



<b>Services</b>	<b>Cut-off Time for receipt of instructions</b>	<b>Turnaround Time</b>
<p><b>Inward Bills for Collection/ Inward Bills for Collection-i</b> – New</p> <p><b>Inward Bills for Collection/ Inward Bills for Collection-i</b> – Acceptance</p> <p><b>Inward Bills for Collection/ Inward Bills for Collection-i</b> – Payments</p>	<p>By 3pm on T Day</p> <p>By 5pm on T Day</p> <p>By 3pm on T Day</p> <p>By 5pm on T Day</p> <p>By 5pm on T Day</p>	<p>All documents received: By 3pm: Within the T day by 6pm</p> <p>By 5pm: Within the T day by system processing window</p> <p>After 5pm: T + 1 day by 12noon</p> <p>Acceptance instruction received: By 3pm: T day by 6pm</p> <p>By 5pm: T day by system processing window</p> <p>After 5pm: T + 1 Day by 12noon</p> <p>Instructions received: By 5pm: Within the T day by system processing window provided FX rate has been contracted</p> <p>After 5pm: T + 1 day by 12noon</p>
<p><b>Exports – LC Advising/ LC Advising-i/ LC Confirmation/ LC Confirmation-i/ Transfer of Export LCs</b></p>	<p>By 4pm on T Day</p> <p>By 4pm on T Day</p> <p>By 4pm on T Day</p>	<p>All inward LCs received: By 4pm: within T day by 6pm</p> <p>After 4pm: T + 1 day by 12noon</p> <p>Confirmation request received: By 4pm: within T day by 6pm provided issuing bank limit is available</p> <p>After 4pm: T + 1 day by 12 noon provided issuing bank limit is available</p> <p>Transfer request received: By 4pm: Within T day by 6pm</p> <p>After 4 pm: T + 1 day by 12noon</p>

<b>Services</b>	<b>Cut-off Time for receipt of instructions</b>	<b>Turnaround Time</b>
<p><b>Export Collection under LC/ LC-i</b> - Documents Examination</p> <p><b>Export Collection under LC/ LC-i</b> 1. Creation  (for Clean Documents and Documents not require document checking)</p> <p><b>Export Collection under LC/ LC-i</b> 1. Payment</p>	<p>By 3pm on T Day</p> <p>By 4pm on T Day</p> <p>By 3pm on T Day</p> <p>By 4pm on T Day</p> <p>By 10am on T Day</p> <p>By 5pm on T Day</p>	<p>Documents received: By 3pm: Within T day by 5pm</p> <p>By 4pm: Within T day by 6pm</p> <p>After 4pm: T + 1 day by 12noon</p> <p>Documents received: By 3pm: Within T day for courier same day uplift pick up time (range from 5:30pm to 6:30pm by branch)</p> <p>By 4pm: Within T day by system processing window</p> <p>After 4pm: T + 1 day by 4pm</p> <p>Proceeds/Funds received: By 10am: Within T day by 12noon</p> <p>By 5pm: Within T day by system processing window</p> <p>After 5pm:T + 1 day by 12noon</p>
<p><b>Export Bills Purchase/ Export Bills Purchase-i</b> - Documents Examination</p> <p><b>Export Bills Purchase/ Export Bills Purchase-i</b> 1. Creation</p>	<p>By 3pm on T Day</p> <p>By 4pm on T Day</p> <p>By 3pm on T Day</p> <p>By 4pm on T Day</p>	<p>Documents received: By 3pm: Within T day by 5pm</p> <p>By 4pm: Within T day by 6pm</p> <p>After 4pm: T + 1 day by 12noon</p> <p>Documents received: By 3pm: Within T day for courier same day uplift pick up time (range from 5:30pm to 6:30pm by branch)</p> <p>By 4pm: Within T day by system processing window</p> <p>After 4pm: T + 1 day by 12noon</p>



Services	Cut-off Time for receipt of instructions	Turnaround Time
<p><b>Banker's Guarantee/ Banker's Guarantee-i (BG/BG-i) &amp; Standby Letters of Credit/ Standby Letters of Credit-i (SBLC/ SBLC-i)</b> - New / Amendment</p> <p><b>Banker's Guarantee/ Banker's Guarantee-i (BG/BG-i) &amp; Standby Letters of Credit/ Standby Letters of Credit-i (SBLC/ SBLC-i)</b> - Cancellation</p>	<p>By 3pm on T Day</p> <p>By 5pm on T Day</p> <p>By 5pm on T Day</p>	<p>Standard format banker's Guarantees applications received: By 3pm: Within T day by 6pm</p> <p>By 5pm: Within T day by system processing window</p> <p>After 5pm: T + 1 day by 12 noon</p> <p>Request received: By 5pm:T + 1 day by 12 noon</p> <p>After 5pm: T + 1 day by system processing window</p>
<p><b>All Trade Loans/ Financing: including Invoice Financing/ Invoice Financing-i (IF/IF-i)/ Banker's Acceptance / Accepted Bills-i (BA/ AB-i)/ Trust Receipts/ Trust Receipts-i (TR/TR-i)/ Foreign Currency Trade Finance (FCTF) / Account Receivable Purchase (ARP)</b> – Creation</p> <p>- Settlement or Extension</p>	<p>For RENTAS transactions by 12pm on T Day</p> <p>All other transactions by 3pm on T Day</p> <p>By 3pm on T Day</p>	<p>Applications received: By 3pm: Within T Day by 6pm</p> <p>After 3pm: T day by system processing window on best effort basis latest by 12noon on T+ 1Day</p> <p>For applications with 50 pages or less supporting documents received: Same day per existing turnaround time</p> <p>For applications with more than 50 pages supporting documents received: T + 1 Day *Or T day, on best effort basis.</p> <p>Instructions received: By 3pm: Within T Day by 6pm</p> <p>After 3pm: T day by system processing window on best effort basis latest by 12noon on T+ 1Day</p>

Services	Cut-off Time for receipt of instructions	Turnaround Time
<b>Incoming communication from counter party bank, e.g. tracer, rebuttal, correspondence, acceptance, refusal</b>	By 3pm on T Day	By 3pm: T day by system processing window  After 3pm: T + 1 day by system processing window

**Remarks: T Day is transaction day**

**Terms and Conditions:**

- **All RENTAS related transactions must be received by the Bank by 12noon. The turnaround time for such transactions is by 3pm on the same day.**