Electronic Banking Operational Guide

Contents

1 Introduction

1.1 Objectives

- To provide the procedures, processes and regulations under which each Service operates.
- To provide an overview of the functionality available on the Electronic Banking System.
- To highlight the responsibilities of the Principal and / or Participant with regard to the use of the Electronic Banking System and the Services.

1.2 Relationship to the Electronic Banking Terms and Conditions

- This Operational Guide form an integral part of the Terms and Conditions between the Bank, the Principal, and the Participant. Use of the Services by a Principal or a Participant signifies acceptance of all the provisions of this Operational Guide.
- SBG may, in its sole discretion, amend the provisions in this Operational Guide ,which amendments will be displayed, from time to time, on the Electronic Banking System.
- Any amendments to this Operational Guide will replace the previous version.
- A certificate signed by a Bank administrator responsible for maintaining the Operational Guide will be prima facie proof of the date of publication and content of the current version and all previous versions thereof. All Users of the Electronic Banking System will be bound by the latest version of the Operational Guide.

Note

Special attention must be given to the parts of this Operational Guide that are in bold and are entitled "Note" as they may place additional obligations and responsibilities on the Principal and / or Participant.

1.3 Terminology

The following capitalised terms used within the text will have the following meanings (if a term is not capitalised, it will have its ordinary grammatical meaning in the context in which it is used):

- **Access:** When the client can withdraw the funds.
- **Access Time:** This is the time period when the Electronic Banking System is open for use by specified User Accounts.
- **Access-restricted Time:** This is the time period when the Electronic Banking System is locked for use by specified User Accounts.
- **Account Groups:** Groups Customer Bank Accounts to allow restricted access to Balances and Statements, thus allowing segregation of duties. The Account Group restrictions are based on Role access permissions selected by the Customer in the Operational Documents.
- **Ad-hoc Beneficiary Limit:** The maximum value that may be paid to each ad-hoc Beneficiary or Debtor as specified on the Payment Type.
- **Ad-hoc Debtor Limit:** The maximum value that may be collected from each ad-hoc Debtor as specified on the Collection Type.
- **Administrator:** A Role that enables a User to update and manage Self-Service functions.
- **Agent:** Where a custodian or a Broker / Stockbroker acts for a Customer.
- **Agent Bank:** Any other bank except the Bank.
- **Agent Bank Payments:** A Payment Instruction that allows a Customer to move funds from the ordering Customer's accounts serviced at an Agent Bank.
- **Applicable Law:** All laws that are applicable to the Principal, the Bank, the Services and any transaction performed under or in terms of the Services, from time to time.
- **Archiving:** Transactional information older than 12 months is automatically taken off the Electronic Banking System and stored electronically.
- **AMDOCS:** A billing engine used by the Bank in the following countries, DRC, Botswana, Malawi, Namibia, Swaziland, Lesotho and Cote d'Ivoire
- **Asset Management:** The management of listed assets, e.g. equities.
- **Auditor:** A Role that enables a User to verify that information captured on the Electronic Banking System is accurate.
- **Authorisation:** Approval of an action in the Electronic Banking System. Authorise has a similar meaning.
- **Authorisation Classes:** The levels of Authorisation given to a User as set out in the Operational Documents. An Authorisation Class is assigned to a User to determine whether a User is able to Authorise Batches and Non-Transactional Instructions in accordance with the Authorisation Rules provided.
- **Authorise Own Beneficiary:** Functionality that allows a User with the necessary Role permissions, to create, update and Authorise Beneficiary and Pre-defined Beneficiary details without Bank or Self-Service Administrator authorisation.
- **Authorisation Profile:** Define a set of rules for the Authorisation of Transactional Batches and Authorisation of Non-Transactional Instructions inclusive of the Authorisation Rules.
- **Authorisation Rules:** The rules determined by the Customer to set-up a Transactional Instruction and Non-Transactional Instruction Profile rule in order to Authorise a Batch or Instruction.
- **Authorised Signatory:** An individual appointed by the Customer to act as an authorised signatory on the Customer's Profile and who is authorised to perform various functions as more fully set out in the Operational Guide, including without limitation, the appointment and removal of Designated Persons in respect of a Profile.
- **Balance:** The amount of Funds in a Bank Account equal to the nett of the credits and debits at that point in time for that Bank Account.
- **Bank:** The SBG entity with which the Customer agreed to the Terms and Conditions.
- **Bank Account:** Any bank account/s held with a Standard Bank Group member and capable of being uploaded on to the Electronic Banking System.
- **Bank Reference:** Uniquely identifies a Settlement / received order created in Standard Bank's custody application.
- **Base Currency:** The Local Currency.
- **Base Security:** The Security on which a trade is executed.
- **Batch:** One or more Instructions.
- **Beneficiary:** A Receiver of a Payment.
- **Beneficiary Transaction Limit:** The maximum value that may be paid to a Beneficiary for a specific Transaction.
- **Beneficiary Type:** The type of Beneficiary, such as an entity or individual, required for BOP Reporting.
- **Billing Advice:** A file generated by AMDOCS as set out in the Operational Guide which provides a view of charges for a Customer's Transactional and Non-Transactional activity. It can be viewed by both Bank Users and Customer Users and is available for downloading and printing from the Electronic Banking System.

- **Billing Events:** Billing Events are activities on the Electronic Banking System that raise charges on the Customer's Profile.
- **Broker / Stock Broker:** A member firm of the JSE trading either as an Agent or as a principal in any Transaction. The member firm is the trading entity and not the individual.
- **Business Access Control:** This functionality allows the Bank User to create and update User Account Access Times and Access-Restricted Times. It also allows certain User Accounts to be exempt from lockout from the Customer's Profile.
- **Business Day:** A business day is an official working day, and within specified business hours, for the country the Customer is transacting in.
- **Business Online (Browser Client):** A complementary channel to allow the User to access the Electronic Banking System on any desktop or laptop, using a supported Internet browser, without having to install the Java™ Runtime Environment.
- **Business Online (Java Client):** A channel to allow the User to access the Electronic Banking System through the Electronic Banking System website provided the User has installed the Java™ Runtime Environment on their desktop or laptop.
- **Business Partner:** A CSDP and Strate term used to describe the business relationship between any organisation and Strate. The organisation is allocated a unique identifying reference number, referred to as the BP ID. The CSDP, Transfer secretaries, Broker / Stock Brokers, Customers and banks are all business partners of Strate.
- **Cancel:** The ability of a User to cancel a Batch and send the Batch to Repair.
- **Central Securities Depository (CSD):** A specialist financial organization holding securities such as shares either in certificated or uncertificated (dematerialized) form so that ownership can be easily transferred through a book entry rather than the transfer of physical certificates.
- **Central Securities Depository Participants (CSDP):** A person who holds in Custody and administers Securities or an interest in Securities and who has been accepted in terms of section 34 of the FMA by a Central Securities Depository (CSD) as a Participant in that Central Securities Depository.
- **Certificate:** A paper document, also known as physical Securities, attesting to the holder's ownership of an Issuer's Securities.
- **Class of Entry:** The Transaction category as stipulated by the ACH, which determines the priority level for processing a Transaction at the ACH.
- **Clearing House:** A financial institution that provides clearing and settlement services for financial Transactions across banks.
- **Clearing Period:** The time period during which Agent Banks are allowed to send unsuccessful (unpaids) to the originating bank , failing which the Transaction is processed as successful.
- **Collection:** The collection of funds from Debtors' Bank Accounts and bank accounts held with Agent Banks.
- **Collection Type:** Categories of Collections that are pre-defined by the Customer in the Operational Documents, each with its own permissions, to enable segregation of duties.
- **Collateral:** Any asset pledged as Security for a loan by an Investor Services Customer.
- **Common Monetary Area (CMA):** The common monetary area of South Africa, Lesotho, Swaziland and Namibia.
- **Corporate Action / Corporate Event / Event:** Any action taken by a company that will affect the shareholders' rights in that company. Investor Services attends to all actions on behalf of Customers that have elected Investor Services as their nominee company.
- **Counter Party:** The party that will receive or deliver the Security.
- **Cover Number:** The number allocated by the Electronic Banking System once a trade has been accepted by the Customer.
- **Creditor:** A party who is owed money by a Customer.
- **Cross Border Payment:** A Payment where the debit and credit accounts are domiciled in different countries.
- **Custody:** The range of services relating to the safekeeping of financial instruments in a portfolio on behalf of the Customer, including any action to be taken as a result of Corporate Actions occurring while instruments are held by the custodian.
- **Customer:** A customer of a Bank.
- **Customer Details:** The required information of the legal entity contracting with the Bank for the use of the Electronic Banking System.
- **Customer Foreign Currency (CFC) Account:** A Bank Account that a natural or juristic resident person conducts in a Foreign Currency.
- **Customer Reference:** The unique reference number of a Transaction, provided by the User.
- **Debit Order:** Electronic collection of payments from Debtor's bank accounts to a Customer's Bank Account.
- **Debtor:** A person or entity which owes the Customer money.
- **Debtor Transaction Limit:** The maximum value that may be collected from a Debtor for a specific Transaction.
- **Delete:** Ability of a User to remove an Instruction from a Batch.
- **Designated Person:** An individual who is appointed by an Authorised Signatory and authorised to use the Electronic Banking System on behalf of the Customer and conclude and bind the Customer to any further product specific terms and conditions relating to any functionality of the Services.
- **Desktop Business Online:** The installation version of the Electronic Banking System software, which contains the latest version of Java™ Runtime Environment as part of the installation.
- **Dividend:** A portion of a company's profit that the directors decide to pay out to shareholders.
- **Domestic Base:** A Payment that is made in Local Currency within a country.
- **Domestic Non-Base:** A Payment that is made in a currency that is not the domestic currency of the country in which the Payment is made.
- **Domestic Payment FX Base:** A Payment made into a foreign Bank Account, in the Local Currency where the Bank Account is held which Transaction requires FX conversion.
- **Domestic Payment FX Non-Base:** A Payment made into a foreign Bank Account, in a currency different from the Local Currency where the Bank Account is held which Transaction requires FX conversion.
- **Dormant Beneficiary:** A Beneficiary to which no Payment has been made for the period as defined by the Bank.
- **Electronic Banking System:** The electronic banking system used by the Bank to provide the Customer with the Services as these may change over time regardless of the title given to such system from time to time and includes a Self-Service application.
- **Electronic Banking Terms and Conditions:** The terms and conditions agreed between the Bank and the Customer for the provision of the Electronic Banking System and the Services.
- **Eligible Holding:** The holding, as calculated for each Custody account for a particular Corporate Action based on the Customer's position and transactions and as at the specified date.
- **Entitlement:** The exercise of any or all of the elective, voting, conversion, redemption or other rights attached to Securities.

- **Event Reference:** A 16-character unique Reference ID of the Corporate Action.
- **Event Status:** Indicates the status of the Corporate Action.
- **Event Type:** The type of Corporate Action announced.
- **E-value:** An equivalent amount of money that is held in a Mobile Wallet.
- **Exchange Rate Information**: The exchange rate request type, which allows the Customer to capture any details relating to the FX for a Transaction on the Electronic Banking System.
- **File Mapper:** A service that allows the Customer to create a template to be used in conjunction with their own files when Transacting on the Electronic Banking System.
- **Final Audit Report:** The final record of a particular Batch of Transactional Instructions submitted to the Electronic Banking System.
- **File Upload:** This feature allows the Customer to upload an entire Payment, AVS or Collection Batch into the Electronic Banking System. A combination of industry standards and Bank proprietary formats are facilitated through the upload function on the Electronic Banking System. The Authorisation workflow of the Batches can be managed in keeping with Online behaviour.
- **Foreign Currency:** Any currency that is not the Local Currency where the Customer's Bank Account is held.
- **Foreign Currency Account (FCA):** A Bank Account that a Non-Resident Customer conducts in Foreign Currency.
- **Forward Exchange Contract (FEC):** A contract that a Customer signs with the Bank that immediately fixes the rate of FX, to be utilised for a Transaction that will take place after three days from the date it was booked.
- **Host to Host:** An automated, two-way data transfer service for high volume online banking usage which service gives the Customer direct access to the Electronic Banking System from the Customer's various integrated business systems.
- **IMTT Tax Condition:** A predefined description to be selected when a Transaction is created on the Electronic Banking System in Zimbabwe.
- **Intellectual Property:** Any form of knowledge or information that is capable of protection under law. This includes, but is not limited to, things such as patents, copyrights, moral rights, trademarks, trade names, business names, service marks, logos, graphics, multimedia works, service names, trade secrets, know-how, domain names and database rights.
- **Instruction:** Any instruction given by the Customer or on the Customer's behalf to the Bank in connection with the Services. It does not matter whether an Instruction is given by way of fax, email, letter, or through the Electronic Banking System itself, it will still be regarded as an 'Instruction' when received from a person purportedly authorised to give same Instruction. Also it does not matter whether it is given by an automatic information technology system or by a human being; it will still be regarded as an 'Instruction'.
- **Instant Payment:** An inter-bank Service that facilitates near real-time value to the Beneficiary by processing and delivering Payment in near real-time.
- **Instruction Type:** A collective name for a Payment, OWN Transfer and Collection.
- **Instruction Type Limits:** The limits set per Instruction Type (Payment / OWN Transfer and / or Collection) created on the Electronic Banking System and is set at the Customer's discretion.
- **Instructing Party:** An entity appointed by a Customer, responsible for the submission of Instructions, Corporate Action elections and for the resolution of queries relating from the CSDP.
- **Interim Audit Report:** A provisional report for a Customer to review a Batch of Transactional Instructions before final processing or review of Non-Transactional Instructions before applying the requested change.
- **International Bank Account Number (IBAN):** The country code, region code, bank code and Bank Account number of the Beneficiary.
- **Investor Services Customer:** Any person to whom Investor Services provides Securities services, including a person that acts as an Agent for another person in relation to those services.
- **Investor Services Customer Portfolio:** A holding of shares in different companies, belonging to one person or company.
- **Issuer:** A legal entity that develops, registers and sells Securities for the purpose of financing its operations. Issuers may be domestic or foreign governments, corporations or investment trusts.
- **Local Currency:** The domestic currency of the country where the Bank Account is held.
- **Local Time:** The applicable time in the country where the Bank Account is held.
- **Limits:** Collectively Ad-hoc Limits, Bank Account Limits, Credit Limits, Instruction Type Limits, Transaction Limits, Overall Limits and User Limits.
- **Limit Maintenance:** The Customer's ability to amend a chosen Limit for all subscribed Services.
- **Matching:** The process used by market participants before Settlement to ensure that they agree on the terms of the Transaction.
- **Message Alert:** A pop up information screen communicating information relating to any changes or updates to the Electronic Banking System as well as the applicable Electronic Banking Terms and Conditions and Participant Terms and Conditions.
- **Mobile Bulk Payment:** A Payment Instruction initiated in the Electronic Banking System by means of File Upload and disbursed to a Mobile Wallet.
- **Mobile Wallet:** A digital wallet, registered with a mobile phone number of a specific mobile network operator, that can hold / receive E-value and enable a Customer to pay for purchases.
- **Money Market:** The channel whereby lenders offer their surplus funds to borrowers through the purchase and sale of financial Securities.
- **Mobile Money:** Payment Services that facilitate the processing of Mobile Money Transactions.
- **Mobile Network Operator (MNO):** Independent communication service providers that own the complete telecom infrastructure for hosting and managing mobile communications between the subscribed mobile users with users in the same and external wireless and wired telecom networks.
- **Non-Resident:** A natural or juristic person whose normal place of residence, domicile, or registration is outside the country where the Bank Account is held (including outside the CMA / WAEMU where applicable).
- **Non-Transactional Authorisation Profile:** The Authorisation Rules and Authorisation Classes that are used to set the Authorisation of all the Self-Service capabilities on the Electronic Banking System.
- **Non-Transactional Instruction:** The management and execution of supporting services (in support of financial products) offered by the Bank on the Electronic Banking System, e.g. management of Beneficiaries, Debtors, Limits and a range of Self-Service actions.
- **Normal Collections:** The Customer's Bank Account is credited and the Debtor's bank account is debited on Value Date. Sight Date may be the next day after Value Date, and is dependant on the Clearing House processing capability in each country. Clearing can take up to 48 hours Local Time.
- **Normal Payments:** A Payment Instruction which the Customer's Bank Account is debited and the Beneficiary's account is credited on the Value Date. Sight Date is the same day for Bank Beneficiaries and the next Business Day for Agent Bank

Beneficiaries after Value Date and is dependant on the Clearing House processing capability in each country. Clearing can take up to 48 hours Local Time.

- **Notice Deposit Account:** An investment account that generates interest. Funds that have been deposited into the Notice Deposit Account can be released to the Customer once the prescribed notice given by the Customer has lapsed.
- **Notice Instruction:** An Instruction sent by the Customer to give the prescribed notice to release funds in the Notice Deposit Account and / or the Instruction to cancel the release of same funds from the Customer's Notice Deposit Account. The value of the Notice Instruction must be equal to or higher than R250.00.
- **Online:** In relation to Transactional Instructions allows the Customer to manually capture a Batch on the Electronic Banking System.
- **Operational Documents:** Firstly, those documents that the Bank require the Principal to complete from time to time in order to provide the Bank with information necessary for the Principal to be able to use the Services and secondly, those documents that set out the particular arrangement or agreement between the Bank in respect of the Principal's use of the Services.
- **Operational Guide:** The document in which the Bank sets out the procedures and regulations that apply in respect of the Services, which procedures and regulations are accessible through the Electronic Banking System.
- **Option:** The right to buy or sell at a predetermined price for a specific period of time.
- **Outward Telegraphic Transfer (OTT):** An electronic Cross Border Payment.
- **Overall Limit:** Collectively Overall Collections Limit, Overall Payment Limit and Overall Transfer Limit.
- **OWN Transfer:** A transfer of funds between the Customer's own Bank Accounts under the same legal entity.
- **OWN Transfer FX:** An OWN Transfer between the Customer's CFC Accounts and / or own CFC and Base Currency Bank Accounts where FX conversion is required for the OWN Transfer.
- **OWN Transfer Non- Base:** An OWN Transfer between the Customer's own CFC Accounts and / or own CFC and Base Currency Bank Accounts under the same legal entity where the transfer currency is not in the Local Currency.
- **Participant:** Any person or entity that wishes to participate in the Services as made available to the Principal under the Terms and Conditions.
- **Participant Terms and Conditions:** The terms and conditions for the participation by a Participant in the Services which will include the right of the Principal to operate on certain Bank Accounts of the Participant.
- **Pay Alerts:** Functionality that sends a notification to a Beneficiary or their nominated representative confirming a Payment that was effected. It can be sent via sms, fax, or email. Pay Alerts are available for domestic, FX and Cross Border Payments.
- **Payment:** The transfer of funds to a Beneficiary.
- **Payment Type:** Categories of Payments that are pre-defined by the Customer in the Operational Documents, each with its own permissions, to enable segregation of duties.
- **Pension Fund Payment:** A Cross Border Payment made to a former Standard Bank employee in Foreign Currency for a pension pay-out.
- **Personal Information:** Information relating to an identifiable, natural or juristic person, including information relating to race, gender, sex, marital status, nationality, ethnic or social origin, colour, sexual orientation, age, physical or mental health, religion, belief, disability, language, birth, education, identity number, telephone number, email, postal or street address, biometric information and financial, criminal or employment history as well as correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- **Pledge:** The use of Securities as Collateral in a financial Transaction. Securities may be pledged electronically within a central depository, or physically outside of a central depository.
- **Preferred Number:** The preferred numbering scheme for a Security. It is based on the Customer's preferred numbering scheme mentioned in the User Profile.
- **Principal:** A Customer for whom a primary Profile is created in order for it to access and use the Services.
- **Profile:** The information captured in the Electronic Banking System as provided by the Customer in the Operational Documents.
- **Proxy:** Written authority to act or speak for an absent shareholder at shareholder meetings.
- **Public Offer:** Offer made by a company to the public to subscribe to the issue of shares. The offer must be made by way of a prospectus to which an application form is attached.
- **Recurring Payments:** Functionality allowing a User to Create standing Payment Instructions that are to be executed repeatedly over a defined period of time and at specified intervals.
- **Registration:** The recording of legal title to Securities in the books of the issuing company by its Transfer Secretary. Securities held in the CSD are registered in the Register of Members in the name of the central depository nominee. Transfers within the central depository arising from Transaction Settlement(s) or otherwise require no entry in the Register of Members, since the title change is recorded electronically in the Central Securities Depository Participants' records.
- **Rematerialisation:** The issuance of Certificates to permit the physical withdrawal of previously dematerialised Securities positions held at the central depository.
- **Response / Accepted Quantity:** The quantity of holdings advised in the response from the Customer on an elective Corporate Action.
- **Response Type:** The option type on which a response is created.
- **Role:** The responsibility performed by a User which includes access to the Instruction Types and Account Groups, as set out in the Operational Documents.
- **Same-User Authorisation:** Access is given to a User to create or cancel a single Instruction with automated authorisation upon submission of the Instruction.
- **SBG:** Standard Bank Group Limited, a company incorporated in the Republic of South Africa under registration number 1969/017128/06.
- **Security(s):** Any type of marketable paper, whether bonds, shares, preference shares, debentures or other instruments that can be readily bought or sold.
- **Security Account:** The account holding the Security for the Business Partner.
- **Securities Identifier:** The Security Number as per Customer's preferred numbering scheme.
- **Securities Lending:** The lending of shares or bonds from an investor's portfolio to meet the temporary needs of other parties, typically Customers who need Securities to support their trading activity. Although there is a transfer of title, the lender retains the benefits of ownership, is secured with Collateral and is paid a fee.
- **Security Type:** The type of Security which could be an equity, bond or money market instrument.
- **Self-Service:** Ability of the Customer to manage their Profile without Bank intervention, where the Customer has subscribed for same.
- **Sequential:** A field on the Electronic Banking System which, when selected, means Authorisations will follow a sequence whereby an Authorisation Class 1 User must approve an Instruction before an Authorisation Class 2 User can approve such instruction.

- **Services:** The various transactional and non-transactional banking products and services provided via the Electronic Banking System from time to time. These Services include things like electronic Bank Account Statements and Balances, cash management Statements and Balances, money transfer facilities, third party Payment facilities, Cross Border Payments, foreign exchange Transactions, securities Transactions and trade Transactions.
- **Service Agreement**: A Service subscribed for by the Customer together with a chosen Bank Account to be linked to such Service.
- **Settlement(s):** The completion of a Transaction whereby Securities and corresponding funds are delivered and received into the appropriate accounts of Customers.
- **Settlement Date**: The date by which an account must be settled for the purchase or sale of shares.
- **Shortname:** A unique abbreviated version of a Customer name allowing Customers to identify the originator of the Payment or Collection. Abbreviated Name will have the same meaning.
- **Sight:** When an amount is seen on the statement.
- **Sight Date:** The date on which the Transaction reflects on the Customer's Statement.
- **Spot Deal:** A FX deal where the Beneficiary will receive Payment in the chosen currency within two Business Days after the deal has been booked on the Electronic Banking System by the Customer.
- **Standard Bank Group:** SBG together with every entity that is Controlled by SBG or which is Under Common Control with SBG.
- **Statement:** A statement records all Transactions relating to a Bank Account for a specified period as reflected on such statement.
- **Stock Exchange:** A licensed market for buying and selling of listed Securities.
- **Stock (Securities) Lending:** Collateralised loan of Securities for a limited period of time. This involves the transfer of Securities to the borrower with an agreement for the borrower to replace them in due course with identical Securities.
- **Stop:** The ability of a User to stop a Batch and send the Batch to Repair provided that none of the Instructions have been processed. In the case where some Instructions have been processed, the remaining Instructions will be deleted.
- **Stop Payment:** An Instruction to stop the Payment of a single cheque, multiple cheques, range of cheques, chequebook or Debit Order from a Bank Account.
- **Straight Through Processing (STP):** A Payment Instruction processed by the Electronic Banking System with no manual intervention.
- **Strate:** Strate Proprietary Limited, Registration No. 1998/022242/07, licensed as a Central Securities Depository in terms of the Financial Markets Act.
- **Terms and Conditions:** The Electronic Banking Terms and Conditions, the Operational Guide, and the Operational Documents.
- **Trade:** The business of buying and selling commodities.
- **Trade Date:** The date on which a sell or buy Transaction is executed. Trade Date signifies the intended transfer of ownership of the Securities and entitlements to the buyer. Also known as **'T'** day.
- **Transaction:** The Debit and Credit entries in the processing of a Transactional Instruction.
- **Transactional Authorisation Profiles:** The Authorisation Rules and Authorisation Classes which are required to Authorise a Batch according to the value of the Batch to be processed.
- **Transactional Instruction:** An Instruction to execute an OWN Transfer, Payment, and / or Collection.
- **Transaction Type:** The type of Transaction which can be Deliver free of payment (**DFP**), Deliver versus payment (**DVP**), Receipt free of payment (**RFP**) or Receive versus payment (**RVP**).
- **Transfer Type:** Categories of OWN Transfers that are pre-defined by the Customer in the Operational Documents, each with its own permissions, to enable segregation of duties.
- **Transfer Secretary:** An individual or organisation that maintains the Register of Members on behalf of the Issuer of Securities.
- **Uncleared Funds:** Transactions not having passed through the ACH and have been paid into the Customer's Bank Account.
- **Unpaid:** Unpaids are Transactions that could not be processed by Agent Banks or the Bank. These Transactions will be returned to the Customer's Bank Account.
- **Unusable Beneficiaries:** A Beneficiary that is not linked to a Payment Type on the Electronic Banking System and is therefore unusable.
- **Urgent Payment:** An online Payment option that allows Customers to make urgent Payments and enable Agent Bank Beneficiaries to have near real time access to the funds sent.
- **User:** An individual who is appointed by an Authorised Signatory or a Designated Person, as the case may be, to perform certain specified actions in respect of the Services.
- **User Account:** The Role and Authorisation Class the User should be set-up with, as defined in the Operational Documents.
- **User Details:** The required information of the person appointed by the Designated Person who will access the Electronic Banking System.
- **Value:** Interest is gained from that date.
- **Value Date:** The date on which value of a Payment, Collection, or OWN Transfer will reflect in the Customer's Bank Account or a Beneficiary Bank Account or bank account.
- **Warrant:** A special kind of option given by the listed company to holders of a particular Security giving them the right to subscribe to future issues, either of the same or of some other Security.
- **WAEMU (West Africa Economic and Monetary Union):** The common monetary area of West Africa, including Cote d'Ivoire, Guinea-Bissau, Mali, Niger, Senegal and Togo. The currency used for Payments in this region is XOF.

1.4 Abbreviations

The following Abbreviations used within the text shall bear the following meanings:

ACH	Automated Clearing House
AMS	Account Management and Services
AVS	Account Verification Service
AVS-R	An enhanced version of AVS in the form of real time account verification
BCEAO	Banque Centrale des Etats de l'Afrique de l'Ouest. In English, "Central Bank of West African States
BIC	Bank Identifier Code
BOP	Balance of Payments
CAT	Central African Time
CDI	Company Deposit Identifier
CFC	Customer Foreign Currency Bank Account
CIF	Client Information File
CTR	Cash Threshold Reporting
EAPS	East African Payment System

EAT	East African Time
EFTS	Electronic Funds Transfer
ERP	Enterprise Resource Planning
FATF	Financial Action Task Force
FIC	Financial Intelligence Centre
FICA	Financial Intelligence Centre Act No. 38 of 2001
FX	Foreign Exchange
GMT	Greenwich Mean Time
KES	Kenyan Shilling
KYC	Know your Customer
OTP	One Time PIN
PASA	Payment Association of South Africa
PIN	Personal Identification Number
RTC	Real Time Clearing
RTGS	Real Time Gross Settlement
SARB	South African Reserve Bank
SARS	South African Revenue Services
SFI	Standard File Interchange
SWIFT	Society for Worldwide Interbank Financial Telecommunication
WAT	West African Time
XOF	West African CFA franc
ZAR	South African Rand

Unless otherwise stated in this Operational Guide:
- Where a Transaction is stated as being processed in a currency other than the Local Currency, then that Transaction amount will be read as referring to the equivalent of the Local Currency using the Bank's prevailing spot rate of exchange.
- All references to cut-off times refer to Local Time.
- This Operational Guide and the use of the Services are subject to the general conditions set out in Section 19 below along with the Terms and Conditions. In the event of an inconsistency between the general conditions and the Terms and Conditions, the latter shall prevail to the extent of the inconsistency.

2   Set-Up and Administration

The Customer set-up entails creating a Profile once the Electronic Banking Terms and Conditions have been signed and the Operational Documents have been submitted to the Bank. The below table briefly describes the information required for the Bank to accurately capture and activate the Profile on the Electronic Banking System.

Information Required	Description
Customer details	The Customer is required to provide information relating to the legal entity contracting with the Bank for the use of the Electronic Banking System.
Service Agreement	The Customer is required to select the Services the Customer wishes to subscribe to, together with the Bank Accounts to be linked to the chosen Service.
User details	The Designated Person is required to provide the information relating to each person who will access the Electronic Banking System.
Token order delivery address	The Customer is required to provide the physical address where the tokens should be delivered.
Bank Account	The Customer is required to provide information relating to each Bank Account that the Customer would like to access for viewing and / or transacting on the Electronic Banking System.
Account Groups	The Customer is required to create at least one Account Group which can be made up of one or more Bank Accounts for the viewing of Balances and Statements on the Electronic Banking System.
Authorisation Class	The Customer is required to provide Authorisation Levels for Users who will perform an Authorisation on the Electronic Banking System.
Authorisation Rules	The Customer is required to provide rules relating to which Users may Authorise Batches and / or Non-Transactional Instructions.
Payment Type	The Customer is required to create at least one Payment Type in order to make Payments on the Electronic Banking System.
Transfer Type	The Customer is required to create at least one Transfer Type in order to make OWN Transfers on the Electronic Banking System.
Collection Type	The Customer is required to create at least one Collection Type in order to collect funds from Debtors on the Electronic Banking System.
Transactional Authorisation Profile	The Customer is required to provide the combination of Authorisation Rules and Authorisation Classes needed to Authorise a Batch.
Non-Transactional Authorisation Profile	The Customer is required to provide a combination of Authorisation Rules and Authorisation Classes needed for the Self-Service capabilities on the Electronic Banking System.
Roles	The Customer is required to define the responsibilities of each User in relation to the Profile. The access to functions will be dependent on the Services subscribed for under the Service Agreement.

Information Required	Description
User Account	The Designated Person must assign each User with at least one Role in order to access the Electronic Banking System.
Limit Maintenance	The Customer is required to provide Limits for each of the subscribed Services.

Where an amendment to the Profile is required, the Customer may:
- Provide the Bank with an Instruction to carry out the required update;
- Use the Self-Service functionality (section 7 of this Operational Guide).

2.1 Segregation of Duties

The segregation of duties is a key component to managing the Services and associated risks. The table below outlines for each person, how each person contributes to the set-up and administration of the Profile.

Person	Responsibility	Tasks
Authorised Signatory	Acts on behalf of the Principal / Participant.	• Conclude and sign the Electronic Banking Terms and Conditions / Participant Terms and Conditions. • Appoint and terminate Designated Persons. • Generally perform any act required or prescribed by the Terms and Conditions.

Designated Person	• A person selected and appointed by an Authorised Signatory to manage the credentials of Users on the Electronic Banking System.
	• To allocate credentials. To verify the reset, activation, re-syncing and back-up of Users and / or tokens on the Electronic Banking System.
	• Control the management, communication and associated risk of the Service for the Customer. Ensure that the User Profile is reviewed for validity.
		• Authorise / decline actions on credentials i.e. activation, reset, re-syncing tokens, back-up one time PINs (**OTP**).
		• Takes responsibility and ownership for the management and use of credentials by Users associated to the Profile.
		• Verify the identity of the Users that may request a credential change on the Electronic Banking System.
		• Define, manage, and Authorise additions, amendments and deletions of Non- Transactional.
		• Instructions including:
		  • Accounts
		  • Creditor/Debtor details
		  • Users
		  • Passwords
		  • Limit increases and decreases
		  • Access
		  • User maintenance
		• Request and confirm:
		  • Loading of Beneficiaries
		• Take on:
		  • BOL Self-Admin
		  • Any other functionality offered on Business Online
		• Ensure that the Services are not used by any person other than those Authorised.
		• Monitor the successful Authorisation, approval, and processing of all OWN Transfers, Payments and Collections.
		• Ensure use of the Services within specified cut-off times.
		• Receive Customer and User IDs as well as all communications from the Bank.
		• Provide Instructions to the Bank.
		• Ensure that the Limits are adequate and in line with Customer requirements.
		• Use the Services within the parameters of the Operational Guide.

