



## Instant@dvice & Trade Transaction Tracker

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. Instant@dvice also gives you access to a complimentary tool available on mobile devices (Trade Transaction Tracker) providing you with the transaction status of your documentary trade and guarantees products. These terms and conditions govern your use of the Instant@dvice and the Trade Transaction Tracker.

### **Greater visibility and control**

Receive copies of import and export DCs, guarantees and trade/guarantee related advices directly to your company's specified email address or Trade Transaction Tracker on your mobile device, 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.

Minimize the expense and inconvenience of collecting and holding original DCs by using HSBC's safe custody service to securely store your DCs.

### **Improve your cash flow position**

Track the delivery of your export documents sent internationally by HSBC offices so that you are kept up-to-date on the delivery status which may then allow you to act more quickly to help reduce your days sales outstanding (DSOs).

### **Better supply chain management**

Strengthen existing suppliers' relationships and speed up the delivery of your commodities by receiving copies of payment confirmation advices sent by HSBC to your suppliers promptly after such advices are sent, which may then allow you to quickly reach out to the suppliers regarding such payments.

### **Leverage HSBC's international network**

If your buyers and suppliers are HSBC clients, they can also use Instant@dvice and the Trade Transaction Tracker for timely transaction updates accelerating your trade cycle and helping you to strengthen your partnerships with your buyers and suppliers.



# How to get started with the Instant@dvice and the Trade Transaction Tracker

## 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, guarantees subsequent amendment(s) and other trade/guarantee related advices by signing up to Instant@dvice. 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.
- You can use the Trade Transaction Tracker on a mobile device running an operating system supported by us, from which you can access the documents which are sent through the Instant@dvice service.
- Once you download the Trade Transaction Tracker on your mobile device, you will be required to enter:
  - Your trade account number (if you have multiple trade accounts you can choose one)
  - The email address registered for Instant@dvice service (if you have multiple email addresses registered you can choose one)
  - A recent transaction reference number processed by HSBC linked to the trade account you've chosen in step 1
- 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.
- In order to use the Instant@dvice service, the Trade Transaction Tracker and/or the DC Safe Custody service, you must complete this form and accept the terms and conditions. Before you can use the Trade Transaction Tracker on your mobile device, you will also be required to accept additional terms and conditions regarding the use of the Trade Transaction Tracker on your mobile device.

## Information Service Only

All DCs, guarantee copies, subsequent amendments and trade/guarantee related advices sent via Instant@dvice or displayed via the Trade Transaction Tracker are non-negotiable copies.

Instant@dvice and the Trade Transaction Tracker are information services only. Instant@dvice service email address, from which all messages are sent, is not able to receive incoming emails. Therefore, emails sent to this email address will not be actioned upon. If you wish to provide instructions, please contact your local HSBC office.

## What do I need to do now?

Read, complete and sign the 'Authorization for Instant@dvice, Trade Transaction Tracker and DC Safe custody services' section and then send the signed form to your local HSBC office.

You must be a registered user of Instant@dvice with active subscription when enabling and using the Trade Transaction Tracker. The Trade Transaction Tracker service will be automatically revoked if the associated Instant@dvice subscription is terminated.

## Authorization for HSBC Instant@dvice, Trade Transaction Tracker and DC Safe Custody service

### Exports

We authorise and request you to send a copy of all export SWIFT DCs, subsequent amendments and export advices to, and allow the Trade Transaction Tracker to be enabled with, the following email address (write in capital letters):

1. \_\_\_\_\_

Please also send copies of all export advices to, and allow the Trade Transaction Tracker to be enabled with, the following email addresses (you may nominate up to four):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

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

### Imports

We authorise and request you to send a copy of all import SWIFT DCs, subsequent amendments and import related advices to, and allow the Trade Transaction Tracker to be enabled with, the following email address (write in capital letters):

1. \_\_\_\_\_

Please also send copies of all import advices to, and allow the Trade Transaction Tracker to be enabled with, the following email addresses (you may nominate up to four):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

### Bank Guarantees

We authorise and request you to send a copy of all copies of guarantees, guarantee related advices and SWIFT messages for guarantees issued and/or amended to, and allow the Trade Transaction Tracker to be enabled with, the following email address (write in capital letters):

1. \_\_\_\_\_

Please send only a copy of all guarantee related advices to, and allow the Trade Transaction Tracker to be enabled with, the following email addresses (you may nominate up to four):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

We are aware that the Instant@dvice service and Trade Transaction Tracker service apply only to (a) DCs and guarantees, and their amendment(s) transmitted to and from HSBC via the SWIFT telecommunication network, (b) guarantees transmitted via airmail, and (c) advices relating to the DCs and guarantees.

We accept that any DC, guarantee or amendment(s) and any trade/guarantee 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/guarantee 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. You shall be entitled to a reasonable period of time (of not less than seven (7) business days from the date of receipt of such notice) to process such notice of change. Until you complete your processing of the change(s) so notified, you are entitled to continue to send copies of the DCs, guarantees and advices based on your existing records.

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 whatsoever. We acknowledge that HSBC may update or change these terms and conditions at any time by notice to us or by publishing the revised terms and conditions on the Trade Transaction Tracker tool.

For and on behalf of (Company Name)

Name: \_\_\_\_\_

Export Account No: \_\_\_\_\_

Import Account No: \_\_\_\_\_

Guarantee Account No: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Telephone No.: \_\_\_\_\_

Authorised Signature(s): \_\_\_\_\_

For more information please contact your local HSBC office.