

Standard Chartered Collection Service Supplement

1. Integration

This Service Supplement forms part of the Agreement with respect to each Collection Service provided by Us to You.

2. The Service(s)

We will provide each Collection Service that You have selected, whether pursuant to an Application Form, a Set-Up Form or otherwise, and to which We have agreed, in accordance with and subject to the Agreement and Our procedures for such Service.

3. Definitions and Interpretation

3.1 Defined terms:

“**Collection Service**” means a Service described in the Product Schedule appended to this Service Supplement.

“**Direct Debit Instructions**” means Instructions provided by You requesting Us to arrange (a) for the debit of a third party's account, maintained with Us or another bank, (b) a funds transfer, if applicable, of the amount debited to Us, and (c) for the amount received by Us to be credited to Your applicable Account.

“**Sub-Contractor**” means an independent contractor or agent.

3.2 Unless otherwise provided, terms defined in the Standard Terms shall have the same meanings in this Service Supplement.

3.3 The rules for interpretation contained in the Standard Terms shall also apply to this Service Supplement.

3.4 Clause 4 or 5 shall be considered ancillary services to the Collection Service(s) to which such Clause relates.

3.5 All of the provisions of this Service Supplement, other than Clauses 6 and 7 are applicable to each Collection Service. In addition, Clauses 6 and 7 are respectively applicable to the particular Collection Services referenced in the captions.

4. Reporting Services

In connection with a Collection Service, We may furnish You with such Reports in respect of such Service by such means, and with such periodicity, as the Parties may agree.

5. Purchases and Advances

5.1 In connection with a Collection Service, We may, at Our discretion, extend to You liquidity financing in an amount equal to all or a portion of an item that We are collecting, or may collect, for You, e.g., a Payment Instrument or proceeds of Direct Debit Instructions, in advance of such item's collection and/or clearing.

5.2 Each such extension of liquidity financing, whether in the form of a purchase and/or a credit advance, shall be with full recourse to You, and You unconditionally promise to pay to Us the full amount extended to You, on the scheduled payment date of the underlying item, assuming it were collected and cleared in the ordinary course.

5.3 You agree to pay when due all fees, interest and other amounts that We may charge for any such liquidity financing

extended. We shall Notify You of such fees, interest and/or other amounts.

6. Direct Debit Processing Service

6.1 Prior to commencement of this Service the following conditions must be satisfied: (a) You must provide Us with an authorization mandate from each third-party account holder whose account is proposed to be debited for the benefit of payment to Your Account with Us, in form and substance satisfactory to Us, and (b) We must be able to satisfactorily verify such mandate.

6.2 You shall not send any Direct Debit Instructions with respect to a particular third-party account until We Notify You that the conditions specified in Clause 6.1 have been satisfied with respect to that third-party account.

6.3 In the event that any authorization mandate in respect of any third-party account holder is amended or revoked or otherwise is no longer in effect, You must immediately notify Us and cease sending any Direct Debit Instructions with respect to such third-party account.

7. Lockbox Service

You grant Us and Our designated Sub-Contractors, and You shall authorise all applicable postal authorities to grant Us, unrestricted access to all of Your applicable post boxes and their contents, in order to perform this Service, in form and substance satisfactory to Us.

8. Third-Party Service Providers

8.1 We may appoint one or more Sub-Contractors to perform a Collection Service, in whole or in part, and upon any such appointment Our performance of the Service shall be dependent on and subject to the performance of the Sub-Contractor.

8.2 We may enter into fee and information sharing arrangements with a Sub-Contractor. You consent to Our disclosure of information relating to You, the Services and the Transactions to such persons for purposes of performance of the Services. Upon Your request, We will, to the extent permissible, give You details of any such arrangements.

8.3 Subject to Our using reasonable care and skill in appointing a Sub-Contractor, We are not responsible for the Sub-Contractor's acts or omissions or performance with respect to the applicable Collection Service; provided that We shall not be responsible in any amount or other manner with respect to any Sub-Contractor providing a courier service.

8.4 Without limiting or otherwise affecting any of Our other rights, You agree that We may suspend or terminate any or all Collection Services immediately upon written Notice in the event that any arrangement between Us and a Sub-Contractor relating to the Collection Service is suspended or terminated for whatever reason.

9. Compliance with laws

Without limiting or otherwise affecting any of Our other rights, You agree that where in Our reasonable opinion a Collection Service would constitute a breach of Our policy or any applicable law or order or sanction of any Authority, We may:

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- (a) suspend or terminate such Collection Services immediately; and
- (b) cancel, reverse, debit or suspend any payments received in connection with such Collection Service.

We will Notify You as soon as practicable of any such action.

10. Miscellaneous

- 10.1 Certain Services involve Our collating and/or reporting to You collection data that We receive, on Your behalf, from various potential sources, including You, Your clients, card companies, networks and interchanges, merchant acquirers, mobile wallet providers and other electronic payment intermediaries and service providers, as the Parties may agree. Such data may include payor identity, invoices, payment advices and electronic payment transaction details. We may receive such data through potentially less secure Channels, susceptible to imposters, interception and other transmission interference. We undertake no duty to enquire into, and disclaim any responsibility for, the authenticity, accuracy and completeness of any such data or the source thereof, as applicable.
- 10.2 You authorize Us and Our designated Sub-Contractors to use Your name, trademarks and logos in connection with the performance of a Collection Service.
- 10.3 You shall promptly comply with any and all of Our reasonable requests to provide Us with information and documents. We may, in Our sole and absolute discretion, decline to act on Your Instructions and/or suspend any or all Collection Services where You fail to comply with any of Our requests.