User	Access, operates and transacts on the Electronic Banking System as specified by the Designated Person.	• Use the Services within the parameters of the Operational Guide. • Ensure successful execution of their Role i.e. Viewing, Capturing, Authorising, Auditing, and approval of all OWN Transfers, Payments, and Collections.
Self-Service Administrator	• Access, operates and performs Self-Service functionalities on the Electronic Banking System as specified by the Designated Person. • The Customer can appoint multiple Self-Administrators to a Profile and they may perform different functions.	• Use the Services within the parameters of the Operational Guide. • Ensure successful execution of their Role i.e. Capturing, Auditing and Authorising Self-Service functions.

2.2 User Roles

The Designated Person will, at take-on or during the relationship with the Bank, have to provide and maintain a list of Users as well as their associated Roles. These Roles define the functions the User will perform based on the segregation of duties. One User may have multiple Roles (e.g. Audit and Authorise) linked to their User Profile. Typical Role functions are defined below.

The Customer has the option to adopt the pre-defined Role names, alternatively define customized Role names.

Note:

The Principal and / or Participant(s) indemnify and hold harmless each SBG member against any claims, actions, losses, damages or costs that may be brought against any SBG member as a result of any SBG member acting on any Instruction to increase Limits and / or lift fating as requested by the Principal and / or a Participant.

The pre-defined Role names are set out below:

- **Administrator** A Role that enables the User to update and manage Self-Service functions or Non-Transactional Instructions.
- **Auditor** A Role that enables a User to verify that the information captured by a Capturer on the Electronic Banking System is accurate.
- **Authoriser** A Role that enables a User to approve that the information captured and / or audited is accurate and can be submitted for processing.
- **Balances and Statements Viewer** A Role that enables the User to view the Bank Account Balances and Statements.
- **Capturer** A User who has been assigned the Role of capturing and repairing transactional Batches or Non-Transactional Instructions.
- **Self-Service Administrator** An individual appointed by the Customer to manage the Self-Service functionalities on the Electronic Banking System.

Each of these Roles can be further segregated as defined by the Instruction Types and Account Groups. E.g. Capturer of the salaries, Payment Type, versus a Capturer of supplier Payment Type.

All Roles should be aligned to the function the User will perform on the Electronic Banking System.

2.3 Authorisation Workflow

2.3.1 The workflow process outlines the different steps that a Batch may go through before it can be submitted and processed on the Electronic Banking System. The workflow steps below distinguish between Transactional and Non-Transactional Authorisations.

2.3.2 For the Non-Transactional Instructions there are two Authorisation workflows, one with Repair and one without Repair. In this regard please refer to the Non-Transactional Entity list at the end of this section.

Status	Optional / Mandatory	Description
Create (Capture)	Mandatory status	User captures a Batch based on the Instruction Type available to that User.
Audit	Optional status	If the Customer, during set-up of each Instruction Type, selects the Batch Audit option then all Batches will be audited and their status will reflect "Awaiting Audit". Where the Electronic Banking System reflects an "Awaiting Audit" status, an Interim Audit Report may be viewed, saved, exported and / or printed confirming details of a Batch created on the Electronic Banking System.

Status	Optional / Mandatory	Description
Authorise	Optional status	If the Customer, during set-up of each Instruction Type, signs an Authorisation Profile, then the Batches requiring authorisation will reflect "Pending Authorisation". The Electronic Banking System Authorises at a Batch level, and multiple Batches can be Authorised simultaneously. Authorisation workflow will be dependent on the Authorisation Rules set-up under the Authorisation Profile and may require many authorisers to Authorise the Batch. The status will indicate "Partially Authorised" in this instance. Once all authorisers have actioned the Authorisation of the Batch, the status will update to "Fully Authorised".
Repair	Conditionally mandatory status – Becomes Mandatory if Authorise is required at set-up	If the User declines the Batch at Authorisation stage, then the status of the Batch will reflect "Awaiting Repair". Once the Batch reflects Awaiting Repair, the Batch will need to be repaired by the appointed User. The Batch will then undergo the full Authorisation workflow. The Batch will be sent back to "Repair", not just the individual Instruction that requires amendment. The Customer may also cancel Instructions within a Batch, during the Authorisation workflow, without having to send the Batch to Repair.
Approve Limit Exceed	Optional status	The Customer can choose to appoint a User who will approve Customer Limit exceeds. The appointed User may choose to approve or decline the exceeded Limits. Where the User declined the Limit exceed then the Batch will be sent back to Repair. Where the User approved the Limit exceed then the Batch will be Delivered for Processing. If this option is not set-up, the Batch will not be processed if a Limit is exceeded, and the Capturer will: • need to wait until the Limit period is rolled over; • request Limit increase; or • request Limit period increase.
Delivered for Processing	System mandatory status	Once Authorisation is completed, the Batch status will reflect "Delivered for Processing – Feedback Outstanding" as an interim status until Transaction status feedback is received for each Transaction. Alternatively, the Batch will display the interim status "Partially Processed – Feedback Outstanding" in instances where some Transactions have been successfully processed and some are still awaiting feedback. Once all feedback is received at Transaction level the Instruction feedback will be updated to a final status of Successfully Processed or Failed with failure reason. A Final Audit Report is available on the Electronic Banking System to view, export, print, and save, once the Batch feedback is received.

BOL non-Transactional Status Workflow

Status	Optional / Mandatory	Description
Capture / Update / Delete	Mandatory status	User Captures a Non-Transactional Instruction including, updating, and deleting the following: • Beneficiaries • Debtors • Instruction Types • Limits • Authorisation Profiles • Unpaid options (How unpaid Transactions reflect) • Decline Bills.
Audit	Optional status	If the Customer, during set-up of the Non-Transactional Authorisation Profile, indicates that Instructions require Audit, then each Instruction must be "audited" and will reflect "Awaiting Customer Audit". Multiple Audits may be applied per Non-Transactional Instruction Type. The Customer would need to request this function as part of Services subscribed and at Role set-up.
Authorise	Optional status	If the Customer, during set-up of the Non-Transactional Authorisation Profile, indicates that Instructions require Authorisation, then the Instruction must be "Authorised" and will reflect "Awaiting Authorisation". Authorisation workflow will be dependent on the Authorisation Rules set-up under the Authorisation Profile and may require many Authorisers to Authorise the Non-Transactional Instruction. Where multiple Authorisers have been appointed, then the status will reflect "Partially Authorised". Once all Authorisations have been provided, the status will reflect "Fully Authorised".
Repair	Conditionally mandatory status – Becomes Mandatory if Authorise is required at set-up	If the User declines the Instruction, then the status of the Instruction will reflect "Awaiting Repair". From Repair, the Instruction will be repaired by the appointed User. The Instruction will undergo the full Authorisation workflow. Multiple Authorisations may occur for the same Non-Transactional Instruction e.g. Authorise multiple Beneficiaries at once or multiple Limits at once, etc.
Active	System mandatory status	Once Authorisation has been completed, the Instruction status will reflect "Active". **Note** **Non-Transactional Instructions in an inactive status will not be available for use until in an active status.**

BOL Non-Transactional Status Workflow: Bank
initiated on behalf of Customer

Status	Optional / Mandatory	Description
Capture / Update / Delete	Mandatory status	The Bank Captures / Updates / Deletes and Authorises the Non-Transactional Instruction as per Customer request. These may include but not limited to the updates of:
Authorise	Mandatory status	• Beneficiaries • Debtors • Instruction Types • Limits • Non-Transactional Authorisation Profile • Unpaid options (How unpaid Transactions reflect) • Decline Bill.
Authorise	Optional status	If the Customer, during set-up of the Non-Transactional Authorisation Profile, indicates that Non-Transactional Instructions require Authorisation, then the Instruction must be "Authorised" and the status reflect "Awaiting Customer Authorisation". **Note** **The Instruction will not update without Customer completing the Authorisation.**
Repair	Conditionally mandatory status – Becomes Mandatory if Authorise is required at set-up	If the User declines the Instruction then the status of the Non-Transactional Instruction will reflect "Awaiting Customer Repair". The Instruction will be repaired by the appointed User. The Instruction has to undergo the full Authorisation workflow.
Active	System mandatory status	Once Authorisation has been completed, the Instruction status will reflect "Active".

The Non-Transactional Entity list below reflects the entities.

Static Authorisation - Audit and Authorisation		
Entity Type	**Static Authorisation Workflow**	**Old Framework**
Bank Agreement		X
Bank User	X	
Bank	X	
Bank Department	X	
Password Credential Status		X
Token Credential Status		X
Customer Group	X	
Bank Role	X	
User (Person)	X	
Message Alert	X	
Bank Authorisation Class		X
Customer	X	
Instrument	X	
Customer User	X	
Customer Role	X	
Account	X	
Authorisation Class	X	
Authorisation Profile	X	
Agreement	X	
Payment Type		X
Transfer Type		X
Customer Limit	X	
Beneficiary		X
Unpaid Option	X	
Bills		X
Account Limit		X
User Limit		X
Customer FX Limit	X	
BOP Third Party	X	
Credit Limit Account Group		X
Customer Credit Limit	X	
Debtor		X
CollectionType		X
MyBills		X
Billers		X
File Mapper Template	X	
Stop Payment Cheque		X
Entry Class		X
Ad-hoc Billing	X	
Stop Payment		X
Stop Payment Cancel		X
Inward Payment Type		X

Note

The Bank highly recommends that the Customer make use of the above Transactional and Non-Transactional Authorisation facilities provided. Should the Customer fail to do so, the Bank takes no responsibility and the Bank shall not be liable under the contract or otherwise for any direct, indirect, special, or consequential loss or damages (including without limitation loss of contract, loss of use, loss of profit or other economic loss) which is caused by or arises out of:

- **Any loss arising from fraud.**
- **Misappropriation of funds.**
- **Incorrect Payments or Collection of funds.**

In addition, the Bank will not be able to process any Instruction pending Customer Authorisation.

3 Bank Account Management

The Electronic Banking System affords a Customer the ability to load Bank Accounts for Transactional and Non-Transactional Instructions.

The table below lists the types of Bank Accounts that can be loaded onto the Electronic Banking System.

	Angola	Botswana	Cote d'Ivoire	DRC	Ghana	Kenya	Lesotho	Malawi	Mauritius	Mozambique	Namibia	Nigeria	South Africa	South Sudan	Swaziland	Tanzania	Uganda	Zambia	Zimbabwe
Business Mortgages	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	✓	x	x	x	x
Business Current Accounts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Business Credit Card	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x
Call Deposit Account	x	✓	✓	x	x	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓
CFC Account	x	x	✓	x	x	x	x	x	x	x	✓	x	✓	x	x	x	x	x	x
FCA Account	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x
Fixed Deposits	✓	✓	✓	x	x	✓	✓	✓	✓	x	✓	✓	✓	x	✓	✓	✓	✓	✓
Savings Account	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
Vostro Account	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x

✓ Available   x Not available

4 Balances and Statements
4.1 Introduction and Terminology

Balances and Statements is a module on the Electronic Banking System that allows the Customer to view the various Balances and Statements available for Bank Accounts as specified by the Customer during set-up and administration.

The Electronic Banking System displays various Balances for Bank Accounts available, these are defined as follows:

- **Available Balance:** The Balance against which the Customer can make Payments, OWN Transfers and / or withdrawals. The Available Balance includes retrospective entries and excludes Uncleared Funds. Interest will accrue on Uncleared Funds, however, withdrawals are prevented on Uncleared Funds.
- **Cleared Balance:** All cleared funds in a Customer Bank Account at the end of the previous day.
- **Consolidated Balances:** A consolidated view of a Bank Account Balances across a Customer's group of companies on Electronic Banking System consolidated in the currency and / or Account Group as set by the Customer.
- **Consolidated Posting:** Displaying Transactions as a consolidated line-item and amount in the Bank Account Statement.
- **Consolidated Unpaid Posting:** Displaying all Unpaids as a consolidated line item on Statements and Reports. There are also consolidated Unpaids for each Agent Bank and consolidated Unpaids across all Agent Banks available.
- **Final Balance:** The Balance of all Transactions posted for a Business Day. The Final Balance date will be the previous Business Day, which may be from 2 previous Business Days up to 9 Business Days prior, where applicable.
- **Interim Balance:** The Balance that will be updated periodically during the day to show Cleared Funds and Uncleared Funds. This is a real time Balance, depending on the capability available in a particular country.
- **Itemised Posting:** Displays each Transaction as an individual line item on the Statement.
- **Itemised Unpaid Posting:** Displaying each Unpaids as an individual line item on Statements and Reports.
- **Opening Balance:** The Balance of all the Cleared and Uncleared funds in the Customer's Bank Account at the end of the previous day.

4.2 Overview of Functionality

Balances and Statements allow the User with the appropriate Role as defined by the Customer to:
- View Balances and Statements online up to a maximum of 5 years, where such history is available.
- View, export and print Bank Account Balances and Statements.
- Search and find Transactions.
- Receive Balances and Statements via Host to Host (where the Customer has been subscribed to this Service).
- View Consolidated Balances.
- Print Balance reports and export Balance reports in .csv and .txt export formats.
- Export multiple Statements across Bank Accounts and in various industry formats.
- Generate and export Transaction reports across defined search criteria.
- View unpaid posting options.

4.3 Functions Available

The Electronic Banking System offers the following functionalities under Balances and Statements:
- View Bank Account Balances.
- Viewing of Balances and final and interim Statements for Business Current Accounts and Savings Bank Accounts, Call Deposits, Notice Deposits, Fixed Deposit, Business Mortgages, general deposits and business credit card Statements, as is applicable to the country where the Profile is held.
- View final Agent Bank Statements.
- Viewing, printing, and exporting MT940 (final) format and MT942 (interim) SWIFT format Statements for up to 360 days. Exporting is available in the various industry formats (SAP multi-cash, SWIFT Standard, proprietary and delimited formats).
- Schedule the Final and Interim Statements required through Host to Host. Statements are available for Business Current Accounts only. The Host to Host Customer must indicate for which Business Current Accounts the Statements are required.
- Viewing Balances and Statements for specific Account Groups.
- Print and export the Bank Account Balance report of all Bank Accounts listed on the Electronic Banking System as defined by the User Account.
- Print and export Transaction reports based on search criteria defined.
- Consolidate Balances by the Customer defined consolidation criteria across all Bank Accounts including Agent Bank accounts.
- Print a Consolidated Balance report of all Bank Accounts listed on the Electronic Banking System.
- Export multiple Bank Account Statements of Bank Accounts listed on the Electronic Banking System.
- A single view of all Bank Accounts.

4.4 SWIFT MT940 and MT942 Statements

MT940 and MT942 SWIFT Statements is a format of a Bank Account Statement that can be received or sent by any bank worldwide on behalf of a Customer who holds a Bank Account or a Bank Account with an Agent Bank. The Customer, when requesting their MT940 (final) Statements from an Agent Bank whether abroad or locally, are required to advise the Agent Bank of the SWIFT address to which the Statement should be sent.

Note

For Customers wishing to make use of the SWIFT MT940 Statements for Bank Accounts held at Agent Banks, the Customer must sign a Letter of Request for Statement with the Bank to obtain these Statements from the Agent Banks.

5 Funds Transfer

5.1 Introduction

Funds Transfer is a module on the Electronic Banking System that allows the Customer to make Payments, OWN Transfers, and carry out Collections. For Payments, Customers are advised to load Beneficiaries before attempting to make Payments. For Collections, Customers are advised to load Debtors before attempting to Collect funds.

5.2 Loading of Beneficiaries

5.2.1 Introduction

The Customer has the ability to pay pre-defined Beneficiaries that are created and stored on the Electronic Banking System, or pay to ad-hoc Beneficiaries that can be defined during creation of the Payment. The Payment Types should be set up to allow ad-hoc Beneficiaries to be captured during Payment creation.

If the ad-hoc Beneficiary option has been flagged on the Payment Type, an ad-hoc Transaction Limit must be set. This is a security feature that ensures that the Capturer, when making Payments, is restricted to a set amount that may be paid to an ad-hoc Beneficiary. This Limit is mandatory and cannot be overridden. However, the Customer can maintain this Limit as part of the Self-Service feature. Transaction Limits must also be set when loading each pre-defined Beneficiary on the Electronic Banking System.

When submitting or capturing ad-hoc Beneficiaries, the mandatory details (as indicated on the Electronic Banking System) must be provided, in order to successfully submit the Instruction as part of a Batch. The mandatory fields will be subject to the type of Beneficiary to be loaded, i.e. domestic base Beneficiary, domestic FX / international Beneficiary or CDI.

Note

It is the User's responsibility to ensure that all mandatory information provided in relation to ad-hoc Beneficiaries is accurate at the time of Capture.

The Bank requires the Customer verify the correctness of the details contained on the Interim Audit Report, segregate User Roles and / or arrange for dual release.

Validation is performed on ACCOUNT NUMBERS ONLY. A Bank Account number will be checked to see if it is a valid number.
The Account status can be validated but their are no name validations against the Account.

5.2.2 Special Characters

The following Beneficiary fields and reference fields may be restricted for special characters when loading ad-hoc and / or pre-defined Beneficiary details, and when making domestic and international Payments, depending on the each country's Payment regulatory requirements:
- Beneficiary name.
- Beneficiary address.

- Beneficiary reference.
- CDI reference fields.
- Debit reference.

The special characters which may be restricted include but are not limited to:` ~ ! @ # $ % ^ & * ( ) - _ += [ ] { } ; : ' " \ , . / | < > ?

Note

The Bank will not be held liable for the delay or rejection of any Payments where the Customer has loaded a Beneficiary's information using a restricted special character.

5.2.3 Pre-Defined Beneficiaries

When Payments are captured Online, the Capturer can select the Beneficiary from the pre-defined list. When creating a Beneficiary, the Customer links that Beneficiary to a Payment Type. Thereafter when creating a Payment, the Beneficiary will be available only to the list linked to the related Payment Type**.**

Beneficiaries can be created on one screen, for both international and domestic Payments. The Electronic Banking System will prompt the User to indicate whether the Beneficiary is a Domestic Base, domestic FX or international Beneficiary.

When Payments are made via Online upload, the User uploading Payment Batches only needs to refer to the Beneficiary unique code as defined when loading pre-defined Beneficiaries on the Electronic Banking System. This eliminates:

- Re-capturing the Beneficiary details once a Payment is made to the specific Beneficiary.
- Divulging Beneficiary details to Capturing staff.
- Risk of theft of Beneficiary details by only sending the Beneficiary code in files between the Customer and the Bank.

The pre-defined Beneficiary functionality allows:

- Restricting Beneficiaries to specific Payment Types for access control.
- Setting Limits that a User can pay to a Beneficiary.
- Importing of Beneficiaries.
- Exporting of Beneficiaries.
- View Payment history against a selected pre-defined Beneficiary, including the last 3 payments made to the Beneficiary.
- View Beneficiary audit trail that will display the various changes occurred on the Beneficiary, which may be printed and exported for audit reporting purposes.
- View, print, and export a list of pre-defined Beneficiaries linked to a Profile, according to search criteria selected by the User.
- Print and export Beneficiary lists based on Beneficiary Type e.g. domestic, FX or international Beneficiaries.
- View, print and export pre-defined Beneficiary Final Audit Report for pre-defined Beneficiaries imported or created online. Link CDI Beneficiaries as part of the Customer's pre-defined Beneficiary list.
- Set up Pay Alert details for each Beneficiary.
- View, print, and export reports are available for unusable Beneficiaries as well as Dormant Beneficiaries.
- Hide Beneficiary details.

The Customer will be able to create and maintain Beneficiary details on the Electronic Banking System. This can be by one of the following submission mechanisms:

- For pre-defined Beneficiaries:
  - Import Beneficiaries, this may include new as well as updated Beneficiaries.
  - Exporting existing Beneficiaries to update external to the Electronic Banking System and later import back to the Electronic Banking System.
  - Online capturing.
  - Host to Host Beneficiary files submission.
- For ad-hoc Beneficiaries:
  - During capturing of a Payment Batch.
  - During upload of a Payment Batch.
  - During Host to Host submission of a Payment Batch.

5.2.4 Ad-hoc Beneficiaries

Subject to the applicable Payment Type, ad-hoc Beneficiary details must be captured by the User when the Payment is captured Online, ad-hoc Transactions are imported, uploaded via File Upload or submitted via Host to Host.

Ad-hoc Beneficiary Account details can be captured during Online Batch Payment creation by a specific User. Ad-hoc Beneficiary details can be saved as a pre-defined Beneficiary.

To mitigate the risk in this option, it is recommended that the Customer:

- customize their Profile to allow for the pre-verification of the Beneficiary details via the issuance of an Interim Audit Report;
- subscribe for the Bank's AVS (where applicable); and / or ensure proper segregation of duties to arrange for dual release.

5.2.5 Company Beneficiaries

Terminology

- **Company Beneficiary:** A Beneficiary that has been preloaded by the Bank onto the Electronic Banking System before it can receive funds into its Bank Account / Agent Bank Account.
- **Payer:** A Customer using the Electronic Banking System to effect a Payment to a Company Beneficiary or a Biller.
- **Receipt Referencing:** A service that ensures that each Company Beneficiary has its own Payment reference. The Bank validates this reference before processing Payment. This ensures that all the Biller's prescribed references are validated before the Payment is processed either Online or at a physical banking channel. Billers can ensure that they only receive valid deposits and can easily identify the source of these Transactions on their Bank Accounts.

5.2.5.1 Company Beneficiaries

The Payer selects the Company Beneficiary from a pre-loaded list and adds the relevant Payment reference details. Most of the Company Beneficiary's details will already have been pre-populated. If any details relating to the Bank Accounts and / or Agent Bank Accounts of Company Beneficiaries should change, those changes will be automatically updated on the Electronic Banking System without affecting the Payer.

To become a Company Beneficiary and receive Payments through the Electronic Banking System, a Customer should ask their relationship manager or account executive at the Bank to set them up as one. The Bank will ask the Customer for their banking details and create them as a pre-loaded Company Beneficiary on the Electronic Banking System. Customers can

add Company Beneficiaries to their list of pre-defined Beneficiaries. This way, the User won't have to look up that Company Beneficiary every time they want to make a Payment. This can be done in one of two ways:

- Capture the Company Beneficiary online if they are Authorised to do so; or
- Use the Beneficiary import functionality to import the Company Beneficiary.

Company Beneficiaries can also be linked to a Payment Type following the same work-flow as a pre-defined Beneficiary.

A User can make Payments to a Company Beneficiary by using the Electronic Banking System in one of three ways:

- Look up the Company Beneficiary through a name search or Biller ID search; or
- Import the Payment, upload it by doing a File Upload or submit it from Host to Host. Payment files should be populated with the correct Biller ID and Payment reference to ensure that the Transaction is processed. If the Electronic Banking System detects an incorrect Biller ID or Payment reference, it will reject the Transaction.
- When typing the Bank Account and / or Agent Bank Account details. The Electronic Banking System will detect that this is a Company Beneficiary and prompt the User to select same from the pre-loaded list.

Where a Company Beneficiary is also a Biller then it will also need to specify if Payment references supplied by the Payer must be validated by the Electronic Banking System.

5.2.6 Receipt Referencing for Company Beneficiaries

Company Beneficiaries supply the Bank with rules, which the Bank will use to validate the Payment reference that a Payer enters when making a Payment or adding the Company Beneficiary to the Payer's list of pre-defined Beneficiaries.
The Receipt Referencing functionality for Company Beneficiaries has the following benefits:

- The Company Beneficiary does not have to hand out its banking details to its clients.
- The Bank Account and / or Agent Bank Accounts details of the Company Beneficiary will be masked.
- Payers can search for Company Beneficiaries using the company name before making a Payment.
- The Electronic Banking System can give the Payer a receipt as proof of Payment
- The Electronic Banking System can send a notification to the Company Beneficiary when a Payment is received.
- The Company Beneficiary will have the capability to generate, view and extract a report on the Electronic Banking System. This report will reflect all the Payments made to the Company Beneficiary from all Bank channels.

5.3 Payments
5.3.1 Introduction

The Payments module enables the Customer to pay Beneficiaries from the Customer's Bank Accounts that have been loaded on the Electronic Banking System during set-up and administration. The Payment product offered by the Bank caters for single, ad-hoc, and / or bulk processing Payments.

Payments allow Customers to move funds from the Customer's one Bank Account into other Bank Accounts, or bank accounts held with an Agent Bank. This product allows Payments to be made to Beneficiaries within the country and cross border from the Customer's own or mandated Bank Accounts. Payments can be processed at a future date where specified by the User during Capturing.

During the Payments transactional workflow, cut-off times can be missed as a result of time elapsed between "Creation", "Auditing", "Repairing", and "Authorisation" of Payments. Payment Instructions may be adjusted during the Transactional workflow according to the Customer's set-up on how to deal with Payments where cut-off times have been missed. These options include:

- The automatic adjustment of the entire Batch;
- to cancel and manually Repair the Batch; or
- to split an Instruction that includes Bank and Agent Bank Transactions that have breached the Agent Bank cut-off time, to proceed with Bank Transactions with today's value date, and process the Agent Bank transaction the next valid business day; or
- to allow the Customer to view the Instruction on either the Instruction date even though the value of the Instruction will reflect only on the Value Date.

Cut-off time behaviour for File Upload and Host to Host submission is managed on the Payment Type and must be defined for files that cannot be edited or Repaired Online. In this instance the cut-off times must be set to adjust, release or reject the applicable Transaction, Instruction, or Batch as defined as part of the Operational Document.

Cut-off times are discussed per country in the cut-off times annexure A of this Operational Guide.

5.3.2 Payment Terminology

- **Credit Limit:** The amount of credit that the Bank extends to a Customer in relation to various products and Services provided to the Customer by the Bank.
- **FX Limit:** A mandatory foreign exchange Limit for a Customer making use of the FX Pre Booked Deal, Auto Rates, RFQ, and Exchange Rate Information Global Market product options. A Profile can only have one FX Limit and this is mandatory when creating FX Payments or doing OWN Transfers.
- **Permanent Credit Limit:** A specific Credit Limit for Payments and Collections against which the Customer may transact. The Permanent Credit Limit frequency can be set-up as daily, weekly, monthly, quarterly or yearly.
- **Scheduled Credit Limit:** A specific Credit Limit for Payments and Collections for a specific, recurring period. This Credit Limit can be put in place to cover a period where Transaction volumes are known to be particularly high; for example, bonus months.
- **Standard File Interchange (SFI):** A secure transport mechanism to upload SFI files, which are then sent to SFI switch for processing.
- **Temporary Credit Limit:** A Credit Limit is allocated on a once-off basis for Payments and Collections, which overrides Permanent and Scheduled Credit Limits assigned for the same period. This Limit can be put in place to cover a period where Transactions may, for whatever reason, be particularly high over a short-term / immediate period.
- **Value Date:** The date on which value of a Payment, Collection, or OWN Transfer will reflect in the Customer's Bank Account or a Beneficiary Bank Account.

Note
The law governing electronic Payments recognises Bank Account numbers as being the basis for applying the credit or debit. Any name or commentary attached to an electronic Payment is ignored.

Furthermore, it is important that the Customer recognise that the Bank does not validate Bank Account names against Bank Account numbers, neither does the Bank nor the banking industry check that Bank Account numbers are consistent with branch numbers.

5.3.3 Overview of Functionality

The Payments module allows the User with the appropriate Role as defined by the Customer to pay Bank and Agent Bank Beneficiaries; these can be ad-hoc and / or pre-defined Beneficiaries.

The Customer is required during set-up and administration to create at least one Payment Type for Payment processing or, as defined as part of the Operational Documents, as part of Profile creation.

This Payment Type should be linked to a least one User as specified during set-up and administration. Refer to the Set-Up and Administration section for details.

5.3.4 Functions Available

The Electronic Banking System offers the following functionalities under the Payments module. These functionalities are made available to Users as defined during set-up and administration:

- Create a Payment by means of File Upload, Host to Host and Online Capture (including importing Transactions).
- Customers may upload SFI files, created using the SFI Authent system, on the Electronic Banking System for processing as applicable by the Bank.
- Process Payment to Beneficiaries using the available Service levels on the Electronic Banking System.
- Process future dated Payments up to 90 days.
- Process Domestic Non-Base Payments.
- Process Domestic Base Payments.
- Process Payments.
- Process Domestic FX Base Payments
- Process Domestic FX Non Base Payments
- Copy Payment Batch details from previous Payments that have been processed in the Electronic Banking System, which details are editable.
- Process Foreign Currency Payments, by means of RFQ, Indicative Rate, Auto Rate, Pre-Booked Deal and Exchange Rate Information.
- View a Consolidated Unpaids report which displays all unpaid and rejected Batches that have been processed across all channels, applicable to country availability.
- Split or release a Payment Batch where Agent Bank Beneficiaries have missed cut-off times. The Electronic Banking System will prompt the User to either hold-off all Transactions in the Batch, or only the Agent Bank Transactions for processing on the next Business Day.
- View history of Payments made from pre-defined Beneficiaries.
- View itemised unpaids which displays all unpaid Transactions that have been returned to the Customer's Bank Account, which can be posted to the originating Bank Account or a nominated Bank Account.
- Capture BOP Reporting information for Cross Border Outward Telegraphic Transfers (**OTT**) on the Electronic Banking System.
- Upload Exchange Control Documentation (e.g. Commercial Invoice, Bill of Lading etc.) for Cross Border Outward Telegraphic Transfers (**OTT**) on the Electronic Banking System.

5.3.5 Agent Bank Payments (MT101 SWIFT Message)

Agent Bank Payments allow Customers to move funds from the ordering Customer's accounts serviced at an Agent Bank.

This functionality can be used to order the movement of funds between ordering Customer Agent Bank Accounts, or in favour of a third party Beneficiary, either domestically or internationally.

Agent Bank Payments can be captured during online Batch Payment creation by a User who has the appropriate Electronic Banking System function as defined in the Operational Document. The User will be requested to complete an additional step on the Payment to capture the offshore details in order to be submitted as part of the MT101 Instruction to the Agent Bank.

Note
The MT101 SWIFT message may not be exchanged between banks unless both banks are registered with SWIFT to exchange messages. The use of the MT101 is governed by at least two of the following bilateral agreements between the
- **account servicing financial institution and the ordering Customer;**
- **sending financial institution and the ordering Customer;**
- **sending financial institution and the receiving financial institution; or**
- **account servicing financial institution and the instructing party.**

5.3.6 FX Payments

The Electronic Banking System allows Users to make foreign exchange Payments provided the foreign exchange rules have been met. Customers will, subject to country availability, be able to create the below types of FX Payments:

- **Auto Rate:** A Payment Instruction that will be priced, without the Customer having to confirm the final FX rate. The User will request a FX rate and the Electronic Banking System will apply the relevant Payment rate. A Customer will not be able to amend Instruction information once the Payment Instruction rate has been booked.
- **Exchange Rate Information:** The Electronic Banking System launches a free format text box and the Customer can capture any Foreign Exchange instruction details related to the Transaction.
- **Indicative Rate:** The exchange rate which is viewable on the Electronic Banking System at the time of the Instruction, which exchange rate is subject to change from time to time.
- **Pre-Booked:** A FX Payment Instruction where an exchange rate has already been booked by the Customer. The Electronic Banking System will allow the User to capture the existing deal details as obtained by the pre-arranged deal booking done by the Customer.
- **Request For Quote (RFQ):** A Payment Instruction that will present the Customer with an exchange rate quote. The Customer will have the option to accept or decline the quoted rate within the specified countdown pop-up on the User's screen. Once the rate is accepted, this constitutes a done deal and a trade number will be allocated to the Payment.

