

Global Trade and Receivables Finance (GTRF) Updated Terms and Conditions & Application Forms - Factsheet



The Terms

We have updated our standard customer Terms and Conditions for our core trade finance products and services, including but not limited to Documentary Credits, Guarantees, Standby Documentary Credits, Collections, Trade Financing services. The changes are effective from **30 May 2018**.

Why the update?

We are standardising GTRF documentation globally to making them simpler, better and faster for our customers to bank with us. This is also in support of the Bank's digital agenda and the new ways we offer trade finance products.

Where can I find the updated Terms and Conditions and application forms?

The updated Terms and Conditions will be available online at <http://www.gbm.hsbc.com/gtrfstt>. The application forms can also be downloaded from our Download Centre at <https://www.business.hsbc.com.my/en-gb/my/generic/download-center> from 30 May 2018 onwards.

What about current financing agreements?

The updated Terms and Conditions will not affect your current security, loan and facility documentation (as applicable).

What's changed on the application forms?

The application forms are easier to complete, with drop down options, help text and logic to help avoid errors. They are adobe pdf fillable forms that can be saved directly onto your own computer system. The application forms are simpler and shorter too, as legal terms have been moved to the updated Terms and Conditions.

Do I need to change how I submit my application forms?

No. If you use HSBCnet to submit your application, that will continue uninterrupted. If you submit paper application forms, they can be provided to your local office as you have done before.

I only use the Guarantee / Standby Letters of Credit products. Why do I need to agree to other product terms that are not relevant?

The updated Terms and Conditions cover the most common core trade products. If you don't use a particular product, those terms just don't apply to your banking at HSBC.

Who can I contact if I have questions?

If you have questions, please contact your Business Development Managers or GTRF Client Services (toll free number: 1 300 88 1099; email: gtrf.client.services.my@hsbc.com.my).

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