



Service Guide

Accounts and Cash Management Services



1. Introduction

- 1.1 This Service Guide outlines certain operational, procedural, technical or other parameters, conditions or requirements with regards to the Bank's Accounts and cash management services.
- 1.2 Availability of any Service may vary by Service Location and the provision of each Service is subject to the Bank's approval. Provision of one or more Services does not require the Bank to provide You with any other Service. The provision of another Service may require the execution and delivery of additional documentation.
- 1.3 Please read this Service Guide together with the Standard Terms. Capitalised terms used but not defined in this Service Guide have the meanings set out in the Standard Terms.
- 1.4 References to the local currency of a Service Location are to the currency which is legal tender in that Service Location or for the common currency area to which the Service Location belongs and which is issued by the monetary authority for the Service Location or an entity authorized by that monetary authority to do so.

2. Current Accounts, Savings Accounts

What is this Service?

- 2.1 Under this Service, the Bank provides a transactional bank account for deposit and withdrawal of funds. The Account is denominated in a specified currency.
- 2.2 Cheque books may be provided. You are responsible for cheque books sent to You by post even if someone else receives or uses them.
- 2.3 Account statements and advices are provided in accordance with the Bank's usual procedures or in such other manner as agreed by the Bank.
- 2.4 Fees and charges may be levied as notified by the Bank from time to time.
- 2.5 Interest conditions on the Account will apply as notified by the Bank from time to time.

How to use this Service?

- 2.6 To open an Account, You must:
 - Provide a duly certified copy of resolutions of its board of directors (and any other governing body as required under its constitutional documents) approving, among other things:
 - (a) the opening, operation and closing of Accounts with the Bank;
 - (b) the acceptance of (i) cash management services, including collections, payments, interest optimisation and sweeping services, and (ii) electronic banking (such as Straight2Bank Web) and/or other channel services, including self-administration and currency conversion functionalities, from the Bank; and
 - (c) the appointment of authorised persons to give Instructions, perform acts and execute documents on Your behalf.
 - Complete and execute an Account Opening and Straight2Bank Set Up form.
 - Agree to the Bank's Standard Terms, Regulatory Compliance Statement, Country Supplements and any other applicable terms and conditions.
 - Provide all documentation and information required by the Bank, to enable the Bank to carry out its client due-diligence and financial crime compliance screening processes in accordance with the Bank's policies.
- 2.7 The client onboarding manager and Your relationship manager will work together with You to open or close an Account.

Important matters regarding this Service

- 2.8 Opening of an Account is subject to the Bank being satisfied with the results of its client due-diligence and financial crime compliance screening processes on You and Your authorised persons.
- 2.9 The Bank can close, suspend or put a hold on any credit balance in an Account if required by law or any Authority.
- 2.10 In some jurisdictions, certain controls or usage conditions e.g. limited withdrawals per month, no cheque book issuance, may be applied to current Accounts or savings Accounts.
- 2.11 Local regulatory rules around Account interest conditions and participation in interest optimisation arrangements will always prevail.

3. Payments

What is this Service?

- 3.1 The Service allows for payments to be made in the form of physical cash withdrawal, paper instruments or electronic transfers.
- 3.2 Paper instruments include: local bank cheques, cashiers' orders, bankers' draft, demand draft, corporate cheques and international bank cheques (IBCs).
- 3.3 Electronic transfers include: automated clearing house (ACH) payments, real time gross settlement (RTGS) payments, book transfers, payroll, outward telegraphic transfers (OTTs), instant payments or interbank funds transfer (IBFT).



How to use this Service?

3.4 To enable this Service, You must:

- Have an Account with the Bank.
- Enable the Account at the Account and User level for specific payment initiations.

3.5 Payment Instructions can be initiated via Straight2Bank Web, host-to-host connectivity, SWIFT or API. Availability of manual initiation of a payment instruction is subject to the Bank's approval and may require execution of additional documentation.

3.6 Payment Instruments must be in the Bank's prescribed form(s).

4. Onsite Cheque Printing

What is this Service

4.1 Onsite cheque printing (OCP) service may be available where cheques can be printed at Your nominated print site location(s) with round the clock availability.

How to use this Service?

4.2 To enable this Service:

- All instructions to print cheques must be sent to the Bank via a Channel acceptable to the Bank. Following receipt of the Instructions, the Bank will send You an OCP Data File via the relevant Channel which allows You to print the cheque once. "**OCP Data File**" means a data file containing information that will be used in the generation of a cheque image.
- If a cheque has failed to print or has not been printed correctly, an Authorised Person must notify the Bank. The Bank will retransmit the relevant OCP Data File to You via the relevant Channel.

