store your DCs with HSBC.

## **Improve your cash flow position**

Track the delivery of your export documents sent internationally by HSBC offices so that you can act more quickly to help reduce your days sales outstanding (DSOs) and accelerate your export proceeds.

## **Better supply chain management**

Strengthen existing suppliers' relationships and speed up the delivery of your commodities by receiving faster copies of payment confirmation advices to your suppliers from HSBC.

## **Leverage HSBC's international network**

If your buyers and suppliers are HSBC clients, they can also use Instant@dvice and the Trade Transactions Tracker for timely transaction updates, accelerating your trade cycle and helping you to strengthen your partnerships with your buyers and suppliers.



# How to get started with the Instant@dvice and the Trade Transaction Tracker?

## How does it work?

- You can nominate up to five email addresses within your company to receive a copy of your export or import DCs, subsequent amendment(s) and other trade related advices. Email address 1 is the primary email address and will receive copies of all bank advices and SWIFT messages. Other nominated email addresses will receive copies of all bank advices only.
- You can use Trade Transactions Tracker on a mobile device to access the service. In order to use the Trade Transactions Tracker you must complete this form and accept the terms and conditions.
- Once you download the Trade Transactions Tracker on your mobile device, you will be required to enter:
  - Your trade account number (if you have multiple trade accounts you can choose one)
  - The email address registered for Instant@dvice service (if you have multiple email addresses registered you can choose one)
  - A recent transaction reference number processed by HSBC linked to the trade account you've chosen in step 1.
- As an export customer, you can save on courier, handling and storage costs with our free DC Safe Custody service where HSBC will store your original DCs securely.

## Information Service Only

All DC, Guarantee copies, subsequent amendments and trade/guarantee related advices sent via Instant@dvice or displayed via the Trade Transactions Tracker are non-negotiable copies.

Instant@dvice and the Trade Transactions Tracker are information services only. Instant@dvice service email address, from which all messages are sent, doesn't receive incoming emails, so emails sent to this email address will not be actioned. If you want to provide instructions, please contact your local HSBC office.

## What I need to do now?

Read, complete and sign the 'Authorisation for Instant@dvice, Trade Transactions Tracker and DC Safe Custody service section and then send the form to your local HSBC office.

You must be a registered user of Instant@dvice with an active subscription when enabling and using the Trade Transactions Tracker. The Trade Transactions Tracker service will be automatically revoked if the associated Instant@dvice subscription is terminated.

## Authorisation for HSBC Instant@dvice, Trade Transactions Tracker and DC Safe Custody service

### Exports

With immediate effect, send a copy of all export SWIFT DCs, subsequent amendments and export advices and enable the Trade Transactions Tracker to the following email address (write in capital letters):

1. \_\_\_\_\_

Please also send copies of all export advices and enable the Trade Transactions Tracker to the following email addresses (you may nominate up to four):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

In addition, we authorise HSBC to hold the original export DCs and amendment(s) on our behalf.

- Yes  
 No

### Imports

With immediate effect, send a copy of all import SWIFT DCs, subsequent amendments and import related advices and enable the Trade Transactions Tracker to the following email address (write in capital letters):

1. \_\_\_\_\_

Please also send copies of all import advices and enable the Trade Transactions Tracker to the following email addresses (you may nominate up to four):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

### Bank Guarantees

With immediate effect, send a copy of all Guarantee related advices and SWIFT messages for Guarantees issued and/or amended and enable the Trade Transactions Tracker to the following email address (write in capital letters):

1. \_\_\_\_\_

Please send only a copy of all Guarantee related advices and enable the Trade Transactions Tracker to the following email addresses (you may nominate up to four):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

We accept that any DC, Guarantees or amendment(s) and any trade related advice transmitted to us by HSBC via email or other electronic means is for information only and copies of DC, Guarantees, amendments and trade related advices transmitted to us are non-negotiable copies.

We accept that any electronic communication (including email, facsimile, text messaging, telephone or other electronic communication) may be subject to interruption, transmission blackout, delayed or incorrect data transmission and that messages sent via electronic communication may not be secure or error-free as they can be intercepted, corrupted or lost or may arrive late or contain viruses. We undertake to immediately notify HSBC in writing of any changes to our email addresses.

We agree and accept that HSBC does not have any liability for any losses, damages, errors or omissions or late or non-arrival or disclosure to third parties of messages sent via electronic communication due to any reason other than the Bank's gross negligence or wilful misconduct. HSBC may update or change these terms and conditions from time to time upon notice.

For and on behalf of (Company Name)

Name: \_\_\_\_\_

Customer No.: \_\_\_\_\_  
(first 9 digits of account no. Ex: 000-000000)\*

Date: \_\_\_\_\_

Contact Telephone No.: \_\_\_\_\_

Authorised Signature(s): \_\_\_\_\_

\* By signing this form, it serves as a blanket instruction for HSBC to provide trade transactions updates/notifications and forward advices to the designated email addresses above respectively for all existing and new trade accounts opened from time to time without further reference to you. Please contact us if specific arrangements are desired.

For more information, please contact your local HSBC Office.