



**Trade Standard Service Levels :**

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>.

Product	Cut off	Service Level
Import / Export / Guarantee products	11:00am Japan time	Aim for same day processing

**Service Contact and Hours :**

Standard Chartered Bank, Tokyo Branch

Trade Service Operations Department, Trade Client Service Team

Tel Number : 03-5511-1326 (9:00am – 5:00pm, Please press 2 when you hear the message.)

Email Address : Trade.jp@sc.com

<sup>[1]</sup> 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.