5. Straight2Bank Wallet (Payments and Collections), also known as Mobile Wallet Payments / Mobile Wallet Collections

What is this Service?

5.1 This Service allows You to make payments from Your Account to mobile wallets of beneficiaries or receive payments into Your Account from the payers in the local currency of the Service Location.

5.2 Mobile wallet refers to a beneficiary's / payer's mobile money account with a mobile wallet provider, which is accessed primarily through the beneficiary's / payer's mobile phone.

5.3 Mobile wallet provider refers to an issuer of electronic money or value in the Service Location acceptable to the Bank.

5.4 For Mobile Wallet Payments, the funds for the transaction are first debited from Your Account, before the Bank sends Your payment Instruction to the mobile wallet provider and remits the funds for the payment to the mobile wallet provider's bank account (which may be maintained with the Bank or a third-party bank). The Bank's responsibility is fulfilled once the funding for the payment has been remitted to the mobile wallet provider's account. It is then the mobile wallet provider's responsibility to credit the relevant beneficiary's mobile wallet with the value of the payment.

5.5 For Mobile Wallet Collections, unless the Bank expressly agrees otherwise, the Bank will credit Your Account with available funds only after the Bank receives cleared and unconditional funds from the mobile wallet provider's bank account.

How to use this Service?

5.6 To enable this Service, You must have an Account with the Bank and complete the relevant setup form(s).

5.7 Certain mobile wallet providers may require You to provide further documentation.

5.8 You authorise the Bank and mobile wallet providers to use the Client's name, trademarks and logos in connection with this Service.

Important matters regarding this Service

5.9 This Service is subject to the availability of the relevant services of the mobile wallet provider and the mobile service provider. Mobile service provider refers to the telecommunications company which provides mobile telephone network and related services to the mobile wallet provider and its users in relation to the distribution of electronic money or value.

5.10 Transaction and other monetary limits as set by the mobile wallet provider or applicable laws may apply.

5.11 The beneficiaries must be registered users of the mobile wallet provider.

6. Collections

What is this Service?

6.1 This Service allows You to receive payments into Your Accounts in the form of physical cash deposit, paper instruments or electronic transfers.



6.2 Paper-based collections processing includes the following:

- (a) Cash deposit processing – The Bank provides deposit accessibility over the counter at the Bank's branches for cash. Cash deposit transaction details will be captured in the Bank's core-banking system and will be reflected in the relevant collections report.
- (b) Local currency cheque processing – The Bank provides deposit accessibility over the counter at the Bank's branches for local currency cheques and drafts.
- (c) Foreign currency cheque processing – The Bank provides deposit accessibility over the counter at the Bank's branches for foreign currency cheques.

6.3 Electronic collections processing includes the following:

- (a) Direct debit – The Bank provides a 'pull' mechanism to collect funds from the bank accounts of Your customers. It operates upon receipt of Your Instruction without requiring any further transaction-level validation from Your customers.

Prior to sending direct debit Instructions, You must provide the Bank with an authorisation mandate from each third-party account holder whose account is proposed to be debited. This mandate must be written in a manner that is satisfactory to and verifiable by the Bank.

You must not send any direct debit Instructions until the Bank notifies You that the specified conditions have been satisfied with respect to that third-party account.

If any authorisation mandate from a third-party account holder is amended or revoked or is otherwise no longer in effect, You must notify the Bank immediately and cease sending any direct debit Instructions in respect of the specified third-party account.

- (b) Inward telegraphic transfer/inward RTGS/direct credits – The Bank receives inward electronic collections via the various clearing channels (e.g. SWIFT or local RTGS clearing systems), which the Bank processes through its various payment applications and systems. The Bank can provide details of transactions in collections report(s).

6.4 The Bank may also provide invoice and receivables reconciliation services to You.

How to use this Service?

6.5 To enable this Service, You must have an Account with the Bank.

Important matters regarding this Service

6.6 The Bank provides flexibility in cheque processing arrangements:

- (i) Clear Funds – The Bank will credit Your Account with available funds on receipt of cleared funds from a clearing house or correspondent bank.
- (ii) Credit Advances – Subject to availability of a credit line, the Bank will credit Your Account with available funds on a pre-agreed date.
- (iii) Cheque Purchase – Subject to availability of a credit line, the Bank will credit Your Account with available funds on Day 0.