Note

An offer to purchase and / or sell foreign currency via the Electronic Banking System constitutes a binding agreement between the relevant SBG member and the Customer.

The agreement is concluded and becomes binding once the deal is "completed" in other words, once the deal has been logged on the Electronic Banking System and the Electronic Banking System has generated an electronic deal Transaction number. The Customer is therefore bound by all data submitted in respect of each offer to purchase or sell foreign currency via the Service.

5.3.7   Service Level Descriptions

The Payments Service allows for Payments to be made to and from Bank Accounts as well as to and from bank accounts held by Agent Banks. When capturing an Instruction within a Payment Batch, the Customer selects the Service level for the Instruction. For Host-to-Host and File Upload, the Customer must provide the Service level in the file, but this is not required for uploading flat file formats. For these formats, the Customer will need to select the applicable service level when uploading the file. Flat file formats are applicable for Customers in Namibia and South Africa only using the EFTS or SDPS services.

Note

Customers will be charged a fee for these facilities as detailed in the standard pricing schedule documentation provided to the Customer.

If the Service level for an Instruction is Normal, the Transaction Service level can be Normal or a mixture of Normal and Urgent.

If the Service level for an Instruction is Urgent, the transaction Service level can only be Urgent.

Service Level	Descriptions
Normal	For this Service level, the Customer's Bank Account is debited and the Beneficiary's account is credited on the Value Date. Sight is the same day for Standard Bank Beneficiaries and the next Business Day for Agent Bank Beneficiaries, depending on Clearing House rules of the country. Clearing can take up to 48 hours Local Time.
Urgent	An urgent Payment is a Payment processed in one of following options: • **RTGS**: Facilitate Payment in accordance with the Bank clearing and settlement rules, and Bank Account and guarantees settlement between the banks within 2 hours of submission of the Payment Instruction (within cut-off time). This is typically used for Payments over the legislative threshold of R5, 000, 000.00 or the Local Currency equivalent in the applicable countries based on that country's clearing house rules. • **RTC**: A low value, Online Payment option that allows Customers to make immediate payments and enable Agent Bank Beneficiaries to have immediate access to the funds received. • RTC transactions will be processed within 60 seconds of the Payment Instruction up to the value of R5, 000, 000.00 for Instructions sent through on weekdays before 16h00 and up to R250, 000.00 for Instructions received after hours up to 19:00 on weekdays and weekends. • Payment Instructions will only be processed in South Africa in Rand currency. • RTC Payments cannot be recalled once the Instruction received as the Payment is processed in real time. • The Customer will send an Urgent Payment Instruction and the Bank will decide the appropriate routing RTC or RTGS based on Transaction amount, time and Bank participation in the Service. • This Service is available **only** in South Africa.
Instant	• **Instant Payments**: An inter-bank Service that guarantees near real-time value to the Beneficiary by processing and delivering Payments in near real-time. Instant Payments cannot be recalled once the Instruction received as the Payment is processed in near real-time. • Customers must be able to choose a Service level for Payments that will be routed for Instant Payments. • This Service is available in Kenya and Nigeria
Near Real Time (NRT)	**NRT**: This is a settlement option for domestic base transactions in Business Online which allows beneficiaries to be credited within 15 minutes. Payments can be either single or bulk payments and initiated between the hours of 8am – 3pm GMT from Monday-Fridays (excluding public holidays). Failed transactions due to incorrect beneficiary account details and bank details are returned into the customers' account within an hour. This allows the customers enough time to correct the account numbers and bank details and resubmit payment request. The service is available **only** in Ghana.
Synchronised Payments	• This is a Payment Service that ensures that the timing of Payments to all Beneficiary accounts are synchronised when are submitted by the Customer as part of a Batch.
Value Dated Payments	• The funds are debited from the Customer's Bank Account and credited to Beneficiary accounts on the Value Date specified by the Customer. The Value Date is always a future date.
Mobile	• This is a Payment Service that allows Customers to make bulk Payments from their Bank Account to a Beneficiary's Mobile Money Wallet held with any local Mobile Network Operator This service is available **only** in Kenya

5.3.8   Loading of Payment Batches

A User, as per **set-up and administration**, can load a Payment Batch by means of a submission mechanism known as **File Upload**, which allows the Customer to upload a Payment Batch from the Customer's ERP system to the Electronic Banking System. AVS Batches may also be uploaded. The Authorisation workflow of the Batches may be managed according to Online profile setup.

File formats available include industry standard formats as well as proprietary formats (XML, CSV) and flat file formats. Flat file formats are applicable for Customers in Namibia and South Africa only.

5.3.9   Instruction Re-Release

The Instruction re-release functionality allows Users to re-submit an Instruction that is partially processed or failed due to insufficient funds from the Customer's Bank Account. The User will be able to re-release the Instruction multiple times during the day until the cut-off time is reached. This means that when Users are searching for and viewing Instructions that have failed due to insufficient funding on the Customer's Bank Account the User is able to re-release the Instruction.

The User with access to the re-release functionality will be notified of the failed and / or partial execution of the Instruction due to insufficient funds via e-mail.

Depending on the posting option of the Payment Instruction the User will be able to do the following:

- **For Consolidated Posting Option**
  If the Instruction is in a failed status due to insufficient funds on the Customer's Bank Account (i.e. all Transactions have failed) the entire Instruction will be re-released for processing. These Instructions can only be re-released until the earliest cut-off is reached.

- **For Itemised Posting Option**
  If the Instruction is in a failed or partially processed status, and any of the Transactions in the Instruction have failed due to insufficient funds on the Customers Bank Account, only the Transactions that failed will be re-released.

Agent Bank Instructions can only be re-released until the Agent Bank cut-off is reached and Bank Transactions can be re-released until the Bank cut-off is reached. The re-release option can happen only within the relevant cut-off time and Value Date of the Instruction.

5.3.10   Stop Payments

Customers can manage Stop Payments using the Electronic Banking System to:

- **Create a Stop Payment:** Stop Payments can only be created and submitted for a Current Account or a Savings Bank Account. Each time a Stop Payment is created the Customer must select a reason for the Stop Payment from a pre-populated list on the Electronic Banking System. Stop Payments of Debit Orders must be submitted at least one day before the Debit Order is due to be processed. Debit Orders or cheques that have been successfully processed cannot be stopped.
- **Search, view and export a Stop Payment:** Stop Payments can be searched and viewed on the Electronic Banking System. The Customer can also export same to its own system.
- **Cancel a Stop Payment Instruction:** Stop Payments that have not yet been processed can be cancelled. The Stop Payment cancellation must be submitted at least one day before the Stop Payment is due to be processed.

Customers must ensure that the Stop Payment is submitted on time to ensure that the Stop Payment is successful. A Stop Payment will be unsuccessful if the Payment has already been processed. Customers can view their Statement on the Electronic Banking System for feedback on whether the Stop Payment was successful.

This Service is only available in South Africa.

Note
Although the Bank will make every effort to ensure that it provides a reliable and accurate Stop Payment service, the Bank provides no warranties or guaranties that the Stop Payment service is error-free.

5.3.11   Mobile Bulk Payments (Tanzania)
5.3.11.1   Introduction

Mobile Bulk Payments is the capability to make bulk Payments, such as salaries, per diems, pensions and dividends, to multiple Beneficiaries through their Mobile Wallets on the Electronic Banking System.
The Customer must use File Upload to upload a Mobile Bulk Payment file in the Electronic Banking System format to debit the relevant Bank Account with the total amount to be paid for purposes of paying the equivalent E-value into the Beneficiary's Mobile Wallet.

The Beneficiary is identified by the mobile number captured in the Payment file.
Mobile Bulk Payments are managed by Payment Types, as selected in Operational Documentation or managed as part of Self-Service. The Mobile Bulk Payments Authorisation can be applied as defined by the Customer as part of the Authorisation Profile setup and applied to the Payment Type.
Restrictions of the Mobile Payments capability is based on Role access permissions selected by the Customer to enable segregation of duties.

The Mobile Bulk Payments functionality has the following benefits:
- This enables a branchless service for the Beneficiary
- Cash handling risks are reduced for Beneficiaries without Bank Accounts
- The E-value received by Beneficiary's mobile phone is accompanied by an SMS notification

5.3.11.2   Mobile Bulk Payment rules

The cut-off time for Mobile Bulk Payments is 16:00 East African Time, Monday to Friday, excluding public holidays. Funds will be credited to the Beneficiary within one hour.
Mobile Bulk Payments can be made in local Base Currency only (Tanzanian Shillings).

Note
It is the User's responsibility to ensure the correct mobile number is loaded to the Beneficiary file. The User must verify the Instruction before uploading the Mobile Bulk Payment file and before submitting for processing. The Bank will accept any Bulk Payment File submitted through the Electronic Banking System in good faith and will not be held responsible for the validity or correctness of the Payment.

5.3.12   Mobile Money Payments Account to Wallet (Kenya)
5.3.12.1   Introduction

Mobile Money Payments allows Customers to make bulk Payments, such as salaries, per diems, pensions, dividends etc. from their Bank Account to a Beneficiary's Mobile Money Wallet held with any local Mobile Network Operator (**MNO**). A new service level called Mobile has been added on the Electronic Banking System Payments screen to enable this functionality which enables Customers to execute on the following:

- The Customer can select their ordering account to pay Mobile Beneficiaries.
- The following submission mechanisms are available on Mobile Money:
  - o Import Transaction
  - o Ad-hoc Beneficiaries
- The Customer receives transaction feedback status as part of Final Audit and Interim Audit reports.
- The Mobile Money Payments functionality has the following benefits:
  - o Enables a branchless service for the Beneficiary
  - o Cash handling risks are reduced for Beneficiaries without Bank Accounts
  - o Extended Banking hours since the service will be available 24/6
  - o Near real-time delivery of E-value to Beneficiaries

5.3.12.2 Mobile Payment rules
- Mobile Payments can be made in local Base Currency only (KES).
- The Mobile Money Limit is between 10 KES to 70 000 KES
- Instructions cannot support mixed service levels
- Mobile Network Operator codes must always be included when paying a Mobile Beneficiary
- The Electronic Banking System will perform the following validations;
  - o Mobile number has all numeric characters
  - o The mobile number should belong to the same country as the ordering account
  - o The correct mobile number length
  - o The Import File has to have the correct MNO Code, MNO name will not be accepted.
- This functionality is currently only available in Kenya

Note:

The Payer must ensure the correct mobile number and MNO code is loaded to the Beneficiary file. The User must verify the Instruction before submitting for processing. The Bank will accept any Payment File submitted through the Electronic Banking System in good faith. The Bank cannot reverse transactions for incorrect mobile numbers and will not be held responsible for the validity or correctness of the Payment.

5.3.13 Notice Instructions
5.3.13.1 Introduction
The Electronic Banking System allows Customers to manage Notice Instructions on their Notice Deposit Accounts.
- A Notice Deposit Account can have more than one Notice Instruction.
- Cancellations of Notice Instructions can only be processed up to 24 hours before the Maturity Date of the Notice Instruction.
- The minimum notice period on a Notice Deposit Account is prescribed by the Bank during the account opening process.
- The Customer must subscribe to this Service.

5.3.13.2 Functionality
- The Customer can give a new Notice Instruction on a Notice Deposit Account.
- Set-up an Authorisation Profile to Audit and / or Authorise Notice Instructions.
- The Customer can repair a Notice Instruction that has been declined during Authorisation.

5.3.14 Mobile Bulk Payments (Zambia)

5.3.14.1 The Mobile Bulk Payment solution on the Electronic Banking System allows Customers to make Bulk Local Currency (Zambian Kwacha) payments, such as salaries, per diems (daily allowances) and pension dividends, to Beneficiaries who are holders of Mobile Wallets in Zambia.

Mobile Bulk Payments enables a branchless service for the Beneficiary while cash handling risks are reduced for Beneficiaries without Bank Accounts.

The Customer must use File Upload to upload a Mobile Bulk Payment file in the Electronic Banking System format to debit the relevant Bank Account with the total amount to be paid for purposes of paying the equivalent E-value into the Beneficiary's Mobile Wallet. The E-value received by the Beneficiary's mobile phone is accompanied by an SMS notification

The Beneficiary is identified by the mobile number captured in the credit reference of the payment file. Mobile Bulk Payments are managed by Payment Types, as selected in Operational Documentation or managed as part of Self-Service. The Mobile Bulk Payments Authorisation can be applied as defined by the Customer as part of the Authorisation Profile setup and applied to the Payment Type. Restrictions of the Mobile Payments capability is based on Role Access Permissions selected by the Customer to enable segregation of duties.

5.3.14.2 Mobile Bulk Payment Rules

The cut-off time for Mobile Bulk Payments will not apply since the payment will be achieved on instant payment via the National Financial Switch (NFS) on all days, including public holidays. Funds will be credited to the Beneficiaries' Mobile Wallet within 10 minutes.

General Note:

It is the User's responsibility to ensure that the correct mobile number is loaded to the Beneficiary Payment File. The User must verify the Instruction before uploading the Mobile Bulk Payment file and before submitting for processing. The Bank will accept any Bulk Payment File submitted through the Electronic Banking System in good faith and will not be held responsible for the validity or correctness of the details contained in the Payment File.

The Mobile Money Limit will be up to ZMW20 000 (Twenty Thousand Zambian Kwacha). Note: Users who have obtained approval to get higher limits in line with Central Bank requirements will be allowed to effect payments in excess of ZMW20 000 (Twenty Thousand Zambian Kwacha).

5.4 OWN Transfers
5.4.1 Introduction
OWN Transfers refers to the concept of moving funds between the Customer's own Bank Accounts.

All transfers can be processed at a future date specified by the Customers. However, cut-off times can be missed as a result of time elapsed between "Capture", "Audit" and "Authorisation" of OWN Transfers or processing of high volume files.

The cut-off time for OWN Transfers are available at Annexure A of this Operational Guide.

5.4.2 Overview of Functionality

The OWN Transfer module allows the Customer to move funds between the Customers own Bank Accounts within the same legal entity, provided these Bank Accounts have been loaded on the Electronic Banking System during set-up and administration and the Bank Account type allows for transferring of funds. Transfers between the Customer's own Bank Accounts of different legal entities will be processed as Payments.

The Customer is required during set-up and administration to create at least one Transfer Type for processing.

This Transfer Type should be linked to a least one User as specified during set-up and administration as defined as part of the Operational Documents.

Refer to the Set-Up and Administration section for details.

5.4.3 Functions Available

The Electronic Banking System offers the following functionalities under the OWN Transfer module. These functionalities are made available to Users as defined during set-up and administration:

- Create Domestic OWN Transfers.
- Create Domestic Foreign Currency OWN Transfers.
- Process Future Dated OWN Transfers up to 90 days.
- View OWN Transfer limits.
- Copy OWN Transfer Batch details from previous OWN Transfers that have been processed on the Electronic Banking System, which details are editable.
- Capture BOP Reporting information for international OWN Transfers on the Electronic Banking System.
- Upload Exchange Control documentation (e.g. Commercial Invoice, Bill of Lading etc.) for international OWN Transfers on the Electronic Banking System.

5.4.4 FX OWN Transfers

The Electronic Banking System allows Users to make Domestic Foreign Exchange OWN Transfers provided the foreign exchange rules have been met.

Following options are available to Customers when booking FX (domestic) for OWN Transfers, subject to country availability:

- **Auto Rate** means an automatic exchange rate that is provided by the Bank if elected for OWN Transfers, without the Customer having to confirm the final rate. The User will request a rate, within the Customer's value threshold, and the Electronic Banking System will apply the relevant rate. Customers will not be able to amend Instruction information once the FX rate has been accepted.
- **Exchange Rate Information** The Electronic Banking System launches a free format text box and the Customer can capture any Foreign Exchange Instruction details related to the OWN Transfer.
- **Pre-Booked** is where an exchange rate has already been booked by the Customer. The Electronic Banking System will allow the User to Capture the existing deal details for an OWN Transfer as obtained by the pre-arranged deal booking done by the Customer.
- **Request For Quote** means an Payment Instruction that will present the Customer with an exchange rate quote, creating a trade. The Customer will have the option to accept or reject the quoted rate within the time period specified on the countdown pop-up on the User's sctreen. Once the rate is Accepted then the Electronic Banking System will book the trade.

5.5 Exchange Control Regulations

5.5.1 Introduction

The Bank handles and controls Foreign Exchange dealings as set out in the Exchange Control rulings issued by:

- SARB for South Africa
- BCEAO for Ivory Coast

The Electronic Banking System allows the Customer to comply to these regulations Online for Cross-Border Outward Telegraphic Payments (**OTT**) and OWN Transfers.

The Exchange Control regulations include:

- Import control
- Export control
- Foreign debt re-payment

Exchange Control regulations regulate:

- The purposes for which Residents may acquire Foreign Exchange;
- The Terms and Conditions on which Residents may get Foreign Exchange;
- The Terms and Conditions on which Residents may hold Foreign Exchange or Foreign Currency assets; and
- The Terms and Conditions on which Non-Resident holdings of domestic currency and the proceeds of the sale of Domestic Currency assets may be transferred out of the country.

5.5.1.2 Exchange control details for Outward Telegraphic Transfers (OTT)

In respect of all Outward Telegraphic Transfers (**OTT**) in terms of the Exchange Control Rulings, the applicable approval must be annotated where approval has been obtained from the Financial Surveillance Department.

The approval must be annotated by the Bank as follows:

- Authorised Dealer internal authority number.
- The internal authority number issued by a reporting entity or any other authority granted by an independent Regulatory body.
- Authorised Dealer internal authority date.
  The date of the internal authority granted by a reporting entity or any other authority granted by an independent Regulatory body.
- SARB Authority Application number.
  The authority application number issued by the SARB in respect of an application received.
- SARB authority reference number.
  The authority reference number issued by the SARB in respect of an application received.

Third Party details are required for individual or entities and reflect the party that is indirectly involved in the Transaction.

Transactions requiring BOP Third Party details include:

- Travel related Transactions - where a travel agent pays for travel on behalf of the traveller.
- Foreign investment by South African residents - Transactions where an Entity does the investment on behalf of multiple Individuals.

5.5.2 Exchange Control Terminology

Terms/Acronyms	Definition
ADLA	Authorised Dealer with Limited Authority. ADLA are Money Transfer Exchange agents or Bureau de Change agents, that only book FX.
BOP Reporting	The reporting of cross border Customer Transactions, by the Bank to the SARB. This is a regulatory requirement with which the Bank must comply.
BOP Catergory Code	The code for a category or a sub category which describes the reason for an outward Cross Border Payment, as defined by the SARB.
BOP Third Party	A party indirectly involved in a Transaction which can be a juristic or natural person.
Customs Client Number (CCN)	The customs client number provided to the Customer by the SARB.
Document Sighting	The verification of supporting financial documentation against the Transaction including Exchange Control checks.
Document Sighting Processing Option	The Customer's configuration of Batch and Instruction processing options on the Electronic Banking System, based on the Document Sighting outcome.
Exchange Control (EXCON)	The exchange control rulings issued by SARB in the Exchange Control Regulations.
Foreign Trade Services (FTS)	The Bank's front offices where a Customer can deliver documentation related to Cross Border Payments.
Letter of Undertaking	The letter provided by the SARB to grant a Customer dispensation against having to provide supporting documentation for FX Transactions.
Loan Reporting	The verification of a loan reporting number issued by the SARB, when making Cross Border foreign currency Payments.
Money Transfer Agent	A third party that transfers monies between two separate Customers.
Movement Reference Number (MRN)	The number issued by customs once goods have been cleared.
Pension Fund Payment	A Cross Border Payment made to a former Standard Bank employee in Foreign Currency for a pension pay-out.

5.5.3 BOP Reporting
Introduction

As an Authorised Dealer in Foreign Exchange, the Bank is required to report all Cross Border Outward Payments and OWN Transfers to the SARB. This is a regulatory requirement for all South African Authorised Dealers and as a result, the Bank is compliant with BOPCUS 3 Reporting.

The Customer must capture a BOP Category from a pre-defined list of Inward or Outward BOP categories and complete the necessary BOP Reporting information for the Transaction on the Electronic Banking System.

5.5.3.1 Functions Available

The Customer must complete the following BOP Reporting details for each Cross Border Transaction on the Electronic Banking System:
- Transaction Details
- Account Holder Details
- Beneficiary Details
- Monetary Details

5.5.3.2 The Monetary details must be provided for each Transaction and can be repeated multiple times to enable the reporting of multiple BOP Categories.

5.5.3.3 A Customs Client Number (**CCN**) must be provided for import Transactions. The CCN of the relevant importer must be reported in an 8 digit format in the CCN field of the BOP form on the Electronic Banking System.

5.5.3.4 If the Customer has the Pension Fund Service enabled on the Electronic Banking System and BOP Category 407 is selected,

The Bank is required to comply with the BOP reporting requirements published by the SARB (**BOPCUS 3**). As part of the BOPCUS 3 regulation the Bank must provide Third Party(ies) details to the SARB where a resident Third Party is involved in a Transaction.

5.5.4 BOP Third Party
Introduction

The Bank is required to comply with the BOP reporting requirements published by the SARB (**BOPCUS 3**). As part of the BOPCUS 3 regulation the Bank must provide Third Party(ies) details to the SARB where a resident Third Party is involved in a Transaction.

Third Party details are required for individual or entities and reflect the party that is indirectly involved in the Transaction. Transactions requiring BOP Third Party details include:
- Travel related Transactions - where a travel agent pays for travel on behalf of the traveller.
- Foreign investment by South African residents - Transactions where an Entity does the investment on behalf of multiple Individuals.

5.5.4.1 Functions Available

A Customer will be able to perform the following functions on the Electronic Banking System:
- Create Pre-defined BOP Third Party

- Maintain BOP Third Party details
- Create an Ad-hoc BOP Third Party during the BOP Reporting process. Ad-hoc BOP Third Parties will be automatically saved to the Pre-defined BOP Third Party list
- Search, List, View Pre-defined BOP Third Party list

5.5.5 Document Sighting

Introduction

Cross Border Outward Payments and OWN Transfers require Exchange Control documentary evidence before the Transaction can be processed for Payment.

It is the responsibility of the Bank to request, view and endorse such documentary evidence from the Customer, prior to processing an affected Payment or OWN Transfer.

The Customer must upload the relevant supporting documentation onto the Electronic Banking System for Document Sighting. The Customer will be notified on the Electronic Banking System where original documentation is required by the SARB. It is the the Customer's responsibility to ensure that the original documentation reaches the Customers preferred Foreign Trade Service (FTS) Frontline office in good time (i.e. as soon as possible once Payments have been effected on the Electronic Banking System. This applies to CFC, FCA, Vostro and ZAR Account settled Payments.

Where a Customer holds an Import Letter of Undertaking with the SARB they may not be required to submit documentation in respect of trade and trade related Payments.

Note

No SBG member shall be held liable for any losses suffered by the Customer as a result of any delays occasioned by the Bank's compliance with any Exchange Control regulations.

5.5.5.1 Functions Available
- The Electronic Banking System allows the Customer, during Payment creation, to upload supporting documents as required by the BOP category(s) selected.
- The maximum size of all document attachments is restricted to 50Mb per Transaction.
- The Customer will be alerted when original documentation is required by the SARB. A FTS listing of where documentation can be delivered is available on the Electronic Banking System.
- The Bank will perform manual Document Sighting on each Transaction that requires verification. The Document Sighting status will be displayed on the Electronic Banking System.
- The Customer has the ability to view and delete documents that have been uploaded.

5.5.5.2 Document Sighting Status
- When the documents have been uploaded successfully for sighting, the Transaction status will be'Submitted for Document Sighting'.
- While the Transaction is awaiting sighting the status will be updated to 'Awaiting Document Sighting Feedback'
- When Document Sighting feedback is received the status will be updated to 'Successful Document Sighting' or 'Failed Document Sighting' depending on the outcome.

5.5.5.3 Set Document Sighting Processing Option

The Customer must configure a Document Sighting Processing option on the Payment Type. Document Sighting processing options defines how the Payment Batches and Instructions will be released for Payment based on the Document Sighting outcome.

The following options are available on the Electronic Banking System:
- **Full Batch and Full Instruction**
  The Batch and all its full Instructions must be successfully document sighted, before the Instructions will be released by the Bank for Payment.
  If any of the Instructions fail Document Sighting, the Batch and all Instructions will not be submitted for Payment.

- **Partial Batch and Full Instruction**
  Partial Batches will be released for Payment where some of the full Instructions in a Batch have been successfully document sighted. The full Instructions that have failed Document Sighting will need to be copied and resubmitted for processing.

- **Partial Batch and Partial Instruction**
  Partial Batches will be released for Payment where partial Instructions have been successfully documented sighted. Where Instructions are copied for resubmission, partial Instructions can be copied. Only the failed Transactions within the partial Instruction can be copied to a new Instruction, fixed and re-submitted for Payment.

5.6 Cut-off times

The currency cut-off times for Payments and OWN Transfers are listed on the Electronic Banking System. The cut-off time is the latest time that the Bank can accept and process Transactions to and from the Customer's Bank Accounts, depending on the currency transferred and the Value Date.

5.7 Collections
5.7.1 Introduction

The Bank offers Customers the ability to collect funds from Debtors. An agreement between the Customer and its Debtor should be in place before Collections are carried out on these Debtors.

During the Collections Transactional workflow, cut-off times can be missed as a result of time elapsed between "Capture", "Audit", "Repair", and "Authorisation" of Collection Batches.

The Customer, during the set-up of the Collection, may instruct the Electronic Banking System on how to deal with instances of missed cut-off times. These options include:
- To reject Instructions in the Batch or reject the entire Batch.
- To Cancel and manually Repair the Instructions in the Batch.
- Split an Instruction where the Agent Bank cut-off has elapsed to proceed with Bank transactions with the current Value Date and process the Agent Bank transaction the next valid Business Day.

Cut-off time behaviour for File Upload and Host to Host submission is managed on the Collection Type and must be defined for files that cannot be edited or repaired Online.
Cut-off times per country are available at Annexure A of this Operational Guide.

Note

Each Customer effecting Collections with the Bank must ensure that it has concluded the necessary legal agreements with its Debtors or obtained a mandate which facilitates the electronic Collection of funds in line with the applicable country's legislative / regulatory requirements.

It is the responsibility of the Customer to ensure that such mandates have been obtained from its Debtors. The Bank reserves the right to request sight of such mandates from time to time.

Customers must ensure that the Bank Account number provided to the Bank is correct and accurate as the Bank processing is based on Bank Account numbers and not the Bank Account name or other reference information.

The Bank will accept any Collection put through the Electronic Banking System in good faith and cannot be held responsible for the validity and / or correctness of the Collection.

5.7.2   Overview of Functionality

The Collections module allows the User with the appropriate Role as defined by the Customer to collect from the Customers' Debtors; these can be ad-hoc and / or pre-defined Debtors.

The Customer is required during set-up and administration to create at least one Collection Type for Collection processing or as defined as part of the Operational Document as part of Profile creation.

This Collection Type should be linked to at least one User as specified during set-up and administration. Refer to the Set-up and Administration section for details.

5.7.3   Functions Available

The Electronic Banking System offers the following functionalities under the Collections module. These functionalities are made available to Users as defined during set-up and administration:

- Create a Collection by means of File Upload, Host to Host and Online Capture (including importing of Transactions).
- Customers may upload SFI files, created using SFI Authent, on the Electronic Banking System for processing as applicable by the Bank.
- Select Collection Model where this is available in country and on the underlying agreement between the Customer and the Bank.
- Process Collections to Debtors using the available Service levels on the Electronic Banking System (these are discussed in the section below).
- Process future dated Collection Batches up to 90 days.
- Copy Collections from previous Collections that have been processed in the Electronic Banking System.
- View Collection limits.
- View a Consolidated Unpaids report which displays all unpaid and rejected Batches that have been processed across the Electronic Banking System.
- Split a Collection Batch where the Customer has missed the Agent Bank cut-off times. The Electronic Banking System will prompt the User to either hold off all Transactions in the Batch, or only the Agent Bank Transactions for processing on the next Business Day. The Electronic Banking System will prompt the User to either hold off all Transactions in the Batch, or only the Agent Bank Transactions for processing on the next Business Day.
- Interim Audit Reports can be viewed and exported online or sent via Host to Host.
- Online searching for Collection Batch can be made for a maximum of 180 days.
- Final Audit Reports can be viewed or exported Online or through Host to Host.
- View itemised unpaids which displays all unpaid Transactions that have been returned to the Customer's Bank Account.
- View history of Collections made from the pre-defined Debtor.
- These can be posted to the originating Bank Account or a nominated Bank Account.

5.7.4   Collection Model

Collection Service Levels determine the number of lead days required for processing of the Collection and the relevant cut-off times applicable in a country.

When capturing an Instruction within a Collection Batch, the Customer selects the Service level for the Instruction.

For Host-to-Host and File Upload, the Customer must provide the Service level in the file, but this is not required for uploading flat file formats. For these formats, the Customer will need to select the applicable service level when uploading the file. Flat file formats are applicable for Customers in to Namibia and South Africa only using the EFTS services.

The following table describes the different Collection Models available on the Electronic Banking System, which are subject to country availability.

Service Level	Description
Upfront Value	The Customer's Bank Account is credited and the Sight, Access and Value is available on Value date, whether or not Collection from the Debtor is successful.
	The Bank's unsuccessful Collections will be debited against the Customer's Bank Account.
	Agent Bank unsuccessful (unpaids) Collections are debited against the Customer's Bank Account as and when received, within the Clearing Period.
Value on Success	The Customer's Bank Account is credited and the Sight and Value is available on Value date and access to funds once the Collection has been successfully processed against the Debtor's account or on maturity date.
	The Bank's unsuccessful Collections will be debited against the Customer's Bank Account.
	Agent Bank unsuccessful (unpaids) Collections are debited against the Customer's Bank Account as and when received, within the Clearing Period.
Fixed Date Value	The Customer's Bank Account is credited on Value Date with only Sight, the Value and Access is available on maturity date.
	The Bank's unsuccessful Collections will be debited against the Customer's Bank Account.
	Agent Bank unsuccessful (unpaids) Collections are debited against the Customer's Bank Account as and when received, within the Clearing Period.

5.7.5 Collection Service Levels

Collection Service Levels determine the number of lead days required for processing of the Collection and the relevant cut-off times applicable in a country.

When capturing an Instruction within a Collection Batch, the Customer selects the Service level for the Instruction.

For Host to Host and File Upload, the Customer must provide the Service level in the file.

The following table describes the different Service Levels available on the Electronic Banking System, which are subject to country availability:

Service Level	Description
Normal	The Customer's Account is credited and the Debtor's account is debited on the Value Date that the Collections are processed.
Value Dated Collections	The funds are credited to the Customer's Bank Account and debited from Debtor accounts on the Value Date specified by the Customer. The Value Date is always a future date.

5.7.6 Loading and Storage of Debtors

The Customer has the ability to collect funds from pre-defined Debtors that are created and stored on the Electronic Banking System, or collect from ad-hoc Debtors that can be defined during creation of the Collection Instruction. The Collection Types should be set to allow ad-hoc Debtors during set-up so as to allow the addition of these Debtors during funds Collection. If the ad-hoc Debtor option has been flagged on the Collection Type, an ad-hoc Transaction Limit must be defined. This is a security feature that ensures that the Capturer, when collecting funds, is restricted to a set amount that may be collected from an ad-hoc Debtor. This Limit is mandatory and cannot be overridden. However, the Customer can maintain this Limit as part of the Self-Service feature. Transaction Limits must also be defined when loading each pre-defined Debtor on the Electronic Banking System.

When submitting or capturing ad-hoc Debtors, the mandatory details (as indicated on the Electronic Banking System) must be provided in order to submit the Instruction as part of a Batch.

Note
It is the User's responsibility to ensure that all mandatory information provided related to ad-hoc Debtors is accurate at the time of Capture.

5.7.6.1 Pre-Defined Debtors

When Collections are made via Online Capture, the Capturer only needs to refer to the listed Debtors. The Electronic Banking System will display a list of Debtors and the User will select the Debtors to collect from. This eliminates capturing the Debtor details every time a Collection is made to the specific Debtor.

