



Instant@dvice

Instant@dvice is a complimentary service helping HSBC clients using documentary trade and Guarantees products to speed up their trade cycle, enhance cash flow and improve their management of supply chain. It helps to save time and money by providing updates at each stage of the transaction through email advices sent directly to a company's specified email address. These terms and conditions govern your use of Instant@dvice.

Greater visibility and control

Receive copies of import and export documentary credits (DCs), Guarantees and Trade Transactions advices directly to your company's specified email, keeping you up-to-date on the status of your transactions.

Manage your costs more effectively

Accelerate the release of documents and save on potential demurrage costs by receiving import payment instruction letters that you can immediately print, complete and return to us.

Minimise the expense and inconvenience of collecting and holding original DCs by choosing to use HSBC's Safe Custody service to securely store your DCs with HSBC.

Better supply chain management

Strengthen existing suppliers' relationships and speed up the delivery of your commodities by receiving faster copies of payment confirmation advices to your suppliers from HSBC.



How to get started with the Instant@dvice?

How does it work?

- You can nominate up to five email addresses within your company to receive a copy of your export or import DCs, subsequent amendment(s) and other trade related advices. Email address 1 is the primary email address and will receive copies of all bank advices and SWIFT messages. Other nominated email addresses will receive copies of all bank advices only.
- In order to use the Instant@dvice, you must complete this form and accept the terms and conditions.
- As an export customer, you can save on courier, handling and storage costs with our free DC Safe Custody service where HSBC will store your original DCs securely.

Information Service Only

All DC, Guarantee copies, subsequent amendments and trade/guarantee related advices sent via Instant@dvice are non-negotiable copies.

Instant@dvice are information services only. Instant@dvice service email address, from which all messages are sent, doesn't receive incoming emails, so emails sent to this email address will not be actioned. If you want to provide instructions, please contact your local HSBC office.

What I need to do now?

Read, complete and sign the 'Authorisation for Instant@dvice and DC Safe Custody service section and then send the form to your local HSBC office.

Authorisation for HSBC Instant@dvice and DC Safe Custody service

Exports

With immediate effect, send a copy of all export SWIFT DCs, subsequent amendments and export advices to the following email address (write in capital letters):

1. _____

Please also send copies of all export advices to the following email addresses (you may nominate up to four):

1. _____

2. _____

3. _____

4. _____

In addition, we authorise HSBC to hold the original export DCs and amendment(s) on our behalf.

- Yes
 No

Imports

With immediate effect, send a copy of all import SWIFT DCs, subsequent amendments and import related advices to the following email address (write in capital letters):

1. _____

Please also send copies of all import advices to the following email addresses (you may nominate up to four):

1. _____

2. _____

3. _____

4. _____

Bank Guarantees

With immediate effect, send a copy of all Guarantee related advices and SWIFT messages for Guarantees issued and/or amended to the following email address (write in capital letters):

1. _____

Please send only a copy of all Guarantee related advices to the following email addresses (you may nominate up to four):

1. _____

2. _____

3. _____

4. _____

We accept that any DC, Guarantees or amendment(s) and any trade related advice transmitted to us by HSBC via email or other electronic means is for information only and copies of DC, Guarantees, amendments and trade related advices transmitted to us are non-negotiable copies.

We accept that any electronic communication (including email, facsimile, text messaging, telephone or other electronic communication) may be subject to interruption, transmission blackout, delayed or incorrect data transmission and that messages sent via electronic communication may not be secure or error-free as they can be intercepted, corrupted or lost or may arrive late or contain viruses. We undertake to immediately notify HSBC in writing of any changes to our email addresses.

We agree and accept that HSBC does not have any liability for any losses, damages, errors or omissions or late or non-arrival or disclosure to third parties of messages sent via electronic communication due to any reason other than the Bank's gross negligence or wilful misconduct. HSBC may update or change these terms and conditions from time to time upon notice.

For and on behalf of (Company Name)

Name: _____

Customer No.: _____
(first 9 digits of account no. Ex: 000-000000)*

Date: _____

Contact Telephone No.: _____

Authorised Signature(s): _____

* By signing this form, it serves as a blanket instruction for HSBC to provide trade transactions updates/notifications and forward advices to the designated email addresses above respectively for all existing and new trade accounts opened from time to time without further reference to you. Please contact us if specific arrangements are desired.

For more information, please contact your local HSBC Office.