6.7 In connection with this Service, the Bank may extend liquidity financing to You in advance of funds collection from the payer and/or clearing. Such financing is at the Bank's discretion and is subject to additional terms. In any event, any such liquidity financing is with full recourse to You – even if the underlying Payment Instrument or direct debit Instructions are not successfully collected or cleared, You must repay to the Bank the full amount of financing extended by the Bank, on the scheduled payment date of the underlying Payment Instrument or direct debit Instructions (i.e. the date on which it would have been expected to be collected and cleared in the ordinary course of business). You will also have to pay all fees, interest and other amounts that the Bank may charge for any such liquidity financing.

7. Virtual Account Numbers

What is this Service?

- 7.1 This Service provides virtual account numbers as reference numbers to identify payers and facilitate Your reconciliation process. The virtual account numbers can be linked to one or more physical Accounts and serve only as an information pass-through.
- 7.2 This is a value-added information service without Account statements and advices.
- 7.3 You can subscribe to a standardised list of reports, which are for Your own internal use only.
- 7.4 "Liquidity Management for Virtual Accounts" is a value-added service extended by the Bank for Your internal MIS reporting. This service is available in select markets only. Depending on your business model and local regulations, qualifications and additional requirements may need to be met.

How to use this Service?

- 7.5 To enable the Service, You must have an Account with the Bank and complete the relevant setup form(s).
- 7.6 Each physical Account may have multiple virtual account numbers linked to it. Each virtual account number can be linked to one physical Account or multiple physical Accounts (where each Account is denominated in a different currency).
 - (a) Outgoing payments: For virtual account numbers which are linked to multiple physical Accounts, You will need to provide the Bank with the debit currency and virtual account number when initiating payment.
 - (b) Incoming payments (collections): For virtual account numbers which are linked to multiple physical Accounts, an incoming payment



(collection) is credited to the physical Account which is denominated in the same currency as the incoming payment (collection). During virtual account number set up, You must select a default physical Account: if there is no linked physical Account denominated in the same currency as an incoming payment (collection), the incoming payment (collection) is credited to the default physical Account (and the Bank will convert the incoming payment (collection) into the currency of the default physical Account).

- 7.7 To change the linked physical Account, the Bank must be notified in writing and given a reasonable lead time to act on the notice.
- 7.8 Liquidity Management for Virtual Accounts: You may utilise our optional value-added service - 'Liquidity Management for Virtual Accounts' that allows you to define hierarchies for the purpose of showing aggregated balances in the reports. If You use the Service to compute interest based on Your internal interest reallocation rates, You must ensure that the rates You designate are on arm's length basis and You shall be fully responsible for any tax or other consequences. Standardised reports will be made available for use within Your organisation.
- 7.9 'Liquidity Management for Virtual Accounts' in the Bank's Straight2Bank portal allows Self-service options for many functions, however certain structural changes require an offline written request to be provided to the Bank and giving a reasonable lead time for implementation.

Important matters regarding this Service

- 7.10 You are responsible for the usage of, and all transactions processed via this Service, including ensuring that the Bank's payment transparency requirements are adhered to.
- 7.11 The Bank may require additional information such as (i) due diligence on Your customers and (ii) incoming payment narrative to contain the full names of You (as beneficiary) and Your customers.
- 7.12 You must promptly notify the Bank of: (a) any deviation in usage of the virtual account numbers from what You had represented to the Bank; and (b) known or suspected unauthorised transactions or irregularities involving virtual account numbers, and provide the Bank with such information and assistance as the Bank reasonably requires.
- 7.13 The Service is provided on the basis that You are acting as principal and not in a representative capacity. If You are an intermediary or providing payment / collection services to Your customers or otherwise executing payments or receiving collections on behalf of any other person (each "Your Customer"), You must make sure that each of Your Customers understands and has acknowledged that Your Customer does not maintain any account or any bank-customer relationship with the Bank, the Bank does not owe any duty of care or other obligation to Your Customer, and Your Customer has no right to claim against the Bank, by reason of or in relation to the Services provided to You.
- 7.14 You are responsible to (i) check all credit and debit entries in the reports, and the respective virtual account numbers through which the transactions were effected; and (ii) report promptly to the Bank any irregularities, discrepancies, unauthorised transactions or inaccuracies in the contents or entries.
- 7.15 All reports made available under the 'Liquidity Management for Virtual Accounts' service are purely for Your internal reporting purposes only..
- 7.16 You must immediately terminate any virtual account number that is no longer used by You.

8. Sweeping

What is this Service?

