

## **Trade Service Levels**

### **貿易業務 - 服務標準**

Where you request for a trade service (and provide to us all documentation and information required for such trade service) by the cut off time, and unless you have been otherwise informed, we expect to execute the trade service within the service level as indicated below<sup>[1]</sup>.

貴公司如於下列收件截止時間前，請求本行提供貿易服務(並向本行提供所需相關文件及資訊)，除非另有通知，本行將依下述服務標準提供貿易服務<sup>[1]</sup>。

Product 商品別

Cut off time 收件截止時間

Service Level 服務標準

Main Import / Export products, Open account  
Finance and BG / SBLC products

3:30pm Taipei time

same calendar day processing<sup>[1]</sup>

進/出口業務(包含信用狀項下進/出業務及進/出口  
託收業務等)、記帳融資(包含應收帳款融資及發  
票融資等)，以及保證函/擔保信用狀商品

台北時間下午三時三十分

當天處理交易<sup>[1]</sup>

## Service Contact and Hours for Trade Client Service Team

貿易客戶服務部 - 聯絡資訊及服務時間:

9:00am – 6:00pm (Monday to Friday)

上午九時至下午六時(週一至週五)

## Service Hotline Number

客戶服務專線：

(886) 4066 8688

電子郵件

Email address:

[straight2bank.tw@sc.com](mailto:straight2bank.tw@sc.com)

[1] The service levels are offered as a guideline on our operational turnaround time, and do not constitute a binding obligation on us to execute a trade service within the specified service level. Your request for, and our provision of, a trade service remain subject to the terms and conditions governing such trade service that have been agreed, and/or shall be agreed, between us.

備註[1] 本服務標準僅作為交易作業時間的參考，且不構成本行依特定服務標準辦理任一貿易服務之具拘束力之義務。就任一貿易服務，貴公司所提出之請求及本行所提供的服務，仍依貴我雙方就該貿易服務已議定(且/或應議定)的條款及條件為準。