

Annex 1 Applicable Services

Category A
<p>Accounts Services: Opening and maintenance of accounts and related services:</p> <ul style="list-style-type: none"> • Corporate Current Accounts (SGD and Foreign Currency) • Corporate Fixed Deposit Accounts • Corporate Multi-Currency Accounts (MCA) • Corporate ATM Cards • Payment Services Act (PSA) Safeguarding Accounts
<p>Payables Services: Payment services made on your behalf or instruction:</p> <ul style="list-style-type: none"> • FAST • GIRO • PayNow Services • Telegraphic Transfers • Direct Debit Payments • Cashier's Orders and Cheques
<p>Receivables Services: Services involving payments made to you by us or other persons:</p> <ul style="list-style-type: none"> • Direct Debit Authorisation (DDA) Services • DBS Enriched Consolidated Receivables (ENCORE) • PayNow Services • Telegraphic Transfers • Cheques • DBS MAX <p>Note: Virtual Accounts (VA) is not part of this category</p>
<p>Digital Channels Services: Use of services through software, electronic communications, website, network, application or platform such as:</p> <ul style="list-style-type: none"> • IDEAL/ IDEAL Connect/ IDEAL Rapid • DBS website and/or mobile applications • DBS Global Financial Markets Digital Channels

Category B
<p>Documentary Trade Services</p> <ul style="list-style-type: none"> • Issuance of Standby Letters of Credit (SBLC), Banker's Guarantees (BG) or documentary credits; • Issuance of Back-to-Back documentary credits; • Import financing; • The issuance of shipping guarantees or endorsement or release of transports documents to facilitate the release of goods; • Import or export documentary collection; • Handling of documents in connection with a documentary credit; Export financing; and Transferable documentary credits
<p>Receivables Services</p> <ul style="list-style-type: none"> • Virtual Accounts (VA)
<p>Payables Services</p> <ul style="list-style-type: none"> • Globesend (previously known as DBS API Remit)
<p>Open Account Trade Services</p> <ul style="list-style-type: none"> • Account Receivables Purchase (ARP) • Supplier Payment Services (SPS)

Global Financial Markets Services

- **Treasury FX:** Services and products involving spot and forward foreign exchange transactions under an executed DBS Master Agreement (“**DBS MA**”), ISDA Master Agreement (“**ISDA**”) or an acknowledged set of Standard Terms and Conditions governing Transactions, including Foreign Exchange Transactions (“**FX T&Cs**”), as the case may be.
- FX Online Service
- Treasury API Service and its applicable terms
- Price Alert Service
- Treasury eDoc Service
- FX Order Watch Service

Category C

- Bulk Cash Deposit Service
- Conveyancing Accounts

Applicable services under Category A

An overview and summary of the key features of the Revised Terms for services and products under Category A are enclosed together with this letter under **Annex 2**. In respect of the services and products under Category A, the Revised Terms will:

- apply to you and will take effect on and after the Commencement Date.
- apply to transactions entered into or which you have instructed us prior to the Commencement Date, and which remain outstanding or not yet executed (i.e. inflight forms).

If you are not using services and products under Category A, The Revised Terms will only apply if you subsequently apply for and/or we subsequently provide you with such services and products.

You will be deemed to have accepted the Revised Terms in respect of the Applicable Services under Category A if you continue to use such Applicable Services on or after the Commencement Date.

Applicable services under Category B

Documentary Trade Services

New applications for Documentary Trade Services made on and after the Commencement Date will be governed by the Revised Terms. You will see that our new application forms have also been updated to refer to these Revised Terms.

Virtual Accounts

If you have an existing Virtual Account service with us, all existing terms and conditions for that service will continue to apply after the Commencement Date until a new application for an additional Virtual Account service (including new Virtual Account features that were not previously provided). Upon such application, you will transition to the Revised Terms for all Virtual Account services you have with us.

New applications for Virtual Accounts Services made on and after the Commencement Date will be governed by the Revised Terms.

