

**RECEIVABLES CUSTOMER AGREEMENT**

**DATED**

**HSBC Bank Egypt S.A.E.**

**and**

**THIS Agreement** is made on \_\_\_\_\_,

**BETWEEN:**

- (1) **HSBC Bank Egypt S.A.E.** PO Box 124, Maadi, Cairo, Egypt hereinafter referred to as the “**Bank**”. The Bank is regulated by the Central Bank of Egypt; and
- (2) \_\_\_\_\_ with its registered office at \_\_\_\_\_ (the “**Customer**”),

together the “**Parties**”.

**WHEREAS:**

- (A) The Bank may in its discretion and from time to time retain the services of one or more courier companies for the collection and delivery of non-cash banking instruments and correspondences on behalf of its customers.
- (B) The Bank also offers other services upon the receipt of cheques from its customers including data enrichment and post-dated cheque warehousing.
- (C) The Customer has agreed to appoint the Bank to provide the services described in this Agreement, and the Bank has consented to the provision of the services, in Egypt on the terms set out in this Agreement.

**IT IS AGREED** as follows:

## **1 INTERPRETATION:**

- a) The interpretation and construction of this Agreement shall be subject to the following rules, except where the context makes it clear that a rule is not intended to apply:
- i. a singular word includes the plural, and vice versa;
  - ii. a word which suggests one gender includes the other genders;
  - iii. the headings in this Agreement are for reference purposes only and shall not affect the interpretation or construction of this Agreement; and
  - iv. general words are not to be given a restrictive meaning because they are followed by particular examples, and any words introduced by the terms "including", "include", "in particular" or any similar expression will be construed as

illustrative and the words following any of those terms will not limit the sense of the words preceding those terms.

## **2 DEFINITIONS:**

In this Agreement:

**Agreement** means this agreement terms and conditions, the completed Schedules and any documents incorporated by reference herein or therein as supplemented by the General Terms and Conditions;

**Airway Bill** means the valuable handling receipt for Document Collection/Document Delivery issued by the Service Provider;

**Checklist** means the document to be completed by the Customer to be inserted into the Document Bag prior to a Document Collection as shown in Schedule D – Checklist;

**Communication** means communication (in any form) between Customer and Bank, but which shall not include Instructions.

**Customer Account(s)** means any account(s) of the Customer held with the Bank that are to be credited upon receipt of a cleared cheque or other Document;

**Customised Deposit Slip** means the document to be completed by the Customer containing the narration details of the cheque to be captured a pro forma of which is shown in Schedule E - Customised Deposit Slip;

**Customer's Premises** shall mean the location(s) to be served under this Agreement as described in a Service Request Form;

**Data Enrichment** means the process of capturing additional narratives from cheques collected from the Customer by the Service Provider as further described in Schedule A – Services Guide;

**Document(s)** means cheques, payment instructions, trade service documents and other correspondences and legal banking documents;

**Document Bag** means any bag, box, pouch or other portable container provided by the Bank to the Customer to be used for the transportation of Documents;

**Document Collection** means the Service whereby the Service Provider will collect Documents from the Customer's Premises and deliver them to the Bank;

**Document Delivery** means the Service whereby the Service Provider will deliver Documents from the Bank to the Customer's Premises;

**Force Majeure Event** means any event beyond the reasonable control of a Party affecting that Party's ability to comply with the Agreement, such as:

- (a) any natural event such as flood, storm or earthquake,
- (b) war, civil disturbance or act of terrorism,
- (c) industrial action,
- (d) Act of God,
- (e) action of a government or governmental agency,
- (f) change of law or regulation (or change in the interpretation of law or regulation),
- (g) power or equipment failure or interruption, or
- (h) interruption, failure or delay in receiving or acting on any Communication or Instruction caused by an Infrastructure Provider.