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Collection Service – Product Schedule

Product Description

Our Collection Services offer a compilation of different value propositions to each of our clients in accordance with its unique collection requirements. We offer a combination of paper-based and electronic collections services via various channels.

Provision of each Collection Service is subject to our approval. Our provision of one or more Collection Services does not require us to provide you any other Service. Our provision of another Service may require your execution and delivery of additional documentation. The availability or operation of a Collection Service may vary by jurisdiction.

Our Collection Services include the following:

1. Paper-based collections processing

- (a) Cash Deposit processing - We provide deposit accessibility over the counter at our branches for cash. Cash deposit transaction details will be captured in our core-banking system and will be reflected in the relevant collections report.
- (b) Local Currency Cheque processing - We provide deposit accessibility over the counter at our branches for local currency cheques and drafts. Upon request, we may arrange for a courier service to pick up your cheques and drafts and for them to be deposited directly with us or our correspondent bank(s).
- (c) Foreign Currency Cheque processing - We provide deposit accessibility over the counter at our branches for foreign currency cheques. Subject to certain conditions, other instruments (e.g., treasury bills, corporate cheques and cashier's orders) may likewise be deposited.

We provide flexibility in our cheque processing arrangements, which include:

- (i) Clear Funds – we will credit your account with available funds on receipt of cleared funds from a clearing house or correspondent bank.
- (ii) Credit Advances – we will credit your account with available funds on a pre-agreed date.
- (iii) Cheque Purchase – we will credit your account with available funds on Day 0.

2. Direct Debit Processing

We permit you to send direct debit collection instruction files via various channels. We keep track of your direct debit transactions through our system. We report the status of failed direct debit transactions to you.

3. Inward Telegraphic Transfer / Inward RTGS / Direct Credits

We receive inward electronic collections via the various clearing channels (e.g. SWIFT or local RTGS clearing systems), which we process through our various payment applications and systems. We provide details of transactions in collections report(s).

4. Post Dated Cheque Custody / Purchase

Post-dated cheques will be kept in our custody until processed for collection. We may advance You liquidity financing for your post-dated cheques, up to the date when a cheque is collected and cleared. Fees, interest and other charges may apply.

5. Pre-Signed Blank Cheques / Purchase

We will collect pre-signed blank cheques on your behalf. Once the cheque is due for clearing, we will proceed to specify the date and amount on the cheque based on your instructions. Once these cheques have been deposited for clearing, cheque purchasing services may also be offered to you.

6. Direct Debit Authorisation (DDA) Mandate Management

We provide processing services in connection with your customer's Direct Debit Instructions made for credit of your accounts with us. We will liaise with the payer bank(s) and will report the status of the direct debit transactions to you. We may also provide liquidity financing in connection with Direct Debit Instructions. We will credit you in advance with the amount to be received from the paying bank under Direct Debit Instructions. Fees, interest and other charges may apply.

7. Lockbox

We provide collection, clearing and reconciliation services in connection with your cheques and account receivables systems.

8. Cheque Purchase

We may advance You liquidity financing for cheques that we are collecting for you, up to the date when a cheque is collected and cleared. Fees, interest and other charges may apply.

9. Virtual Accounts

We provide a collections tool used to facilitate the identification of payers who have made payments to your account(s) with us. We will assign unique virtual account numbers to each of your payers, which will be linked to your actual physical account. When amounts are received through the virtual accounts, you may easily identify the payers who have made the payments.

10. Third-Party Alliances

We may enter into bilateral arrangements with third-party service providers (e.g., alliance banks, post offices and convenience stores) to extend our network and locations where we can provide you with collections processing services.

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11. Receiving Bank Service

We may distribute prospectus and application forms to the public and act as a collecting bank for the share applications and related payments from the investors. We will manage the related balance, status and application reporting for you.

12. Outsourced Collections

We provide collection processing services to allow your downstream customers to deposit cash or other instruments directly into your accounts. Under such arrangements, you will instruct your payers to make payments for specific product or services at our branches with the related documents/invoices. We may provide you with ancillary services (e.g., forwarding you any relevant documents received together with a deposit).

13. Straight2Bank Receivables Management

We provide you with account receivables reconciliation services, where you may manage your collections against your invoices. Through our collections platform, we can assist you in tracking and matching each payment received against the invoice issued. You may use the system's defined matching rules or choose your own specific matching rules reconcile the invoices.

14. Mobile Deposit Capture

We may accelerate the provision of information about cheques collected on your behalf, by commencing when we have received an image of your cheque through a mobile device, e.g., at your point of collection. We can also offer you courier services to pick up the relevant cheques.

15. Pre-Matched Receipts

We will prepare pre-defined templates for you in connection with your deposits or payments over the counter at our branches. These templates are customized to your specific requirements around capturing of information relating to the payments.

16. Merchant Acquiring

We may partner with acquiring service providers to integrate your acquiring transactions done through the provider with your collections reporting and MIS. These transactions will be loaded into our systems for the sole purpose of consolidated reporting, execution and monitoring of these transactions will be performed by the acquiring service provider appointed by you.

Upon your request and agreement with acquiring service provider, we may also make payments to acquiring service provider for the charges levied for the acquiring service and debit your account at agreed prices for the acquiring service provided by the service provider.

17. Straight2Bank Wallet Collections

We will collect from mobile wallets held with licensed mobile wallet providers where we have entered into such arrangements in certain service locations. Transaction details will be provided to you in relevant collection reports. These transactions are restricted to local currency and subject to limitations imposed by the mobile wallet provider, local country regulator or us.

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