

Thailand Product Guide

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ACCOUNT SERVICES

What are Account Services?

HSBC's Account Services comprise an exhaustive range of bank account options. After accounts have been opened with the bank, please note on the relevant services information provided in this document which would facilitate daily account operation.

Termination Guidelines


- ◆ If a bank account is inactive for more than 12 months, the account becomes dormant and is subject to charges as per the published general bank tariff. The bank may close such dormant account when the balance in the account has become zero (0.0) for 3 consecutive months.

General Provision

- ◆ The bank may transfer sums between any of customer's accounts to ensure a minimum balance in the accounts are maintained or to sufficiently cover any cheque drawn or any debit against the accounts.
- ◆ In the absence of any specific instructions to the contrary, remittance payment will be affected in the currency of the country in which payment is to be made.
- ◆ The bank may draw any remittance payment on a different place from that specified by the remitter if operational circumstances so required.
- ◆ Where the bank are unable to provide a firm exchange rate quotation, the bank shall affect the remittance on the basis of a provisional exchange rate which shall be subject to adjustment when the actual exchange rate is ascertained. Any difference between the provisional rate and the actual rate shall be debited from or credited to (as the case maybe) the account

CHEQUES DEPOSIT MACHINE SERVICE

- ◆ Only Thai Baht cheques are accepted.
- ◆ Cheques deposited after the cut-off time will be processed on the next clearing day.
- ◆ In the event of inconsistency between the amount specified in valid cheque and the amount recorded in the Cheque Deposit Machine (CQM) by the depositor, the amount specified in valid cheque shall prevail to the extent of the inconsistency.
- ◆ The cheque deposit transaction shall be deemed valid only after the bank has recorded the deposit transaction on the account as specified by the depositor provided however that the bank will not be liable for any loss, delay, error or damage incurred where by the cheque presented for collection is deemed invalid, or the depositor is not the lawful holder of the cheque, or the cheque is not crossed, or the bank deems that the cheque deposit transaction is incomplete. The depositor, in case of bank's loss or damage as a result of cheque deposited, shall promptly reimburse the bank for the amount paid by the bank, together with interest accrued from the date the bank has made such payment at the lawfully default interest rate as announced by the bank to be applicable to its borrower in default.
- ◆ In case of incompleteness or invalidity, the bank may decline, restrain, or suspend the cheque without notice, and it is the responsibility of the depositor or the customer to contact the bank for further advice in relation to the relevant deposit. In case of cheque returned as a result of said incompleteness or invalidity, the depositor or the customer is required to contact the bank. It is noted that such cheque will be returned without interest.



IMAGED CHEQUE CLEARING AND ARCHIVE SYSTEM ("ICAS")

Customer is duly aware that in connection with the implementation of the Imaged Cheque Clearing and Archive System ("ICAS") by the BOT, affixing of any kind of seals on cheques would affect cheque verification process performed by the bank as the seal would interfere with significant information as well as signatures on the cheque image archived under ICAS. The bank therefore requests the customer to cancel the use of all seals as a part of payment condition. In this regard, the customer further agrees and accepts that there may be risks involved in affixing the seals due to limitation of the ICAS and the bank reserves the right to return or dishonour the cheques deposited for clearing/collection.

Electronic Funds Transfer

Electronic funds transfer service means the provision of service where customer requests the bank to debit funds from customer account and deposit the same into any other account including third party or customer's other account.