**General Terms and Conditions** means the Bank's Corporate Banking General Terms and Conditions for the Operation of Accounts available at <http://www.business.hsbc.ae/en-gb> (as amended by the Bank from time to time) or such other terms as otherwise agreed in writing between the Bank and the Customer;

**HSBC Group** means HSBC Holdings plc, its subsidiaries, related bodies corporate, associated entities and undertakings and any of their branches;

**Instruction** means any communication which is received by the Bank in relation to the Service which:

- (a) contains the necessary information for the Bank to carry out the payment or other act on the Customer's behalf; and
- (b) has or, in the reasonable opinion of the Bank, appears to have been provided by a person authorised by the Customer.

**Infrastructure Provider** means any third party providing shared market infrastructure necessary for a Party to perform its obligations under the Agreement including any communications, clearing, settlement or payment system, or intermediary or correspondent bank.

**Loss** means any loss, damages, liability, costs, claims, demands and expenses of any kind whether or not foreseeable.

**Post-Dated Cheque Warehousing** means the safe-keeping, management and control of post-dated cheques as further described in Schedule A – Services Guide;

**Schedule** means a document attached to this Agreement headed 'Schedule [ ]';

**Security Tab** means the snap-on, plastic, metal or any other seal each with a unique serial number provided by the Service Provider to seal the Document Bag;

**Services Guide** means the details of the Services as specified in Schedule A – Services Guide;

**Service Request Form** refers to the details of the Document Collection requested by the Customer including details of the Customer Accounts to be credited shown at Schedule B – Service Request Form;

**Service Request Amendment Form** refers to the form shown at Schedule C - Service Request Amendment Form which is used to amend the Service Request Form;

**Service Provider** means any persons or company appointed by the Bank to provide some or all of the Services under this Agreement;

**Signature Date** means the date of execution of this Agreement as set out in the beginning of this Agreement;

**Tariff of Charges** means the Bank's Corporate Banking Tariff of Charges (as amended from time to time) and available for download from the Bank's website or in hard copy format from the Bank's corporate branches; and

**Working Day** means any day (excluding a Friday or public holiday in Egypt) when banks are generally open for business in Egypt.

### **3 THE SERVICES**

The Bank will offer courier services for Document Collection and Document Delivery and provide Data Enrichment and Post Dated Cheque Warehousing services as requested by the Customer from time to time as set out and further described in Schedule A – Services Guide, together the “**Services**”.

### **4 THE CUSTOMER'S OBLIGATIONS**

- a) The Customer will ensure that the Documents are sorted in accordance with the process detailed in Schedule A - Services Guide.
- b) The Customer will ensure that a Customised Deposit Slip will be inserted into any envelope that contains any cheques.
- c) The Customer will ensure that all envelopes used are sealed with the signature of the authorised representative of the Customer.
- d) The Customer will ensure that they complete a Checklist to be inserted into the Document Bag.

- e) The Customer will ensure that they use a Security Tab with each Document Bag.
- f) Upon receiving a Document Delivery the Customer will ensure that the Document Bag is properly sealed and inspected for tampering before signing the Airway Bill.
- g) The Customer will ensure that the relevant Airway Bill is properly completed by the Service Provider and the serial number of the Document Bag noted and a copy of the Checklist retained for the Customer's records.
- h) The Customer will ensure that the Bank is advised of any changes to the Service Request Form by submitting a Service Request Amendment Form to the Bank at least ten (10) Working Days' in advance of such changes taking effect.