When creating a Debtor, the Debtor needs to be linked to a Collection Type, and when effecting the Collection from the selected Collection Type, the Electronic Banking System will display the associated Debtors.

When Collections are effected via Online upload, the User uploading Collection Batches only needs to refer to the Debtor unique code as defined when loading pre-defined Debtors on the Electronic Banking System. This eliminates:

- Capturing the Debtor details every time a Collection is effected from the specific Debtor.
- Divulging Debtor details to capturing Users.
- Risk of theft of Debtor details by only sending the Debtor code in files between the Customer and the Bank.
- The changing of Debtor details by unauthorised persons.

The pre-defined Debtor functionality allows:

- Once-off capturing Debtor details on the Electronic Banking System for reuse.
- Restricting Debtors to specific Collection Types for access control.
- Setting Limits that a User can collect from a Debtor.
- Import multiple Debtors' details from a file.
- Exporting of Debtors' details into a file.
- View Collection history against a selected pre-defined Debtor, including the last 3 Collections that have been collected from the Debtor.
- View Debtor audit trail that will display the various changes occurred on the Debtor. This may be printed and exported for audit reporting purposes.
- View, print, and export a list of pre-defined Debtors linked to a Profile, according to search criteria selected by the User.
- Print and export Debtor's details.
- View, print and export pre-defined Debtor Final Audit Report for pre-defined Debtors.
- Export a list of Debtors. The export capability has been enhanced to customise the export based on search criteria available on the Electronic Banking System.
- View, print, and export reports for unusable Debtors (a Debtor that is not linked to a Collection Type or that has not been verified) and dormant Debtors.

The Customer will be able to create and maintain Debtor Bank Account details on the Electronic Banking System. This can be by one of the following submission mechanisms.

For pre-defined Debtors:

- Import Debtors this may include new as well as updated Debtors.
- Exporting existing Debtors to update external to the Electronic Banking System and later Import back to the Electronic Banking System.
- Online capturing.
- Host to Host Debtor files submission.

For ad-hoc Debtors:

- During Capture of a Collection.
- During Online Upload of a Collection file.
- During Host to Host submission of a Collection Batch.

5.7.6.2   Ad-hoc Debtors

Subject to the applicable Collection Type, ad-hoc Debtor details must be specified by the appointed User when the Collection is Captured Online, ad-hoc Transactions are imported or uploaded via File Upload or submitted via Host to Host.

Ad-hoc Debtor account details can be Captured during Online Batch Collection / creation by a User who has the appropriate Electronic Banking System functions.

Note

It is the User's responsibility to ensure that all mandatory information provided related to ad-hoc Debtor is accurate at the time of Capture.

The Customer must ensure that the account number provided to the Bank is correct and accurate as the Bank processing is based on account numbers and not the account name or other reference information (subject to this functionality being available in a specific country).

5.7.7   Debtor Mandates

Where applicable, to support the Collection capability, electronic mandate management and checking is available and is mandatory for applicable country markets. This is a facility where the Bank User must set up electronic equivalent mandates per Debtor on the Electronic Banking System. This does not remove the need for physical mandates to be in place, but is merely an electronic version of the mandate. In markets, where mandate checking is mandatory, the Customer must submit the mandates to the Bank to capture the mandates electronically for each Debtor. Customers will not be able to collect from the Debtor until these mandates are in place.

The Electronic Banking System will validate a Collection instruction against the electronic mandate. This will assist Customers to avoid Transactions being submitted that are not in line with the physical mandate.

Two types of mandates are available for the Bank to capture during Debtor creation, i.e. Fixed or Variable. Mandates are mandatory and, where available, will be loaded onto the Electronic Banking System in order to be processed.

Fixed Mandate

Where available, this mandate will ensure a fixed amount is collected from the Debtor per set frequency, period and debit day. The following information is validated when collecting from Debtors with fixed mandates:

- Currency being the currency in which the Debit will run.
- Frequency being how often (monthly, quarterly, yearly) the Collections will run.
- Period being how often within the set Frequency.
- Fixed amount being the actual fixed amount.
- Debit day being the day on which debit will run.

Variable Mandate

This mandate will validate that the Funds collected from the Debtor is within a variable range rather than a fixed amount per set frequency, period and debit day.

As with a fixed mandate the currency, frequency, period and debit day is validated as well as that the variable amount is within the minimum and maximum amounts defined.

Note

The Customer may not, without the consent of the Debtor, cede or assign any of its rights in terms of a mandate to any third party unless:

- **The agreement between the Customer and Debtor is also ceded or assigned to that third party.**
- **If required contractually, such a cession is communicated to the Debtor prior to any debit.**
- **Batches are processed to the account of the Debtor in terms of the ceded or assigned mandate.**
- **A copy of the signed mandate must be provided to the Customer before any Collections can be processed.**
- **In the case of a voice recorded mandate, the Customer must be informed in writing of the mandate before any Collections can be processed to their Bank Account.**
- **The Customer may not amend the debit Collection amount to collect in arrears, unless the mandate signed by the Debtor specifically allows for this.**
- **The Customer may not submit a Collection Batch with a different Bank Account belonging to the Debtor, if the Debtor has not authorised this.**

The Customer must retain all mandates for at least the minimum prescribed term in the respective Bank's country, after the date of the last Collection Batch processed in terms of the mandate. Upon request from the Bank at any given time, the Customer is required to produce, at its own cost, a confirmation of and validity of the mandates it holds.

Where a debit Instruction is unsuccessful at at the end of the tracking period, the Customer MAY NOT add this amount to the following period's collection amount UNLESS EXPRESSLEY PERMITTED BY THE DEBTOR IN TERMS OF THE MANDATE. After 4 consecutive unsuccessful attempts to debit a Debtor for a single Payment (excluding tracking), the Customer must CEASE to present the debit Instruction.

The Bank will accept any direct debits put through the Electronic Banking System in good faith and cannot be held responsible for the validity and / or correctness of the direct debits.

5.7.8   Shortname (Abbreviated names)
5.7.8.1   Shortname for Collections

On signing up for Collections, the Customer can select a Shortname to be displayed on Debtors' Statements. The Customer must use their Shortname, together with the agreement reference, to populate the Debtor's Statement reference. Both the Shortname and the agreement reference must remain the same for the duration of the contract between the Customer and the Debtor. The Shortname is mandatory for Collections.

The Customer may change the Shortname where an assignment or cession of the Bank Account has been approved. One month's notice of the changed details must be communicated to the Debtor, before processing any future Collection Batches to the new Bank Account holder. The notice must reflect the Customer's new Shortname and must be kept as an addendum to the Debtor mandate.

5.7.8.2   Shortname for Payments

On signing up for Payments, the Customer can select a Shortname to be displayed on Beneficiaries' Statements. The Customer may use their Shortname, together with the Customer defined Statement reference, to populate Beneficiaries' Statement reference. Shortnames for Payments are optional.

5.7.9 Loading of Collections

A User, as per set-up and administration, can load a Collection Batch by means of the following submission mechanism:

- **File Upload** Customer can upload Collection Batches (single Batch in one file) through an online File Upload facility.

File formats available for Collections include industry standard formats as well as proprietary formats (XML, CSV) and flat file formats. Flat file formats are applicable for Customers in Namibia and South Africa only.

5.7.10 Disputes of Debits

Clients (Debtors) are entitled to dispute a debit that has been deducted from their Bank Account. This process is available only in South Africa.

- Where the debit is less than 40 calendar days old, the client's Agent Bank will reverse the debit immediately and advise the Customer.
- Where the debit is older than 40 calendar days, the client's Agent Bank will advise the Customer that the debit has been disputed and proof of mandate may be requested prior to taking Instruction. Proof must be provided within 30 calendar days. Where the Customer fails to respond as above within 30 calendar days the refund of the disputed Payment Instruction will be automatically processed to the account of the client.

Note

The Bank will not become involved in a dispute between the Customer and the client to prove the validity of a mandate.

A client may dispute an Instruction if they allege (in writing) that they did not authorise the debit, and that the drawing contravened their authority or that they had instructed the Customer to cancel the debit order / direct debit.

5.7.11 Breach / Fraudulent Transactions

In the event of a breach or risk being introduced, the Bank reserves the right to immediately suspend the Customer's access to the Collections module on the Electronic Banking System, and any Collections pending will be revoked.

The Bank reserves the right to suspend the Collection Service to a Customer if it is proven that fraudulent Collection Instruction has been received from the Customer.

When cut-off times are missed, Customers will be informed via message that they have missed the cut-off time and of the Instruction on how to proceed. The type of Collection Service in use and the method of submission (Online Capture, File Upload or Host to Host) will determine the way in which the Transactions will be processed.

5.7.12 Management of Unpaids and Returns

Note

In instances where a direct debit cannot be honoured by the Debtor's Agent Bank, a reason will be supplied to the Customer.

Customers who are found to have attached disputes in excess of the maximum ratio may be required to produce an action plan report to the Bank detailing the planned steps to be taken by the Customer to reduce the dispute ratio.

5.8 DebiCheck

Terminology:

Term	Description
Abbreviated Name	Mandatory information (maximum 10 characters) reflecting the Ultimate Creditor's trading name, which must be captured in the Mandate and the Payment Instruction.
Action Date	The date provided by the User for Collection.
AC Mandate	An AC (Authenticated Collections) Mandate is a normal DebiCheck mandate.
AEDO	Authenticated Early Debit Orders.
DebiCheck	A payment stream that enables Collections against a Debtor's account in the early-Collection window in accordance with a Mandate that has been authenticated with the Debtor's bank.
Authentication	Authentication includes the following actions: • Customer verification by the Debtor's bank • Account validation by the Debtor's bank • Mandate Authorisation by the client • User/Originator verification by the Acquiring Bank
Authentication Key	A means by which the Debtor's bank validates/verifies (e.g. accountholder access password, PIN and OTP) that the Authorisation received is from its Debtor.
Authorise (or Authorised or Authorisation or Authorising)	Authorisation refers to the consent or Mandate or positive acknowledgement that the Debtor gives to the Debtor's bank to present a debit order to the Debtor's account in line with the Mandate Information.
Bank	Defined in the Banks Act, 1990, and will also include any 'Designated Clearing System Banks' as defined by the National Payment System (NPS) Act, 1998.
Bank Error	Means the erroneous processing of transactions by a bank as a result of the malfunction or failure of a payment operations system.
Business Day	Monday to Saturday (excluding public holidays).

Business Day Rule	When a Collection Day occurs on a non-business day (i.e. a Sunday or public holiday) for a six-day processing bank, the Collection Day can be the next business day.
Collection	A Payment Instruction that a Sponsoring Bank issues against a Payer's account at the Paying Bank for the debit of an amount that is due to an Ultimate Creditor.
Collection Day	The day on which the User can submit a Collection in terms of the Mandate.
Collection Date	The date of a single Collection as determined by the criteria contained in the Mandate.
Contract Reference	The reference used by the Ultimate Collecting Party and the Debtor to identify the contract.
Tracking	A process by which Payment Instructions that were not successful on initial presentment are held over for presentment either until payment is successful or Tracking Period ends. Tracking may follow minimum or Full Credit Tracking.
Debit Order Abuse (DOA) process	This is a list of Creditors that PASA distributes to all Participating Banks. Creditors that misuse the use of debit orders is listed here. In other words, Creditors who has a high rate of disputes, or Creditors who collect out of mandate terms
Dispute	Refers to either a Dispute Request or a Dispute Action.
Dispute Request	A request by the Payer to Dispute the validity of a successful Collection against their account.
Dispute Action	A successful Dispute Request that results in a reversal of funds from the User to the Payer through the Sponsoring Bank and the Paying Bank.
Early Collections/EDO	Early Debit Orders/Collections that are processed in the early-Collection window immediately after bulk credits.
Final Collection	The final successful instalment as agreed between the Ultimate Creditor and the Payer according to the contract.
First Collection	The first instalment, which may differ from the rest of the instalments. The value can be greater or less than the Instalment Amount but must be within the Maximum Collection Amount and may be collected on a day other than the Collection Day.
Fixed Mandate	Mandate in terms of which the Instalment Amount and/or the Maximum Collection Amount is/are known upfront.
Fraud	Unlawful and intentional misrepresentation by one party that causes actual or potential prejudice to another party.

Frequency	The regularity of the Collection, namely:	
	• Weekly	
	• Fortnightly	
	• Monthly	
	• Quarterly	
	• Bi-annually	
	• Annually	
	• Monthly by rule –	
	01 – Last Monday	02 – Last Tuesday
	03 – Last Wednesday	04 – Last Thursday
	05 – Last Friday	06 – Last Saturday
	07 – First Monday	08 – First Tuesday
	09 – First Wednesday	10 – First Thursday
	11 – First Friday	12 – First Saturday
	13 – Last Day	14 – 2nd-last Day

Full Credit Tracking	A Credit Tracking process used by the Paying Bank where the Payment Instruction is presented against the Payer's account once in the early-Collection window and thereafter each time a credit is posted to the Payer's account.
Item limit	The maximum monetary value of a single Payment Instruction that may be submitted by a User as contemplated in the Payment Clearing House (PCH) agreement.

Instalment Amount	Amount used for fixed and Variable Mandates where an agreed repayment amount is the basis for Collection. Amount optionally used in Usage-Based Mandates where an upfront, calculated repayment amount can be the basis for Collection.
Inflight Mandate	An inflight mandate is when the Mandate is waiting for Authentication from the Debtor. So in other words it has been submitted and the Debtor still needs to approve the Mandate. This Mandate can also be cancelled at this point before the Debtor has approved it. It is referred to as an inflight cancellation.
Mandate	The written, verbal, or electronic authority that the Debtor gives to the User, allowing the User to debit the Debtor's account. A Mandate is an agreement between a Creditor and a Debtor that contains specific terms and conditions allowing the Debtor to Authorise the Creditor to collect from the Debtor's account as stipulated in the Mandate.
Mandate Amendment	Update of the Mandate Information in the Mandate Register by the Ultimate Creditor (Collecting Party) .
Mandate Cancellation	Removal of the Mandate Information from the Mandate Register by the Ultimate Creditor (Collecting Party).
Mandate Database	A database containing information maintained by the Ultimate Creditor (or their appointed System Operators) in order to generate and submit Payment Instructions.
Mandate Information	All elements of the Mandate that have to be stored on the Mandate Register (according to Appendix B) after Authorisation.
Mandate Initiation Request	The start of the Authentication process, when the Mandate Request is presented to the Payer.
Mandate Request	This is the process where the Creditor sends a Mandate instruction to a Debtor for action. The Debtor will be notified by the Debtor's bank of any such request to action on a Mandate. The outcome of the Mandate Request can be "Accepted", "Rejected" or "No Response".
Mandate Reference Number	A unique number that the Debtor's bank allocates to the Mandate Information.
Mandate Register	A register held and managed by the Debtor's bank containing at least the Mandate Information.
Mandate Suspension	The process by which a Payer lodges an instruction with the Paying Bank requesting the Paying Bank to suspend the Mandate Information in the Mandate Register, thus preventing all future Collections.
Maximum Collection Amount	The agreed maximum amount that may be collected from a Payer by an Ultimate Creditor in terms of the contract between them.
Minimal Credit Tracking	Credit Tracking used by the Paying Bank where the Collection is presented twice a day, once in the early-Collection window and thereafter at any time during the same day.
Notification	A message from the Debtor's bank to the Payer concerning an update to the Mandate Information that does not require reAuthentication.
Once-off Mandate	A Mandate used for a once-off Collection that must be linked to an existing Mandate.
Payer (i.e. Accountholder)/Debtor	A natural person, whose account at the Paying Bank is to be debited in respect of the Collection.
Paying Bank/Debtor Bank/Issuer	The Payer's bank (also known as the Debtor's bank).
Payment Cancellation	The removal of an awaiting Collection before it is successfully processed.
Payment Cycle	A time period relating to the start and end of the Frequency of the Payment Instruction.
Payment Instruction	An instruction to a bank to transfer funds.
Processing Days	Monday to Saturday for six-day processing members (excluding public holidays) and Monday to Sunday for seven-day processing members (including public holidays).
Point-of-Sale (POS) Device	Card device used to authenticate a Mandate Request by means of a debit card.
Public Holidays	Non-business days as declared by the South African government under the Public Holidays Act.
Real-Time Authentication	An Authentication completed in 120 seconds.
Recurring Collections	A Collection within a recurring/repetitive Frequency as agreed between Payer and Ultimate Creditor.
Represented Collections	A submission of a Collection by a User for a previously unsuccessful Collection.
Sponsoring Bank/Biller Bank	The Participant Bank with which the User entered into a User agreement.

System Error	The erroneous processing of transactions by a bank as a result of the malfunction or failure of a system.
System Operator / Service Provider	A person appointed by the Sponsoring Bank/Collecting Bank to provide a service to a Sponsoring Bank/Collecting Bank, which appointment is subject to the Authorisation of PASA as contemplated in Clauses 13 and 14 of the PCH agreement. "System Operator" and "Service Provider" will have the same meaning.
Third-Party Payment Provider (TPPP)	A Service Provider that performs transaction processing on behalf of a party/parties contemplated in SARB Directive 1 of 2007, as amended from time to time. A TPPP collects on behalf of an Ultimate Creditor.
Tracking	The submission of the Payment Instruction against the Payer's account for the duration of the Tracking Period.
Tracking Period	A period commencing on and including the Action Date for a maximum of 10 calendar days.
Transaction Type	Types of Mandate transactions that may be sent, e.g. real-time, same-day and batch.
Ultimate Creditor	The person to whom the Payer has given the Mandate for Collections.
Usage-Based Mandate	Mandate that may be used for contracts with a variable Collection Amount up to the Maximum Collection Amount.
User/Biller/Collecting party	The entity sponsored by the Sponsoring Bank, being either an Ultimate Creditor or a Third-Party Payment Provider.
Variable Mandate	A Mandate that stipulates an instalment amount that the User may amend in respect of variables and includes a Maximum Collection Amount that may be used during representment to cater for late-payment/arrear-interest calculations.

5.8.1 Introduction
- DebiCheck's main purpose is to address the Authentication of Mandate Information for debit Transactions performed by accountholders.
- Before the Collecting party can submit a request to the Sponsoring Bank to collect funds from the Payer, the Creditor must send an electronic Mandate Request to the Sponsoring Bank for the Debtor to approve, based on the agreement between the Creditor and the Debtor.
- The Sponsoring Bank will send the Mandate Request to the Debtor's bank, which in turn will send it to the Debtor to Authorise. The Debtor's bank will notify the Creditor if the Mandate Request was accepted or declined.
- Once the Debtor Authorises the Mandate, it is registered successfully by the Debtors' bank. The Creditor may then submit Collection requests to the Sponsoring Bank to collect funds from the Debtor's bank based on the approved Mandate.
- This product is only available for Collections from natural persons' accounts.
- The Collection is processed in the early-Collection window with the other early debit orders until all other early window Collections are phased out and only DebiCheck Collections will be processed.
- These Transactions are randomised before being processed and provide and option of Tracking.

5.8.2 Mandate Transaction Types
- DebiCheck Mandates consist of three Transaction Types, called TT1, TT2 and TT3.
- After the Collecting party sends a Mandate Request to the Sponsoring Bank, the Debtor's bank sends a Notification (e.g. by SMS) to the Debtor to authenticate the Mandate Request. This may be done on the Authentication channels listed below. There are three Mandate Transaction Types to request Authentication:

5.8.2.1 TT1A – Real-time Authentication Request and Response: The Debtor must Authorise a Mandate Request through USSD within 120 seconds. There are two Authorisation code options, 0229 and 0230.
- 0229 – If the cell number in the message matches the registered cell number at the Debtor's bank and the message contains Authorisation code 0229, the Authorisation request will be sent to Debtor. If the cell number provided in the message is not matched, the request is rejected.
- 0230 – If the cell number in the message does not match the registered cell number at the Paying Bank and the message contains Authorisation code 0230, the Authorisation Request will be sent to the Debtor on the registered cell number. The Collecting party can make a maximum of four attempts to load a real-time Mandate Request.

5.8.2.2 TT1B Same-day Authentication – The Debtor must Authorise the Mandate Request as stipulated by the Debtor's bank in the message received for request for Authentication. Available channels are listed in 3.6 below.

5.8.2.3 TT2 – Batch Authentication Request and Response: The Mandate Request submitted by the Collecting party in a batch. (The Debtor must Authorise these Mandates within 36 hours upon receipt of the message from the Debtor Bank to Authenticate.)

5.8.2.4 TT3 – Pre-Authorisation Card and PIN Authentication Real-time: The Mandate Request is authenticated through the swiping of a debit card linked to a current/savings or transmission account on a point-of-sale (POS) device.

5.8.2.5 Validation
The Debtor's Bank will validate the following information when a Mandate Request is received:
- Whether or not the Bank Account is a valid account.
- Whether or not the Bank Account is "open" and "active" (not frozen, closed etc.).
- Whether or not the Debtor's ID number matches the Bank Account details provided.
- Whether or not the Bank Account allows for debits.

5.8.2.6   **Account Types:** DebiCheck may be processed against current, savings and transmission accounts of natural persons and sole proprietors.

5.8.3   **Card Types:** DebiCheck Mandate Authentication is done by means of debit cards only.

5.8.4   **Standard Bank Channels for the Collecting party:**
The Creditor may submit Mandates on the following channels:
* Business Online web frontend. This includes online capture and file upload for single and multiple transactions.
* Business Online Host-to-Host for single and multiple transactions.

5.8.5   **Debtor Authentication channels (dependent on Payer's Bank)**
The Debtor can Authorise the Mandate at any of the following:
* ATM
* Internet Banking
* Mobile Banking (application on phone)
* USSD (Push and Pull)
* Point of sale (POS)
* Call centre
* Bank branch

5.8.6   **Minimum Requirements for a Mandate**
The minimum requirements on Mandate Information are in Appendix B.

5.8.7   **Types of Mandates**

Mandate
A Mandate is an agreement between a Creditor and a Debtor that contains specific terms and conditions allowing the Debtor to Authorise the Creditor to collect from the Debtor's account as stipulated in the Mandate.

The following types of Mandates apply to DebiCheck:

5.8.7.1   **Fixed Mandate:**
This Mandate is used where an upfront, calculated instalment amount is the basis for normal Collection. It includes the maximum instalment/Collection amount used during representment to cater for late payment/arrear interest calculations. This calculated instalment amount due and the maximum instalment/Collection amount are known to and authenticated by the Payer.

5.8.7.2   **Variable Mandate:**
This Mandate is used where an upfront, calculated instalment amount is the basis for normal Collections but where the amount can be amended by the Creditor in respect of variables that are known to and authenticated by the Debtor upfront; e.g. annual increases and loans linked to an interest rate. A Variable Mandate includes a maximum instalment/Collection amount used during representment to cater for late payment/arrear interest calculations. This calculated instalment amount due and the maximum instalment/Collection amount are known to and authenticated by the Payer.

5.8.7.3   **Usage Mandate:**
This Mandate is used for funds to be collected as determined by the use of a service provided during a Payment Cycle where there is an amount due to the value of a Maximum Collection Amount that is known to and authenticated by the Debtor upfront. The instalment amount to be collected must also be known to and authenticated by the Payer upfront.

5.8.7.4   **Registered Mandate Service (RMS)**
Registered Mandate Service, allowing a Creditor to register a Mandate at the Debtor's bank without Authorisation from the Debtor. Registration (of Mandate Information at the Paying Bank) that has not been Authorised by the Payer. The Mandate is therefore not registered as an Authenticated Collection (AC), because no response has been received from the Payer.

5.8.7.5   **Once-off Mandate:**
This Mandate is used for a single Collection or an irregular Collection for an underlying contract for settlement of a contract or where an arrear amount exceeds the Maximum Collection Amount. It will be used within the boundaries of a Fixed Mandate type.

5.8.8   **Mandate Request**
This is the process where the Creditor sends a Mandate instruction to a Debtor for action. The Debtor will be notified by the Debtor's bank of any such request to action on a Mandate. The outcome of the Mandate Request can be "Accepted", "Rejected" or "No Response".

5.8.9   **Registered Mandate Service:**
This is a temporary service to help mitigate the risk where a Creditor has sent a Mandate Request to a Debtor and where the Debtor has not responded to the Mandate Request in the required time frame. This service allows Creditors to resubmit the Mandate initiation in a batch for all Mandates where no responses were received.

5.8.10   **Mandate Amounts**

Amount	Fixed Mandate	Variable Mandate	Usage-Based Mandate
Initial amount	An amount that is not the same as the instalment amount. Insert in Mandate, if applicable.	An amount that is not the same as the instalment amount. Insert in Mandate, if applicable.	An amount that is not the same as the instalment amount. Insert in Mandate, if applicable.
Instalment amount	A fixed, recurring amount	A predetermined, recurring amount (subject to the adjustment category changes)	Instalment amount, if available, is presented.
Maximum amount	Can be up to 1.5 times greater than the instalment amount.	Can be up to 1.5 times greater than the instalment amount (subject to the adjustment category changes).	Maximum amount must always appear.

Adjustment category	Not required to be presented – refers to the ability of the Creditor to adjust the instalment amount and/or maximum amount: this must be defaulted to Never.	Refers to the ability of the Creditor to adjust the instalment amount and/or maximum amount: this may be never, quarterly, biannually, annually or when the repo rates changes. Except when 'repo rate' or 'never' is elected, one of the following must appear– adjustment amount (an amount that the instalment and/or Maximum Collection Amount may be adjusted by based on adjustment category) OR adjustment rate (a rate that the instalment and/or Maximum Collection Amount may be adjusted by based on adjustment category).	Refers to the ability of the Creditor to adjust the instalment amount and / or maximum amount: this must be never, quarterly, biannually, annually or when the repo rates changes. Except when 'repo rate' or 'never' is elected, one of the following must appear– adjust-ment amount (an amount that the instalment and/or Maximum Collection Amount may be adjusted by based on adjust-ment category) OR adjustment rate (a rate that the instalment and/or maximum). Collection amount may be adjusted by based on adjustment category).

5.8.11 Mandate Amendments
All Mandate Information amendment requests must originate from the Ultimate Creditor and submitted to the Debtor's bank via the Sponsoring Bank. The Mandate Amendment request must contain the Mandate Information that needs to be amended as per the fields described in Appendix D.
- Some amendments can be done on Notification to the Debtor only.
- Some amendments require a reAuthorisation by the Debtor before changes are accepted by the Debtor's bank. Should the amendment not be authenticated by the Debtor, the original Mandate will remain in place.

If a User wishes to send a consecutive amendment of a Mandate, the User must only do so after the User has received the response to the initial amendment request.
The Ultimate Creditor must maintain a record of all amendments applied to the Mandate Information.
Amendment requests can be cancelled inflight before the amendment has been authenticated. The original Mandate will remain in place.

5.8.11.1 Cancellations
Cancellations of Mandates may be done in a batch or in real time before or after a Mandate has been authenticated.
Inflight Mandates may be cancelled.
Creditors are required to lodge a cancellation request on expiry of the Debtor's contract or when the contract has been paid up before the expiry date.

5.8.12 Mandate Suspensions
Mandate Suspension refers to a process by which the Debtor requests the Creditor to stop all future debit Payment Instructions relating to a specific DebiCheck Mandate on the Payer's account.
Seven consecutive failed Collections will automatically put a Mandate in suspension.
Scenarios in which the Debtor can suspend a Mandate are as follows:
- When the underlying agreement between the Debtor and the Ultimate Creditor has ended.
- When the Final Collection has been successfully processed.
- When a once-off Collection has been successfully processed.
- When a Debtor sends a "Stop payment".

The Bank will notify the Collecting party on receipt of a Mandate Suspension Notification from the Debtor's bank.
Mandates can only be unsuspended if the Creditor sends an amendment request that requires Authentication. The Mandate will be unsuspended once the Debtor Authorises this.
With Credit Agreements date move is not allowed.
Status reports
Host-to-Host and Online Banking reports are made available to the Collecting party.

5.8.13 Request for Mandate Information
The Creditor may submit a Mandate Information request for one or more Mandates.
Each Mandate Information request must contain the unique Mandate Reference Number, the name of the
Ultimate Creditor and the short name of the Mandate Information held with the Debtor's bank.
The Sponsoring Bank will request the Mandate Information from the Paying Bank and provide it to the Creditor.

5.8.14 Document Retention
The Mandate must be retained by the Ultimate Creditor for at least five years after expiry of the underlying agreement.
The inability of the Ultimate Creditor to produce a Mandate will be taken to mean no Mandate ever existed and will constitute a breach of these Mandate rules and be subject to the DOA process.
Users must retain all documentation and information for a minimum period of five years after last Payment Instruction was processed.

5.8.15 Contract Reference
- A Contract Reference may be amended by the Ultimate Creditor only if no Collection instruction was presented against the Payer's account.
- In the event of such an amendment, the Paying Bank will send a Notification to the Payer, advising the Payer of the amended Contract Reference.

- Once a DebiCheck Instruction is presented against the Payer's account, the Contract Reference will remain unchanged for the duration of the contract unless a new Mandate is obtained.

5.8.16   Disputes

DebiCheck transactions are disputable in the following instances:
- if
    o   the amount differs from the amount Authorised to be collected.
    o   the Payment Instruction was made on a date not agreed.
Both amount and date are in Dispute.
- The Creditor selected the date adjustment indicator as 'Yes'.
- Should a Biller select the date adjustment indicator as "no" and the transaction is presented as per the Mandate's agreed Action Date, the transaction is disputable but not reversible.
- The Mandate is usage-based.

The Bank reserves the right to reverse debit order Transactions on valid Disputes lodged by the Payer. The bank will not get involved in a Dispute between the Biller and the Payer.

5.8.17   Action Date and Date Adjustment

If the Date Adjustment Rule is set to "N", the Ultimate Creditor is only allowed to collect on an Action ate equal to Collection Day or in accordance with the next Business Day Rule.

If the Date Adjustment Rule is set to "Y", the Ultimate Creditor is allowed to change the action date.

This will not always be the Collection Day that was Authorised by the Payer but according to the Date Adjustment Rule set to "Y", it is allowable. Should a Collecting party select "Yes" as the date adjustment indicator, the Mandate becomes disputable and reversible.

5.8.18   Cession/Reassignment

An Ultimate Creditor may not, without the written consent of the Payer, cede or assign any of its rights in terms of an AC Mandate held by the Ultimate Collecting Party to any third party unless:
- the underlying agreement between the Debtor and the Collecting party is also ceded or assigned to that third party; and
- such cession is communicated to the Payer by the original Ultimate Creditor before the Mandate is amended; and
- before any Collections are processed to the account of the Payer in terms of the ceded or assigned Mandate:
- the Ultimate Creditor must notify its original Sponsoring Bank of the cession/assignment;
- the original Sponsoring Bank must lodge a cession/assignment Incident informing PASA of all new changes pertaining to the cession/assignment;
- the Ultimate Creditor must provide the original Sponsoring Bank with the Mandate Amendment request to update the details on the Mandate Register;
- the Sponsoring Bank must forward the Mandate Amendment request to the Paying Bank through the Payments System Operator (PSO / Bankserv);
- the Paying Bank must action the Mandate Amendment request and notify the Payer.
- In the event of assignment/cession the User's abbreviated name and/or the Ultimate Creditor's details may be changed.

5.8.19   File specifications and Message Implementation Guides MIGs
- Requests to be sent in the format for DebiCheck as outlined in the The Bank file specifications and message implementation guides for clients. These may be subject to change as updates take place, and therefore SBSA will communicate the latest version to clients. Users must use the latest versions and may query with the Transactional Account manager if they are unsure what the latest version is.

Reason Codes

Reason codes for Mandates, amendments and cancellations will be published on the MIGS as the latest versions are released.

5.8.20   Participating Banks

On the web frontend, participating banks can be selected on the dropdown list when Mandates and Collections are captured for DebiCheck.

5.8.21   Minimum Requirements for a Mandate (Written, Voice or Electronic)

The minimum information that must appear in all Mandate types (i.e. fixed, variable or usage-based) for voice, written or electronic Mandate (not incorporated into the contract document) or in the contract document (in which the Mandate is also embedded) is set out in point 3 below.