- ◆ Customer understands that the electronic funds transfer service is subject to service availability within the timeframe established by the bank.
- ◆ Different minimum and maximum payment amounts are applied in accordance with industry standard for each type of transfer transaction, subject to limits by the beneficiary bank.
- ◆ Customer understands that the bank may debit the account on any banking day prior to the agreed transfer date and customer understands that the total available balance of the account on such debit date shall not be less than the amount stated in the Instruction.
- ◆ Customer is entitled to receive an evidence of fund transfer, for example, a transaction slip, advice or statement of account, from the bank.
- ◆ Customer may request the bank to cancel scheduled transfers by using any form acceptable to the bank and sending the same via any means, medium or channel as required by the bank, whereupon the bank will use its reasonable efforts to proceed/comply with customer request.
- ◆ The bank shall carry out customer's Instruction and provide the fund transfer services as stipulated in the relevant documents, except upon the occurrence of any event specified below:
 - customer being subject to legal proceedings;
 - the bank providing customer with notice of service suspension prior to or at the time of transaction; and
 - customer breaching of any terms and conditions specified by the bank.
- ◆ In case customer finds any errors in the fund transfer transaction, customer shall notify the bank as soon as possible and provide details of any such error for the bank's investigation. Correction of such error shall be completed no later than 30 days from the date of notice by customer. The bank will inform customer of the investigation result within 7 days from the date the result is obtained.
- ◆ The bank reserves the right to suspend transfer services temporarily in case of system or network damage, repair, or maintenance.
- ◆ The instruction is to be dispatched entirely at customer's own risk. The bank shall hold no responsibility for any loss, delay, error, omission, or mutilation which may occur in the transmission of any message or for its misinterpretation when received. The instruction is irrevocable.

Priority Payment

Priority Payment is used for high-value and time-critical payments, for making domestic or international payments in local or foreign currency.

Type of Service

- ◆ Supplier payments
- ◆ Employee payments (Non-payroll related)
- ◆ Intercompany payments
- ◆ Customer refunds / payouts

Logistics

Priority payment operates through the following channels:

- ◆ HSBCnet: Applicable for all five payment services
- ◆ HSBC Connect: Applicable for all five payment services
- ◆ SWIFT FileAct: Applicable for all five payment services
- ◆ SWIFT FIN: Applicable for all five payment services except Real-time Payment
- ◆ Smart Form: Applicable for all five payment services except Real-time Payment

Local restrictions and requirements:

- ◆ instructions received through any channels after cut-off time will not be processed on the same day;
- ◆ the bank reserves the right to hold or cancel any remittance instructions that are not in compliance with the bank of Thailand's regulations.

When making Priority Payment, customer can select one of the five payment services: Inter-Account Transfer, RTGS (BAHTNET), Cashier Order, Remittance (Telegraphic Transfer/ TT), and Real-time Payment.

An explanation of each of these services is listed as follows:

1. Inter-Account Transfer

Inter-Account Transfer is an Electronic Funds Transfer payment in any currency between HSBC Thailand accounts.

2. RTGS (BAHTNET)

RTGS (BAHTNET) is an Electronic Funds Transfer payment through BAHTNET of the bank of Thailand.

- ◆ For BAHTNET, there is no restriction to payment amount limit.
- ◆ Domestic payments only in THB to BAHTNET participating banks in Thailand.

- ◆ BAHTNET transactions are effected using BIC. Local clearing codes cannot be processed as BAHTNET Payment.

3. Cashier Order

Cashier Order is available in THB currency. A printed Cashier Order will be available for pickup at HSBC Thailand office.

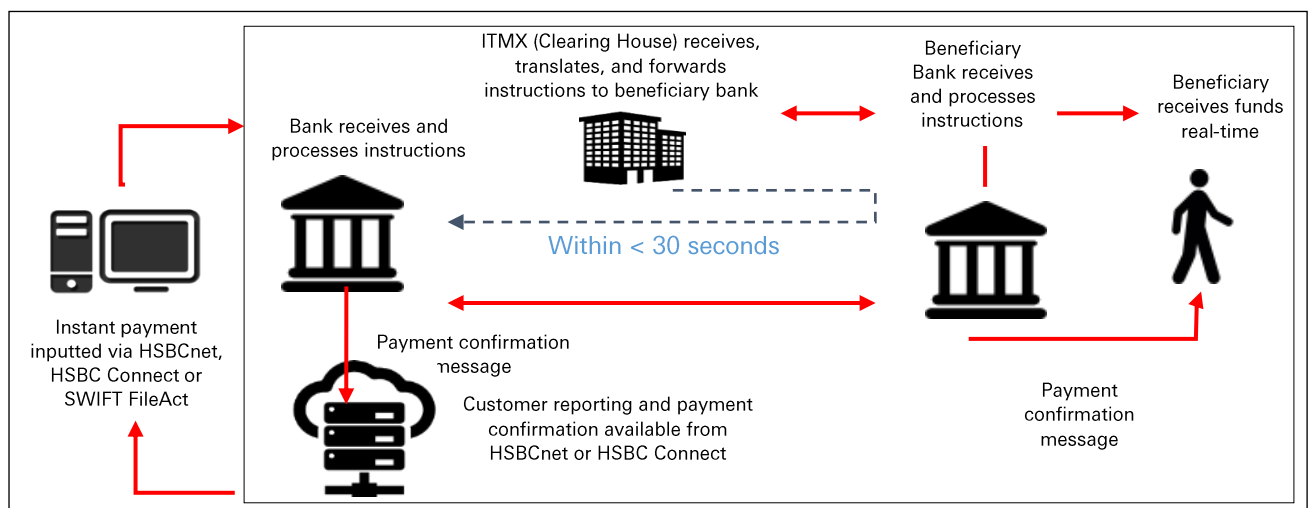
4. Cross Border Remittance Payment (Telegraphic Transfer/ TT)

