



**CORPORATE CUSTOMER ADVISORY
BANKING SERVICES AVAILABILITY - 29 July 2021**

Dear Valued Customer,

Given the developments following the announcement of the enhanced community quarantine, please be advised of the guidelines that apply to our banking services.

Account Services	Service Availability	Guidelines
Account Statement	Yes	Available but limitations apply Account statement can be retrieved via HSBCnet. Physical copies will be delivered via Thailand Post according to the company address given to the bank (Subjected to Thailand Post's service availability)
Payment Advice (DR/CR Advice)	Yes	Available but limitations apply Payment advice will be delivered via Thailand Post according to the company address given to the bank (Subjected to Thailand Post's service availability)
MT940	Yes	Available MT940 is available via HSBCnet
Sweeping Service (Standing Instruction)	Yes	Available
Cash Concentration	Yes	Available
Term Deposit	Yes	Available Copy of Term Deposit Certificate will be sent via email. Physical copies will be delivered via Thailand Post according to the company address given to the bank (Subjected to Thailand Post's service availability)
Cash Deposit/Withdrawal	Yes	Available Location: HSBC Counter Operating Hour : 09:30 - 15:30 Our counter will remain open to continuously service your banking requirements in line with quarantine procedures and to avoid crowding.
Cheque Book Ordering	Yes	Available

Channel Management	Service Availability	Guidelines
HSBCnet	Yes	Available
HSBC Connect	Yes	Available
SWIFTnet	Yes	Available
HSBC ERP Link	Yes	Available
Payments Management	Service Availability	Guidelines
Outward Telegraphic Transfer for Thai Baht	Yes	Available but limitations apply Cut off time for instruction received via HSBCnet by D-1 at 9:00 Cut off time for instruction received via paper by D-2 at 16:00 All supporting documents shall be submitted along with the instructions within the stated cut-off time
Outward Telegraphic Transfer for Foreign Currency	Yes	Available but limitations apply Cut off time for instruction received via HSBCnet at 12:00 Cut off time for instruction received via paper at 10:00 All supporting documents shall be submitted along with the instructions within the stated cut-off time
Prompt Pay Outward Payment	Yes	Available
BAHTNET	Yes	Available but limitations apply Cut off time for instruction received via HSBCnet at 14:30 Cut off time for instruction received via paper at 10:00 For Non-Resident Account, all supporting documents shall be submitted by D-1 at 10:00
SMART Credit (ACH) - Next day - Same day	Yes	Available
Cheque Outsourcing Service (Bangkok Cheque)	Yes	Available but limitations apply COS - Counter: Service is available as normal up to notification from Ministry of Health COS - Return: Service is available as normal up to availability of transportation system COS - Mail to Beneficiary: Service is available as normal up to availability of Thailand Post
Cheque Outsourcing Service (Upcountry Cheque)	Yes	Available but limitations apply. UCP - Counter: Service is available as normal up to notification from Ministry of Health/Partner Bank UCP - Return: Service is available as normal up to

		availability of transportation system UCP - Mail to Beneficiary: Service is available as normal up to availability of Thailand Post										
Payment Express	Yes	Available but limitations apply Cut off time for instruction received at 15:00 Cheque pick-up cut off time by 15:30										
Cashier's Order Issuance	Yes	Available but limitations apply Cut off time for instruction received via HSBCnet at 15:00 Cut off time for instruction received via paper at 14:00 For Non-Resident Account, all supporting documents shall be submitted by D-1 at 10:00 Pick up Location: HSBC Counter Pick up Time: <table border="1" data-bbox="836 846 1513 1041"> <thead> <tr> <th>Instruction Received Time</th> <th>Cashier Cheque Pick-up Time</th> </tr> </thead> <tbody> <tr> <td>Before 9:00</td> <td>11:00 Onwards</td> </tr> <tr> <td>Before 11:00</td> <td>13:00 Onwards</td> </tr> <tr> <td>Before 13:00</td> <td>15:00 Onwards</td> </tr> <tr> <td>Before 15:00</td> <td>By 15:30</td> </tr> </tbody> </table>	Instruction Received Time	Cashier Cheque Pick-up Time	Before 9:00	11:00 Onwards	Before 11:00	13:00 Onwards	Before 13:00	15:00 Onwards	Before 15:00	By 15:30
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Internal Transfer	Yes	Available but limitations apply Cut off time for instruction received via HSBCnet at 16:00 Cut off time for instruction received via paper at 10:00 For Non-Resident Account, all supporting documents shall be submitted by D-1 at 10:00										
e-Tax	Yes	Available For Non-Resident Account, all supporting documents shall be submitted by D-1 at 10:00										
e-Customs	Yes	Available										
Metropolitan Waterworks (MWA)	Yes	Available										
Metropolitan Electricity (MEA)	Yes	Available										
Provincial Electricity (PEA)	Yes	Available										
Collections Management	Service Availability	Guidelines										
Inward Telegraphic Transfer	Yes	Available										
Prompt Pay Inward Payment	Yes	Available										
Prompt Pay Bill Payment	Yes	Available										
Omni Channel/Mobile Collections	Yes	Available										

QR Payment	Yes	Available
BAHTNET	Yes	Available
SMART Credit (ACH) - Same day - Next day	Yes	Available
Internal Transfer	Yes	Available
Cheque Clearing	Yes	Available
Bill Payment (Partner Bank)	Yes	Available
Direct Debit (Partner Bank)	Yes	Available

We will continue our support to your businesses. Should you require any further information, please contact your relationship manager or client service manager.

Yours sincerely

Global Liquidity and Cash Management
The Hongkong and Shanghai Banking Corporation Limited, Bangkok Branch