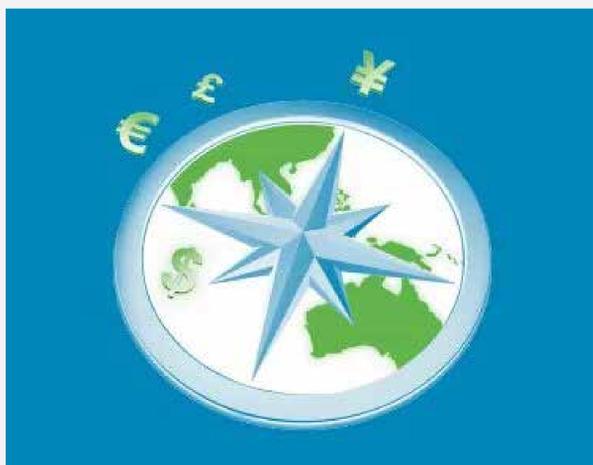


## Direct Debit Instructions

### Frequently Asked Questions

The following are some frequently asked questions about payment instructions. If you have additional queries or would like more information about Standard Chartered's capabilities, please contact your local Client Services Representative



#### Q1. What is a direct debit instruction?

- A . A direct debit instruction – also commonly known as a GIRO/automated clearing house (ACH) direct debit – is a service provided by Standard Chartered to you, our corporate clients (billing organisations), to facilitate the collection of monies due to you for services provided. Through GIRO/ACH direct debits, you will be able to debit your downstream client's/buyer's designated bank account to collect fees due to you on a regular basis.

#### Q2. Does the buyer (payer) have to give authorisation to their bank to accept a direct debit instruction initiated by the billing organisation (seller/service provider) to debit the buyer's account for payment due?

- A . Yes. Before a direct debit instruction can be initiated by the billing organisation (seller/ service provider) prior approval to debit the payer's account has to be obtained. The payer's consent for the billing organisation to initiate a direct debit instruction is acknowledged in a direct debit mandate.

#### Q3. How do I as a buyer sign up for direct debit (GIRO) service?

- A . You can ask your billing organisation for a direct debit mandate/authorisation form, or alternatively you can download a copy of the form here. You will need to return the duly completed form to the billing organisation. The direct debit arrangement will be in place once your application has been approved.

#### Q4. Do I have to pay any fees or charges for setting up a direct debit (GIRO) arrangement?

- A . Currently, there are no fees or charges for setting up a direct debit (GIRO) arrangement.

#### Q5. When will the direct debits begin?

- A . Your billing organisation should advise you as to the date the deductions will commence. Alternatively, you can get the billing cycle dates from your billing organisation, as well as the dates when the deductions should be made.

#### Q6. How will I know if my bill has been paid?

- A . Details of the payment made will be reflected in your account statements. You can also check your bank account statements through Standard Chartered's electronic banking platform, Straight2Bank.

#### Q7. Does a bank have to seek my approval for all direct debit deductions?

- A . Direct debit deductions will be initiated automatically when the bill is due for payment during each billing cycle. As the direct debit deductions are based on the authorisation (direct debit mandate) given by you and the billing information provided by the billing organisation, Standard Chartered will not seek approval for each and every direct debit deduction made. Instead, we will verify the details of the direct debit instruction against the direct debit authorisation (direct debit mandate) and the billing information provided by the billing organisation. If you have any questions or disagree with any deductions made, you should contact Standard Chartered and the billing organisation immediately.

#### Q8. What if my account does not have sufficient funds to cover the direct debit deduction?

- A . Standard Chartered will initiate the direct debit deduction on the specified payment date and the instruction will be rejected due to insufficient funds. Your billing organisation may inform you of the failed direct debit deduction and advise you on how to make payment via other means. Alternatively, the billing organisation may advise you that they will make another attempt to make the direct debit deduction.

#### Q9. If I do not agree to the amount billed or the amount deducted from my bank account, what can I do?

- A . If you do not agree to the billed amount and the direct debit deduction has not been effected yet, contact your billing organisation immediately so that they can investigate the discrepancy. After the billing organisation has investigated and confirmed that the billed amount is wrong, they should make the necessary adjustment. However, if the disputed billed amount is found to be correct, the deduction will proceed as per the billing cycle. If the discrepancy was raised after the deduction has taken place, the billing organisation will have to investigate and compensate the difference if the discrepancy is found to be valid.

#### Q10. Is a direct debit arrangement safe and reliable?

- A . Yes. Direct debit is a safe and reliable way for making payments as banks have reliable and secure systems in place to verify and validate the instructions before processing.