## **5 CHARGES**

- a) In consideration for provision of the Services, the Customer agrees that it shall pay to the Bank all fees, costs, charges, interest and expenses in connection with the Services. These will be the Bank's standard fees and charges as set out in the Tariff of Charges unless the Bank separately agrees different fees and charges with the Customer. Unless otherwise stated, all amounts payable pursuant to this Agreement are exclusive of value added, sales, use, goods and services, business, stamp or any similar taxes or duties that may be applicable. All such taxes or duties will be applied in accordance with applicable legislation and the Bank will issue valid invoices or other documents in connection with such taxes or duties as appropriate. Payment of all amounts due pursuant to this Agreement will be made clear and free of any deduction or withholding for or on account of tax, set-off, counterclaim or other charges so the Bank receives such amounts in full. If a deduction or withholding for or on account of tax is required to be made by law, the payment shall be increased to an amount which after making any deduction or withholding leaves an amount equal to the payment which would have been made if no withholding or deduction had been required. The Customer shall make any payment required in connection with such tax deduction or withholding within the time allowed by law and if so requested by the Bank, promptly provide evidence in such form as the Bank may reasonably request to the Bank that such payment has been made.
- b) The Customer agrees and confirms that the Bank may amend the Tariff of Charges by:
  - i) posting a copy of such amendments (or new version) on the Bank's website; or
  - ii) sending a copy of the proposed amendment (or new version) to the Customer by regular mail or email,

and that such amendments to (or new version) of the Tariff of Charges shall become effective on the date falling 30 days after the sending or posting, as the case may be, of the notice of the amendments or new version, as the case may be.

- c) The Customer agrees and confirms that the Bank is not required to provide the Customer with any other notice of (or seek any additional consent from the Customer) to amendments or new versions of such Tariff of Charges.
- d) The Customer hereby agrees and confirms that the Bank may, but is not obliged to, deduct any fees, costs, charges, interest and expenses payable by the Customer from any account held with the Bank. If the Customer fails to pay any amount due under this Agreement when such amount falls due, the Customer shall pay to the Bank interest and charges on such overdue amounts at the rate the Bank determines (acting reasonably) unless otherwise agreed.

## **6 CUSTOMER WARRANTIES**

The Customer warrants, represents and undertakes to the Bank that, while this Agreement remains in force:

- a) it shall observe and comply at all times and acknowledge all the reasonable instructions, directions and procedures prescribed or issued by the Bank relating to the Services;
- b) it will ensure that only Document Bags provided by the Bank are used for Document Collections or Document Deliveries;
- c) it will not accept a delivery of any Document Bag without a Security Tab or with a damaged Security Tab; and
- d) it will not use the Service Provider for the transport of any item, document or material (including bank notes and coins) other than Documents.

## **8. COUNTERFEIT DOCUMENTS**

The Customer acknowledges that the Bank shall not accept counterfeit cheques for deposit. If the Bank determines any cheques to be counterfeit, the Bank's decision shall be final and binding on the Customer. Any suspected forged cheques shall be sent to the appropriate authorities for further investigation, as the Bank may at its absolute discretion deem appropriate.

## **9. CHEQUE DEPOSIT INDEMNITY**

- a) The Customer acknowledges that deposits are not guaranteed at the time of acceptance of the cheques. The Bank will verify the number of cheques received and the total value of cheques.

- b) The Customer acknowledges that the Bank will perform verification of each cheque and shall deposit cheques that have passed such verification into the Customer Account. The Bank may, in its sole discretion, not process a cheque where:
- i) the name of the beneficiary does not reasonably match the deposit account name;
  - ii) the amount in words does not match the amount in number;
  - iii) the cheque is not signed;
  - iv) the cheque is soiled, smudged, defaced or torn and is no longer deemed acceptable for clearing;
  - v) the cheque is stale-dated in accordance with Central Bank of Egypt requirements;
  - vi) the cheque appears to have been altered and no countersignature is present;
  - vii) the cheque appears to have been forged or counterfeited; or
  - viii) the cheque is no longer deemed acceptable for clearing.
- c) The Customer hereby indemnifies the Bank and shall hold the Bank harmless from any responsibility in respect of actions, liability, damages, losses against or suffered by the Bank in connection with
- i) returned cheques;
  - ii) disputes where the deposit account name is different to that named on the face of the cheque;
  - iii) counterfeit cheques; and/or
  - iv) not processing a cheque that has failed verification procedures as set out in Clause 9 b).

## **10 TERM AND TERMINATION**

- a) This Agreement shall commence on the Signature Date and shall continue until it is terminated in accordance with this clause 10.
- b) Either Party may terminate this Agreement or any Services:
- i) on not less than 30 days' written notice to the other Party; or
  - ii) With immediate effect by written notice to the other:
    - (1) if the other Party commits a material breach of this Agreement which is not remedied within 14 days of a written notice requiring remedy; or
    - (2) if the other Party becomes insolvent or equivalent under the laws of any applicable jurisdiction.
- c) The Bank may suspend this Agreement and, at its option, any of the Services on written notice with immediate effect:
- i) in the event that the Bank considers (at its absolute discretion) that it is required by any applicable law or regulation, or any rule or guidance of any regulatory body that

has authority over the Bank (or with whose rules and guidance the Bank is accustomed to comply to do so); or

- ii) in the event that the Bank's contract with the Service Provider is terminated for whatever reason.
- d) Termination of this Agreement (either in whole or in part) will not affect any accrued rights and remedies of either Party accrued to the date of termination.

## **11 PERFORMANCE AND LIABILITY**

- a) The Bank will perform its obligations under the Agreement using such level of skill and care as would be considered commercially reasonable by reference to the standards and practices of the banking industry.
- b) Neither Party shall be liable for any:
  - i) consequential, incidental or indirect Loss including, without limitation, fines, penalties or punitive damages; or
  - ii) any direct or indirect loss of (i) profit (actual or anticipated), (ii) goodwill or (iii) business opportunity,

whether or not foreseeable, even if one Party advised the other of the possibility of such loss or damage.

- c) The Parties shall not be liable for any Loss caused by a Force Majeure Event. If either Party is prevented or delayed in the performance of any of its obligations under the Agreement by a Force Majeure Event, such Party shall as soon as reasonably practicable notify the other of the existence of the Force Majeure Event. The Bank's duty or the duty of any member of the HSBC Group to act upon any Instruction or Communication, or perform any obligation, shall be suspended to the extent that and for as long as the Bank and/or any member of the HSBC Group is prevented or restricted from doing so by a Force Majeure Event.
- d) In providing the Services, the Bank may use certain Infrastructure Providers and the Services are therefore subject to the rules and regulations of those Infrastructure Providers as well as the guidelines and procedures of relevant regulatory or industry bodies. Neither the Bank nor any other member of the HSBC Group shall be liable for any Loss suffered as a result of the acts or omissions of an Infrastructure Provider, but will provide commercially reasonable assistance to the Customer in the recovery of any such Loss.
- e) The Customer shall indemnify the Bank and any other member of the HSBC Group in full against any Loss arising from or in connection with a third party making a claim or

demand against the Bank or other member of the HSBC Group as a result of the Bank or any other member of the HSBC Group processing an Instruction or otherwise performing its obligations hereunder in accordance with the Agreement.

- f) Neither the Bank nor any member of the HSBC Group are obliged to perform any of the Services if to do so would result in the Bank or any member of the HSBC Group being in breach of any law or regulation.

## **12 NOTICE**

All notices under this Agreement shall be delivered by hand or by registered mail or through a courier company to the addresses of any or all of the parties stated in this Agreement or in the Service Request Form (as applicable). Notice shall be deemed to have been received immediately upon delivery by hand, or two (2) Working Days after they are sent by registered mail or one (1) Working Day after delivery to a courier company for delivery to the intended recipient.

## **13 ILLEGALITY**

Illegality of a provision or any part of a provision of this Agreement shall not affect the legality or enforceability of other provisions of this Agreement or, as the case may be, the remaining part of such provision.

## **14 INSURANCE**

The Customer shall maintain throughout the term of this Agreement, adequate and reasonable insurance cover with a reputable insurer in relation to the Customer's risks under this Agreement.