With regards to contract documents, these would then have to be disclosed in order to evidence the existence of the information set out below (if it is not all set out in the Mandate embedded in the contract).

The minimum requirements to be contained in the Mandate/contract are the following:
- Full Username (registered name, including trading name);
- Abbreviated Name (to enable a Payer/Debtor to identify who debited their account, i.e. the same information included on the Payer's/Debtor's bank statement);
- Contract Reference number;
- First Collection date if required;
- Collection date (i.e. if salary date is stated, an indicative date as to when the amount may be deducted from the accountholder's account must be provided);
- Frequency of the Collection (weekly, fortnightly, monthly, quarterly, annually, biannually, and monthly by rule, e.g. third Friday of every month). If the User elects to allow for Collection 'monthly by rule', due to the specificity of the TRS, only certain frequencies are allowed, and therefore a table would have to be included in the Mandate. Refer to the Mandate Frequency codes of the TRS.
- **Date adjustment rule** – this is a field used to indicate that the Collection date may or may not change and is intended to be used for either indicating (i) a fixed Collection date [i.e. the date adjustment rule indicator is '**no**'] or (ii) a Collection date that may change [i.e. the date adjustment rule indicator is '**yes**'].
- **Accountholder's details**, which must include:
    o   the accountholder's surname, full name or initials;
    o   his identity number, passport number or temporary resident's ID number;

- o the name of the accountholder's Bank (as paying/Debtor's bank);
- o the accountholder's bank account number ;
- Disclosure to the accountholder (as opposed to consent) that the account could be tracked for deposits to ensure a successful Collection.

APPENDIX B: MANDATE ELEMENTS

Message Element Name	Description / Comments
Adjustment Category	This field may contain "N" – Never, "Q" – Quarterly, "A" – Annually, "B" – Bi-annually or "R" – Repo.
Authentication Channel	Debtor Bank Authorisation channel to Debtor (e.g. ATM, Internet Banking, Mobile Banking and Card)
Authentication Type	This field may contain - "REAL-TIME" or "BATCH" or "PREAUTH".
Authorisation (MAC)	Used for Card Present (CP) Authentication for TT3.
Collection Amount	Amount of this Payment Instruction – amount due and payable by Debtor.
Contract Reference	The number that the User/Creditor issues to the Payer/Debtor when a contract is concluded between both parties. This will appear on the statement and will be referenced in Mandate Suspension, etc.
Creation Date and time	The format as captured YYYY-MM-DDThh:mm:ss.
Creditor's Account Number	This is the Creditor's bank account number.
Creditor's Bank (Creditor's Branch Number)	The six-digit branch sort code required to identify the bank.
Creditor's Details	Creditor Name, Creditor Telephone Contact Details, Creditor Email Contact Details, Creditor's Account Number, Creditor's Bank (Creditor's Branch Number), Ultimate Creditor's Name (Ultimate Creditor's Identifier), Creditor's Abbreviated Name.
Creditor's Name	35-character field to capture Creditor's name.
Date Adjustment Rule	Used to indicate that Collection Day could change ("Y" = Yes and "N" = No).
Debit Sequence Type	Allows for First, Once-off, Recurring, Represented or Final.

[1]The Mandate must include all the crucial criteria – if all the elements are available in the contract, then they need not appear in the mandate as long as the contract information is referenced correctly. Whether it is to be a single document or separate documents will depend on the creditor. The mandate is complete only when accepted by the Debtor.

[2]Please note that while the mandate may allow for the insertion of the words 'salary date', from a technical perspective this is catered for when a specific Collection date is capture on the mandate. This date can be amended in the Collection request against the mandate if the date adjustment rule indicator on the mandate is set to YES to cater for salary date adjustments.

Debit Value Type	Indicator to describe the Mandate type – Fixed, Variable or Usage-based.
Debtor's Account Number	This is the Debtor's bank account number.
Debtor's Account Type	Current, Savings or Transmission.
Debtor's Details	Debtor Name, Debtor Identification, Debtor Telephone Contact Details, Debtor Email Contact Details, Debtor Account Number, Debtor Account Type, Debtor's Bank (Debtor Branch Number), Ultimate Debtor's Name.
Debtor's Name	Individual responsible for the Mandate Authentication and payment for the Collection.
First Collection Date	Earliest date on which the First Collection can occur.
Frequency	Frequency of Collections – weekly, monthly, quarterly, annually, bi-annually, fortnightly, monthly by rule.
From Date (Mandate Initiation Date)	Date on which Mandate is first submitted for Authentication.
Initiating Party	The name of the Creditor or merchant.

Mandate Reference Number	The Debtor's bank provides this unique Mandate identification in the response if Debtor Authorises the Mandate. This number must be unique in the industry for lifetime of Mandate and consists of the four-character Bank Number assigned by PASA, eight-number Mandate creation date and 10 characters for free format.
Mandate Status	This will reflect the status of the Mandate – Active, Suspended or Cancelled.
Maximum Collection Amount	Maximum amount of any instalment.
Message Identifier	Unique identifier constructed of several elements including date and file number.
Remittance Information	The first 10 characters of statement lines will contain the short name. The next 14 digits are the agreement number. Then a six-digit date indicates the date of Collection (contractual cycle date). The remaining 110 characters must be used for bill presentment.

APPENDIX D: DATA ELEMENTS BUSINESS REQUIREMENTS

Data Element to be Stored in Mandate Register	Description	Notification or Re Authorise with Payer if amended (pain.010 where Debtor Authentication Required = 0226)	Validate Collection/ Debit Payment Instruction against Mandate (as per pacs.003)	Additional Rules
Instalment Value Detail				
Initial Amount	The first / initial Collection value	Reauthenticate	Yes, if provided, and different from instalment amount) **Debit Value Type against Debit Sequence Type:** Fixed (First) Variable (First) Usage (First)	The initial amount may exceed or vary from instalment or Maximum Collection Amount.
Instalment Amount	The regular Collection amount	Reauthenticate if outside adjustment rules.	Yes **Refer to Validation Rules.**	Instalment Amount can-not exceed Maximum Collection Amount, if populated. If Adjustment Category = Never, reAuthentication is required.
Maximum Collection Amount	The maximum amount that the User/Creditor is allowed to collect per Debit Payment Instruction/Collection within the Frequency as Mandated by the Payer/ Debtor.	Notification for Fixed, Variable and Usage-based.	Yes **Refer to Validation Rules.**	Maximum Collection Amount can only be 1.5 times greater than the instalment amount for fixed and Variable Man-date types. If adjustment category = Never, reAuthentication is required.
Adjustment Category	Refers to the ability to adjust the instalment amount and the Maximum Collection Amount. (Never, Quarterly, Biannual, Annual, Repo).	Notification	No	
Adjustment Amount	Amount that the instalment amount and Maximum Collection Amount can be adjusted by based on adjustment category. This value can be negative.	Reauthenticate. If Variable Mandate and amount are within what was Authorised then only a Notification will be sent.	No	

Adjustment Rate	Rate that the instalment amount and Maximum Collection Amount can be adjusted by based on Adjustment Category. This value can be negative.	Reauthenticate. If Variable Mandate and amount are within what was Authorised then only a Notification will be sent.		
Tracking Indicator	Specified if Tracking may be used for Collections.	Notification	Yes	
Mandate Date Details				
Mandate Initiation Date	Date on which Mandate is first submitted for Authentication.	No, not a changeable field.	No	
Mandate Authentication Date	Date on which the Mandate Authentication process was completed by Paying/Debtor Bank and that will be indicated in the response message. Must be stored for each Authentication.	No, not a changeable field.	No	
First Collection Date	The date on which the first Collection (initial and/or instalment amount) can occur each time the Mandate is Authorised.	Reauthenticate.	Yes	
Collection Day	Payer's or Debtor's preferred recurring day for Collection from their bank account. Relative to Frequency.	Reauthenticate.	Yes	Validation can only be done on weekly and monthly basis but not at other frequencies.
Date Adjustment Rule Indicator	Used to indicate that Collection Day could change (yes/no).	Reauthenticate.	Yes	
Frequency	Frequency of Collections (weekly, monthly, quarterly, annually, bi-annually, fortnightly, ad hoc). Relative to Collection Day.	New Mandate required	Yes	Paying/Debtor Bank will check for two payments per Action Date in respect of Frequency.
User/Creditor Detail				
User/Creditor Name	Ultimate Creditor name	Mandate Amendment must be sent by User/Creditor and User/Creditor must notify Payer/Debtor.	No	
User/Creditor Abbreviated Name	Ultimate Creditor's Abbreviated Name to be displayed on the bank statement.	Reauthenticate.	Yes	Follow reassignment process.
Sponsoring/Creditor Bank	Identification of Sponsoring/Creditor Bank (member code or BIC)	No. (Mandate Amendments will be done in bulk by the new Sponsoring Bank/Creditor Bank.)	No	
Contract Reference Number	The number that the User/Creditor issues to the Payer/Debtor when a contract is concluded between both parties. Only one Contract Reference number per Mandate.	New Mandate Required	N/A	

Payer's/Debtor's Details				
Payer/Debtor Name	Name of individual responsible for the Mandate Authentication and payment for the Collection	User can send an amendment request for the Mandate Database and the Mandate Register to be in sync.	No	
Payer/Debtor Identification	Designated individual's ID number/passport number	Notification	No	
Payer/Debtor account number	Account number	Notification if in same bank or else new Mandate required	Yes	
Payer/Debtor account type	Account type (Cheque/Savings etc.)	Notification	No	
Paying/Debtor Bank	Identification of Paying/ Debtor Bank (member code or BIC)	New Mandate required	Yes	
General Attributes				
Debit Value Type = Fixed, Variable *OR* Usage-based	Indicator to describe the Mandate type.	New Mandate required	No	
Mandate reference	Unique industry-wide reference number for the Mandate, generated by the Mandate initiation process (will be provided by the Paying/Debtor Bank in Authorisation request)	New Mandate required	Yes	
Message Authentication code	MAC or authenticated key/electronic signature, if generated by Authentication mechanism	No, not a changeable field	No	
Authentication indicator	Indicator in User's/ Creditor's amendment request to advise if Mandate requires Authentication from Payer/Debtor, or Mandate does not require Authentication from Payer/Debtor.	No, not a changeable field	No	If Mandate Amendment – Creditor must identify if re-Authentication is required. If Paying/ Debtor Bank needs to reauthenticate based on mandatory fields for reAuthentication, but flag is not set, then Paying/ Debtor Bank rejects request.
Authentication channel	Identifies the mechanism used by Paying/Debtor Bank to Payer/Debtor for Authentication.	No, not a changeable field	No	

Note: Notification or reAuthentication will be dependent on the use of the "Debtor Authentication Required" field (where 0226 = no Authorisation is required and 0227 = Debtor Authorisation required) and on the above rules.

Mandate stays authenticated if amount and date elements amendments are reauthenticated.

APPENDIX B: MESSAGE ELEMENT

Message Element Name	Description / Comments
Adjustment Category	This field may contain "N" – Never, "Q" – Quarterly, "A" – Annually, "B" – Bi-annually or "R" – Repo.
Authentication Channel	Debtor's bank Authorisation channel to Debtor (e.g. ATM, Internet Banking, mobile or Card).
Authentication Type	This field may contain "REAL-TIME" or "BATCH" or "PREAUTH".
Authorisation (MAC)	Used for "Card Present" (CP) Authentication for TT3.

Collection Amount	Amount of this Payment Instruction – amount due and payable by Debtor.
Collection Day	Contains a number for the day of Collection as per Frequency selected.
Contract Reference	The number that the User/Creditor issues to the Payer/Debtor when a contract is concluded between both parties. This will appear on the statement and will be referenced in Mandate Suspension, etc.
Creation date and time	The format as captured YYYY-MM-DDThh:mm:ss.
Creditor Account Number	This is the Creditor's bank account number.
Creditor Bank (Creditor Branch Number)	The six-digit branch sort code required to identify the bank.
Creditor Details	Creditor Name, Creditor Telephone Contact Details, Creditor Email Contact Details, Creditor Account Number, Creditor's Bank (Creditor Branch Number), Ultimate Creditor's Name (Ultimate Creditor Identifier), Creditor's Abbreviated Name.
Creditor Name	35-character field to capture the Creditor's name.
Date Adjustment Rule	Used to indicate that the Collection Day could change ("Y" = Yes or "N" = No).
Debit Sequence Type	Allows for First, Once-off, Recurring, Represented or Final.
Debit Value Type	Indicator to describe the Mandate type – Fixed, Variable OR Usage-based.
Debtor Account Number	This is the Debtor's bank account number.
Debtor Account Type	Current, Savings or Transmission.
Debtor Details	Debtor Name, Debtor Identification, Debtor Telephone Contact Details, Debtor Email Contact Details, Debtor Account Number, Debtor Account Type, Debtor's Bank (Debtor's Branch Number), Ultimate Debtor's Name.
Debtor Name	Individual responsible for the Mandate Authentication and payment for the Collection.
First Collection Date	Earliest date on which the first Collection can occur.
Frequency	Frequency of Collections – weekly, monthly, quarterly, annually, bi-annually, fortnightly, monthly by rule.
From Date (Mandate Initiation Date)	Date on which Mandate is first submitted for Authentication.
Initiating Party	The name of the Creditor or merchant.
Mandate Reference Number	Debtor Bank provides this unique Mandate identification in its response if Debtor Authorises the Mandate. This number must be unique in the industry for lifetime of Mandate and consists of four-character Bank Number, eight-number Mandate creation date and 10 characters for free format.
Mandate Status	This will reflect the status of the Mandate – Active, Suspended or Cancelled.
Maximum Collection Amount	Maximum amount of any instalment.
Message Identifier	Unique message identifier constructed of several elements including date and file number.
Remittance Information	The first 10 characters of statement lines will contain the short name, the next 14 digits are the agreement number, and then a six-digit date indicates the date of Collection (contractual cycle date). The remaining 110 characters must be used for bill presentment.

5.9 NAMPAY

As part of a directive by the Payments Association of Namibia to modernise electronic transactions, the existing payments and collections system will be replaced with a new functionality. The new functionality is referred to as NamPay. The NamPay functionality is set out in detail below.

5.9.1 Enhanced Credits (ENCR)
- The following apply to ENCR:
- ENCR payments are cleared three times daily. Standard Bank and other banks' beneficiaries will receive funds on the same day.
- Same-day clearing occurs for domestic Standard Bank and Agent Bank beneficiaries.
- ENCRs are submitted for same-day payments, as well as for future-dated payments where an instruction is submitted up to 90 days before the action date.
- ENCR payments are captured on Business Online through file upload or via Host-to-Host (H2H).
- ENCR instructions are submitted for single payments or in bulk, subject to industry and system rules.
- Existing-file upload is allowed for ENCR payments.
- H2H submissions are allowed in ISO20022 format only.

5.9.2 Near-real-time Credits (NRTCs)
The following apply to NRTCs:
- Clears domestic payments to Agent Bank beneficiaries within 10 to 15 minutes.
- Transactions are captured online.
- Transactional recalls are allowed up to 45 days after the action date.
- A client can only have one credit transaction per instruction.
- H2H submissions are allowed in ISO20022 format only.

5.9.3 Enhanced Debit Orders (ENDOs)
The following applies to ENDOs:
- For domestic collections only – no CMA/cross-border collections allowed.
- There are three collection windows a day. If an initial collection attempt fails, debtor account may be polled three times each day for up to 14 days from the initial action date.
- Collections submitted at least one day in advance, before cut-off time, will be prioritized over same-day collections.
- Collections will be randomised to ensure fair participation for all collectors.

5.9.4 Disputes of Collection Transactions
The following apply to disputes of collection transactions:
- Debtors may dispute collections up to 45 days after the action date.
- Transactions can be disputed for:
  a) unauthorised or mandated debits; and
  b) incorrect debit values.
- The debtor must raise disputes (i.e. requests for reversal) at the debtor's bank.
- Creditors have two business days in which to investigate and accept or reject the dispute.
- If the creditor accepts the dispute, the collection transaction will be reversed.
- If the creditor does not respond within two business days, the collection transaction will be automatically reversed.

5.9.5 Recalls of Payments and Collections
The following apply to the recall of payments and collections:
- Debtors may recall payments and creditors may recall collections up to 45 days after the action date.
- Recall of payments and/or collections is authorised by the account holder.
- If the account holder authorises the recall, the payment and/or collection transaction will be recalled.
- Recalling a collection means that all funds collected are paid back to the debtor.
- Recalling a payment means that the beneficiary account(s) will be debited with the original payment amount.
- If the payment cannot be reversed, the beneficiary's account will be polled for up to 14 days so that a full refund can be attempted.

5.9.6 Clearing Windows for ENDO
Under the NamPay functionality, there are three clearing windows per day – at 06:00, at 10:00 and at 15:00.

5.9.7 Tracking and Tracking Days for ENDO
The following apply to tracking and tracking days selected by the Creditor as part of the NamPay functionality:
- **Tracking** refers to the capability for a debtor account to be polled up to 3 times a day up to 14 days, with "In Tracking" means the status displayed for a collection when the when the initial transaction was not successful and there are remaining clearing windows during which to attempt the collection for that day OR the transaction has more than one tracking day.
- **Tracking Days** means the days on which Standard Bank will continue making attempts to debit the debtor's account for a collection. The number of tracking days must be provided when collections are captured online or when a file is uploaded and submitted through H2H.
- The number of tracking days can be selected for predefined debtors, ad hoc debtors and imported debtors.

5.10 Electronic Collections
Standard Bank's Bureau Service
5.10.1 Bureau Services
Standard Bank's Bureau Services ("Bureau Services") offers Clients highly bespoke cash management offerings that are not readily available to Clients through standard channels and products. Through Bureau Services, Standard Bank can provide solutions and Services for specific or industry needs. These solutions and Services can further reduce effort on the part of Clients.

Bureau Services enables Clients to manage and process file submissions and responses for payments and collections (batch files). The benefit for the Clients is that they do not need to do their own integration (for example through Host-to-Host) and Standard Bank can manage any changes required for files and new Service integrations on behalf of the Client.

Bureau Services has been flagged for an upgrade to cater for additional services. The upgraded version will be known as EasySuite.

5.10.2 EasySuite

EasySuite will provide additional Services to Clients.

The products enabled may require configuration of each of the underlying products on your Standard Bank profiles and on existing channels, for example by enabling NAEDO, BEFTS or SSVS on Host-to-Host to facilitate payments/collections through EasySuite.

5.10.2.1 Introduction

Standard Bank offers an integrated solution with access to several new products, including file conversion Services where Standard Bank can assist to create file upload templates for Clients that enable the submission of files to Standard Bank, without development effort by the Client. The solution also provides a front end web service where Clients can manage Customer Mandates, payments and collections.

5.10.2.2 Overview of Functionality

The functionality detailed below makes it easy for Clients to configure customers and products and also manage Mandates, Payments and Collections through our front-end web service or through integrated services on our API gateway or SFTP.

- As part of the EasySuite Services, a file manager feature enables you to use bank templates already created for the uploading of mandates, collections and payments.
- The DebiCheck service enables business to capture and submit DebiCheck Mandates for authentication and to process and track collections and view responses and statuses as received from the Bank.
- EasySuite provides access to a dashboard that conveniently displays the collection files managed through EasySuite, showing success rates, failures, tracking results and optimal tracking days. This Service will be enhanced over time to provide more insights and to allow the Operator to extract more reports. Most of the file and Mandate Manager modules also allow for data extractions.
- EasySuite leverages Standard Bank's Host-to-Host Service and therefore must comply with and ensure capacity for the Bank's processing times as this service is first processed within the Third-Party systems.

Set	Product	EasySuite Cut-off		User Authentication Expiry
		Weekdays	**Saturdays**	
Mandates	DebiCheck TT1a Real-Time Push and Pull	Open 03:00 Close 19:30	Open 03:00 Close 19:30	180 seconds (End User limited to 90 seconds)
	DebiCheck TT1b Same Day Delayed Pull	Open 03:00 Close 19:30	Open 03:00 Close 19:30	21:00 pm*
	DebiCheck TT2 Delayed Batch	Open 03:00 Close 19:30	Open 03:00 Close 18:30	Up to 36 hours**
Collections	EDO DebiCheck Direct Debit Order	14:00	09:00	N/A
Payments	Automated Disbursements (SSVS)	14:00	08:00	N/A

Case Study A – File Conversion

Our Client has joined Standard Bank or switched banks to Standard Bank and has been informed about the required file formats needed for processing payments or collections. The Client identifies this as a new cost with development and delays in order to deliver a format that meets Standard Bank's requirements.

The Client would prefer to continue using the existing file format.

The Client is made aware of a Service called EasySuite, which offers a file conversion capability. This Service is supported by Standard Bank- which can help the Client to generate the required template to convert the file into a tested and approved file format accepted by Standard Bank.

The Service makes it possible to submit the files through EasySuite. The Client's profile is configured to enable access to EasySuite and front-end/file submissions are tested to ensure that resulting Transactions meet the Bank's and the Client's expectations. The Client can continue to use the template(s) on EasySuite to convert and process his files, and response files can be converted back to the Client's preferred format.

Case Study B – DebiCheck Light

Our Client (for example a gym) has customers with a high risk of unpaids/disputes and it wants to improve/maintain its debit order Collection success ratio. To achieve this, the Client reviews Standard Bank's DebiCheck Service.

The solution must allow the Client's staff to securely sign in and capture mandates in real time and batch DebiCheck Mandates. To accomplish this, the solution requires development by the Client or by an alternative third-party service provider.

The Client would prefer Standard Bank to offer this service/software. After learning about EasySuite, which provides a DebiCheck Light service, the Client is easily onboarded and set up once Standard Bank has done proper due diligence on the Client. The Client can provide its staff with the relevant access and functionality and staff can access EasySuite to capture mandates on a tablet or laptop or hardware of their choice. The Client can now submit mandate authentication requests to the Client's consumers and run collections through EasySuite while also maintaining visibility of the Transactions through Business Online.

The above case studies are for illustration purposes only.

5.11   Data Accuracy

All data provided to the Bank for purposes of the Services must be valid and correct. Incorrect data may result in rejections, which could delay the completion of a Batch.

Note

It is important that the Customer recognise that neither the ACH nor the Bank validates Bank Account numbers against Bank Account names.

It is the responsibility of the Customer to ensure that the correct Debtor's details are used to effect Collections.

The Bank shall not be held liable for any losses suffered by the Customer (howsoever caused and whether direct or indirect) arising out of the Customer use, storage or loading of incorrect / incomplete Collection Batch details. Any negotiation process (or legal claim) with / against the erroneous Beneficiary shall be between the relevant Customer and the relevant Beneficiary. The Bank shall have no involvement in such processes or claims. Furthermore, the Bank shall not be obliged to disclose any Customer account information other than by legal compulsion.

5.12   Transaction Status Feedback

Transaction status feedback gives the Customer detailed feedback at Batch, Instruction, and Transaction level, informing the Customer of the status of the Batch, Instruction, and Transaction while it is being processed. This allows the Customer to monitor failed Transactions that needs further action.

The Customer will also be able to print and / or export the Interim Audit Report before the status is final. Once the Payment Batch reflects a final status, the Final Audit Report can be printed and / or exported. Transaction status feedback is available in Final Audit and Interim Reports for the following Payment categories:

- OWN Transfers.
- Domestic Payments.
- Urgent Payments.

In addition to feedback for OWN Transfers (on base accounts), domestic Payments and Urgent Payments, successful Transaction status feedback can be obtained for the following Payment categories (Based on country capabilities).

- Non-base and FX Own Transfers (OWN Transfers).
- Non-base FX Payments (between two CFC accounts with Beneficiary).
- Cross Border Payments.

Note

The Electronic Banking System will provide a Final Audit Report to confirm whether a Payment or OWN Transfer has been successfully processed by the Bank. This will however reflect in the Balances and Statements available on the Electronic Banking System after Batch processing at the applicable periods.

5.13   Copy Payments, OWN Transfers and Collections

Copy Payments, OWN Transfers and Collections is a solution that allows the User to create a new Batch from a previously processed Batch.
It simplifies the process of making regular, multiple Payments, OWN Transfers or Collections. Users will have the ability to copy the information from a previous Payment Batch, OWN Transfer Batch, or Collection Batch. In order not to duplicate Payment, OWN Transfer, or Collection Batches the User will be prompted to:

- Change the Value Date.
- Confirm the account from which the Payment / OWN Transfer or Collection will be made.
- Confirm the account to which the Payment / OWN Transfer or Collection will be made.
- Approve the transfer amount.
- Confirm the reference number.

5.14   Account Management Services

The AMS is a service that will offer account verification for the Bank Accounts linked to Beneficiaries and Debtors. This service is applicable to country availability, and will perform account validations for the below:

- Loading of a Debtor.
- Loading of a Beneficiary.
- Creation of a Payment Batch.
- Creation of a Collection Batch.

5.15   Available Funds Check

When creating or Authorising a Payment Instruction, the Electronic Banking System will verify if funds are available in the paying or transferring Bank Account. This Service is dependent on country availability and the posting options.

When creating a Payment, the available posting option for the Customer is consolidated.

When the Payment is processed, the Electronic Banking System will reject the Payment Instruction if there are insufficient funds to process the Instruction fully. The Instructions can be resubmitted.

5.16   MyBills
5.16.1   Terminology

- **Bill:** Any bill generated by a Biller for goods sold or services rendered and / or taxes due and payable to Biller.
- **Biller:** A Customer registered with the Bank to issue Bills to the Payer using the Electronic Banking System.
- **Biller ID:** A unique identification number that identifies a Biller.
- **MyBills:** A Service that helps a Biller to reconcile Payments made to them by allowing Payer to add a Biller to their profile and receive their Bills through the Electronic Banking System. The Payer can then make Payments by selecting the Bill from their Profile.
- **Receipt:** The Electronic Banking System produces a receipt that proves that a Payer has made a Payment a Company Beneficiary or Biller.

5.16.2   Overview of functionality

The Electronic Banking System allows Payers to view the outstanding amounts on Bills, the due dates for paying them, and to allocate Payments to those Bills. The Biller will have the capability to generate, view and extract a report on the Electronic Banking System. This report will reflect all the Payments made to the Biller from all Bank channels.

- **Paying a Bill**

The Payer must be linked to the Biller on the Electronic Banking System to be able to use the MyBills functionality. They can do so by searching for the Biller using the Biller name and / or Biller ID, and adding the Biller to their Profile.

- **Declining a Bill (where applicable)**
  The Payer will also have the option to decline a Bill if this is permitted by the Biller through the Electronic Banking System, in which case the Payer will be prompted to provide a reason. The Electronic Banking System will send a notification to the Biller, if a Bill has been declined.

  Payers can choose to pay a previously declined Bill at a later stage. In such cases, the Electronic Banking System will notify the Payer that the Bill was previously declined. The Payer will have the option to continue with the Payment.

Note

The Bank has retrieved the information contained in the Bill from a Biller, based on the information provided by the Payer. While the Bank makes every effort to ensure that the content of the Bill is accurate and complete, the information is provided from the Biller's system and the Bank therefore makes no warranty, whether express or implied, as to the integrity, accuracy, completeness or reliability of the information contained in the Bill.

Even if declined, the Payer will still be responsible to pay the Bill. The Payer must send any queries it has in relation to a Bill directly to the Biller.

Should you not be entitled to receive this Bill, or be Authorised to receive this Bill on behalf of a third party, kindly notify the Biller and disregard the contents of this Bill.

5.16.3 South Africa Revenue Service (SARS) and Department of Labour (DOL) Payments
5.16.3.1 Terminology
- **e-Filing:** Electronic filing on the SARS website.
- **U-Filing:** Electronic filing of unemployment insurance fund on the Department of Labour website.

5.16.3.2 Making a SARS or DOL Payment
- **Register on SARS**
  Customers who have registered for e-Filing on the SARS website can make Payments to SARS using the Electronic Banking System.

  Various types of tax Payments can be submitted online to SARS. These tax Payments include Value Added Tax (VAT), Pay-As-You-Earn (PAYE), the Skills Development Levy (SDL), Provisional tax (IRP6) and Company Income Tax.

  Customers who have registered for e-Filing on the SARS website are able to make SARS Payments via the Electronic Banking System using the SARS Payment Instruction.

  Various tax type Payments can be submitted online to SARS. These tax Payments include but are not limited to Value Added Tax (VAT), Pay-as-you-earn (PAYE), Skills Development Levy (SDL), Provisional tax (IRP6), and Company Income Tax. Customers who are registered for u-Filing on the DOL u-Filing website are able to make DOL Payments for all related Unemployment Insurance Fund (UIF) returns via the Electronic Banking System using the DOL Payment Instruction.

- **Register on DOL**
  Customers who are registered for u-Filing on the DOL U-Filing website can make Unemployment Insurance Fund (UIF) Payments using the Electronic Banking System.

5.16.3.3 Initiate Payment on SARS or DOL
The following steps should be taken to initiate a Payment on the SARS and DOL e-Filing and U-Filing websites:
- Log-onto the respective website.
- Choose to initiate a credit push Payment Instruction by providing:
  - Account name: STD Bank New Business;
  - Credit Push: Standard Bank Business Online; and the
  - Customer ID provided by the Bank.

The Customer ID provided will be validated to ensure that the Customer has already been loaded as a Customer with the Bank.

Note

Validation cannot be confirmed for Customers who have not been activated on the Electronic Banking System and thus cannot continue at this point.

To initiate the Payment, e-Filing / U-Filing website will display the relevant Payment details required for each tax type related to the Customer. SARS and DOL will display for each Payment Instruction the amount due. The Customer will be requested to provide a Payment date and additional comments where required.

Upon confirmation of all details supplied, e-Filing / U-Filing will send the Payment initiation Instruction to the Electronic Banking System so that the Payment can be processed from the Customer Bank Account.

5.17 Processing SARS and DOL Bill Payments
The Electronic Banking System will receive the Payment initiation Instruction from U-Filing / e-Filing and display this Instruction as a Bill for the Customer to pay. The Bill will be available for selection on the dashboard landing page or in the Bills section of the Funds Transfer tab. Upon receiving the Bill, the Customer can choose to either Pay the Bill or Decline the Bill.

5.18 Decline Bill
When a Bill is declined, the Customer must provide a reason for the decline. The "Bill Decline Instructions" will follow the Non- Transactional Authorisation workflow before a decline notification is sent to the respective website i.e. e-Filing / U-Filing. Customers can however still elect to pay declined bills at a later stage. The Electronic Banking System will in such cases notify the Customer that the Bill was previously declined and confirm if Payment should still be made on the Bill.

5.19 Pay Bill
When paying the Bill, it is the responsibility of the Payer to ensure that the following fields are displayed accurately before Payment is processed. These fields are pulled from the SARS / DOL websites and therefore cannot be edited by the Customer on the Electronic Banking System.
- **Biller name:** Will be pre-populated by the Bank.
- **Amount:** This will be the same amount as that reflected on the e-Filing / U-Filing website at initiation.
- **Reference:** This will be the same reference as that reflected on the e-Filing / U-Filing platform.

The SARS / DOL Payments will follow the same Payment Authorisation workflow, where the Payment has to be authorised before sent for processing.

At submission, a notification will be sent to the respective website to indicate that Payment has been initiated for the specified Customer. Another notification will be sent again to the respective websites to either:
- Confirm that funds have been transferred i.e. fully processed.
- Indicate failure of the Payment Instruction to fully process.

Where Payments have failed, the Customer will be required to re-release the Payment as any other Payment. Please refer to the re-release functionality in the Payments section.

SARS / DOL Payments may be future dated to the warehouse like any other Payments. Please refer to the Payments for clarity on future dated Payments.

SARS / DOL Payments are made into the Bank's Bank Account and thus will be processed as a Normal Payments.

6   Pay Alerts
6.1   Introduction

Pay Alert is a notification to a Beneficiary or their nominated representative confirming a Payment that was effected. It can be sent via SMS, fax, or e-mail. Pay Alerts are available for domestic, foreign exchange, and Cross Border Payments (as supported in applicable country). The Electronic Banking System will initiate a pay alert only if Transaction status feedback is successful.

The Customer can subscribe to the pay alert service during set-up and administration.