- 8.1 This Service allows You to set up sweeping (automated, rule-based transfer of funds on a recurring basis) between specified participant accounts. The participant accounts could be all in the same Service Location or across different Service Locations.
- 8.2 Where all participant accounts are held in Your sole name, this is referred to as single-participant sweeping.
- 8.3 Where the participant accounts are held by different account holders, this is referred to as multi-participant sweeping and the account holders (including You) are referred to as participants.
- 8.4 Where the sweeping is between (a) an account maintained with the Bank and (b) one or more bank accounts maintained with a bank which is not a Standard Chartered Group member (**Third-Party Bank**), this is referred to as multi-bank sweeping.
- 8.5 Sweeping can occur intraday and/or at close of business day.
- 8.6 Sweeps will only occur on business days in the locations where the relevant participant accounts are domiciled. Currency holidays will also apply.
- 8.7 Fees and charges may be levied as notified by the Bank from time to time.
- 8.8 Interest conditions on the participant accounts will apply as notified by the Bank from time to time.

How to use this Service?

- 8.9 You should first discuss Your request regarding the set-up (and any subsequent changes) with the Bank, including the following (which are subject to the Bank's consent):
 - (a) the sweep parameters (for example, target balances, sweep direction, sweep timing and sweep frequency);
 - (b) in the case of multi-participant sweeping, the identities of the proposed participants;
 - (c) in the case of multi-bank sweeping, the identities of the Third-Party Banks; and
 - (d) the proposed participant accounts.
- 8.10 For multi-participant sweeping:



- (a) all the participants must complete and execute a Multi-Participant Sweeping Service Enrolment Form to (i) accept the terms of the Service, and (ii) appoint a common representative (**Agent**) to give Instructions, perform acts and execute documents on their behalf;
- (b) if the participants do not appoint an Agent, the Bank may refuse to process any request relating to the Service unless all required documents are executed by all participants;
- (c) if the participants request for any new participant to be added to an existing structure, the Agent (on behalf of all existing participants) as well as the new participant must execute a Multi-Participant Sweeping Service Enrolment Form;
- (d) if the participants request for any participant to be removed from an existing structure or if any participant will cease to be an Affiliate of the other participants, the Agent (on behalf of all existing participants) must execute a Multi-Participant Sweeping Service Participant Cessation Form; the Participant Cessation Form must be provided to the Bank at least 30 days (or such shorter period as may be acceptable to the Bank) prior to the proposed effective date of cessation as a participant; and
- (e) the Bank may require participants to furnish certified extracts of directors' or shareholders' resolutions approving the sweeping arrangement.

8.11 For multi-bank sweeping:

- (a) the participant(s) must instruct the Third-Party Banks to (i) send to the Bank (for example, via SWIFT MT940 or MT942 messages) information (including account balances) relating to those participant accounts maintained with the Third-Party Banks, and (ii) comply with requests received from the Bank (for example, via SWIFT MT101 messages) for the transfer of funds from those participant accounts maintained with the Third-Party Banks to the master account;
 - (b) availability and provision of the Service is subject to there being industry standard arrangements satisfactory to the Bank with the Third-Party Banks regarding such matters and the Third-Party Banks complying with such arrangements; and
 - (c) the Bank shall not be responsible for any non-compliance, error, delay or other act or omission on the part of any Third-Party Bank.
- 8.12 After the Bank has received all required executed documents, the Bank will prepare a Set-up Confirmation setting out the structure for the Service. The participants must check the Set-up Confirmation carefully and acknowledge to the Bank its agreement. The Bank will only initiate system set-up for the Service after receiving the participants' acknowledgement on the Set-up Confirmation.
- 8.13 If the participants request any change in an existing structure, the Bank will prepare a revised Set-up Confirmation and the Bank will only initiate system set-up for the revised structure after receiving the participants' acknowledgement on the revised Set-up Confirmation.

Important matters regarding this Service

- 8.14 For multi-participant sweeping, the Bank normally requires that all participants are members of the same Client Group. If any participant will cease to be an Affiliate of the other participants, the participants must notify the Bank at least 30 days prior to the date of cessation.
- 8.15 If inter-company loan interest rates are designated by the participants, the participants must ensure that such interest rates are set on arm's length basis.
- 8.16 Certain changes to existing structures, including but not limited to inter-company loan interest rate change, etc. are also available for self-serve on the Bank's electronic banking channel (Straight2Bank Web)
- 8.17 Availability and provision of Dynamic Pool Payment Facility (**DPPF**) is at the Bank's sole discretion and is subject to additional terms. DPPF is a functionality where, in relation to a specified group of participant accounts maintained in the same Service Location, if the aggregate net balance (from the notional aggregation of the account balances) is a net credit balance, a debit transaction of up to the amount of such net credit balance (subject to certain limits and discount factors, and to any restrictions as notified by the Bank from time to time) may be made from any participant account.
- 8.18 Local regulatory requirements relating to sweeping for corporate and financial institution clients will always prevail.

