

## SMARTFORM TERMS AND CONDITIONS

1. The telegraphic transfer shall be carried out by the Bank, its agent bank or correspondent bank subject to the rules, regulations and market practices of the country where or through which payment is to be made.
2. In the absence of any specific instructions to the contrary the telegraphic transfer will be effected in the currency of the country in which payment is to be made.
3. Unless specified otherwise all charges incurred outside Singapore are for the account of the beneficiary.
4. The Bank reserves the right to effect this telegraphic transfer in a different place or through a different intermediary bank from that specified by the remitter if operational circumstances so require.
5. Telegraphic transfer is to be dispatched entirely at the remitter's own risk.
6. Without prejudice to any terms contained herein, the remitter shall conduct all necessary checks to ensure that the remittance can be accepted by the beneficiary bank.
7. All exchange transactions shall be effected at the Bank's prevailing exchange rate. 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 and any resultant difference shall be debited/credited (as the case may be) to the remitter through the originating account or any account which the remitter has with the Bank or by such other means as determined by the Bank.
8. The Bank accepts no responsibility for any loss, liability, claim, delay, error or omission which may occur in the remittance and the transmission of any message and for its interpretation when received. The remitter agrees to fully indemnify the Bank against any loss, liability, claim, delay, error or omission suffered or incurred by the Bank arising from the remittance or the inability of the Bank to effect the remittance for whatever reason.
9. An application for the remittance of any currency (other than exotic currencies) is normally processed within a day if such application is received before 2.30pm. Applications received after 2.30pm will not be processed on the same day. An application for the remittance of exotic currencies is normally processed within a week. For the avoidance of doubt, the Bank shall not be liable for any delay in completing such remittance.  
  
Applications for same day value are subject to the cut-off time related to the geographical location of the destination and the Bank's internal procedures and processes.
10. In accordance with the Bank's policies in relation to anti-money laundering and counter terrorism regulation, the remitter's name, account number and address (as held in the Bank's records) will be included in the transfer message. Without limiting any other terms and conditions applicable to the remitter's account with the Bank, by initiating the telegraphic transfer the remitter consents to the inclusion in the message of these details and/or other information (including but not limited to details and information relating to the Beneficiary) required pursuant to any relevant anti-money laundering and counter terrorism financing regulation in Singapore or the country where or through which payment is to be made.
11. The Bank reserves the right not to accept any application without having to assign any reason for doing so.
12. In the event that the application is cancelled by the remitter or the intended remittance is not accepted, rejected or returned by the Bank, its agent bank, correspondent bank or the beneficiary bank, the Bank will:
  - (i) (where the originating account is denominated in the currency of the remittance) credit the intended remittance into the originating account; or
  - (ii) (where the originating account is not denominated in the currency of the remittance) convert the intended remittance back to the original currency at the Bank's prevailing exchange rate, or if there is no prevailing exchange rate, at the exchange rate contracted by the Bank with its agent bank or correspondent bank, as the case may be, and credit the resulting sum into the originating account.The remitter shall be liable for all losses, costs, expenses and charges resulting therefrom.
13. Individuals cannot effect any remittance denominated in Renminbi (CNY).
14. The Bank reserves the right to add, alter, vary, and modify any of all of the terms and conditions herein at any time at its discretion without any prior notice.
15. The remitter shall complete this form in accordance with the Filling Notes that accompanies the form. Without prejudice to the generality of any of the foregoing provisions:
  - (i) the Bank reserves the right not to process any form which is smudged, soiled, torn or not completed in accordance with the Filling Notes that accompanies the form (including but not limited to any form which contains handwritten or typewritten inputs or amendments, or additional inputs inserted outside the stipulated field areas); and
  - (ii) in the event the Bank processes such forms, additional charges may apply and the Bank accepts no responsibility for any loss, liability, claim, delay, error or omission which may arise from such remittance and the remitter agrees to fully indemnify the Bank against any loss, liability, claim, delay, error or omission suffered or incurred by the Bank arising from the remittance or the inability of the Bank to effect the remittance for whatever reason.