6.2   Pay Alert Resend

A Pay Alert resend is used when the original pay alert message needs to be sent for the same Transaction again or when the Customer wants to amend the pay alert delivery method (SMS, fax, e-mail).

6.3   Features and Facilities

Both Pay Alert and Pay Alert resend are available on a Customer's Profile. The Bank may, from time to time, request that Customers complete and submit an additional take-on document before the Service is activated.

Note
It is the Customer's responsibility to set up and load Beneficiaries for whom it wishes to send Pay Alert and / or Pay Alert resend messages. Once the Pay Alert message functionality is activated for a Customer, the Beneficiary will receive a Pay Alert message each time a Payment is processed in their favour. Where a Customer has imported a Batch of Beneficiaries, they will be able to modify these Beneficiaries' Profiles and add Pay Alert details for these Profiles.

Beneficiaries receive a single message for each Payment where a Pay Alert has been requested.

Customers may be charged a fee for each Pay Alert / Pay Alert resend message sent and only one of the alert types (fax, e-mail, or SMS) is allowed per Beneficiary.

The Pay Alert functionality is controlled modularly which means that it can be switched on / off, where such functionality is available as determined by the Customer when submitting a Payment Instruction, and provided Pay Alerts are available in a country.

A message will generally be delivered within one hour of it being sent (with a maximum retry time frame of 2 days). No SMS will be sent between 19:00 and 07:00 (Local Time); they will be queued and sent in bulk the following day after 07:00 (Local Time).

A Pay Alert or Pay Alert resend notification sent or received does not constitute confirmation or proof that a Payment has been successfully processed. The Pay Alert is a notification that a Payment has been initiated. The Bank shall not be held liable for the timeous delivery of the alert, due to the Bank's reliance on third party service providers.

The Bank does not warrant or guarantee the timeous or accurate delivery of the pay alert or pay alert resend notifications, and the Bank shall not be held liable for any delays, errors, or failures therein.

6.4   Account Verification Service

AVS ensures that Bank Accounts and Agent Bank Accounts are verified by the Bank before saving the account details as a pre-defined Beneficiary / Debtor. AVS can be used by a Customer when making Payments or Collections, thus saving Customers time and effort instead of paying to and / or collecting from incorrect Bank Accounts. An enhanced version of AVS is available in the form of Real-time Account Verification (**AVS-R**).

The following features are available:
- Enables Customers to send to the Bank the Beneficiary / Creditor account information to be verified;
- Account numbers to be verified can be Bank or Agent Bank account numbers;
- Participating Agent Banks verify Beneficiary / Credit account numbers on behalf of the Bank;
- AVS Customers will receive a verification response approximately 90 minutes after request was submitted. For AVS-R a response will be received within 60 seconds.

AVS and AVS-R will verify the following account fields and information:
- Account holder's name;
- ID/company registration number;
- Bank Account number;
- Bank Branch code;
- Account status (open or closed);
- Length of time the account has been open;
- The type of account it is; and
- Whether the account accepts debits or credits.
- Cellphone number
- Email address

Note
In the case of Agent Bank account verifications, the information is verified by the Agent Bank on behalf of the Bank. Therefore, in such case, in the event of an error, distortion or inconsistency (whether material or not) contained in

the account verification information provided by the Bank to the Customer in pursuance to an Instruction and for whatsoever reason (whether occasioned by a Bank system or third party system), the Customer hereby waives any rights, claims, actions it may have (now and in the future) against the Bank, whether in law or otherwise and indemnifies the Bank against any losses, claims, actions, damages that may arise as a result of or in connection with the erroneous, distorted or inconsistent account verification information provided by the verification service.

Although the Bank will make every effort to ensure that it provides a reliable and accurate verification service, the Bank provides no warranties or guaranties either that the verification service is error-free or that the verification service is not susceptible to malfunctions and possible distortions.

7 Self-Service
7.1 Introduction
The following Self-Service capabilities are available to Users who have been granted access to this functionality to amend appropriate Services on the Electronic Banking System:

- **Instruction Type Limits:** Set per funds transfer type (Payment / OWN Transfer and / or Collection) created on the Electronic Banking System and is set at the Customer's discretion.
- **Create and maintain Beneficiaries:** The Electronic Banking System allows Users to create and store Beneficiaries for future use. The Beneficiaries can be maintained at any time as required by the User. Beneficiaries must be linked to a Payment Type before a Payment can be made to that Beneficiary.
- **Create and maintain Debtors:** The Electronic Banking System allows Users to create and store Debtors for future use. The Debtor can be maintained at any time as required by the User. Debtors must be linked to a Collection type before a Collection can be made to that Debtor.
- **Update Customer details:** After first activation, Users will be able to update general Customer details e.g. contact numbers, addresses etc. Details that cannot be updated by the Customer can be forwarded to the Bank to process.
- **Create and maintain Account Groups:** Allows the User to specify the rules required to group Bank Accounts together for Balances and Statements restrictions for access control.
- **Update password frequency:** The frequency at which the User should change their password can be updated at the discretion of the Customer. The available frequencies are between 1 and 180 days.
- **User Maintenance:** The Electronic Banking System allows a Self-Service Administrator to Create and Maintain Users on the Customer Profile.
- **Service Agreements:** The Electronic Banking System allows the Self-Service Administrator to add value added Services [as available per country] on a Service Agreement i.e.:
  - Pay Alerts
  - AVS/R (Online)
- **Role Maintenance:** The Electronic Banking System allows a Self-Service Administrator to Create and Maintain Roles on the Customer Profile.
- **Customer User Account Maintenance:** User Accounts are created and maintained by a Self-Service Administrator to manage the User's access to the Electronic Banking System for a Customer by assigning the relevant Roles to that User. A User may have one or more User Accounts.

Note
The Bank highly recommends that the Authorisation functionality in regard to the password frequencies be used as a risk mitigation tool.
- **Create and maintain Authorisation Profiles:** The Authorisation Profiles enables the User to specify the rules required to Authorise Transactional Batches and Non-Transactional Instructions.
- **Create and maintain Authorisation rules:** The Authorisation rules enables the Customer to stipulate a sequence of Authorisation for both Transactional Batches and Non-Transactional Instructions.
- **Create and maintain unpaid options:** The unpaids options enables the Customer to select the method in which unpaid Transactions should be displayed, this could be either itemised or consolidated.
- **Create and maintain Payment Types:** A Payment Type groups the Customer's Bank Accounts to be used for certain types of Payments and enable segregation of duties based on access permissions of the Role. It also allows the Customer to specify whether an interim Audit should be applied as part of the workflow before Authorisation. Set and restrict Beneficiaries and ad-hoc Beneficiary options to be associated with the Payment Type. If the Customer wishes to use Host to Host or File Upload functionality the Customer can customise the Payment Type on the editing and reject options.
- **Create and maintain Transfer Types:** A Transfer Type groups the Customer's Bank Accounts to transfer to and from and enable segregation of duties based on access permissions of the Role. It also allows the Customer to specify whether an interim Audit should be applied as part of the workflow before Authorisation.
- **Create and maintain Collection Types:** A Collection Type groups the Customer's Bank Accounts to be used for certain types of Collection Instructions and enable segregation of duties based on access permissions of the Role. It also allows the Customer to specify whether an interim Audit should be applied as part of the workflow before Authorisation. Set and restrict Debtors and ad-hoc Debtor options to be associated with the Collection Type. If the Customer wishes to use Host to Host or File Upload functionality the Customer can customise the Payment Type on the editing and reject options.
- **View FX rates:** Enables the Customer to view exchange rates between two currencies.
- **Branch Codes:** Enables the Customer to search, view, print and export branch codes list per country.
- **Search, view, print and export Branch codes:** Enables the Customer to search, view, print and export branch codes list per country.
- **Service Agreements:** A Service subscribed for by the Customer together with a chosen Bank Account to be linked to such Service.
- **Search and view audit logs:** Enables the Customer to audit log details. The Electronic Banking System will display to the Customer audit records.
- **Search, view and print Bank Accounts:** Enables the Customer to search, view and print the Customer Bank Accounts linked to the Profile.
- **View User Account:** Enables the Customer to view the details of the Roles allocated to the Users on the Electronic Banking System.

7.2   **Authorise Own Beneficiary:**

A User with the applicable Role permissions may select the Authorise Own Beneficiary functionality to create or update Pre-defined Beneficiaries details and then Authorise same without Bank or Self-Service Administrator authorisation.

7.3   **Limit Maintenance**

Overall Payment Limit: The maximum amount of funds a Customer is allowed to pay on the Electronic Banking System which limit is Customer defined. A Customer can specify the rolling period which limit will apply for between 1 and 31 days.

Overall Transfer Limit: The maximum amount of funds a Customer is allowed to transfer on the Electronic Banking System. A Customer can specify the rolling period which limit will apply for between 1 and 31 days.

Overall Collections Limit: The maximum amount of funds a Customer is allowed to collect on the Electronic Banking System which limit is Customer defined. A Customer can specify the rolling period which limit will apply for between 1 and 31 days.

Bank Account Limit: A limit specified by the Customer in Local Currency reflecting the maximum amount of funds the Customer can transfer for each Bank Account per product. A Customer can specify the rolling period which limit will apply for between 1 and 31 days.

User Limit: A limit specified by the Customer in Local Currency reflecting the maximum amount of funds a User is allowed to transact with, on the Electronic Banking System; this limit can be set per product (Payments, OWN Transfers and Collections).

Payment Type Limit: The maximum amount of funds the Customer sets for a Payment Type. The Customer can specify the rolling period this limit will apply for between 1 and 31 days.

Transfer Type Limit: The maximum amount of funds the Customer sets for a Transfer Type. The Customer can specify the rolling period this limit will apply for between 1 and 31 days.

Collection Type Limit: The maximum amount of funds the Customer sets for a Collection Type. The Customer can specify the rolling period which limit will apply for between 1 and 31 days.

Approve Limit Exceeds: Functionality that may be used by the Customer where there has been a breach on the limits set by the Customer. The appointed User will be able to approve any Customer limit breaches. This functionality will not be applicable to Credit Limits.

7.4   **File Mapper**

File Mapper is a tool that enables the Customer to create templates to be used in conjunction with their own files when transacting on the Electronic Banking System as well as to create templates to be used in conjunction with the Electronic Banking System and their ERP or line of business system. By creating a template, this functionality allows the Customer to define the file, Instruction, and Transaction structure of their own file. The file formats are available: csv, xml, txt and xls. The Customer must then map the file fields in their own file to the Electronic Banking Systems fields as well as from the Electronic Banking System to their ERP or line of business system.

The purpose of the template is for the Electronic Banking System to understand how to read and extract the data from the Customer file and how to read and extract the data from the Electronic Banking System to the Customers ERP or line of business system.

Both input and output file formats are available for File Mapper.

- Input Files include the following capabilities:
  - Import Transactions for Payments and Collections,
  - File Upload for Payments and Collection, Beneficiary/Debtor files.

- Output Files include the following capabilities:
  - Statements,
  - Unpaids (Bank and ACH Returns),
  - Audit Reports,
  - Beneficiary and Debtor export.

7.5   **Credential Management**

Credential management is a Self-Service functionality that allows the Customer to manage their password and token credentials via the Self-Service functionality without Bank intervention.

The Customer must nominate a Self-Service Administrator to manage the password and token functionalities.

Note

It is the responsibility of each User to protect their logon credentials and token device as no Standard Bank Group member will be held liable for any losses, damages or claims suffered by the Principal and / or Participant(s) as a result of any fraud committed due to the negligence or wilful misconduct of a User, Designated Person, Authorised Signatory or Customer.

It is the responsibility of the Principal and / or the Participant(s) to advise the Bank immediately upon a User ceasing to be employed and/or authorised to transact on its behalf on the Electronic Banking System. The Principal and / or Participant(s) jointly and severally indemnify each Standard Bank Group member from any losses, claims and/or damages suffered as a result of the failure of the Principal and / or Participant(s) to advise the Bank accordingly.

7.5.1   **Password Management**

If the User's password is locked or forgotten, the credential management functionality will enable the Self-Service Administrator to reset and activate the User's password on the Electronic Banking System.

The password credential management options on the Electronic Banking System are as follows:
- **Activate:** The Self-Service Administrator will activate a password, before the User will be able to successfully log-on to the Electronic Banking System;
- **Reset:** Password credentials will be reset by the Self-Service Administrator in order for the User to create a new password that will thereafter be activated by the Self-Service Administrator.
- **Lock:** The Self-Service Administrator will have the ability to lock a User's password in order to ensure that a User does not have access to the Electronic Banking System.

Note

User passwords and User reset keys are confidential and must not be divulged or given to anyone. Any breach of security through the unlawful use of a password / User reset keys will be the responsibility of the holder of the User ID.

7.5.2 Token Management

If the Customer User's token has been locked or needs to be synched, or requires back-up, the Self-Service Administrator will be able to manage the token management functionality by logging on to the Electronic Banking System.

- If a User's token is locked, the Self-Service Administrator needs to activate the token before the User can log-on
- If a Token has been backed-up, the User will receive an OTP via a SMS, to enable the User log-on to the Electronic Banking System.

The token credential management options on the Electronic Banking System are as follows:

- **Activate:** The Self-Service Administrator must activate the token before the User will be able to successfully log-on to the Electronic Banking System,
- **Temporary back up:** In a situation where a User's token is off site, the User must contact the Self-Service Administrator to arrange a temporary OTP to be sent to the User's mobile device via SMS. The Self- Service Administrator will set the token credential into a temporary back-up status, which will allow the User to log-on with a OTP via SMS for 1 day (up to 10 times).
- **Back-up token re-issue:** Should the token be lost or stolen the User must contact Self-Service Administrator needs to be advised and a new token requested. The Self-Service Administrator will set the token credential into a back-up re-issue status will allow the User to log-on with a OTP via SMS for 5 days (up to 25 times).
- **De-link token from User:** The Self-Service Administrator can de-linked a token from a User by selecting the de-linked option on the Electronic Banking System.
- **Lock token:** The Self-Service Administrator may lock a User's token in order to prohibit a User's access to the Electronic Banking System.
- **Re-sync token:** If a User enters their OTP incorrectly 3 times (locked) or the token is placed in back-up status, the token will require Re-sync by the Self-Service Administrator.

Note
The Bank highly recommends that an Authoriser status be added to the workflow when appointing the Self-Service Administrator Role.

Please refer to Section 16 for more information on passwords and tokens.

7.6 Reset Own Password
7.6.1 Introduction

A User who has locked or forgotten their password may select the Reset Own Password functionality to reset their own password without Bank or Self-Service Administrator authorisation.

7.6.2 Terminology

Reset Own Password: Functionality that allows a User to reset their own password without Bank or Self-Service Administrator authorisation.

Authentication Code: A unique numerical code generated by the Electronic Banking System and sent to the User via SMS and / or email to the contact details on the User Profile, in response to a Reset Own Password request. The Authentication Code will be used to verify the User on the Electronic Banking System.

Resend Authentication Code: A unique numerical code generated by the Electronic Banking System when an Authentication Code needs to be resent for the same Reset Own Password request.

7.6.3 Functions available:

The Designated Person must subscribe for each eligible User to be granted access to the Reset Own Password functionality.

When needed, the User will select the Reset Own Password link at log-on. The User will then enter the received Authentication Code as well as their token generated OTP.

If the Authentication Code was not received, the User may select same via the Resend Authentication Code link. The new Authentication Code must then be entered together with their token generated OTP.

Note:
The Authentication Code and the token OTP must be submitted together to mitigate any fraud related activities on the Electronic Banking System.
In the event the User enters an incorrect Authentication Code and / or token OTP, the User will receive an error message and will have to restart the Reset Own Password process.

8 Anti-Money Laundering and Prevention of Terrorist Financing

The Bank's Money Laundering Control office has set out the minimum standards for Customer acceptance and KYC requirements, as is applicable in that Bank's jurisdiction. A Customer has to be KYC-ed prior to entering into a business relationship or conducting a single transaction with the Bank and the record must be reviewed on a regular basis.

From an anti-terrorist funding perspective, the Bank monitors all SWIFT Payment messages as well as other SWIFT message types (both inward and outward) which are routed through our SafeWatch software, checking against numerous external and internal watch lists. Examples of the watch lists are OFAC, Standard Bank of England, United Nations, European Union and the Hong Kong Monetary Authority. In total, we monitor against approximately 30 watch lists.

Note
In this context the relevant Bank reserves the right to reject Payment Instructions (and return funds less the standard processing fees) that do not contain complete remitter information and / or or fail sanctions screening. No Bank shall be liable for any losses occasioned as a result of the aforementioned Payment rejections and / or funds returns made by it.

9 Single Sign-On

Customers have the ability to access additional products through the Electronic Banking System. The following single sign-on products are available:

- International Trade.
- Investor Services Online.
- Cash Management – Liquidity Management Services.

10 Billing Advices

As part of the AMDOCS monthly billing run, AMDOCS generates a Billing Advice, which is sent to the Electronic Banking

System. Users can view Billing Advices on the Electronic Banking System once enabled for the Customer.
The charges raised by AMDOCS are grouped per billing Bank Account number and then per charge code.

10.1 Transactional Instructions or events

The following Transactions are Billing Events:
* Own Transfers (IATs)
* Third Party Payments
* Collections

Where feedback is required from a downstream system, e.g. for Third-Party Payments, the Electronic Banking System will only create the event on receipt of the feedback. Events are raised for successful and failed Transactions.

10.2 Non-Transactional Instructions or events

Non-Transactional Billing Events include the following:
* **Customer Setup** – an event is automatically created by the Electronic Banking System when the Customer is set up. The event is raised at the point where the first ordering (Transacting) account is added to the Customer's Service Agreement in the "Accounts" tab (after submission and, where applicable, audit/authorisation). No subsequent events are raised if additional ordering accounts are added to the agreement.
* **Monthly services** – an event is automatically created by the Electronic Banking System on the last day of the month and is included in the last billing event file sent to AMDOCS for that month. One fee is raised per client against the non-transactional billing account nominated in the Electronic Banking System.
* **Unpaids** – an event is automatically created by the Electronic Banking System when the unpaids file is received from the relevant downstream systems. An "unpaid" event is created for every Unpaid/uncollected Transaction.
* **Beneficiaries** – an event is automatically created by the Electronic Banking System on submission or audit/authorisation of the following actions taken in respect of Beneficiaries:
  * Create
  * Update
  * Repair
  * Delete
* **Debtors** – an event is automatically created by the Electronic Banking System on submission or audit/authorisation of the following actions taken in respect of Debtors:
  * Create
  * Update
  * Repair
  * Delete
* **Notifications** – an event is automatically created by the Electronic Banking System when an OTP or a Pay Alert is generated.
* **Administration** – an event is automatically created by the Electronic Banking System when a password is reset.
* **Credential order** – an event is automatically created by the Electronic Banking System when an order is placed for a new or a replacement token.
* **Ad-hoc** – the following ad hoc events can be initiated by the Bank User:
  * On-site training (specialist or non-specialist)
  * Telephone training (specialist or non-specialist)
  * Travel
  * Recalls
  * Disputed items

Note: Amdocs Billing Engine is used in the following countries, DRC, Botswana, Malawi, Namibia, Swaziland, Lesotho and Cote d'Ivoire

11 Intermediated Money Transfer Tax (IMTT)
Introduction

The Zimbabwean Government currently charges a 2% tax on Payments.

* IMTT of 2% for ZWG and FCY.
* Lower limit of ZWG equivalent to USD5 at prevailing exchange rate
* Upper limit of ZWG equivalent to USD500,000 at prevailing exchange rate
* Maximum IMTT of USD10,150 or ZWG equivalent at prevailing exchange rate for transaction of USD500,000 or more.

The following Payments will be exempt from IMTT:

* Payments for the purchase or sale of marketable securities.
* Payments for the purchase or redemption of Money Market instruments.
* The Payment of remuneration.
* Payments to or from the Zimbabwe Revenue Authority for the Payment or refund of any tax, duty or other charges.
* The intra-corporate Payments.
* Payments from (but not into) specified trust accounts.
* Payments by Zimbabwe Government from the Consolidated Revenue Fund or from funds established in terms of section 18 of the Public Finance Management Act [Chapter 22:19].
* Payments to any pension fund or to Beneficiaries of such a fund.
* Payments for the procurement, production or sale (wholesale or retail) of a petroleum product by a petroleum company licensed in terms of Part VI of the Petroleum Act [Chapter 13:22].
* Payments for the purchase of auction or contract tobacco from buyers or contractors to auction floors, the transfer of funds by contractors and auction floors to growers of tobacco for deliveries of tobacco, the transfer of funds for the purchase of tobacco by tobacco buying companies to auction floors and the transfer of funds by contracting companies and auction floors to farmers for deliveries of tobacco.
* Claims settlement to Medical Service Providers from Medical Aid Societies.
* The transfer of insurance premiums by brokers to insurance companies and subsequent transfers to reinsurers, asset managers and retrocessionaires.

- Payments to mining houses by the Minerals Marketing Corporation of Zimbabwe.
- Payments between an individual's Mobile Wallet and/or Bank Accounts.
- Payments from Mobile Money trust funds for the purchase of electricity.
- Payments to merchants by financiers for the purchase of cotton and Payments to farmers by merchants for deliveries of cotton.

The Electronic Banking System allows the Client to comply with these IMTT requirements by letting the Client capture the above IMTT Tax Conditions for each Instruction, where applicable.

The IMTT Tax Condition descriptions that may be selected on the Electronic Banking System are:
- IMTT Taxable Transaction
- Remuneration (Salaries/Wages)
- Pension Payment
- Tax/Duty Payment
- Tobacco-related Payment
- Petroleum Payment
- Marketable Securities
- Money Market Instruments
- Intra-corporate Payment
- Nostro (FCA) Payment
- Medical Aid Settlement
- Insurance Premium
- Trust Account Payment
- Mining House Payment
- Government Transfer
- Mobile Money Wallet
- Mobile Money Trust Funds
- Cotton-related Payment

The above requirement applies only to Zimbabwe

12 International Trade
12.1 Introduction
The International Trade module is available through the Electronic Banking System, which will allow Customers access to basic trade and open account trade finance functionality via an online platform instead of manually.
The following Services are available via the International Trade Module:
- Supplier Finance
- Receivables Discounting
- Invoice Finance
- Import Letters of Credit
- Export Letters of Credit
- Import Collections
- Nigeria Import Regulatory
- Form M
- PAAR
- FECD
- General Correspondence
- Parties
- Clauses
- Templates
- Email Group Maintenance
- Email Notification

12.2 Terminology
- **Authorisation Level:** The value range of the limit specification for Authorisation. Multiple Authorisation levels can be defined.
- **Authorisation Rules:** The combination of Authorisation Levels assigned to Authorisation Classes necessary to release a Transaction.
- **Administrative User:** A User with access to a Non-Transactional Instruction on the Electronic Banking System.
- **Authorise Own Transaction:** An Authorisation Rule that allows the Customer to disregard segregation of duties.
- **Bank User:** A user appointed by the Bank who has access to the Profile to perform Non-Transactional Instructions on the Electronic Banking System on receipt of an Instruction from the Customer.
- **Banking Day:** Any day on which the Bank is open for trade in Local Time.
- **Base Currency:** The Local Currency.
- **Bills for Collection:** The handling of Documents by Banks in accordance with Instructions received, and the delivery of Documents against Payment and / or against Acceptance.
- **Business Day:** A business day is an official working day, and within specified business hours, for the country the Customer is Transacting in.
- **File Upload Auto Release:** An Authorisation Rule that allows the Customer to disregard segregation of duties on the upload invoice(s) function in Open Account Trade Finance.
- **File Upload, Fail All on Error:** An Authorisation Rule that allows the Customer to stipulate the outcome of uploaded invoices that fail validation.
- **Group Name:** The collective name for a collection of Customer IDs on International Trade, where these Customer IDs form part of a larger/international company.
- **Group Structure:** The functionality where Customer IDs are linked to a Group Name.
- **Import Collections:** Facilitation of a trade transaction using a payment method wherein the banks manage the flow of Documents (between Buyer and Supplier).

- **Maturity Date:** The date on which the Letter of Credit matures.
- **Pre Arrival Assessment Regime (PAAR):** The process whereby an Importer or its agent submits import Documents for assessment and clearance before the arrival of the cargo.
- **Request for Quote (RFQ):** A request from the Customer for the Bank to contact the Customer with a quote on the rate of exchange.
- **Sanctioning Body:** Any one or a combination of the Office of Foreign Assets Control of the Department of Treasury of the United States of America, the United Nations Security Council, the European Union, Her Majesty's Treasury, Ministry of Economy, Finance and Industry" to align to the amended Group Sanctions policy. and any other sanctioning body designated by the Bank from time to time.
- **Sequential:** The purchase and assignment of invoices / bills / promissory notes raised by a Supplier on approved Buyers and in consideration of this purchase, funding or discounting is provided to the Supplier against the qualifying invoices / bills / promissory notes.
- **STR:** Suspicious Transaction Reporting.
- **Supplier:** An entity that is the source of goods or services to the Buyer. The supplier is the recipient of funds paid by the Bank. In relation to Receivables Discounting, the entity provides the Bank with an acknowledgement that they are the suppliers of goods and / or services to the Buyer.

12.3 Segregation of Duties

The Segregation of Duties is a key component to managing the Service and associated risks.

The Bank will create and set-up a Profile in the International Trade module. All other security and User access rights can also be administered by the Bank User.

12.4 Data Accuracy
Data must be accurately captured in the fields in the Electronic Banking System. All mandatory fields must be completed.

12.5 Company Hierarchy
The Customer may specify a group of companies and hierarchical structure of those companies when setting up a Profile.

12.6 Open Account Trade
12.6.1 Introduction
The Open Account Trade module provides access to three products namely, Supplier Financing, Receivables Discounting and Invoice Financing. These products allow Buyers and Suppliers to interact over the Electronic Banking System for the loading and Authorisation of Invoices and ultimately financing (and / or discounted Payment) by the Bank.

The following diagram depicts the relationship programme which is created per Buyer or Supplier.
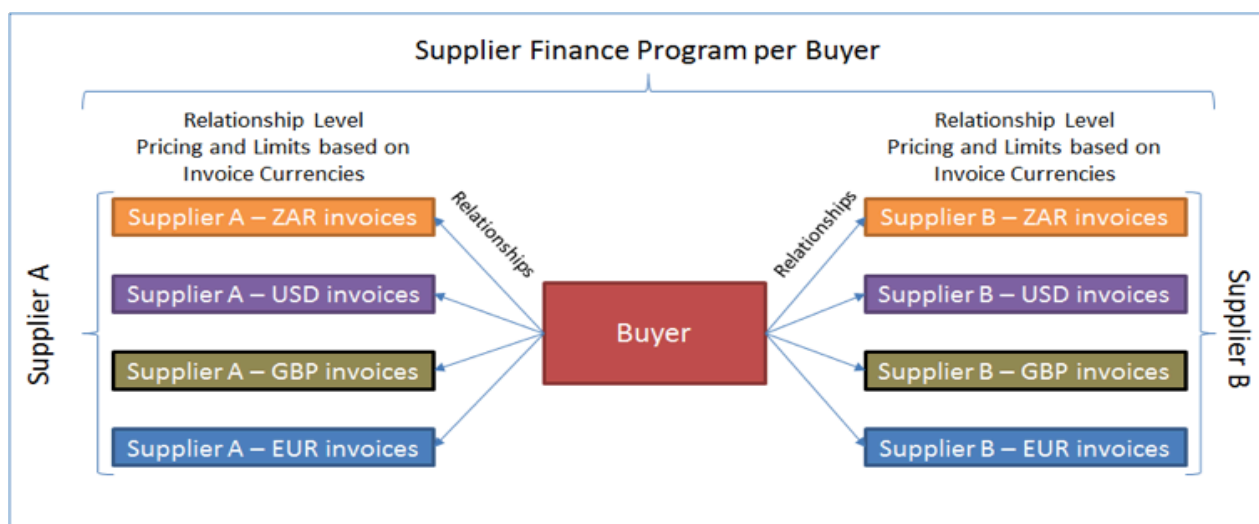
A Buyer-Supplier programme is created to facilitate the relationship between a Buyer and its many Suppliers (and vice versa). A Buyer-Supplier relationship may exist per currency. Invoices provided by Buyers/Suppliers are consolidated into loans based on the relationship between Suppliers and Buyers as well as based on currency and tenor combinations.

12.6.2 Terminology
- **Buyer:** One or more of the underlying clients of the Supplier and is the entity responsible for repayment of Invoices on Due Date.
- **Due Date:** The Maturity Date of each Invoice, being the date which is a Business Day, on which the receivable is due to be paid by the relevant Buyer.
- **Invoices:** The documents made out in the name of the Buyer evidencing the Supplier's rights to receive amounts from the Buyer (denominated in the currency of such a document) for goods shipped or services sold.
- **Receivables Discounting:** The purchase and assignment / cession of invoices / bills / promissory notes raised by a Supplier on approved Buyers and in consideration of this purchase, funding or discounting is provided to the Supplier by the Bank against the qualifying invoices / bills / promissory notes.
- **Supplier:** An entity that is the source of goods or services to the Buyer. The supplier is the recipient of funds paid by the Bank. In relation to Receivables Discounting, the entity provides the Bank with an acknowledgement that they are the suppliers of goods and / or services to the Buyer.
- **Supplier Finance:** A product which provides Suppliers of a Buyer with the option of receiving the discounted value of their Invoices from the Bank prior to Payment by the Buyer on the Invoice Due.

12.6.3 Functionality Available
Upload Invoices via the Service using the File Upload functionality provided for on International Trade
- **View Upload Status:** View Invoice upload status for uploaded or captured invoices.
- **Supporting Documentation:** Capture additional, or correct, supporting documentation for invoices which have been captured / uploaded.

- **Capture Invoice:** Capture Invoices directly via the Service on the front end screen fields available.
- **Authorise Invoices:** Authorise Invoice changes, Invoices status, and is the point at which financing can take place, based on the financing options selected.
- **View Pre-Financed Invoices:** View invoices that have been submitted and are awaiting approval.
- **View Financed Invoices:** View Invoices which have been sent to the Bank for financing.
- **View Settled Invoices:** View Invoices which have been settled.
- **View Past Due Invoices:** View invoices that are still open after their due date has been reached.
- **View All Invoices:** View all Invoices that are uploaded, pending, outstanding, financed and / or settled.
- **Modify Invoices:** Amend invoices prior to their Authorisation.
- **Delete Invoices:** Delete Invoices prior to their Authorisation.
- **Unlock Transactions:** Transactions prior to their approval may be edited.
- **View Relationships:** Provides a view of the relationships applicable to the Customer.

Functions for Suppliers of Supplier Finance:
- **Capture Finance Request:** Select Invoices which may be authorised for financing by the Bank.
- **Authorise Finance Requests:** Authorise the finance request for the Bank to action the financing.
- **View Finance Requests:** Determine the status of Invoices.
- **Unlock Transaction:** Transactions prior to their approval may be edited.

12.6.4 Dates

Issue Date
- The issue date on the Invoice. The issue date cannot be earlier than 90 days from the date it is created in the Electronic Banking System.

Expected Finance Date
- The date on which the Supplier expects finance (Payment) to happen (today (**T**)+2) (assuming approvals before 13:00);
- Invoices with a Value Date of today will be paid in two days' time (T+2) (assuming approvals before 13:00);
- If the expected finance date falls on a non-business and / or a currency holiday, the date on which Payment will be made moves to the next available Banking Day; and
- Where Invoices are within the minimum finance days of the Maturity Date as set out in the product agreement, the Invoices will be rejected by the Service.

Invoice Maturity Date
- The date on which the Customer must repay the Bank;
- If the Maturity Date falls on a non-business and / or a currency holiday, the date on which Payment is expected moves to the next available Banking Day; and
- Collections and direct debits (debit orders) will be processed on the Maturity Date.

Minimum Finance Days
- The minimum period of financing as defined in the underlying relationship.
- At minimum the number of days between the Maturity Date and Expected Finance Date.
- Where Invoices are within the minimum finance days of the Invoice Maturity Date as set out in the product agreement, the Invoices will be rejected

Transport Date:
- The transport date of the goods related to the Invoice that has been captured / uploaded for financing.
- Cannot be later than the Invoice Maturity Date.