9. Interest Optimisation

What is this Service?

- 9.1 This Service allows You to derive interest benefits through notional aggregation of balances on specified participant accounts. The participant accounts could be all in the same Service Location or across different Service Locations.
- 9.2 Where all participant accounts are held in Your sole name, this is referred to as single-participant interest optimisation Service.
- 9.3 Where different account holders hold participant accounts, this is referred to as multi-participant interest optimisation Service and the account holders (including You) are referred to as participants.
- 9.4 Where all participant accounts are denominated in the same currency, this is referred to as single-currency interest optimisation Service.
- 9.5 Where the participant accounts are denominated in different currencies, this is referred to as multi-currency interest optimisation Service.

How to use this Service?

- 9.6 You should first discuss Your request regarding the set-up (and any subsequent changes) with the Bank, including the following (which are subject to the Bank's consent):
- (a) the proposed participant accounts and the header account



- (b) in the case of multi-participant structures, the identities of the proposed participants
- 9.7 For multi-participant interest optimisation:
 - (a) all the participants must complete and execute a Multi-Participant Interest Optimisation Service Enrolment Form to (i) accept the terms of the Service, and (ii) appoint a common representative (**Agent**) to give Instructions, perform acts and execute documents on their behalf;
 - (b) if the participants do not appoint an Agent, the Bank may refuse to process any request relating to the Service unless all required documents are executed by all participants;
 - (c) if the participants request for any new participant to be added to an existing pool, the Agent (on behalf of all existing participants) as well as the new participant must execute a Multi-Participant Interest Optimisation Service New Participant Accession Form; and
 - (d) if the participants request for any participant to be removed from an existing interest optimisation Service or if any participant will cease to be an Affiliate of the other participants, the Agent (on behalf of all existing participants) must execute a Multi-Participant Interest Optimisation Service Participant Cessation Form; the Participant Cessation Form must be provided to the Bank at least 30 days (or such shorter period as may be acceptable to the Bank) prior to the proposed effective date of cessation as a participant.
- 9.8 After the Bank has received all required executed documents, the Bank will prepare a Set-up Confirmation setting out the structure for the Service. The participants must check the Set-up Confirmation carefully and acknowledge to the Bank its agreement. The Bank will only initiate system set-up for the Service after receiving the participants' acknowledgement on the Set-up Confirmation.
- 9.9 If the participants request any change in an existing structure, the Bank will prepare a revised Set-up Confirmation and the Bank will only initiate system set-up for the revised structure after receiving the participants' acknowledgement on the revised Set-up Confirmation.

Important matters regarding this Service

- 9.10 Not all types of accounts may be included as participant accounts. Inclusion of an account is subject to Bank's consent.
- 9.11 Certain participant accounts may not be eligible for interest or enhancement in interest rates. Interest or interest rates applicable to an account may be subject to local regulatory requirements or restrictions.
- 9.12 For any such participant account with interest or interest rate restrictions, its balance could be recognised for notional aggregation (for determining the interest tiers applicable to other participant accounts) but there may be no interest or enhancement of interest rate applicable to such account itself.
- 9.13 Any interest will be settled directly to the respective participating accounts.
- 9.14 An optional daily and/or monthly reporting service may be availed from the Bank by the participants or Agent. Such reporting service may include information on any and/or all individual participant account balances and accrued interest or benefits.
- 9.15 In each interest optimisation Service arrangement, one of the participant accounts get designated as a 'Header' account.
- 9.16 In multi-currency interest optimisation Service arrangements, the currency of the 'Header' accounts will be the 'Base Currency' for the structure.
- 9.17 Where one or more participant accounts are denominated in a currency other than the Base Currency, their balances shall be notionally converted into the Base Currency at an exchange rate and discount factor as determined by the Bank for the purposes of the Service.
- 9.18 For multi-participant interest optimisation Service arrangements, the Bank requires that all participants are members of the same Client Group. If any participant will cease to be an Affiliate of the other participants, the participants must notify the Bank at least 30 days prior to the date of cessation.
- 9.19 Local regulatory requirements relating to interest optimisation Service for corporate and financial institution clients will always prevail.



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