

1. Date

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Export Documentary Credit (DC) Bill Negotiation/Trade Collection Instruction

To : HSBC Bank Egypt S.A.E

HSBC Bill Reference No (Bank Use only)

Export Account Number (if known)

2. Instruction (Application)

This is an application for the trade service(s) specified below. Please select the trade service(s) you require, complete the required information and provide any instructions related to the trade service(s).

2.1 Presentation/Negotiation under DC for DC available with HSBC or any bank in Egypt

- ☐ Payment to us after receipt of funds from the DC Issuing bank under DC without your financing
- ☐ Checking of documents is requested (Note: No checking of documents will be performed unless the Bank agrees to the Customer's request to do so)
- ☐ Obtain issuing bank's Approval for any discrepancies before forwarding documents to them for acceptance/ payment.
- ☐ Forward the documents without checking.
- ☐ For negotiation (purchase/prepayment/advance) under the DC
- ☐ After receipt of acceptance from DC Issuing Bank
- ☐ Other (please specify)

2.2 Documents for Collection

- ☐ The documents are to be sent on collection (URC 522) basis to the importer's bank
- ☐ Please finance the bill under our facility limits
- ☐ The documents are to be sent for avalisation by the importer's bank

3. Other Instructions

4.1 Beneficiary/Drawer Name (the Customer)

4.3 Name of Contact Person

4.4 Contact Tel Number

4.2 Beneficiary/Drawer Address

5.1 Applicant/Drawee (Buyer) Name

5.3 Issuing Bank DC Number

5.4 DC Issuing Bank/Collecting Bank Name and Address

Name

Address1

Address2

Address3

Country / Territory

5.2 Applicant/Drawee (Buyer) Address

Address1

Address2

Address3

Country / Territory

5.5 Customer's Reference Number (e.g. Invoice number)

5.6 HSBC DC Advising Number (e.g. DCAAMXXXXXXX)

6.1 Bill Currency and Amount

(Claim amount)

6.2 Tenor

☐ Sight / ☐ days

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7. Brief Description of Goods (e.g. Toys, Garments, etc)

8. Number of Documents sets attached (provide total number of original and copies of documents attached to this application)

Document	Org	Copy	Document	Org	Copy
8.1 Drafts			8.2 Invoices		
8.3 Customs Certificate			8.4 Customs Invoice		
8.5 Insurance Policy / Certificate			8.6 Packing list		
8.7 Weight List / Note			8.8 Certificate of Origin		
8.9 Bill of Lading			8.10 Airway Bill		
8.11 Inspection Certificate			8.12 Export Licence		
8.13 Non-negotiable B/L			8.14 Beneficiary certificate		
8.15 Forwarders Cargo Receipt			8.16 Shipment advice		
Other Documents			8.17 GSP Form A		
8.18			8.19		
8.20			8.21		
8.22			8.23		

9. Proceeds to first settle Import Bill

For ☐ Back-to-Back DC / ☐ EWB / ☐ Transfer DC Documents

Amount Bill Number / Transfer DC Number / Back to Back DC number

10. Proceeds Disposal

☐ Deduct (Amount) to repay loan number

☐ Credit Our account number

11. Account No. to be debited for Charges (if applicable)

BILLS UNDER DA/DP**12.1 Document Release**

- ☐ Release Documents against Payment – D/P
- ☐ Release Documents against Acceptance – D/A
- ☐ Acceptance/Payment may await Arrival of Carrying Vessel

12.3 Waive Interest and Charges

If charges and/or interest refused ☐ Waive/ ☐ Do not Waive

12.5 Charges

Collect your charges from ☐ Drawer ☐ Drawee

Collect drawee bank charges from ☐ Drawer ☐ Drawee

12.2 Protest

For Non-acceptance and/or Non-payment

☐ Protest/ ☐ Do not Protest

12.4 Interest

☐ Collect Interest @ % p.a. from Drawee

from date of

until date of

We refer to HSBC's Standard Trade Terms (as amended from time to time) which can be accessed, read and printed by the Customer at/from www.gbm.hsbc.com/gtrfstt or alternatively the Customer can request a copy from its Relationship Manager (the Standard Trade Terms). This application, renewal, amendment or cancellation incorporates and is subject to the Standard Trade Terms as though they were set out in full in this application, or amendment and together they form an important agreement.

By signing this application or amendment, the Customer:

- irrevocably requests HSBC to provide the above trade service(s) in accordance with the instructions in this form;
- hereby grants in favour of HSBC security over all documents and goods (which are at any time in HSBC's actual or constructive possession or control or held on trust for HSBC, or to HSBC's order, whether for custody, collection, security, the making of a claim or any other reason and whether or not in the ordinary course of banking business and whether in this jurisdiction or elsewhere) by way of pledge, charge and assignment, in each case to the full extent possible by law, as security for any amounts owing to HSBC in connection with this application (and the trade service(s) provided or undertaken by HSBC as a result of this application), and, on and at any time after the date of this application, HSBC shall be entitled to exercise all rights, powers and remedies conferred on HSBC by law as a secured party in relation of the documents and the goods; and
- confirms that it has read and understood the Standard Trade Terms and agrees that this application incorporates the Standard Trade Terms and that the Standard Trade Terms applies to the above requested trade service(s).

Signed for and on behalf of the Customer:

Company Chop (if applicable)

Authorized Signatories

Protection clause

a. The Bank is committed to providing an exceptional service and ensuring customer satisfaction. All Bank customers have the right to raise concerns, dissatisfaction, or complaints regarding the Bank's products and services.

b. The Customer may submit a complaint to the Bank by the following channels:

i. Visit any Bank branch;

ii. Contact the Bank's support teams/helpdesk numbers available here: <https://www.business.hsbc.com.eg/en-gb/compliments-suggestions-or-complaints>;

iii. Submitting complaints through the Bank's website available here: <https://www.business.hsbc.com.eg/en-gb/compliments-suggestions-or-complaints>; or

iv. Reach the Bank's Customer Rights Protection Unit directly at corporatecustomer.experiencehbeg@hsbc.com.

c. Upon receiving a complaint, the Bank will promptly provide the Customer with an acknowledgement of receipt of the complaint. This acknowledgement will include a complaint reference number and the estimated timeframe for resolution of the complaint. The Bank aims to address and resolve all complaints within 15 Working Days, however, in some cases, including those that involve transactions with third parties, this may require additional time. The Customer will be kept informed of the progress of the Bank's investigation and provided with a comprehensive response outlining the findings and proposed resolution.

d. If the Customer is not satisfied with the response received from the Bank, please contact the Bank within 15 Working Days of the Bank's response explaining why the Bank's response is not adequate, otherwise, the Bank's last response will be deemed as closure of the complaint by the Customer.

e. In the event of not being satisfied with the Bank's final response, or if no response is received from the Bank within 15 Working Days of submitting your complaint, you have the right to refer your case to the Central Bank of Egypt (CBE) by directly visiting CBE premises at 54 Elgomhorya Street 11511, Cairo, Egypt.

Name:

Authorised Signature(s) *(signed in accordance with the bank mandate)*

Date:

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