12.6.5 File Uploads
- The file type supported currently is XML ISO20022 standard.
- The Customer can upload Invoices in the Electronic Banking System as a single file or a compressed file containing multiple XML files.
- The compression software supported for file uploads is Winzip or native Windows OS zip capabilities.
- The maximum number of Invoices supported in a compressed file cannot exceed 500.
- When browsing for Invoices to upload, the Native Windows OS file browser capabilities will be used.
- All successful Invoices which have passed Electronic Banking System validation will have been received into the Electronic Banking System for further processing by the Customer.
- On screen error messages are provided to the Customer indicating which Invoices are unsuccessful and the reasons for failure.
- Any unsuccessful Invoices can then be corrected and re-uploaded or captured manually in the Electronic Banking System by the Customer.

12.6.6 Credit Limits
- A Credit Limit in respect of the underlying relationship between the Buyer and Supplier is captured within the Electronic Banking System. Invoices are validated against same Credit Limit prior to financing. Invoices exceeding that Credit Limit will be declined for financing. Where an Invoice is declined for financing, the Buyer will be liable to pay their Supplier directly for the outstanding Invoice amount.
- Reinstatement of the Customer's Credit Limit is subject to settlement of outstanding loans. Where the settlement of outstanding loans occurs on the same day as a Payment, the Customer's Credit Limit may not yet have been updated which will cause the Invoice to be declined for financing. In such an event, please contact the call centre (normal process) for further options

Note

Upon the Customer successfully repaying the Bank for settled Invoices, the Bank may process reversals to the Bank Account and the Customer hereby consents thereto. The reversal may incur charges to the Customer.

12.6.7 Transaction Status Feedback

Transaction status feedback gives the Customer detailed feedback at Invoice level, informing the Customer of the Status of the Invoice while it is being processed. This allows the Customer to monitor failed Invoices that need further action

Process Step	Processing Event	Process Status	Status Description
Capture Invoice	Invoice Captured	Awaiting Authorisation or Authorised.	The Invoice has been successfully captured on the Electronic Banking System and is awaiting Authorisation or has been Authorised.
Upload	Processing	(The Upload process is in progress and will update the business status once completed)	The uploaded XML or zip file is being processed by the Electronic Banking System.
Upload	Partial Validation	Awaiting Authorisation or Authorised.	The zip file contains files that have failed the validation process. The invoices that did pass the validation will have a transaction status of Awaiting Authorisation. Once it has been Authorised the status will change to Authorised.
Upload	Validation Complete	Awaiting Authorisation or Authorised.	The xml file or zip file has validated without any processing errors. The Invoices that did pass the validation will have a transaction status of Awaiting Authorisation. Once it has been Authorised the status will change to Authorised.
Upload	Failed Upload	(The invoice will not exist in the database)	The file has failed the validation process and will not be visible in the Electronic Banking System except for in the view upload status function.

12.6.8 Notices and Electronic Banking System Advices

The Electronic Banking System provides for various notifications during the life cycle of the Invoice. These notifications, called advices, are used to confirm or remind Customers on the status of their Invoices.

- **Discount advice:** The Electronic Banking System will generate an advice to the Customer's Supplier when the Bank has facilitated the capturing of Invoices on behalf of the Buyer.
- **Finance advice:** The Electronic Banking System will generate an advice to the Customer on financing of the approved Invoices indicating which invoices have been financed.
- **Reversal advice:** The Electronic Banking System will generate an advice to the Customer when a loan has been reversed and indicate the impacted Invoices which may or may not be available for refinancing.
- **Amendment advice:** The Electronic Banking System will generate an advice to the Customer when a loan has been amended and indicate the impacted Invoices.
- **Request for Payment Advices:**
  - **30 day collection advice:** The Electronic Banking System will generate an automated advice 30 business days in advance of the financed Invoices Maturity Date reminding Customers which financed Invoices are to be repaid on Invoice Maturity Date.
  - **7 day Collection advice:** The Electronic Banking System will generate an automated advice 7 Business Days in advance of the financed Invoices' Maturity Date reminding Customers which financed Invoices are to be repaid on Invoice Maturity Date.
  - **0 day Collection advice:** The Electronic Banking System will generate an automated advice on the day of the financed Invoices Maturity Date reminding Customers which financed Invoices are to be repaid on Invoice Maturity Date.
- **Past Due collection advice:** The Electronic Banking System will generate an automated advice the Business Day following the financed Invoices Maturity Date reminding Customers which financed Invoices were to be repaid on Invoice Maturity Date and are now overdue.
- **Settlement notification advice:** The Electronic Banking System will generate an automated advice indicating which of the financed Invoices have been settled.
- **Closure advice:** When Invoices are within the Minimum Finance Days and are automatically closed by the Electronic Banking System, this advice will be generated to indicate that the Invoice is to be settled manually by the Buyer.

12.6.9 Cut-off Times
Supplier Finance: Buyer cut-off times
- Auto-financed Invoices will be sent to the Bank's operations area for processing based on Buyer's approval being received before cut-off time.
- All Invoices Uploaded / Captured and approved by a Buyer before 13:00 Local Time will have a Payment Value Date of T+2 days; and
- Invoices Uploaded / Captured and approved by a Buyer after 13:00 will have a Payment Value Date of T+ 3 days.
- Where auto-finance is not required, Invoices will be sent to the Bank's operations area for processing when the Supplier's approval has been received by the Bank before the applicable cut-off times.

Supplier Finance: Supplier cut-off Times
- Finance requests approved by a Supplier before 13:00 will have a Payment Value Date of T+2 days; and
- Finance requests approved by a Supplier after 13:00 will have a Payment Value Date of T+3 days.

Note
Where a Supplier elects to not finance the Invoices, the Buyer will be liable to pay the Supplier directly for that Invoice. The Bank is not liable for any repayments.

Receivables Discounting
- Invoices will be sent to the Bank's operations area for processing based on the Supplier's approval received before cut-off time.

- All Invoices Uploaded / Captured and approved by a Supplier before 13:00 will have a Payment Value Date of T + 2 days; and
- Invoices Uploaded / Captured and approved by a Supplier after 13:00 will have a Payment Value Date of T +3 days.

Invoice Financing
- Invoices will be sent to the Bank's operations area for processing based on the Customer's approval received before cut-off time.
- All Invoices Uploaded / Captured and approved by a Customer before 13:00 will have a Payment Value Date of T+2 days; and
- Invoices Uploaded / Captured and approved by a Customer after 13:00 will have a Payment Value Date of T+ 3 days.

12.7 Import Letters of Credit
12.7.1 Introduction
A letter of credit (**LC**) is an irrevocable undertaking by the Bank, at the request of the Applicant, in which the Bank obligates itself to pay the Beneficiary up to a stated amount within a prescribed timeframe, upon presentation of documents that conform to all the terms and conditions requested by the Applicant. The Import Letters of Credit module provides the Customer access to the Electronic Banking System to originate the application of a Letter of Credit.

Note
Letters of Credit are subject to the terms and conditions as defined by the International Chamber of Commerce Uniform Custom and Practice for Documentary Credits (UCP 600) as amended from time to time.

12.7.2 Terminology
- **Advising Bank:** A bank that advises the credit at the request of the Issuing Bank.
- **Applicant:** A Customer on whose request the Letter of Credit is issued.
- **Beneficiary:** The party in whose favour a LC is issued.
- **Complying Presentation:** A presentation that is in accordance with the terms and conditions of the LC, the applicable provisions of the UCP 600 rules and international standard banking practice.
- **Confirmation:** A definite undertaking of the Confirming Bank, in addition to that of the Issuing Bank, to honour or negotiate a Complying Presentation.
- **Confirming Bank:** A bank that adds its confirmation to a LC upon the Issuing Bank's authorisation or request.
- **Issuing Bank:** The bank that issues a credit at the request of an Applicant.
- **Letter of Credit:** An irrevocable undertaking by the Issuing Bank, at the request of the Applicant, in which the Issuing Bank undertakes to honour a Complying Presentation.

12.7.3 Functionality Available
- **Apply for Import LC:** Allows the Customer to apply for an Import Letter of Credit.
- **Apply for Amendment:** Allows the Customer to apply for an amendment of an existing Letter of Credit.
- **Decision on Discrepancies:** Provides the ability for the Customer to view the decisions on discrepancies of the Letter of Credit and allows the user to accept or reject the discrepant documentation.
- **Authorise Transaction:** Authorise the previously captured Letter of Credit.
- **Modify Transaction:** Modify Letter of Credit (before Authorisation).
- **Payment:** Instructions Payment Instructions to the Bank upon drawings received.
- **Unlock Transaction:** Unlock a locked Transaction.
- **View Import LC:** View the Import Letter of Credit.
- **Delete Transaction:** Allows the User to delete a Transaction related to the Letter of Credit.

12.7.4 Notices and Electronic Banking System Advices
The Electronic Banking System provides for various notifications during the life cycle of the Import Letter of Credit. These notifications, called advices, are used to confirm or remind Customers on the status of their Import Letter of Credit.
- **Customer debit advice:** An advice detailing the charges levied for the Transaction against the Customer's Bank Account.
- **Payment advice:** An advice detailing how the Payment was effected by the Bank.
- **Document schedules:** Schedule listing the various documents received by the Bank under the Letter of Credit.
- **Copy of MT700 / 701/ 707:** A copy of the interbank messages relating to the establishment (MT700 and MT701) and amendments (MT707) of an Import Letter of Credit.

12.7.5 Cancellation
- Letters of Credit are irrevocable in nature.
- The Applicant may however initiate the cancellation of the Letter of Credit, which can only the effected upon acceptance by the Beneficiary of the Letter of Credit.

12.7.6 Cut-off Times
Payments
- Payment Instructions must be Captured and Authorised by the Customer, by not later than 9:00 (CAT) on Maturity Date for Euro (EUR), United States Dollars (USD) and Great British Pound (GBP). This rule will also apply to South African Rand (ZAR) for Transactions that will be processed in Nigeria.
- For all other foreign currencies, Payment Instructions must be Captured and Authorised by the Customer at least one Banking Day before the Maturity Date.

Issuance / amendment
- The LC will be issued or amended 2 hours from the time the Customer has Authorised the request, provided all the documents, required compliance and / or facilities are in order. The request must be Authorised by 15:30 on a Banking Day.
- If the Customer has Authorised the request after 15:30, the LC will be issued or amended on the next Banking Day.
- If the Customer's documents, required compliance and / or facilities are not in order, the Customer will, be advised of such within 2 hours or the next Banking Day as is applicable.

Export letters of credit
12.7.7 Functionality available
- **Advise Export LC:** Allows the Customer to view an advised Export Letter of Credit.
- **Advise Amendment:** Allows the Customer to View amendments requested.
- **Pre-Check Initiation:** Allows the Customer to submit copies of documents for Document pre-check.
- **Assignment of Proceeds:** Allows the Customer to submit a request to assign proceeds of a specified Letter of Credit.
- **Document Presentation:** Notifies the Customer of Documents presented and Discrepancies found. Allows the Customer

to view and accept or reject an amendment of an existing Letter of Credit. It provides the ability for the Customer to correct, or instruct to send documents on collection, instruct to send pre acceptance SWIFT advice to the Issuing Bank on discrepancies on documents presented under the Letter of Credit.

- **Payment Instructions:** Allows the Customer to advise account to be credited upon receipt of proceeds.
- **Authorise Transaction:** Allows segregation of duties when Transaction Instructions are sent to the Bank for processing.
- **Unlock Transaction:** Unlock a locked Transaction.
- **View Export LC:** View the Export Letter of Credit.
- **Delete Transaction:** Allows the User to initiate cancelation of the Letter of Credit.

12.7.8 Notices and Electronic Banking System advices

The Electronic Banking System provides for various notifications during the life cycle of the Export Letter of Credit. These notifications, called advices, are used to confirm or remind Customers on the status of their Export Letter of Credit.

- **Customer debit advice:** An advice detailing the charges levied for the Transaction against the Customer's account or export proceeds.
- **Credit advice:** An advice detailing how the Credit was effected by the Bank.
- **Document schedules:** Schedule listing the various documents received by the Bank under the Letter of Credit
- **Copy of MT700/701/707:** A copy of the interbank messages relating to the advising (MT700 and MT701) and amendments (MT 707) of an Export Letter of Credit.

12.7.9 Cut-off times

Export LC Advising

- Receive Export LC and advise Customer within 1 hour following compliance checks up to 14:00. Thereafter following business day.

Export LC amendment

- Advise Customer on same day following compliance checks up to 14:00. Thereafter following business day.

Payments

- Payment Instructions in respect of all foreign currencies except for the Euro and the Great British Pound received after 15:00 (CAT) will be processed on the next Business Day (Payment Instructions in respect of the Euro and the Great British Pound received after 13:00 (CAT) will be processed on the next Business Day.

12.8 Documentary Collections

12.8.1 Introduction

A documentary collection is the process in which an exporter's bank collects funds from the importer's bank in exchange for documents detailing shipped merchandise. It is a trade transaction in which exporters allow their bank to act as a collection agent for payment of shipped goods to the

Note

Documentary Collections are subject to the terms and conditions as defined by the International Chamber of Commerce Uniform Rules for Collections (URC 522) as amended from time to time.

12.8.2 Terminology

- **Acceptance:** A documentary Collection Transaction where Payment is to be effected at a stipulated future date after the endorsing of a Financial Document by the Drawee.
- **Clean Collections:** The collection of financial documents not accompanied by Commercial Documents.
- **Collecting Bank:** Any bank, other than the Remitting Bank, involved in processing of a Collection.
- **Collection:** The handling of Documents by the Bank in accordance with Instructions received, in order to obtain Payment and / or Acceptance, or the delivery of Documents against Payment and / or against Acceptance or deliver documents on other terms and conditions.
- **Commercial Documents:** Invoices, transport documents, documents of title or other similar documents whatsoever, not being Financial Documents.
- **Documents:** Financial Documents and / or Commercial Documents.
- **Drawee or Importer:** The party to whom presentation is to be made in accordance with the Collection Instruction or Collection in relation to International Trade.
- **Financial Documents:** Bills of exchange, promissory notes, cheques, or other similar instruments for obtaining the payment of money.
- **Presenting Bank or Importer's Bank:** The Collecting Bank which is making presentation to the Drawee.
- **Principal:** The exporter who is the party entrusting the handling of a Collection to a bank.
- **Remitting Bank or Exporter's Bank:** A bank to which the Principal has entrusted the handling of a Collection.

12.8.3 Dates

- **Acknowledgement Date:** The date on which the Bank acknowledged receipt of the Collection from the Remitting Bank.
- **Lodgement Date:** The date on which the Bank notifies the Importer (about the Collection) pending Payment or Acceptance by the Importer.

12.8.4 Payments

- **Documents against Payment:** Payment is effected upon presentation of copy documents to the Importer with the latter providing Payment Instructions.
- **Documents against Acceptance:** Payment will be effected at a stipulated future date after Acceptance of the bill of exchange by the Importer.

12.8.5 Functionality Available Import Collections

- **Amendment Advice:** Allows the Customer to view the amended Collection given by the Bank.
- **Payment Instructions:** Allows for Customer to provide Payment Instruction on the drawing of the Import Collection.
- **Modify Transaction:** Modifies Transaction related to the Import Collection.
- **Authorise Transaction:** Authorises Transaction related to the Import Collection.
- **Unlock Transaction:** Unlocks Transaction related to the Import Collection.
- **View Import Collections:** Allows the Customer to view the Import Collection.
- **Delete Transaction:** Deletes a Transaction related to the Import Collection.

12.8.6 Notices and Electronic Banking System Advices Import Collections

The Electronic Banking System provides for various notifications during the life cycle of the Import Collection. These notifications, called advices and are used to confirm or remind Customers on the status of their Import Collection.

- **Lodgement advice:** The Electronic Banking System will generate an advice to the Customers upon lodging of the Collection.
- **Tracer advice:** The Electronic Banking System will generate an automated advice on un-paid and / or un-accepted Collections by the Importer.
- **Payment advice:** The Electronic Banking System will generate an advice upon payment of the Collection.
- **Due payment advice:** The Electronic Banking System will generate an automated advice when the Collection is due for Payment.

12.8.7 Functionality Available on Export Collections

- Apply for Export Collection: Allows the Customer to apply for an Export Collection.
- Apply for Amendment: Allows the Customer to apply for an amendment of an existing Export Collection.
- Response to Amendment Request: Allows the Customer to respond to an Amendment request received.
- Payment Instructions: Allows the Customer to provide Payment Instruction on funds received for the Export Collection.
- Modify Transaction: Modifies Transaction related to the Export Collection.
- Authorise Transaction: Authorises Transaction related to the Export Collection.
- Unlock Transaction: Unlocks Transaction related to the Export Collection.
- View Import Collections: Allows the Customer to view the Export Collection.
- Delete Transaction: Deletes a Transaction related to the Export Collection.

12.8.8 Notices and Electronic Banking System Advices Export Collections

The Electronic Banking System provides for various notifications during the life cycle of the Export Collection. These notifications, called advices and are used to confirm or remind Customers on the status of their Export Collection.

- **Establishment advice:** The Electronic Banking System will generate an advice to the Customers upon establishing the Collection.
- **Payment Instruction advice:** The Electronic Banking System will generate a request for payment instruction advice upon receiving payment of the Collection.

12.8.9 Cut-off Times

Payment Instructions must be Captured and Authorised by the Customer, by not later than 9:00 (CAT) on Maturity Date for Euro (EUR), United States Dollars (USD) and Great British Pound (GBP). This rule will also apply to South African Rand (ZAR) for Transactions that will be processed in Nigeria. For all other foreign currencies, Payment Instructions must be Captured and Authorised by the Customer at least one Banking Day before the Maturity Date.

12.9 Nigeria Regulatory
12.9.1 Form M
12.9.1.1 Introduction

Form M is a Nigerian Exchange Control Document required to monitor the importation of all physical goods into the country. It represents an application for approval to import tangible or physical goods into the Nigeria customs territory, and applies irrespective of how Payment for the importation will take place and / or how foreign exchange will be sourced to settle the trade.

12.9.1.2 Terminology

- **Central Bank of Nigeria (CBN):** means the supreme monetary authority in Nigeria and financial adviser to the federal government responsible for maintaining the external reserves of the country, promoting monetary stability and a sound financial environment.
- **Exchange Control Document:** The document utilised by the government to restrict the movement of currency between countries.
- **Final Exchange Control Documents (FECD):** means the customs documentation evidencing the receipt and clearance of goods at the Nigerian port and payment of applicable customs duty on the consignment.
- **Free Trade Zone (FTZ):** means the geographical area outside the Nigeria Customs territory established pursuant to the Nigeria Export Processing Zones Act No 63 of 1992.
- **Nigeria Customs Service (NCS):** means the agency, under the supervisory oversight of the Nigerian Ministry of Finance, responsible for the collection of customs revenue and destination inspection of goods imported into Nigeria.
- **Nigeria Customs Territory:** Any territory that is under the jurisdiction of the Nigerian Customs Service.
- **Nigeria Trade Single Window (NTSW):** A single hub to manage all trade related information and enquiries for trading with Nigeria.

12.9.1.3 Functionality Available

- **View Form M:** Allows the Customer to view all previous Form M applications.
- **Apply for Form M:** Allows the Customer to apply for a new Form M.

12.9.1.4 Validity period

An approved Form M has an initial validity of 360 days for general merchandise and 720 days for plants and machinery. In both instances, an expired Form M can be revalidated only once for another 180 days and 360 days respectively by the processing bank without recourse to CBN. Subsequent revalidations / extension require specific CBN's approval.

Form M can also be amended and cancelled. Amendment to increase the Form M value must not exceed 110% of original Form M value or else specific CBN dispensation is required to effect the amendment. Also amendment on a Form M can only be done up until PAAR is processed on the Form M. Once PAAR is processed on a Form M, the Form M can no longer be amended.

12.9.1.5 Processing of Form M

Form M processing is now done electronically and it is managed on the NTSW platform. Import Customers should initiate the process directly on the NTSW platform.

12.9.1.6 Registration of Form M

Form M registration can be 'valid for forex' wherein Importer can use his Local Currency Balance to purchase foreign currency from the official market (Central Bank or Interbank Market) for Payment through a Letter of Credit or Bills for Collection Transaction only, or 'Not valid for forex' wherein Payment is exclusively in foreign currency and is sourced independent of the

official market either from foreign currency domiciliary account Balances or offshore sources.

There are a list of import items / goods which the CBN has classified as "Not Valid for Foreign Exchange" and as such don't qualify for FX from the official market. Form M for such transactions must be registered as "Not valid for foreign exchange".

Note
Applicable rulings that govern the offering of this product are documented in the CBN Foreign Exchange Manual, CBN circulars and policy guidelines issued periodically, and Foreign Exchange (Monitoring & Miscellaneous Provisions) Act. Reference should be made at all times to these documents for extant local exchange control rulings governing the processing of Form M.

12.9.1.7 Notifications and Advices
The Electronic Banking System will generate the following advices with respect to Form M Transactions:
- **Customer Debit:** Advice charges related to Form M.
- **Copy of Approved Form M:** Copy of Form M as approved by CBN.

12.10 Pre-Arrival Assessment Report (PAAR)
12.10.1 Introduction
PAAR is an Exchange Control Document used for assessing the value of imported goods and duty / levies payable on the import. PAAR is issued by the NCS upon application by the Bank on the basis of each shipping document received. PAAR is required for all importation into Nigeria except where the item of import is on the exemption list (i.e. not subject to destination inspection) in which case the underlying Form M will be prefixed "CB".

After shipment and depending on the Payment option, exporters are required to dispatch / lodge the listed documents below with the Bank for PAAR purposes:
- Transport document (i.e. Bill of Lading / Air waybill / Road waybill /Rail way bill)
- Combined Certificate of Value and Origin (CCVO) – also known as Form C16
- Packing List
- Manufacturer's Certificate of Production stating standards adopted. Chemical Analysis Certificate and Phytosanitary Certificate are also acceptable depending on the import item.

The above documents are to be completed in three sets, and the exporter is required to send 1 set of the documents directly to the Bank within 21 days of shipment, to enable the NCS issue a PAAR and also conduct a destination inspection on the items being imported into Nigeria. The remaining 2 sets are to be dispatched through the Banks' correspondent or the Exporters' Bank for Payment on the Letter of Credit and Bills for Collection or directly to the importer in the case of "Not Valid for FX Transactions"

12.10.2 PAAR Processing
PAAR processing is done electronically and it's managed on NTSW platform. Banks apply for PAAR by uploading PDF copies of the shipping documents received on the NTSW platform. PAAR is applied for with the first set of shipping documents received via any of the channels listed below. Once PAAR has been processed using any one of the set of documents listed, subsequent set of documents received for the same shipment are filed-off or handled as per the Payment option adopted for the Transaction:
- Scanned / fax / email copies received from the importer / exporter
- Advance "Set of Shipping" documents (originals or copy) received directly from the exporter
- "Original Bank" set of shipping documents received from the foreign bank under an documentary credit or collection

Each PAAR is linked to the underlying Form M and is issued per shipment determined by Transport document. Consequently, shipping documents received for PAAR processing must be consistent with the underlying approved Form 'M'. Where discrepancies are recorded, the approved Form 'M is either amended or the discrepant shipping document returned for correction and subsequently re-submitted for PAAR processing. In the event that the amendment to the Form M or correction of shipping documents cannot be achieve, dispensation can be made to the "CBN" to waive the discrepancy as the last resort. In any case, the discrepancy must be resolved before the PAAR process can commence.

The cumulative value PAAR processed on a Form M for PAAR purposes must be with 110% of the original Form M value.

12.10.3 Functionality Available
- **Apply for PAAR:** Allows the User to submit PAAR to the Bank for processing by the Bank.
- **Authorise Transaction:** Allows segregation of duties when Transaction Instructions are sent to the Bank for processing.
- **View PAAR:** View all previous PAAR applications.
- **Apply for Amendment:** Allows the User to submit a request for an amendment to a PAAR submitted for processing
- **Unlock Transaction:** Unlock a locked Transaction
- **Modify Transaction:** Allows the User to modify Instructions before it is authorised for processing by the Bank.
- **Delete Transaction:** Allows the User to initiate cancelation of the PAAR

12.10.4 Notices and Electronic Banking System advices
- **Customer debit advice:** An advice detailing the charges levied for the Transaction against the Customer's account.

12.11 Final Exchange Control Documents
12.11.1 Introduction
FECD are the clearing or customs documents that evidence receipt of the underlying goods covered by the PAAR in the case of inspectable imports and Form M in the case of non-inspectable imports. The document evidence receipt of value and must be submitted to the Form M bank at the latest 90 days after Payment, for Letter of Credit and 90 days after shipment for Bills for Collection and Not Valid for FX transactions. FECD must be submitted 30 days after arrival of the cargo, for oil imports.

Each set of FECD is linked to the underlying PAAR and / or Form M.

Banks are required to report Customers who default in submitting their FECD within the time frame provided to CBN on a daily and monthly basis. Once reported to CBN, defaulter risks being sanctioned by the regulator.

12.11.2 FECD
The following documents are the FECD's importers are required to submit to the Bank:
- Customs Payment Schedule
- Single Goods Declaration (**SGD**) Form endorsed by NCS authorised signatories.
- Tally Sheet / Gate pass / Terminal Delivery order

- Evidence of Import Duty payment
- Copy of PAAR

12.11.3   Functionality Available
- **Capture FECD:** Allows the User to submit FECD to the Bank for processing by the Bank.
- **Modify Transaction:** Allows the User to modify Instructions before it is authorised for processing by the Bank.
- **Delete Transaction:** Allows the User to initiate cancelation of the FECD submitted.
- **View FECD:** View all the previous FECD submitted.
- **Authorise Transaction:** Allows segregation of duties when Transaction Instructions are sent to the Bank for processing.
- **Unlock Transaction:** Unlock a locked Transaction.

12.11.4   Cut off times and Operational business rules
The Electronic Banking System is available 24hrs however; processing is subject to a cut-off time of 16:00. Requests must be Authorised by 16:00 on a Business Day to be processed same day. Requests received after 16:00 Nigeria time will be processed on the next Business Day.

12.12   General Correspondence
12.12.1   Introduction
The General Correspondence module on the Electronic Banking System, allows the Customer to communicate directly with the Bank and vice versa.

12.12.2   Functionality Available
- Initiating a message to the Bank.
- Viewing the response from the Bank.
- Replying to the response from the Bank.
- Submitting a follow-up message to the Bank.

12.13   Standing Data
The Standing Data Self-Service functionalities available on the International Trade module are:
- Parties
- Clauses
- Templates
- Email Notification
- Email Group Maintenance

12.13.1   Parties
Introduction
Beneficiary details that are frequently used for Transactional purposes on International Trade can be captured and saved as a party on the Electronic Banking System and thereafter be selected and populated automatically when performing a Transaction. This removes the need to capture them manually each time when performing a Transaction that requires such party's details.

12.13.2   Functionality
- **Add Party:** Allows the User to capture and save a Bank or Beneficiary or "for account of" details.
- **Modify Party:** Allows the User to modify previously captured party details.
- **View Party:** Allows the User to view Party details captured.
- **Delete Party:** Allows the User to delete Party details that are no longer required.
- **Unlock Party:** Allows the User to unlock locked party details. A party can be locked if the User navigates to a different screen without saving information captured or when the session times out before the information captured is saved or completed. Once a party is locked, it must be unlocked before any action can be performed on it.

12.13.3   Clauses
Introduction
On International Trade, a clause is a statement or phrase commonly used during Transactions. A clause can be created and saved on the Electronic Banking System and inserted as required when processing Transactions on International Trade. This removes the need to manually capture information contained in the clause.

Functionality
- **Add Clause:** Allows the User to capture and save clauses used regularly in Transactions.
- **Modify Clause:** Allows the User to modify previously captured clauses.
- **Authorise Clause:** Allows Users with segregated duties to approve added or modified clauses.
- **View Clause:** Allows the User to view all clauses captured and Authorised.
- **Delete Clause:** Allows the User to delete Clause that is no longer required.
- **Unlock Clause:** Allows the User to unlock locked a Clause. A Clause can be locked if the User navigates to a different screen without saving information captured or when the session times out, before the information captured is saved or completed. Once a Clause is locked, it must be unlocked before any action can be performed on it.

12.13.4   Template
Introduction
A template is a replication of a typical Transaction with all (or some) information captured. The use of templates allows the User to select to select a pre-completed template and apply it to a current Transaction which will in turn populate the fields of the current Transaction with information contained in the template. Templates can only be created within a function e.g. New Correspondence.

Templates do not need to be Authorised.

Templates can be modified within the function that they are used e.g. within the General Correspondence function.

Templates can only be viewed when they are loaded within a function e.g. New Correspondence.

Functionality
- **Assign Template To:** Allows the owner of the template to assign the template to other Users to use in Transactions.
- **Delete Template:** Allows the User to delete Party details that are no longer required.
- **Unlock Template:** Allows the User to unlock a locked template. A template can be locked if the User navigates to a different screen without saving information captured or if the session times out, before the information captured is saved or

completed. Once a template is locked, it must be unlocked before any action can be performed on it.

NB: Loading a template to a Transaction, when some information has already been captured will result in the loss of information captured and its replacement with information contained in the template.

12.13.5 Email Notification
Introduction

The International Trade module allows an email notification to be sent to a selected group of people whenever a status update happens on the Electronic Banking System. The purpose of Email Notifications function is to inform the email group that a specific Transaction has taken place on the Electronic Banking System e.g. a Transaction has been modified. All Email Notifications are sent when the Transaction is Authorised. Only one Email Group can receive Email Notifications per Transaction.

Email Notifications do not need to be Authorised.

In order to view Email Notifications that have been set up for functions, the User must access the Modify Email Notification function and view how the Email Notification has been setup. In order to delete an Email Notification, the User must access the Modify Email Notification function and ensure that the checkbox, for the function they no longer want to receive email notifications for, is not selected.

Functionality
- **Add Email Notification:** Allows the User to add required email notifications per product to selected email groups. In order to add email notifications for a specific function, an email group must be created and be linked to the function selected.
- **Modify Email Notification:** Allows the User to modify existing email notifications.
- **Unlock Email Notification:** Allows the User to unlock locked email notification to proceed with modification on an existing email notification.

12.13.6 Email Group Maintenance
Introduction

An email group Maintenance entails managing email groups containing the email addresses of the individuals who are to receive email notifications for specificTransactions. This involves creation, modification, authorisation, viewing and deletion of email groups

An email group must be created in the Add Email Group function first before email notifications can be added.

Functionality
- **Add Email Group:** Allows the User to create email groups for receiving email Notification per product.
- **Modify Email Group:** Allows the User to modify previously captured email groups.
- **Authorise Email Group:** Allows Users with segregated duties to approve added or modified email groups.
- **View Email Group:** Allows the User to view all email groups on the company profile.
- **Delete Email Group:** Allows the User to delete email groups from the company profile.
- **Unlock Clause:** Allows the User to unlock locked email groups when modification is required.

13 Investor Services Online (IS Online)

13.1 Introduction

The purpose of Investor Services Online is to provide the Bank's Investor Services Customers online access to their custody and settlement business. Through this facility, Customers will be able to provide Instructions on both Settlements and Corporate Events electronically and manage any changes to Instructions, such as amendments or cancellations.

Customers will be able to view the status of their Transactions from the point of creation, the point of submission and the point of Settlement. This information will include a comprehensive history of the Trades concerned. In addition, Customers can also access a "holdings" balance.

