



## **Important Service Update – 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 hereafter expect to execute the trade service within the service level as indicated below<sup>[1]</sup>.

Product	Cut off	Service Level
Main Import / Export products e.g., Import LC (Approved draft if required), non-Documentary transactions (Open account trade), Pre-vetted BG	12:00pm Mauritius time	Aim for same calendar day processing
Import / Export documents under collection and LC handling	12:00pm Mauritius time	Aim for next calendar day processing

Service Contact and Hours for Trade Client Service Team
8:30am-5:15pm (Monday to Friday) +230 403 6518 / +230 403 6539 tradeops.mu@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 shall be agreed, between us.