Globesend (previously known as DBS API Remit)

If you have an existing Globesend service with us, all existing terms and conditions for that service will continue to apply after the Commencement Date until a new application or an amendment request is submitted (including new currency/corridor that were not previously provided). Upon such application or request, you will transition to the Revised Terms for all Globesend services you have with us.

New applications for Globesend services made on and after the Commencement Date will be governed by the Revised Terms.

Open Account Trade

If you have previously entered into any Open Account Trade facility, its existing terms (which includes any facility letters or letters of offer) will continue to apply to existing transactions after the Commencement Date.

You can also continue entering into new transactions under existing facilities or programmes under their existing terms (if permitted under such terms) until any of the below-mentioned scenarios occur after Commencement Date, upon which we will require you to transition to and be bound by the Revised Terms:

- you apply for any new facilities or new programmes in respect of any of these services;
- you apply for any new transactions in respect of any of these services which are not covered by the existing terms; or
- you or we request for any change in the existing terms.

Global Financial Markets Services

If you have entered into the **FX T&Cs**, a **DBS MA** or an **ISDA** with us, all existing Treasury FX transactions will continue to be subject to the terms of that set of FX T&Cs, DBS MA or ISDA, as applicable, instead of Part D of the Revised Terms.

Notwithstanding the above, you will be required to transition to and be bound by Part D of the Revised Terms or the revised version of the DBS MA (which forms part of the Revised Terms) if:

- you apply for and enter into any new Global Financial Markets Service transactions which are not covered by an executed ISDA; or
- you or we request for any change in the existing terms of the executed DBS MA.

Upon the occurrence of the above, Part D of the Revised Terms or such revised version of the DBS MA (as applicable) will then govern all Global Financial Markets Transactions outstanding between you and us at that time.

Further, upon your entry or use of any of the services under the Treasury Digital Service Schedule, the terms contained in such Schedule shall apply as well and govern all such services.

Applicable services under Category C

In respect of the services and products under Category C, the Revised Terms will:

- apply to you and will take effect on and after the Commencement Date; or
- apply to transactions entered into or which you have instructed us prior to the Commencement Date, and which remain outstanding or not yet executed (i.e. inflight forms)

After the Commencement Date, any references to the **Terms and Conditions Governing Accounts (Applicable for Businesses/Non-Individuals)** in the existing terms and conditions of the services and products under Category C will be treated as references to the relevant Revised Terms.

You will be deemed to have accepted the updated terms in respect of the Applicable Services under Category C if you continue to use such Applicable Services on or after the Commencement Date.

If you have any other products/services with us that is not covered under the above Category A, Category B or Category C, they will continue to be governed by their existing terms and conditions and no action is needed from you.

Annex 2
Relevant Service Schedules

Category A

1. Service Schedule - Additional Connectivity Services
2. Service Schedule - DBS Max Service
3. Service Schedule - DBS Digital DDA Services
4. Service Schedule - PayNow Corporate Services and NETS QR Capture Services (SG)
5. Service Schedule - SGQR Service (SG)
6. Service Schedule – Payment Services Act (Safeguarding Accounts) (SG)
7. Service Schedule – Corporate ATM Services

Category B

1. Trade Services Schedule
2. Service Schedule - Silent Confirmation
3. Service Schedule - Presentation of BG / SBLC
4. Service Schedule - Receivables Purchase
5. Service Schedule - Supplier Payment Services
6. Service Schedule - Treasury Digital Service
7. Service Schedule – Banker’s Guarantee Issued in favour of Singapore Government Agency
8. Service Schedule – DBS Master Agreement (T&M SG)
9. Service Schedule – Globesend Service

Annex 3 Summary of Key Features

As stated in the notification letter, instead of having separate terms and conditions for each Applicable Service (as defined in the notification letter), the revised terms and conditions consolidates the terms and conditions for the Applicable Services into one primary document, being the General Banking Terms and Conditions, and supplemental documents such as the Singapore Jurisdiction Schedule and relevant Service Schedules (collectively, the "**Revised Terms**").

We set out below an overview and summary of certain key features of the General Banking Terms and Conditions, Singapore Jurisdiction Schedule and certain Service Schedules in respect of services and products under Category A which may be relevant to you. This overview and summary is intended to facilitate (and not replace or substitute) your review of the Revised Terms. It is not an exhaustive summary of all the Revised Terms and we would recommend that you review the Revised Terms in full. This summary does not amend, waive or supersede the Revised Terms in any manner whatsoever.

Terms defined in the General Banking Terms and Conditions have the same meaning in this Annex unless the context otherwise requires.

THE GENERAL BANKING TERMS AND CONDITIONS

The General Banking Terms and Conditions contains terms and conditions governing your banking relationship with us and certain products and services provided by us.

What products and services are covered under this document?

The General Banking Terms and Conditions includes, amongst others, the terms for the following products and services that we may offer to you:

Type of Service	Description
Digital Banking Services	Use of our digital platforms for online banking services and other digital products and services and use of selected third-party digital platforms.
Accounts and Related Services	<ul style="list-style-type: none"> ▪ Opening and maintenance of Accounts with us. ▪ Placing of fixed and/or time deposits with us. ▪ Making domestic and international remittances. ▪ Collection services such as the setting up of virtual accounts and direct debit processing.
Global Financial Markets Services	<ul style="list-style-type: none"> ▪ Making spot and forward foreign exchange transactions.

How does this document work?

The General Banking Terms and Conditions is organised into different parts (each a '**Part**') as follows:

Part	Classification	Description
Part A	Common Terms	This Part contains terms governing our banking relationship with you.

Parts B-D	Service Schedules	<p>These Parts comprise of the Service Schedules set out below:</p> <ul style="list-style-type: none"> ▪ Part B (Digital Channels) - this Part includes terms governing the use of digital channels and digital products and services. ▪ Part C (Accounts and Related Services) - this Part includes terms for accounts and related products and services. ▪ Part D (Basic Financial Markets Services) - this Part includes terms for basic financial markets products and services.
Part E	Common Terms	<p>Part E (Definitions and Interpretation) – this Part contains common definitions used in this document and other documents such as Jurisdiction Schedules and other Service Schedules.</p>

Part A and Part E are collectively referred to as the "**Common Terms**". The Common Terms should be read together with the applicable Jurisdiction Schedule(s), Service Schedule(s), Form(s) and any other document which amends or supplements the foregoing.

Terms and conditions set out in Part B to Part D relating to certain product and services which you are not using or have not used will only take effect when you apply for and/or we subsequently provide you with such services and products.

What is included in Part A of the General Banking Terms and Conditions?

Part A of the General Banking Terms and Conditions includes (but is not limited to) the following terms:

- Terms under which we may make changes, amendments or replacements to the terms in the Agreement. This includes our right to make unilateral changes, amendments or replacements which will be binding on you.
- Terms under which we provide Services to you. You should note that we have absolute discretion on whether to provide any Service to you and how we provide it to you.
- Representations, warranties and undertakings from you.
- Terms relating to your instructions to us in connection with the Services offered or provided by us.
- Terms relating to your Authorised Persons and Agents and terms relating to the communications between you, us and your Authorised Persons and Agents
- Terms relating to our engagement and dealings with Third Party Service Providers and Third Party Banks. This includes indemnities from you and terms relating to the exclusion of our liability in connection with the engagement and dealings with Third Party Service Providers and Third Party Banks.
- Indemnities from you to us, including (but not limited to) for your use or misuse of any Service or your failure to comply with any part of the Agreement.
- Terms excluding us from liability to you or other persons. This includes (but is not limited to) exclusions of liability where any loss you or any other person may suffer is due to any fraud or forgery in relation to any Service or any unauthorised use of any Service.
- Terms relating to sanctions, anti-money laundering, anti-bribery, anti-corruption and counter-terrorism financing laws.
- Terms under which you authorise us to disclose confidential information and terms relating to the collection, use and the holding of personal data.
- Terms relating to our right to immediately terminate and/or suspend any Service provided by us and to terminate and/or suspend any Service with prior notice.

- Special terms which apply to you if you are a sole proprietor, partnership, trustee / trustee-manager acting on behalf of a trust or a society, co-operative society or unincorporated association.

You should note that other Parts of the General Banking Terms and Conditions, Jurisdiction Schedules and Service Schedules may also contain additional indemnities and terms relating to the exclusion of our liabilities.

What is included in Part B of the General Banking Terms and Conditions?

Part B of the General Banking Terms and Conditions includes (but is not limited to) the following terms:

- Terms relating to your access, and your Authorised Persons' access of the digital channels.
- Terms relating to the provision of digital channels on an as is and as available basis.
- Terms relating to any authentication mechanisms when using our digital channels.
- Terms relating to system, hardware, software and security requirements when using our digital channels.
- Terms relating to the provision of software, APIs, market data and other content when using our digital channels.
- Terms relating to customer self-administrators and internal controls when using our digital channels.

What is included in Part C of the General Banking Terms and Conditions?

Part C of the General Banking Terms and Conditions includes (but is not limited to) terms for the following Services:

- Terms relating to any Account that you open with us.
- Additional terms relating to foreign currency accounts, multi-currency accounts and joint accounts.
- Terms relating to currencies which may be subject to exchange controls or other restrictions under Law.
- Terms relating to various forms of payments and receipts, including cheques, drafts, pay orders, telegraphic transfers, domestic transfers, direct debit payments, standing instructions and others.
- Terms relating to the use and processing of cheques.
- Terms relating to the direct debit authorisation Service, the virtual account Service, and the consolidated receivables reporting Service.

What is included in Part D of the General Banking Terms and Conditions?

Part D of the General Banking Terms and Conditions includes (but is not limited to) the following terms:

- Terms relating to the types of foreign exchange transactions that we may provide as basic financial markets products and services, and the capacity in which we act when we provide them.
- Terms relating to how we will enter into foreign exchange transactions with you.
- Terms relating to the requirements we may impose as conditions to entering into foreign exchange transactions with you, and limits we may impose on your foreign exchange transactions.
- Terms relating to how the rates that apply to any foreign exchange transaction, and the amounts payable under them, will be determined and calculated.
- Terms relating to how you must make payments, or provide settlement instructions for payments, for foreign exchange transactions and our rights if you fail to do so.
- Terms setting out the conditions to our obligations to make payments to you, and our rights with respect to settlement deposits.
- Terms under which we may make adjustments to, or take other action in relation to, foreign exchange transactions and your liability for any loss we incur as a result of such adjustment or action.

- Terms relating to our rights to immediately terminate foreign exchange transactions, and calculate amounts payable and exercise other rights on such early termination.
- Additional representations, warranties and undertakings from you including special provisions relating to currency controls.
- Terms excluding us from liability to you or other persons. This includes (but is not limited to) exclusions of liability arising from any loss or delay in the transmission or wrongful interception of any order or for any failure to fulfil any request, order or instruction.
- Terms relating to the application of other agreements you may enter into with us, such as a DBS Master Agreement or an ISDA Master Agreement, to foreign exchange transactions.
- Terms disclosing risk of loss and other risks in dealing in foreign exchange transactions and your acknowledgements in respect of those risks.

SINGAPORE JURISDICTION SCHEDULE

The Singapore Jurisdiction Schedule will apply where you open an Account with a DBS Group Member located in Singapore or where a DBS Group Member located in Singapore provides you with any Service.

The Singapore Jurisdiction Schedule includes (but is not limited to) the following terms:

- Supplementary terms which relate to Singapore law and Singapore statutes, such as the terms relating to the persons who would have rights in relation to the Agreement under the Contracts (Rights of Third Parties) Act 2001 of Singapore.
- Terms relating to RMB, which we consider to be a Restricted Currency, and terms relating to the use of RMB Accounts and RMB Trade Settlement.
- Supplementary terms which relate to certain Services provided by DBS Group Members located in Singapore. This includes bill payment Services, electronic payment Services for sole proprietors and eGiro.

SERVICE SCHEDULE - ADDITIONAL CONNECTIVITY SERVICES

This Service Schedule sets out the terms under which we provide additional connectivity services to you. This includes (but is not limited to):

- host to host services: allows for straight through processing of large volumes of transactions, use of customised pre-processing rules, automated routing and real time transaction alerts.
- DBS API services: allows you to connect to our APIs to connect to our Services. Limits, such as the limits on the number of requests or number of users may be imposed.
- customer API services: allows us to connect to your APIs to provide you with our Services. Any APIs should not be modified without our prior written consent and you must provide us with all details of any open source software used.
- SWIFT fileact services: you must be an authorised SWIFT participant to use the connectivity options offered by SWIFT to securely transfer files to us.
- remote data transmission services: allows you to use multi-bank connectivity solutions to access our Services. Records on the use of the services must be maintained and provided to us upon request.
- hosted payment platform services: allows you to collect payment via our supported payment methods via access to a hosted payment platform. We will not be responsible for any relationships between you and any payor.

SERVICE SCHEDULE - DBS MAX SERVICES

This Service Schedule sets out the terms which allows you as a merchant to make collections in real-time, access your funds the same day and easily reconcile your accounts with real-time notifications and end of day reports. Registration with a payment rail (such as PayNow for Singapore and Faster Payment System for Hong Kong) and the creation of a DBS Max wallet is a pre-requisite to use this service. Refunds can only be provided in certain instances e.g. for refunds through the DBS Max App Service, refunds can only be performed if the DBS Max wallet has sufficient funds and the payment transaction is reflected in the transaction history.

SERVICE SCHEDULE - DBS DIGITAL DDA SERVICES

This Service Schedule set out the terms under which we provide digital direct debit authorisation services to you. This service allows you to obtain electronic direct debit authorisations from your customers to facilitate your collection of funds through our internet banking channels, our DBS RAPID channels, a NETS terminal, an AXS channel, or the eGIRO scheme.

You are required to satisfy the relevant eligibility criteria to participate in the eGIRO scheme as a participating billing organisation and you are only allowed to access and use the eGIRO platform using the relevant eGIRO security credentials. If we are your sponsor bank and you wish to de-register from the eGIRO scheme, you must comply with all de-registration procedures as prescribed.

SERVICE SCHEDULE - PAYNOW CORPORATE SERVICES AND NETS QR CAPTURE SERVICES

This Service Schedule set out the terms under which we provide QR capture services to you. This service provides you with API connectivity to:

- receive a NETS QR code, PayNow QR code and/or SG QR Code;
- validate a NETS QR code, PayNow QR code and/or SG QR code with a payment service provider and to display results of such validation;
- receive any transaction information; and
- effect payments to payment service providers and participating merchants.

We may earmark any funds in your account until all monies and liabilities due to us are paid. You also remain solely responsible for any shortfalls between available funds in your account and the amounts due.

SERVICE SCHEDULE - SGQR SERVICES

This Service Schedule set out the terms under which we facilitate your registration and/or update of your PayNow corporate proxy with the central repository for the Singapore Quick Response Code and such other services to facilitate the collection of payments from your payors through the Singapore Quick Response Code Scheme. To use this service, you must have registered for PayNow with us and not any other bank and have a valid and existing PayNow linkage. You agree to comply with all directives, specifications, guidelines and practices provided or issued by us or the operator of the Singapore Quick Response Code Scheme and owners of the Singapore Quick Response Code Scheme (the Monetary Authority of Singapore and the Info-communications Media Development Authority) from time to time.