Cross Border Remittance Payment is an Electronic Funds Transfer payment in any currency to a beneficiary located outside of Thailand. The instruction is also known as Telegraphic Transfer (TT).

- ◆ all charges incurred outside Thailand will be for the account of either customer or the beneficiary, depending on the charge option instructed by the customer;
- ◆ the bank will attempt to accommodate all provisions of customer request, but the bank reserves the right to route remittance payment through alternate intermediate channels should circumstances require;
- ◆ where the bank is unable to provide a firm exchange rate quotation, the bank shall effect the remittance on the basis of a provisional exchange rate which shall be subject to adjustment when the actual exchange rate is ascertained. Any difference between the provisional rate and the actual rate shall be debited/ credited to the applicant's account; and
- ◆ the bank accepts no responsibility for any loss, delay, error, omission or mutilation which may occur in the transmission of any message or for its misinterpretation when received

5. Real-time Payment (PromptPay)

Real-Time Payment is a domestic Electronic Funds Transfer payment system known locally as PromptPay Single Credit Transfer, which allows HSBC Thailand corporate customers to make and receive domestic interbank electronic transfers in THB to/from both corporate and individual payees for amounts up to THB 2,000,000 per transaction, subject to limits by beneficiary banks and sanction screening. Payments can be made to beneficiaries through either actual account information or proxy information, including citizen ID, mobile number, e-wallet ID, and corporate tax ID.



Local restrictions and requirements:

- ◆ Maximum THB 2,000,000 threshold applies for PromptPay Single Credit Transfer in Thailand per transaction, subject to limits by beneficiary banks and sanction screening.
- ◆ Domestic payments only in THB to PromptPay participating banks in Thailand.
- ◆ 24 x 7 market infrastructure (though availability is still subject to bank's scheduled downtime)

Technical Information

- ◆ PromptPay transactions are effected using local clearing codes. BIC cannot be processed as Instant Payment.
- ◆ Individual payments are supported as well as file upload.

Additional information

- ◆ End to end transaction completion is normally 30 seconds on the value date following completed authorisation at all levels and sanction screening check. Longer turnaround may occur during peak period due to throughput per second limitation controlled by the clearing house.
- ◆ Real-time payments use a beneficiary's proxy or account number information provided in an instruction. Payers are responsible for accuracy of proxy or account number information.
- ◆ For real-time payments sent via HSBC Connect, beneficiary name is not mandatory. If the beneficiary name is given, there will be no beneficiary name check performed between the names given in the payment file and the actual beneficiary names linked with proxy or account number information.
- ◆ Payers are required to check that beneficiary name is correct and payment status is completed after the payments have been fully processed on the value date, to ensure that correct beneficiary has received the funds and no unexpected rejection has occurred.
- ◆ Instant payment is enabled upon the enablement of Priority Payments (PP).
- ◆ Implementation and technical information follows Priority Payments (PP).
- ◆ Individual debit entry for each payment instruction.
- ◆ Real-time payments made or received with non-banking day value date will be processed real-time on the value day, but the funds will be debited and credited with the next business day date.

