


PRODUCT DISCLOSURE SHEET

<p>PRODUCT DISCLOSURE SHEET</p> <p>(Read this Product Disclosure Sheet before your business/company decides to take up the product. Be sure to also read the bank's terms and conditions, which includes terms in the Facility Offer Letter, the relevant Application Form and the Bank's Standard Trade Terms (available at https://www.gbm.hsbc.com/gtrfstt or upon request.)</p>	<p>HSBC Bank Malaysia Berhad (HSBC)</p>  <p>STANDBY DOCUMENTARY CREDIT</p> <p><Date></p>										
<p>1. What is this product about?</p>											
<p>The Standby Documentary Credit ("SDC") is a type of documentary credit that is issued to cover non-performance by the customer where payment is made against presentation of documents. SDC can be financial related or transaction related.</p>											
<p>2. What do I get from this product?</p>											
<ul style="list-style-type: none"> • Allows your company/business to expand into new markets • Provides security to your counterparty by a reputable bank • Facilitate open account trade business for your company • Competitive commission rate on the facility value 											
<p>3. What are my obligations?</p>											
<p>Your business/company will need to pay us the full SDC amount should there be a claim from the beneficiary, in accordance to the terms and conditions of the Facility Offer Letter and/or other facility documentation issued for the SDC facility.</p>											
<p>4. What are the fees and charges I have to pay?</p>											
<p>Key charges include:-</p>											
<table border="1"> <thead> <tr> <th>Key Charges</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>SDC Issuance Commission</td> <td>0.1% per month or part of month on the credit amount (min RM200)</td> </tr> <tr> <td>Cable Cost per DC issued under SWIFT</td> <td>Local DC – Min. RM50 flat; Overseas DC – Min RM100</td> </tr> <tr> <td>Handling Fee for same day processing received after 12 noon</td> <td>Min RM150</td> </tr> <tr> <td>Other charges</td> <td>Please refer to our schedule of tariff and charges at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges for full list of charges. The fees and charges above may be updated from time to time and in case of inconsistency, the fees and charges stated in the prevailing standard tariff and charges (which is available at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges) shall prevail over the fees and charges stated in this document.</td> </tr> </tbody> </table>	Key Charges	Description	SDC Issuance Commission	0.1% per month or part of month on the credit amount (min RM200)	Cable Cost per DC issued under SWIFT	Local DC – Min. RM50 flat; Overseas DC – Min RM100	Handling Fee for same day processing received after 12 noon	Min RM150	Other charges	Please refer to our schedule of tariff and charges at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges for full list of charges. The fees and charges above may be updated from time to time and in case of inconsistency, the fees and charges stated in the prevailing standard tariff and charges (which is available at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges) shall prevail over the fees and charges stated in this document.	
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<p>5. What if I fail to fulfill my obligations?</p>											
<p>If the SDC amount has to be recovered by any process of law, all fees and expenses in connection with such recovery, including the Bank's solicitors' fees and charges, shall be borne by the customer.</p>											
<p>6. Do I need any takaful / insurance coverage?</p>											
<p>Whilst you do not specifically need to take up any takaful / insurance coverage for this product, you may wish to consider taking up appropriate coverage to protect your goods / business such as Marine Cargo Insurance, Fire Commercial or business protection package. Please contact your Relationship Manager or Trade Representative for further details.</p>											
<p>7. Do I need a guarantor or collateral?</p>											
<p>On a case to case basis depending on your payment capabilities and other credit considerations.</p>											
<p>8. What are the major risks?</p>											
<p>Customers may be subject to the risk of fraudulent claims or frivolous claims by the beneficiary as clauses in the SDC</p>											

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may enable a claim from the beneficiary to be undisputed.

9. What do I need to do if there are changes to my contact details?

It is important that the Bank is informed of any change in your business/company's contact details to ensure that all correspondences reach your business/company in a timely manner. Changes in your business/company's contact details should be formally submitted in writing and duly authorized by the company's authorized signatories. Please contact your Relationship Manager for further clarification.

10. Where can I get further information?

Should you require additional information about taking up Standby Documentary Credit, please refer to the *bankinginfo* booklet on 'Small and Medium Enterprises - Financing Products for Your Business – Trade Financing', available at www.bankinginfo.com.my.

Kindly take note that the information available in the *bankinginfo* booklet refers to types of financing products in general, and is not an exact representation of products offered by the Bank.

If you have any enquiries, please contact your Relationship Manager or Trade representative or visit our website at: <https://www.business.hsbc.com.my>.

11. Where can I get assistance and redress?

- If you have difficulties in making payments, you should contact your Relationship Manager earliest possible to discuss payment alternatives.
- If you wish to speak to our Trade representative, you may contact us at:
Client Service Team
Tel: 1-300-88-1099
Email: gtrf.client.services.my@hsbc.com.my
- You may also seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counselling and debt restructuring for individuals and SMEs. You can contact AKPK at:

Level 5 and 6, Menara Bumiputra Commerce,
Jalan Raja Laut
50350 Kuala Lumpur
Tel: 03-2616 7766 (Monday to Friday; 9am - 5:30pm local time)
Email: enquiry@akpk.org.my
- If you wish to complain on the products or services provided by us, you may contact us at:
HSBC Bank Malaysia Berhad
Customer Experience Team,
Level 2 & 3, HSBC South Tower,
2 Leboh Ampang
50100 Kuala Lumpur
Malaysia
Fax: +603-2179 1111 (9.00AM to 4.00PM – Monday to Friday)
E-mail: complaints@hsbc.com.my
- If your query or complain is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:
Bank Negara Malaysia
Jalan Dato' Onn
P.O. Box 10922
50929 Kuala Lumpur.
Tel: 1-300-88-5465 (1-300-88-LINK)
(Overseas: 603-2174-1717)
Fax: 603-2174 1515
E-mail : bnmtelelink@bnm.gov.my
Web form: eLINK at <https://telelink.bnm.gov.my/>

Operating Hours: 9.00AM to 5.00PM – Monday to Friday
General Number: 603-26988044 / 2698 9044 / 9179 2888

12. Other trade financing available?

Other trade finance solutions includes (but not limited to):-

- Receivables Financing
- Supply Chain Financing
- Pre/Post-Shipment Buyer Loans (including Bankers Acceptance)
- Pre/Post-Shipment Seller Loans (including Bankers Acceptance)
- Documentary Credit Issuance / Shipping Guarantee
- Bank Guarantee
- Export Bills Purchased
- Export Documentary Credit Negotiation
- Export Credit Refinancing

Please also contact your Relationship Manager or Trade Representative for details of other Non-Financed Trade Services and/or further discussion on appropriate financing solutions that caters to your company's best interest.

IMPORTANT NOTE: YOUR BUSINESS/COMPANY WILL BE CLASSIFIED AS BAD AND DOUBTFUL AFTER 3 MONTHS / 90 DAYS DEFAULT IN ANY LOAN/FACILITY REPAYMENTS AND THIS TRADE FACILITY MAY BE WITHDRAWN/CANCELLED.

The information provided in this disclosure sheet is valid as at or until dd/mm/yy.