


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>IMPORT/EXPORT DOCUMENTARY COLLECTION</p> <p><Date></p>
<p>1. What is this product about?</p> <p>Documentary Collection is where a bank (acting as an agent for the seller) collects payment due from a buyer against delivery of documents. The process involves the seller instructing their bank to forward documents related to the export/sale of goods to the buyer's bank with a request to present these documents to the buyer for payment or acceptance of a time draft for payment at a future date by indicating what conditions these documents can be released to the buyer. Both buyer and seller's bank act as agent for the seller. Documentary Collection will take one of the following conditions:</p> <ul style="list-style-type: none">• Documents against acceptance (D/A) Documents are released to the importer against their acceptance of term bill, payable at a fixed or determinable future date.• Documents against payment (D/P) The collection is payable upon presentation (at sight) and documents released to the importer against payment of the amount due. <p>Documentary Collections are subject to Uniform Rules for Collection ("URC") 522 and a credit facility is not required for importers/ exporters to access the Documentary Collection services.</p>	
<p>2. What do I get from this product?</p> <p>Your business/ company may have a simple and more cost effective mean of trading internationally as Documentary Collections may help to protect you with document and payment terms subject to international rules and regulations. Under Documentary Collections, documents and payment are processed through the banking system. This gives the buyer the security of knowing the goods have been shipped/ arrived before making payment, while the seller retains control of the commercial documents until the terms of collection have been fulfilled.</p> <p><u>Standard Cut-Off Times</u> Standard Cut-Off Times (Monday to Friday except for public holidays) for settlements are subject to the respective foreign currencies cut-off time and provided that complete information is received: -</p> <ul style="list-style-type: none">• Cross Border Payments - 12.00 p.m. (exclude AUD & JPY)• Cross Border Payment - 10.00 a.m (for AUD & JPY)• Ringgit Payments (Rentas) – 11.00 a.m. <p>Note: Service delivery standards shall depend on customer's grouping as "Premier" or "Standard" or as agreed in customer's legal agreements. Kindly contract the Client Services Team for further details on other cut-off times not mentioned above.</p>	
<p>3. What are my obligations?</p> <p>Your obligations are to ensure performance of the trade and that they are bona-fide transactions.</p>	
<p>4. What are the fees and charges I have to pay?</p>	

Key charges include: -

Key Charges	Description		
Collection Bills Commission	<table border="0"> <tr> <td><u>Import Bills</u> 0.1% flat [Min. RM50; Max. RM100 (FCY; Max. RM500 (RM)]</td> <td><u>Export Bills</u> 0.1% flat (Min. RM50; Max. RM100)</td> </tr> </table>	<u>Import Bills</u> 0.1% flat [Min. RM50; Max. RM100 (FCY; Max. RM500 (RM)]	<u>Export Bills</u> 0.1% flat (Min. RM50; Max. RM100)
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Snag Bill Handling Fee	<table border="0"> <tr> <td><u>Import Bills</u> RM150 per month</td> <td><u>Export Bills</u> RM150 per month or part of month</td> </tr> </table>	<u>Import Bills</u> RM150 per month	<u>Export Bills</u> RM150 per month or part of month
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Other charges	<p>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.</p> <p>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.</p>		

5. What if I fail to fulfill my obligations?

As there is no loan/financing involved at the collection stage, the Bank is merely acting as an ‘agent’ to handle the collection of documents for the seller. Your ultimate obligation is towards your seller/buyer and ensuring that the trade transaction is completed successfully. However, if your company/business has problems in meeting this obligation with your buyer/supplier, please contact your Relationship Manager or Trade Representative early to discuss possible financing options.

6. What if I fully settle the loan before its maturity?

Not applicable as this is not a loan. However, should your business requires working capital financing, you may contact your Relationship Manager or Trade Representative for further discussion on appropriate financing solutions that caters to your company’s best interest.

7. Do I need any insurance / takaful coverage?

Whilst you do not specifically need to take up any insurance / takaful coverage for this product, you are encouraged to consider taking up appropriate coverage to protect your goods / business such as Marine Cargo Insurance, Fire Commercial or Flexi Business Shield. Please contact your Relationship Manager for further details.

8. What are the major risks?

There is minimal risk in terms of the services provided by the Bank under this product.

Key commercial risks involved under Documentary Collection are: -

- For the buyer, if payment has been made against a D/P, the buyer runs the risk that the goods shipped may be of inferior quality or do not meet the expectation.
- For the seller, the risk is that there is no guarantee of payment from the buyer if payment is made against a D/A and buyer has already taken the goods.

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 Import-Export Documentary Collection, 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

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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, please contact the following: -

If you wish to complain on the products & services provided by us, you may contact us at:	If your query or complain is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:
<p>HSBC Bank Malaysia Berhad Customer Experience Team, Level 30, Menara IQ Persiaran TRX 55188 Tun Razak Exchange, Kuala Lumpur Malaysia Telephone: +603-2075 6235 Facsimile: +603-88942811 Operating Hours: (9.00am to 4.00pm–Monday to Friday) E-mail: complaints@hsbc.com.my</p>	<p>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 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</p>

OR alternatively, you may file your dispute with Financial Markets Ombudsman Service (FMOS) as follows:

<p style="text-align: center;"><u>By fax/email/post</u></p> <p style="text-align: center;"><i>Chief Executive Officer Financial Markets Ombudsman Services (Reg. No: 200401025885) 14th Floor, Main Block, Menara Takaful Malaysia No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur.</i></p>	<p style="text-align: center;"><u>In Person (walk-in)</u></p> <p style="text-align: center;"><i>Financial Markets Ombudsman Services (Reg. No: 200401025885) 14th Floor, Main Block, Menara Takaful Malaysia No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur.</i></p>
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12. Other trade loans available?

Other trade finance solutions include (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 / Standby Documentary Credit Issuance
- 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(S):

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- **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.**
- **You are advised to go through and understand the information in this Product Disclosure Sheet. HSBC recommends that before you make any decision or accepting any of the Bank's terms and conditions for this product (for example, terms and conditions found in facility offer letter, or the Bank's Standard Trade Terms, etc) you should consult with qualified professional advisers to obtain the appropriate financial, legal, accounting, tax or other advice which is suitable for your business, as well as to ensure adequate understanding of your key contractual obligations under these terms and conditions. We are always ready to assist and provide clarification if you are in doubt. Should you require any support, kindly reach out to your Relationship Manager or the relevant HSBC officer. Your subsequent application for the trade service/facility is deemed as having an understanding of the relevant product (and you have sought for clarification, if required).**
- **The Customer hereby acknowledges and agrees that by signing this document (or by way of an email confirmation provided to HSBC) all the terms and conditions of the Product Disclosure Sheet have been explained to them.**

The information provided in this disclosure sheet is valid as at <insert date>.

Name:
Designation:
Company Name:
Date: