

Banker's Guarantee Claim Collection

Make your claims with ease



We assist you with the presentation of your claim for Banker's Guarantee (BG) issued in your favour.



We communicate with the issuing bank on your behalf for the submission and tracking of your claim.



This unique service is applicable to DBS clients only.

At a glance

- Submit your claim for payment through DBS.
- Get timely updates on the status of payment or refusal.
- Receive immediate credit into your account when your claim is settled.

Designed for

- Beneficiaries of BG issued by other banks who need to present claims for payment.
- DBS clients who have a banking relationship with us.

How it works

Your benefits

- Save time and effort in managing uncertainties from presenting your claim directly to the issuing bank overseas.
- You will be informed about receipt of payment or notices of refusal on a timely basis.

Our solutions

- We provide an option for you to present your demand and supporting documents through DBS, instead of submitting claim directly to the issuing bank.
- We provide guidance on the documents required to support your claim.
- We track the response from the issuing bank and advise you of your next steps expeditiously.

Your benefits

- **Efficient claim settlement credited directly into your account.**
- **Peace of mind.**
- **Avoid inefficient paper-based communication which could be lost in transit.**

Our solutions

- Funds received are credited into your bank account immediately.
- We communicate with the issuing bank on your behalf via SWIFT.

What makes us different

Why we are different

- **A unique service specially designed for DBS' clients.**
- **Terms of service are clearly articulated.**
- **DBS has one of the widest network across 160 countries and over 2,500 correspondent bank relationships.**

How it helps you

- Give you peace of mind when submitting claims on your guarantees.
- We are well connected globally to assist you in your claims regardless of the origin of the issuing bank.

Find out more today

Partner with DBS today so you can live more, bank less. For more information on our products and services, please contact your Relationship Manager, or call DBS BusinessCare at **1800 222 2200** (8:30 am to 8:30 pm Mon - Fri excluding Public Holidays).

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Global Bank of the Year 2018, The Banker
Best Bank in the World 2018, Global Finance
World's Best Digital Bank 2018, Euromoney
Safest Bank, Asia 2009–2018, Global Finance