## **15 ASSIGNMENT**

- a) The Customer shall not, without the prior written consent of the Bank assign, transfer, part with or sub-contract any of its rights, responsibilities and/or obligations under this Agreement (in whole or in part) or delegate any of its responsibilities or obligations under this Agreement.
- b) The Bank may assign, transfer, part with or sub-contract any of its rights, responsibilities and/or obligations under this Agreement (in whole or in part) without the prior consent of the Customer.

## **16 AMENDMENT**

- a) The Bank may make amendments to this Agreement which will become effective on the expiry of 30 days' notice to the Customer. Any such notice may be given to the Customer in writing or on the Bank's website. However, the Bank may, in exceptional circumstances, make amendments to the Agreement at any time in order to comply with any law or regulation, which will become effective immediately on notice to the Customer.

- b) The Customer may amend the Services by submitting a Service Request Form to the Bank as required from time to time in accordance with the procedure as set out in Schedule C – Service Request Form.

## **17 ENTIRE AGREEMENT**

This Agreement together with any completed Schedules, the General Terms and Conditions and any procedures issued by the Bank for the provision of the Services shall comprise the entire agreement between the Parties in respect of the subject matter hereof. In the event of any conflict between the Agreement and the General Terms and Conditions, the Agreement shall take precedence but only to the extent of the conflict.

## **18 GOVERNING LAW**

This Agreement shall be governed by and construed in accordance with the laws of Egypt.

## **19 JURISDICTION**

Both parties to this Agreement submit to the non-exclusive jurisdiction of the courts of Egypt.

Signature by the Customer shall constitute acceptance of this Agreement here as amended from time to time.

Signed by

Signed by

\_\_\_\_\_  
[insert name of Bank signatory]

\_\_\_\_\_  
insert name of Customer signatory]

\_\_\_\_\_  
Date

**HSBC Bank Egypt S.A.E.**

\_\_\_\_\_  
Date

[Insert name of Customer]

## Schedule A - Services Guide

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### Document Collection and Document Delivery:

The Document Collection and Document Delivery processes are described below:

<b>DOCUMENT COLLECTION</b>	
Step 1	<ul style="list-style-type: none"><li>Cheques should be placed in a separate envelope, which should be clearly marked <b>cheques</b> (the number of cheques in the envelope should also be noted on the envelope). All necessary Checklists should be included.</li><li>For Documents other than Cheques to be collected the Customer should place the Documents in a separate envelope clearly labelling the content and including them on the Checklist.</li></ul>
Step 2	All envelopes should be sealed and bear the signature of the authorised Customer.
Step 3	Prepare the Checklist for the bank (See Schedule D).
Step 4	Prepare the Customised Deposit Slip (See Schedule E) and insert into the envelope containing any cheques for Document Collection.
Step 5	Place the envelopes in the Document Bag with the Checklist and seal the Document Bag with a Security Tab (for the purpose of your internal records it is recommended that a copy of the Checklist for the day is maintained with a note of the Security Tab number). Please note the Service Provider will not accept the pouch unless it is sealed. Please ensure that the Document Bag is ready before the allotted pick up time.
Step 6	The authorised Customer to sign on the Airway Bill of the Service Provider. The Service Provider will indicate the serial number of the Security Tab on the Airway Bill. Please indicate "No Transactions" in the Airway Bill if there are no transactions included.
<b>Delivery at Bank</b>	
Step 7	Upon delivery of the Document Bag the Bank will check that the Security Tab number on the Document Bag tallies with the Service Provider's Airway Bill.

<b>DOCUMENT DELIVERY</b>	
Step 1	The Customer should verify that the Security Tab on the Document Bag is intact and that the serial number matches that on the Airway Bill.
Step 2	After checking the contents of the Document Bag the Customer should sign on the Service Provider's Airway Bill.
Step 3	If the Security Tab is found to be tampered with or broken, the Customer should confirm with the Service Provider that the Security Tab is broken. The contents of the Document Bag should also be checked against the Checklist sent by the Bank. If any discrepancy is found, the Customer should immediately call their relationship manager or the help desk. The numbers are provided below.