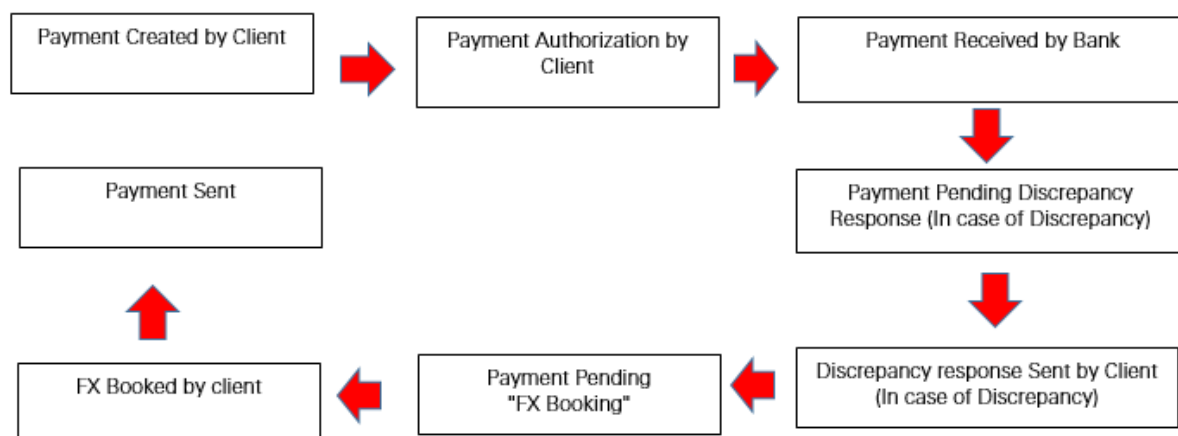
Get Rate

Get Rate is a foreign exchange (FX) booking function available on HSBCnet and is applicable for payments with the amounts up to USD 999,999 per transaction, submitted via HSBCnet and HSBC Connect. It provides a better control on over foreign exchange rates.

Through Get Rate, customer is able to execute foreign currency transactions when the rate is favourable. It allows customer to view and instantly confirm FX rates while making foreign currency payments. Optionally, customer is able to provide a correct deal reference number in the HSBCnet if the customer has already agreed the FX rate for particular underlying payment with the bank in other transactions.


The service enables customer to save significant amount of cost, time and effort associated with dispatching original documents to the bank at the time of processing the transaction through the function to upload supporting document.

Customers will be allowed to get FX Rate on HSBCnet at the final authorization journey, after a payment is fully approved by customers with the necessary supporting document and reviewed by our DBS team that the necessary supporting document is provided.



Solution

1. Customer will submit and fully approve foreign currency payment instructions online. The payments would be Inter Account Transfer, RTGS (BAHTNET), or Cross Border Remittance Payment (Telegraphic Transfer/ TT).
2. Electronic version of supporting documents for the payments would be submitted to the bank the same day via HSBCnet through supporting document upload function.
3. Instructions / Documents received on a working day by cut-off time in order i.e. without any discrepancy & as per regulations will be reviewed on the same day.
4. Upon completion of payment instructions review by the bank, customer will be allowed to get FX Rate online for the payments through Single Payment FX journey or Bulk FX Booking.
5. Customer should specify correct deal reference number in the HSBCnet if the customer has already agreed the FX rate for particular underlying payment with the



bank in other transactions. The bank will execute the FX conversion and payment through HSBCnet if no reference number is specified. And the customer shall fully liable to indemnify the bank against any losses, damages, and costs incurred to the bank as a result of duplicate hedging by the customer (including without limitation, the losses due to reversal of the relevant existing transactions).

6. Customer Instruction is irrevocable and the bank shall have the right to act on the instruction without the need to give any prior written or verbal confirmation to customer,
7. Any loss arising out of payment cancellation for whatever reason including but not limited to insufficient funds, insufficient supporting documents would be debited to the current account of the customer.

Find out more

For more information about HSBC's Account Services, please contact your relationship manager or cash management specialist.

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