
TRADE FINANCE – SERVICE LEVEL AGREEMENT

Trade Products - Imports & Exports Letter of Credits, TT, Collections, Bank Guarantee / Standby LC &

Trade Loan

- 1. Services : Issuance of Import Letter of Credit (LC)**
- Cut-off Time for receipt of instructions : By 1:00pm on the Day
- Fulfillment : LC/Amendment issued and transmitted copy either
Send via Email to customer (or) made available at
counter for collection.
- Turnaround Time : Applications received
- Before 1:00pm within the same day,
 - After 1:00pm T + 1 Day
- Responsible Party : Trade Finance Operations
- 2. Services : Inward Bills under LC**
- Cut-off Time for receipt of instructions : By 11:00am on the Day
- Fulfillment : Documents examined and customer notified of
status of documents drawn under Letters of Credits
issued by us via email advices.
- Turnaround Time : All documents received
- Before 11:00am T + 1 day,
 - After 11:00am T + 2 Day
- Responsible Party : Trade Finance Operations
- 3. Services : Inward Bills under LC (Payment)**
- Cut-off Time for receipt of instructions : By 3:00pm on the Day
- Fulfillment : Documents are ready for collection and payments
effected.
- Turnaround Time : Instructions received
- Before 3:00pm within the same day,
 - After 3:00pm T + 1 Day
- Responsible Party : Trade Finance Operations

- 4. Services : Import Documentary Collection (DA/DP)**
- Cut-off Time for receipt of instructions : By 1:00pm on the Day
- Fulfillment : Documents processed and customers notified of receipt of Inward Documentary Bills for Collection received from remitting banks for presentation to importers/ Drawees.
- Turnaround Time : Customer will be notified of documents received
Before 1:00pm within the same day,
After 1:00pm T + 1 Day
- Responsible Party : Trade Finance Operations
- 5. Services : Inward Bills under Collection (DA/DP) (Payment)**
- Cut-off Time for receipt of instructions : By 1:00pm on the Day
- Fulfillment : Documents are ready for collection with payments Effected and/or accepted Bill of Exchange
- Turnaround Time : Instructions received
Before 1:00pm within the same day,
After 1:00pm T + 1 Day
- Responsible Party : Trade Finance Operations
- 6. Services : Inward Clean Collections**
- Cut-off Time for receipt of instructions : USD and Other currency cheques received by
12:00pm on the Day
- Fulfillment : Processing & effected payment
- Turnaround Time : Instructions received
Before 1:00pm within the same day,
After 1:00pm T + 1 Day
- Responsible Party : Trade Finance Operations
- 7. Services : Inward Advising/Confirming/ Transfer of Export LCs**
- Cut-off Time for receipt of instructions : By 2:00pm on the Day
- Fulfillment : Beneficiaries are advised and/or forwarded of the Export Letters of Credit received by CB Bank.

Turnaround Time	:	All inward LCs received Advised before 2:00pm the same day, After 2:00pm T + 1 Day
Responsible Party	:	Trade Finance Operations
8. Services	:	Exports LC Negotiation
Cut-off Time for receipt of instructions	:	By 11:00am on the Day
Fulfillment	:	Processing and dispatch to issuing Bank upon examination of documents drawn under Export Letters of Credits presented by customers.
Turnaround Time	:	All Documents Received Before 2:00pm Dispatch within the same day, After 2:00pm T + 1 Day
Responsible Party	:	Trade Finance Operations
9. Services	:	Exports LC Negotiation (Advise Discrepancies on Export Negotiation Documents)
Cut-off Time for receipt of instructions	:	By 11:00am on the Day
Fulfillment	:	Customers are notified of Discrepancies.
Turnaround Time	:	Within 2 hours of completion of checking of documents
Responsible Party	:	Trade Finance Operations
10. Services	:	Exports LC Negotiation (Payment/Discounting) with or without recourse
Cut-off Time for receipt of instructions	:	By 2:00pm on the Day
Fulfillment	:	Settlements / Discount Proceeds paid to customers.
Turnaround Time	:	Payment / Discounting instructions received Before 2:00pm Within the same day After 2:00pm T + 1 Day
Responsible Party	:	Trade Finance Operations

11. Services	:	Export Documentary Collections (DA/DP)
Cut-off Time for receipt of instructions	:	By 5:00pm on the Day
Fulfillment	:	Processing and dispatch of Export Documentary Collections to Collecting Bank
Turnaround Time	:	Documents Received Before 5:00pm Within the same day, After 5:00pm T + 1 Day
Responsible Party	:	Trade Finance Operations
12. Services	:	Export Documentary Collections (Payment/ Discounting)
Cut-off Time for receipt of instructions	:	By 5:00pm on the Day
Fulfillment	:	Settlements / Discount Proceeds paid to customers
Turnaround Time	:	Proceeds received Before 5:00pm Within the same day, After 5:00pm T + 1 Day
Responsible Party	:	Trade Finance Operations
13. Services	:	Outward Clean Collections
Cut-off Time for receipt of instructions	:	USD and Other currency cheques received By 12:00pm on the Day
Fulfillment	:	Processing & dispatch of foreign Cheque sent under Collection
Turnaround Time	:	Proceeds received Before 12:00pm Within the T + 1 day, After 12:00pm T + 2 Day
	:	Other Currency cheques received Before 3:00pm Within the T + 1 day, After 3:00pm T + 2 Day

Responsible Party	:	Trade Finance Operations
14. Services	:	Outward Clean Collections (Payment)
Cut-off Time for receipt of instructions	:	By 3:00pm on the Day
Fulfillment	:	Customers accounts credited with Export Clean Collections Proceeds.
Turnaround Time	:	Proceeds received Before 5:00pm Within the same day, After 3:00pm T + 1 Day
Responsible Party	:	-
15. Services	:	Counter- signing of Shipping Guarantees / Airway Bill Endorsement
Cut-off Time for receipt of instructions	:	By 3:00pm on the Day
Fulfillment	:	Shipping Guarantee/Airway Bill endorsement and available for customer collection at counters.
Turnaround Time	:	Shipping Guarantees /Airway Bill endorsement within one hour upon receipt of the applications and Shipping Guarantee form issued by Shipping Line
Responsible Party	:	Trade Finance Operations
16. Services	:	Banker's Guarantees & Standby Letter of Credit (SBLC)
Cut-off Time for receipt of instructions	:	By 11:00am on the Day
Fulfillment	:	Issuance of Banker's Guarantee & SBLC applications except for maid's guarantee.
Turnaround Time	:	Standard formats bankers Guarantees applications received before 11:00am within T + 1 day, After 11:00pm T + 1 Day
Responsible Party	:	Trade Finance Operations
17. Services	:	Banker's Guarantees & Standby Letter of Credit (Cancellation)

Cut-off Time for receipt of instructions	:	By 11:00am on the Day
Fulfillment	:	Banker's Guarantee & SBLC is cancelled and email sent to Loans Department for release of collateral if any.
Turnaround Time	:	Before 11:00am within T + 1 day by 5:00pm, After 11:00am T + 2 Day
Responsible Party	:	-
18. Services	:	Inward Remittance (Trade)
Cut-off Time for receipt of instructions	:	By 3:00pm on the Day
Fulfillment	:	Check beneficiary name, A/C number, Currency code, amount & payment information
Turnaround Time	:	Before 3:00pm within the same day,
Responsible Party	:	Trade Finance Operations