**Other Information:**

1. The Bank will supply Document Bags, one for the Customer and the other for the Bank. The Bank will also provide initially a box of 500 Security Tabs.
2. The Service Provider will make reasonable efforts to arrive at the Customer's Premises within a one hour window before or after the agreed time slot.
3. There will only be Document Collection and Document Delivery Services on Working Days. Further information can be obtained from your sales or relationship manager.
4. If there is no sign of tampering on the Security Tab on the Document Bag, the count of the Bank is final.
5. If the contents of the Document Bag do not tally with the Checklist or/ and the cheques count does not tally with the Customised Deposit Slip, the Customer will be notified via email (to the address provided by the Customer to the Bank) within 24 hours.
6. If a cheque is lost by the Bank, the Bank will facilitate the procedure to obtain a replacement cheque.
7. For on-going Service concerns, please call your GLCM Client Services Manager. Additional details will be provided.

### **Data Enrichment**

The Bank's Data Enrichment service will provide complete customised narration details at an instrument level for post-dated cheques only. The Bank will capture the required narration details as set out in the Customised Deposit Slip as provided by the Customer to the Bank ("**Narration Information**"). The Narration Information will be shown in the Customer's bank account statement that can be viewed and downloaded through HSBC internet banking platforms to allow a direct upload of the Narration Information into customer's account receivable system to enable auto reconciliation of cheques.

1. The Narration Information will be made available in the bank account statement of the Customer which is available for viewing and downloading via HSBCnet, the global internet banking platform of the Bank.
2. The Bank's systems support capturing of narration information up to a data field limit of 2x24 digits. This is subject to change by the Bank from time to time.
3. The Bank processes the cheques for clearing and will return any returned cheques from the previous days clearing, (if any).
4. The Service Provider delivers any returned cheques to the Customer's Premises at the time of the next scheduled Document Collection.
5. The funds of the cleared cheques will be credited to the designated Customer Account. Any returned cheques would be debited from the same Customer Account.
6. The Customer shall provide the correct Narration Information in the Customised Deposit Slip. The Bank will not validate the given information under any circumstances.
7. If additional Narration Information is not provided on the back of the cheques or in the Customised Deposit Slip, the Bank will proceed with the clearing of the cheque.
8. If the Bank erroneously captures the Narration Information from the cheques and/or the Customised Deposit Slip and such Narration Information is incorrectly displayed in the Customer's bank statement, the Bank will use commercially reasonable efforts to assist the Customer to correct the Narration Information.

### **Post-Dated Cheque Warehousing**

The Bank's Post-Dated Cheque Warehousing services enable the Customer to outsource the complex nature of work associated with the validation, storage and presentation of post-dated cheques.

1. The Customer will provide the Customised Deposit Slip with details of the cheques being submitted.
2. The Bank will capture the cheques data and the Narration Information.
3. The detail of cheques in the Bank's custody including the cheque due dates will be available in a Post-Dated Cheque Warehousing report provided by the Bank to the Customer on a weekly basis via email or other method as decided by the Bank from time to time.
4. The Bank will provide the safekeeping of the cheques, monitor cheque due dates, check the status and credit Customer's account on the cheque clearing date.
5. If a cheque withdrawal or/and replacement is required, the Customer shall send the request via email to the GLCM Client Services Manager a minimum 5 Working Days prior to due date of the cheque. If less than 5 Working Days notice is given the Bank gives no guarantee that the applicable cheques have not been sent for clearing and any charges associated with returned cheques may be levied on the payor of the cheque.
6. If the Customer submits current-dated cheques in a batch of post-dated cheques, the Bank will directly send the current-dated cheques for clearing.
7. If additional narration is not provided at the back of the cheques or in the Customised Deposit Slip, the Bank will proceed with the cheque registration without it.
8. If there is an error or discrepancy in the Post-Dated Cheque Warehousing report the Customer shall inform the Bank who will use commercially reasonable efforts to amend any errors.
9. If a cheque is lost by the Bank, the Bank will facilitate the procedure to obtain a replacement cheque.

### **Service Amendments**

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1. If any changes (including additions or cancellations) to the Services are required, the Customer must complete a Service Request Amendment Form shown in the form set out in Schedule C.
2. The Customer must provide the Service Request Amendment Form at least 10 Working Days' prior to the changes taking effect.

## Schedule B - Service Request Form

The Customer needs to provide the information required by the Bank in the Service Request Form to the Bank 10 Working Days prior to commencement of the required Services.

<b>Select One:</b>	Trade <input type="checkbox"/> Cheques <input type="checkbox"/> Data Enrichment <input type="checkbox"/> Post-Dated Cheque Warehousing <input type="checkbox"/>
<b>Customer Name:</b>	
<b>Customer Account number:</b>	
<b>Location Exact Physical Address:</b>	<i>Attach map if possible</i>
<b>HSBC Bank Branch:</b>	<i>The account opening branch</i>
<b>Preferred Collection Timing(s):</b>	<i>Preferred timings will be confirmed if acceptable upon submission of Service Request Form.</i>
<b>Primary Customer Representative:</b>	Name: Tel: Mobile:
<b>Secondary Customer Representative:</b>	Name: Tel: Mobile:

### Schedule C - Service Request Amendment Form

In the event of any changes to the Service Request Form, the Customer is required to send a Service Request Amendment Form to the Bank 10 Working Days prior to the changes taking effect.

<b>Select One:</b>  <b>Change</b> <input type="checkbox"/>  <b>Addition</b> <input type="checkbox"/>  <b>Cancellation</b> <input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <div> <b>Express Banking Services:</b>   o Location      <input type="checkbox"/>   o Time          <input type="checkbox"/>   o Representative <input type="checkbox"/> </div> <div> <b>Data Enrichment:</b>   o Service      <input type="checkbox"/>   o Narration    <input type="checkbox"/>   Post Dated Cheques <input type="checkbox"/> </div> </div>
<b>Customer Name:</b>	
<b>Customer Account number:</b>	
<b>EBS Location Exact Physical Address:</b>	
<b>Preferred Collection Timing(s):</b>	<i>Preferred timings will be confirmed if acceptable upon submission of Service Request Amendment Form.</i>
<b>Secondary Customer Representative:</b>	Name:  Tel:  Mobile:
<b>Data Enrichment:</b>	<i>Elaborate request</i>
<b>Post Dated Cheques:</b>	<i>Elaborate request</i>

**Schedule D - Checklist**

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

Account No.: \_\_\_\_\_

Item	No. of Envelopes	No. of documents	Remarks
Cheques			
Trade documents			
Remittances			
Other Items			

**Section 1 – To be filled by customer**

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Account No.: \_\_\_\_\_

Item	No. of Envelopes	No. of cheques/documents	Remarks

**Prepared by:**

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

**Section 2 – To be filled by HSBC**

**Received by:**

Name: \_\_\_\_\_ Date / Time: \_\_\_\_\_

Signature \_\_\_\_\_

Item	No. of Envelopes	No. of cheques/documents	Discrepancy (Y / N)	Remarks
				<b>Compared to customer checklist:</b>  Reason for discrepancy: Number: Amount: Missing:  Initials: _____

**Schedule E -- Pro Forma Customised Deposit Slip**

Cheque Deposit Slip						
Deposit				Account Name:	Data Enrichment	
Date	DD/MM/YYYY			Credit Acc No		
				Currency	EGP	
No	Cheque Date	Issuing bank	Cheque Number	Cheque Amount	Narrative 1	Narrative 2
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
Total Amount						