13.2 Overview of Functionality

Investor Services Online also provides Customers with the following capabilities:
- **Self-Service Administration** enables the Customer to set up e-mail notifications, numbering schemes, landing page preferences and general information.
- **Trade Initiation and File Transfer functionality** enables the Client to manage securities Transactions from creation to settlement. The Instructions can be created individually or in bulk through file transfer. View statuses on trade and implement control processes.
- **Response Initiation:** The Corporate Action module enables Customers to view corporate actions and proxy voting notifications, entitlements and Payments. This module also makes it possible to provide Instruction in respect of both Corporate Actions and Proxy voting.
  It should be noted that Investor Services Online provides an online real-time reflection of the Customer's Custody activities as reflected in the Bank's Custody system. This implies that holdings, Transactions statuses, and Corporate Action information will be available on an online real-time basis.
- **Asset Holdings and Statements** enables Users to view their Asset Valuations, Holdings, Trade, Broker Allegements, Certificates and Securities Information and Movements.
- **Charges** provides the Customer with a detailed view of all Custody and depository charges for an account.
- **Investment Administration:** A service which acts as the primary book of record for pension funds, including the processing of all assets and liabilities, the posting of investment Transactions, daily valuations of funds, holdings, consistent analysis of pricing, and/or corporate events across all Client portfolios.
- **Investment Reporting:** Provides Customers with online reports according to the available Investment Administration services chosen.
- **Split to Archival:** Allows Users to search, view and export archived data, holdings and certificates, Trades, Allegements, Corporate Actions Proxy, eligibility, entitlements, responses, disbursements, sec movements and charges.

13.3 Terminology

The following capitalised terms refer to Investor Services Online Module:
- **Dual Authorisation:** Refers to access given to one User to create or cancel a Transaction and two other Users to Authorise the Transactions created or cancelled.
- **Investment Administration:** A service which acts as the primary book of record for pension funds, which includes the processing of all assets and liabilities, posting of investment transactions, daily valuations of funds, holdings, consistent

analysis of pricing, and / or including corporate events across all Customer portfolios.

- **Investment Reporting:** Provides Customers with online reports according to the available Investment Administration services chosen.
- **Single Authorisation:** The process whereby access is given to one User to create or cancel a Transaction and another User to Authorise such Transaction.
- **Same-User Authorisation:** Access is given to a User to create or cancel a single Instruction with automated authorisation upon submission of the Instruction.

13.4 User Access and Segregation of Duties

User Access to Investor Services Online is created upon receipt of an Instruction from a Customer. Each Instruction must be accompanied by the requisite forms, which forms must be completed in full.

The segregation of duties is a key component to managing the Services and the associated risks. Each Instruction in the process should be allocated to different authorised Users. The greater the segregation of duties, the more control and security will be achieved. The key User functions include an enquiry / view function, the function to Create or Cancel a Transaction / Corporate Action response as well as the ability to authorise a Transaction / Corporate Action response. These functions can be applied to all Roles or restricted to certain Roles, i.e. Customers can provide Users with access to certain functions for both settlements and Corporate Actions or provide them with access to certain functions in either settlements or Corporate Actions.

Note

While the Bank recommends the adoption of Dual Authorisation, the manner in which segregation and other controls are implemented is subject to the Customer's preference and requirements.

13.5 Instruction Timelines

The Bank concludes a Safe Custody Agreement with each of its Customers who subscribe for such services. Included in the contractual arrangement is a Service Level Agreement (SLA) which, amongst other matters, provides for the timelines within which Instruction must be given to the Bank. The use of Investor Services Online is at all times subject to the contents of the Safe Custody Agreement as well as the associated SLA. Please reference individual SLA's for timelines applicable for various Instructions.

13.6 Investment Reporting

13.6.1 Introduction

Investment Reporting gives Investor Services Customers, online reports about the investment accounting information that is processed according to the available Investment Administration services that they have chosen.

13.6.2 Overview and benefits

- Investment Reporting service makes the following reports available to the Customer:
  - **Investment accounting reports** – Customers can view reports on investments, security transactions, cash movements, corporate events, income and expenses relating to investments and accounting reports.
  - **Compliance reports** – Customers can view reports on post-trade compliance monitoring with regard to transactions and holdings, as well as reports on non-compliance with and/or contravention of any investment limitations and conditions.
  - **Investment performance reports** – Gives Customers an analysis report of their investments to determine investment performance against the performance benchmark; the factors that contribute to investment performance; and the risks associated with their investments.
- The Customer dashboard provides key information and statistics about the Customer's portfolios, which are managed by the Investment Administration team.

13.6.3 Frequency of reports

Customers can get daily (indicative) or monthly (reconciled) reports. These reports are available in PDF, Microsoft Excel and CSV formats.

13.7 Availability of Investor Services Online

Please note that Investor Services Online will not be available during the day end and month end Batch runs.
- The day end Batch run generally starts at 21:00 GMT+2 and ends at 24:00 GMT+2.
- Month end Batch runs generally start at 21:00 GMT+2 and end at 02:00 the following day. For the avoidance of doubt, "month end" is the last Business Day of the month concerned.

In addition to the above, please note that changes to the Electronic Banking System may result in downtime of Investor Services Online. 48 hours' notice will generally be provided to Customers in this regard via e-mail communication.

13.8 Responsibility Guidelines for Electronic Instruction Customers

All Instruction for settlements or Corporate Actions that are submitted via Investor Services Online must have all the requisite information and all mandatory fields completed prior to the submission of such Instruction. Mandatory fields are denoted by an asterisk (*).

An Instruction containing the correct and complete information will be accepted into the Bank's Electronic Banking Systems and will reflect a "submitted" status, pending further processing. Customers will not be allowed to create or submit incomplete Instruction, i.e. Instruction without all the necessary mandatory fields having been completed. Although rigorous validations and checks and controls are in place, it is possible for incorrect or incomplete Instruction to be submitted into Investor Services Online. Depending on the nature of the incorrect or omitted information, the Instruction may be accepted or rejected by the Bank. The preceding points apply to both individual trade captures, responses for Corporate Actions and bulk file uploads.

Note

The Bank will accept no liability for any damages and / or losses arising as a result of the Bank acting, or failing to act, on Instructions which contain incorrect information or where mandatory information has been omitted, irrespective of whether such Instruction has been rejected or accepted by the Electronic Banking System.

The Bank will also not be responsible for any delays which may be caused by the processing of Customer Instructions which do not contain all mandatory information or contain information which is found to be incorrect.

Notwithstanding the above, the Bank will endeavour to identify such Instruction and will engage the Customer for the necessary corrections on a best efforts basis.

Please be advised that Investor Services Online allows Customers to provide their Instruction in respect of debt instrument Transactions without a published numbering scheme, i.e. without an ISIN / Securities identifier as applied by the local exchange / market. Any such Instruction will fall into a "repair queue" in the Electronic Banking System. The Bank will apply a naming

convention for such securities that is internal to the Bank. The naming convention standard applied by the Bank will be as follows: Issuer / Instrument Type / Interest type / Maturity / Rate (if available), e.g. SB/FD/FL/20160302/20.2

Instructions relating to new issues of listed equities can also be submitted via Investor Services Online without the inclusion of an ISIN / Securities Identifier. Such Instruction will also go into the repair queue in the Electronic Banking System. The relevant securities identifier will be updated by the Bank upon publication of such securities identifier in the market and the Transaction will thereafter move to a "to be Authorised" / "Authorised" status.

Please be advised that Instructions submitted to the Bank via Investor Services Online are deemed to be submitted to the Bank as per the date and time stamp reflected on Investor Services Online for the submitted / cancellation submitted status. All Transactions that are successfully transmitted from Investor Services Online to the Electronic Banking Systems and thereby accepted by the Bank will reflect a status of "to be Authorised" or "Authorised". The status of the Transaction will change as further processing takes place.

13.9 Risk Management

Please note that it is the responsibility of the Customer to determine how User access is applied to Users in its organisation. The Bank will act upon the Customer's Instruction in this regard. The Bank will provide Customers with the required information on existing Profiles for their organisation upon request and it will remain the Customer's responsibility to manage the Profiles as applicable to the organisation.

In the event that the Investor Services Online is not available for any reason, it is the Customer's obligation to ensure that it provides Instructions within the relevant timelines. In the event of such unavailability, alternative methods of communication include fax and / or e-mail as would have been agreed in the individual Safe Custody Agreement and fax / e-mail Indemnity in place for the Customer. The Bank will also require that an appropriate list of Authorised Signatories be in place. The Instruction templates, levels of service and contact details as applicable in a fax and / or e-mail mode of communication will be covered in the Customer's individual SLA with the Bank.

14 Liquidity Management Services
14.1 Introduction

The Liquidity Management Services is a consolidated account management product designed to assist Customers in managing their working capital effectively and efficiently and consists of the following two products:
- **Pooling:** A Bank Account Balance set-off and interest enhancement tool that maximises nett interest yield without physically moving funds between participating Bank Accounts.
- **Sweeping:** The automated movement of funds between a Customer's Bank Accounts, within a cash pool, according to predefined conditions and rules, often to achieve cash concentration to maximise nett interest yield.

14.2 Queries and Reports

The Electronic Banking System has a Liquidity Management module that allows a Customer (with Pooling and / or Sweeping structures) to download reports and perform queries relating to the execution of these structures.

14.2.1 Pooling Queries and Reports
- **Structure on Customer view:** Refers to a group of Bank Accounts that participates in the specific Pooling arrangement. The group may contain Sub-Groups and Bank Accounts or only Bank Accounts.
- **Structure ID:** On Customer view is the Bank created code that uniquely identifies the Pooling structure.
- **Sub-Group:** Refers to further groupings within the group to illustrate for example different entities, branches, divisions. A Sub-Group allows for reporting of Balances on a specific group of Bank Accounts within the larger group.
- **Interest Apportionment:** Refers to the capability to distribute interest earned or paid to participating Sub-Groups or Bank Accounts within the group. This is a once off set up on the Electronic Banking System after which interest amounts are transferred between contra and nominated accounts.
- **Credit Nominated Account:** Is the Bank Account nominated by the Customer into which credit interest will be paid.
  - The Credit Nominated Account at group level is the Bank Account into which the Bank will pay interest earned by the entire group.
  - The Credit Nominated Account at Sub-Group level is the Bank Account into which interest will be paid on interest earned by all Bank Accounts linked to the specific Sub-Group.
  - The Credit Nominated Account at account level is the Bank Account into which interest will be paid for interest earned on the specific Bank Account.
- **Debit Nominated Account** is the Bank Account nominated by the Customer from which debit interest will be recovered.
  - The Debit Nominated Account at group level is the Bank Account from which the Bank will recover interest calculated on overdraft balances at group level.
  - The Debit Nominated Account at Sub-Group level is the Bank Account from which interest will be recovered on overdraft balances calculated at Sub-Group level.
  - The Debit Nominated Account at account level is the Bank Account from which interest will be recovered for interest calculated on overdraft balance for the specific Bank Account.
- **Debit Contra Account** is the Bank Account that will pay interest amounts to participating Sub-Group and / or Bank Accounts.
  - The debit contra account at group level is the account that will pay interest to the participants linked to the group (this could be another Sub-Group or accounts).
  - The debit contra account at Sub-Group level is the account that will pay interest to participants linked to the Sub-Group (this could be another Sub-Group or accounts).
- **Credit Contra Account** is the account that will receive the credit entry when interest charges are collected from participating Sub-Group and / or Bank Accounts.
  - The credit contra account at group level is the Bank Account that will receive the credit entry when interest charges are collected from participating Sub-Group and / or Bank Accounts.
  - The credit contra account at Sub-Group level is the Bank Account that will receive the credit entry when interest charges are collected from participating Sub-Group and / or Bank Accounts.

14.2.2 Sweeping Queries and Reports
- **Structure on Customer view:** Means a group containing the Customer's Sweeping Instructions.
- **Structure ID on Customer view:** Means the Bank created code that uniquely identifies the sweep structure.
- **Sweep Instruction:** Refers to a single sweep Instruction.

- **Participating Account:** Refers to the Bank Account in which the Balance is controlled through the Sweep Instruction.
- **Contra Account:** Means the Bank Account which will receive the contra entry when the Sweep Instruction is executed.
- **Movement Amount:** Is the sweep amount which is being swept from one Bank Account to another as a result of a Sweep Instruction execution.
- **Movement Status:** Refers to the status of the executed Sweep Instruction.
- **Created:** A sweep Transaction has been created as a result of the sweep agreement / Instruction execution.
- **No Transfer:** A sweep Transaction has not been created because the conditions of the sweep rules have been met without having to create a Transaction.
- **Failed:** A sweep Transaction has not been created. This could be as a result of an invalid account status.
- **Clearing Status:** Refers to sweep Transaction status
- **Successful:** Means the Transaction was successful.
- **Unsuccessful:** Means the Transaction was unsuccessful.

14.3 Electronic Banking System Functionality

The Customer will be able to download pool and / or sweep reports and perform Liquidity Management Services related queries on the Electronic Banking System.

14.3.1 Queries

Query Type	Description
Pool Query	This query will allow the User to view interest calculation, accrual and settlement for a specific Pooling arrangement for a specified date range restricted to 12 months back.
Back value query	This query will allow the User to view the details of any interest adjustments made in the last 12 months.
Pool View	This query will allow the User to, on a real time basis, view the Balances of his / her entire Pooling arrangement on a group, Sub-Group as well as Bank Account basis.
Sweep Query	This query will allow the User to view sweep execution results of simulated or real Sweeping agreements for a specified date range restricted to 12 months back.

14.3.2 Reports

Query Type	Description
Cash Management Cycle to Date Report (2999)	This query will allow the User to view interest calculation, accrual and settlement for a specific Pooling arrangement for a specified date range restricted to 12 months back.
Cash Management Consolidation Report (2900)	Daily report that shows Balances and Interest at group, Sub-Group and Bank Account level.
Cash Management Treasury Management Journal	Only applicable to CMTM structures. Daily report that shows loan entries made between participants within a CMTM structure.

15 EBPP Mozambique Billers

EBPP Mozambique Billers is an Electronic Bill Payment and Presentment (**EBPP**) Service, which ensures that Billers can reconcile Payments made to them. This Service will allow Payers to add a Biller to their Profile and thereafter be presented with their Bills, which they can select and pay.

EBPP Mozambique Billers allows Payers to view the outstanding amounts, due dates and allocate Payments to Bills via the Single Sign-On facility, which means the Customer no longer needs to sign into two separate applications to access the Electronic Banking System.

Customers need a valid Profile to get access to the EBPP Mozambique Billers Service and must:
- Log onto the Electronic Banking System using their Customer credentials;
- Select EBPP Mozambique Billers; and
- Make Payments to Billers through the Electronic Banking System screen flows and Authorisation sequence.

This service is available only in Mozambique.

16 Security Management

Access to functionality and Bank Accounts can be restricted per User as specified by the Customer and administered by the Bank. All Bank Accounts to be accessed are loaded to the Profile, with selected Bank Accounts loaded to specific Users depending on their duties. For example, treasury staff may have access to all Bank Accounts; Beneficiary staff would only be given access to Accounts effecting Payments to Beneficiary's, etc.

After implementation of the Electronic Banking System, a Customer Identity (**ID**) is assigned to the Principal and / or Participant. The Customer ID is the Principal and / or Participant unique reference and must be quoted in all correspondence with the Bank.

Each User will be assigned a User ID created by the Bank. User access rights will be assigned to each User by the Bank via the Electronic Banking System, as per the Operational Documents received from the Customer.

The User ID and password are the User's unique reference for logging onto the Electronic Banking System and User's passwords must not be divulged or given to anyone.

16.1 Passwords
16.1.1 Password Activation

Each User will be required to log-onto the Electronic Banking System and insert their provided User ID. The User will then be prompted to enter a password conforming to the rules as specified under "Password Policy" as well as registering their token as specified under "Two Factor Authentication Token Logon". Each new User will be required to contact the Bank to activate their password. Once the password and / or token have been activated post Authorisation, the User can log-onto the Electronic Banking System.

It is the Designated Person's responsibility to advise the Bank of any changes with regards to Users (resignations, transfers, etc.)

16.1.2   Password Policy
Password Requirements.
- Passwords should be a minimum length of **8** characters and a maximum length of **14** characters.
- Passwords must contain at least one UPPERCASE alphabetic character.
- Passwords must contain at least one lowercase alphabetic character.
- Passwords must contain at least one numeric character.
- Passwords should have no spaces.
- A password cannot be the same as any of the previous **12** passwords.
- A list of reserved words will be disallowed for passwords 'JAN', 'FEB', 'MAR', 'APR', 'MAY', 'JUN', 'JUL', 'AUG', 'SEP', 'OCT', 'NOV', 'DEC', 'MON', 'TUE', 'WED', 'THU', 'FRI', 'SAT', 'SUN', 'ASDFG', 'POIUYT', '123:456', 'QWERTY'.
- A User's login id is a word that cannot appear inside a password.
- The maximum number of consecutive repetition of a letter allowed is **2**. (e.g. "teNNis" and "Pass88").
- After **3** failed attempts to login, the User's access will lock completely and require Bank / Designated Person to intervention to unlock the User.
- For security reasons it is recommended that passwords must be memorised and never physically recorded on media viewable by third parties.

Note
The Bank shall not be liable as a result of the Customers failure to fully and / or properly adhere to the guidelines provided above regarding passwords.

The Bank will not be liable for losses suffered by the Customers as a result of and fraud committed unless such fraud was committed solely and exclusively by the gross negligence and / or wilful misconduct of the Bank.

Where fraud is committed on the Customers Profile, the Bank will take the appropriate internal measures to assist the Customers in the recovery of the funds and the mitigation of the loss suffered due to the fraud, however the Bank does not guarantee the success of retrieving the respective funds.

Please note that the Bank will only be able to reverse such funds upon presentation to the Bank of the relevant subpoenas and court order instruction to reverse the said funds.

16.1.3   Password Changes
Passwords must be changed:
- on expiry;
- after a reset; or
- if there is any likelihood that the password has been inadvertently or deliberately compromised.

16.1.4   Password Expiry
Daily Password: Minimum of 1 day to maximum 180 days depending Customer requirement. Electronic Banking System defaults to 30 days.

16.1.5   Password Resets
If there is a problem with the daily password, the Bank will, upon Instruction via a telephone call from the User, reset the User's password which will require the User to follow the same procedure as the activation process, after the User has been authenticated by the Bank through internal procedures.

16.1.6   Reset Own Password
The User's password can be reset without Bank or Self-Service Administrator authorisation by using the Reset Own Password functionality, if the Designated Person has subscribed the User to this functionality.

16.2   Two Factor Authentication Token Logon
The purpose of this added authentication feature is to enhance the security features in the Electronic Banking System in order to mitigate fraud and related activities. Users will use their token to authenticate themselves to the Electronic Banking System.

Each User will be assigned a token, which is linked to the User ID upon registration of the token.

This token will generate a unique numerical One Time Password (**OTP**) which must be used together with the current assigned logon credentials i.e. User password to successfully log-onto the Electronic Banking System.

Once a token has been received by a User, the User will be required to logon to the Electronic Banking System and register their token within the specified number of days, by following the respective Instruction on the logon screens.

To register the token, the User needs to enter their User ID and password. A screen will appear where the User will have to enter the Token serial number as well as the one time password generated by the token. Once completed, the token credentials need to be activated on the Electronic Banking System by calling the Electronic Banking System Call Centre for activation.

Note
The Bank highly recommends that the Customer sets up an internal policy for Authorising the back-up token and temp back-up password be used as a risk mitigation tool.

Note
The token can purposely be locked by the Self-Service administrator should they wish to prevent Users from accessing the Electronic Banking System. To unlock the token follow the update token status process.

16.3   Suspended Users
The Electronic Banking System is to mark a User as inactive if they have not used the Electronic Banking System for a period of 90 days. The Electronic Banking System will also display a relevant message when a suspended User tries to logon. E.g. the User has been suspended, please contact administrator. The Bank will also have the ability to unlock such suspended Users so that such Users can login into the Electronic Banking System.

The Bank will also have the capability to manually remove Users from their Profiles if access is no longer required to such inactive Users.

17   Electronic Banking System and Bank Communication

17.1   Message Alert
Through this functionality, the Bank will be communicating information (i.e. system changes, regulatory updates, etc.) to Customers.

An alert will be linked to the Profile. This implies that the User has to login into each Profile that they are assigned to, in order to see all possible message alerts.

A single alert could be delivered more than once to the same User.

Read acknowledgement, where forced messages are sent, will be audited through the notification service.

17.2   **Communications**

All communication to the Bank is required to be:
- In writing.
- Presented on a company letterhead.
- Signed by the Authorised Signatory / Designated Person.
- Delivered / mailed / faxed to the Bank.
- Received within a reasonable time frame by the Bank in order to undertake the required Instruction.
- Telephonically to the Bank's Contact Centre.

All communication from the Bank will be:
- Via letter for formal and / or confidential information.
- Message Alert communication in the Electronic Banking System.
- Telephonically from the Customer's relationship manager / transactional banker / account executive.

18   **Business Access Control**

Overview

Business Access Control offers an optional security feature that enables the Customer's appointed Designated Persons to block log-on access to the Customer's online Profile at certain times (for example after business hours, over weekends or on public holidays).

This feature aims to give the Customer peace of mind with regard to Access Control when it comes to activities on the Profile, particularly outside normal business hours.

Customers can request predefined lockout periods on their profiles, thus preventing Users from logging on to the Profile.

The feature can be activated at the Customer's request and on completion of the applicable bank form.

When subscribing for this feature it is imperative that the Customer carefully considers his/her business's operational hours as the Profile will be deactivated at times specified as "Lockout" periods. All lockout periods will apply to all Users with access on the Profile.

The access control periods selected by the Customer will remain fixed and unchanged unless the Customer decides otherwise and whether or not the bank temporarily or permanently extends the Electronic Banking System cut-off times (either now or in the future).

This feature restricts log-on access to the Profile only. In other words, preselected Transactions requiring processing in accordance with the bank's cut-off times will not be affected.

Customers can make changes to the Business Access Control selections they made on their Profiles by contacting Customer Services directly on 0860 123 007 or by completing and submitting the amendment form to the bank.

19   **General Terms and Conditions**

19.1   **Terminology**

In this section:
- A reference to **we**, **us** and **our**, is a reference to the Bank.
- A reference to **you** and **your**, is a reference to the Principal and / or Participant as the case may be.

19.2   **Nature of Information on our Website**

Information on our website is only intended to provide you with general information about us, our products, Services, and objectives. Nothing on our website should be treated as an offer but merely as an invitation to do business with us.

We may provide information from time to time on:
- Projected revenues, income, earnings per share, capital expenditures, dividends, capital structure, or other financial items.
- The plans, objectives, and / or projections of the Bank for future operations, including those relating to the Services of the Bank.
- Future economic performance.

Such projections are only estimates. Actual events or results may differ.

All information is provided "as is" and should not be treated as professional or investment advice of any kind. You should consult your own professional advisors before relying on any information on this website.

19.3   **Your Privacy and Security**

19.3.1   **Information Feeds**

We may use the Services of other organisations to provide information on our website. We have no control over this information and make no representations or warranties of any nature as to its accuracy, appropriateness, or correctness. You agree that such information is provided "as is" and we will not be directly or indirectly liable for any damages that may arise from your reliance on it.

All quotes, news, market information, or data shown on the website are delayed by at least 15 minutes unless otherwise stated. You should always select the "refresh" or similar page update function on your Internet browser to ensure that the information you are viewing is the most current.

19.3.2   **Linked Third Party Websites**

Our website may contain links to other websites with information and material produced by other parties.
While we try to provide links only to reputable websites, we do not accept responsibility or liability for the information provided on other websites. A link from our website to any other website does not mean that we have scrutinised or endorsed the owners or administrators of the websites or their business or security practices and operations.

19.3.3   **Permission for Hyperlinks, Deep Linking, Crawlers and Metatags**

Nobody may establish a hyperlink, frame, metatag or similar reference, whether electronically or otherwise (collectively referred to as linking), to our website or any subsidiary pages before receiving our prior written approval, which may be withheld or granted subject to the conditions we specify from time to time.

An application for linking must be submitted to **webmaster@sbic.co.za**. Once received we will do our best to respond and enter into further discussions with you. If you do not get a written response from us within 5 Business Days, consider your

request as having been rejected.

19.3.4 **Archiving**

Transaction information is available for viewing on the Electronic Banking System for a retention period of 12 months from date of Transaction. Any Transaction information older than 12 months will be archived.

If the User attempts to view Transaction information older than12 months, the Electronic Banking System will display a message advising that the Transaction information has been archived, and that the Customer will have to submit a Transaction information retrieval request on the Electronic Banking System to retrieve Transaction information from the archive database.

The Transaction information requested will be provided to the Customer within 2 Business Days.

The User will be able to view and download an archived report containing a list of their archived data requests in the Electronic Banking System. The retrieved Transaction information will remain available for viewing on the Electronic Banking System for a period of 10 calendar days, after which it will no longer be available for viewing and the Customer will have to re-request the archived Transaction information.

19.4 **Our Intellectual Property**

We retain all copyright and other intellectual property rights in all material, including logos and other graphics and multimedia works published on or via our website. You are authorised to view and download one copy to a local hard drive or disk, print and make copies of such printouts, provided that:

- The material is used for considering use of the online Services and for no other commercial purposes.
- Any reproduction of our proprietary material from this site or portion of it must include our copyright notice in its entirety.

The logos and trademarks shown on this website are our registered and unregistered trademarks or that of third parties. Nothing on this website should be construed as granting any license or right to use any trademark without our prior written permission and / or that of third parties, as the case may be. You may not, without our prior written permission, use our intellectual property or that of third parties for any other purposes.

An application to use our intellectual property must be submitted to **webmaster@sbic.co.za.** Upon receiving your application we will do our best to respond and enter into further discussions with you. If you do not get a written response from us within 5 Business Days, consider your request as having been rejected.

Irrespective of the existence of copyright, you acknowledge that we are the proprietor of all material on the website, whether it constitutes confidential information or not, and that you have no right, title or interest in any such material.

19.5 **Software**

You are required to use and maintain hardware and software of sufficient quality and performance capability and to use only the latest browser versions as indicated. Your failure to use these browsers may result in a higher security risk and/or cause some or all of the functionality of the site not to operate properly or not to operate at all.

Software, if any, made available for download on or through our site is governed by licence conditions that establish a legal relationship with the licensor. You indemnify us against any breach of these licence conditions. We give no warranty and make no representation, whether express or implied, as to the quality, fitness for purpose or use of such software.

No warranty, whether express or implied, is given that any files, downloads or applications available through this site are free of viruses, trojans, bombs, time-locks or any other data or code that has the ability to corrupt or affect the operation of your computer, database, network or other information system.

19.5.1 **Business Online (Browser Client)**

Users accessing the Electronic Banking System through Business Online (**Browser Client**) can select the Business Online (**Browser Client**) link on the Quick Links dropdown menu on the BusinessOnline.Standardbank.com website. Customers must ensure that their browser has been upgraded where required.

Note
The Customer's failure to use an updated browser may result in a higher security risk and/or cause some or all of the functionality of the Electronic Banking System not to operate optimally. The Bank will not be responsible for any loss suffered by Customers who have failed to update their browsers as recommended.

19.5.2 **Desktop Business Online**

Users accessing the Electronic Banking System for the first time must visit the BusinessOnline.Standardbank.com website to download Desktop Business Online. This will only be a once-off requirement, thereafter the User will be able to access Desktop Business Online through the short cut created on their desktop.

Users can download and install Desktop Business Online by selecting the technology menu option or Desktop Business Online menu option on the homepage of the BusinessOnline.Standardbank.com website. Desktop Business Online will automatically update as required when launched.

19.5.3 **Business Online (Java Client)**

Users accessing the Electronic Banking System for the first time must visit the BusinessOnline.Standardbank.com website. The User must already have Java running on their machine to access Business Online (**Java Client**). The launch file will check whether Java is able to launch the Electronic Banking System. If not, the User will be required to download the Java™ Runtime Environment.

Please be aware that Business Online (**Java Client**) will continue to work with Java 8. Customers wanting to use updated Java 8 versions after March 2019 will need to ensure that they have entered into the relevant commercial agreements with Oracle to ensure that they can continue to use Java for commercial purposes.

Note
The Bank is not responsible to ensure the Customer has valid agreements with Oracle and will not be liable for any loss to the Customer where the Customer had failed to meet this requirement.

Based on the above, the Bank recommends Customers access the Electronic Banking System through Business Online (Browser Client) or Desktop Business Online

19.5.4 **Business Online Mobile Application**

The Business Online Mobile Application (**BOL Mobile App**) is owned by The Standard Bank of South Africa Limited and is

compatible with Android phones and IOS phones and tablets. Users accessing the Electronic Banking System through the BOL Mobile App for the first time will need to download the BOL App from the Google Play Store or Apple App Store (collectively the **App Store**).

Users accessing the Electronic Banking System through the BOL Mobile App may be prompted by the Electronic Banking System when a new version of the BOL Mobile App becomes available, and they will be required to update their existing version of the BOL Mobile App, which is typically needed for improved security or performance-added features.

Note

The Customer is bound by the BOL Mobile App terms and conditions accepted by the Users when downloading the BOL Mobile App. If the User fails to update the BOL Mobile App when prompted, this may result in a higher security risk and/or cause some or all of the functionality of the Electronic Banking System to fail to operate properly or it may not operate at all. The Bank will not be responsible for any loss suffered by Customers whose Users have failed to update their BOL Mobile App as required.

Business Online Mobile Application
Introduction
The Business Online Mobile Application (BOL Mobile App) is part of Standard Bank's Electronic Banking System offering. It was designed for mobile devices, gives users an overview of the client's profile activity and enables users to perform important time-critical tasks such as the authorisation and approval of transactions. Users can now access the Electronic Banking System using the BOL Mobile App as the authenticator and will sign in to BOL using FaceID, Fingerprint, App Code or a Quick Response (QR) code.

Sign-in
- **Token Sign-in:** After downloading the BOL Mobile App from the App Store, the user will be prompted to enter a Business Online User ID and password and the unique numerical one-time password (OTP) found on the user token. This completes the sign-in process.

- **Digital Sign-in**: After downloading the BOL Mobile App from the App Store, the user will have to register for the digital solution using FaceID, Fingerprint, App Code or QR Code. Once this is completed, the user will sign in to Business Online with their Username/Operator ID, password and registered authenticator option. This completes the sign-in process.

   Log in
   - Terms and conditions
   - Settings
   - Send feedback
   - Contact us
   - View profiles
   - View bank accounts and balances
   - View statements
   - View transactions
   - View batches
       - Payment, collection and transfer batches
       - Audit
       - Approve
       - Authorise
       - Decline
       - Stop

19.6   Transmission of Information
Information transmitted via an unsecured link over the Internet, including e-mail, is susceptible to potential unlawful access, distortion or monitoring. The measures we have taken to limit these risks are outlined in our privacy and security statement.

As we do not have the ability to prevent unlawful activities by unscrupulous persons, you accept that we cannot be held liable for any loss, harm or damage suffered by you as a result. To limit these risks, we may request independent verification of any information transmitted by you via the website or e-mail from time to time.

19.7   Termination, Suspension and Limitation
We may modify, suspend or discontinue the website, whether temporarily or permanently, without notice. We may also impose limits or conditions on the right to certain Services, features or functions and we may restrict access to parts of or all of the Services on the website.

19.8   No Warranties or Representations
We do not warrant that the website or online Services will be error-free or will meet any particular criteria of accuracy, completeness, or reliability of information, performance or quality.

We expressly disclaim all implied warranties, including, without limitation, warranties of merchantability, title, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

19.9   Disclaimer and Limitation of Liability
Note
Although we have taken care to ensure that the content on our website is accurate and that you suffer no loss or damage as a result of your use of our website, our website and the online services are provided "as is".

Use of our website and the online Services is entirely at your own risk. You assume full responsibility for the risk or loss resulting from your use of our website and your reliance on the material and information contained on it.

We and our affiliates, shareholders, agents, consultants or employees are not liable for any damages whatsoever relating to your use of our site or the online Services or the information contained on our site or your inability to use our site or the online Services. This includes, without limitation, any direct, indirect, special, incidental, consequential or punitive damages, whether arising out of contract, statute, delict, or otherwise and regardless of whether we were expressly advised of the possibility of such loss or damage.

Without derogating from the generality of the above, we will not be liable for:
- **Any interruption, malfunction, downtime, or other failure of the website or online Services, our systems, databases or any of its components, for whatever reason.**
- **Any loss or damage arising from your orders, investment decisions, purchases, or disposal of goods and Services, including financial instruments or currency, from third parties, based on the information provided on this website.**
- **Any loss or damage with regard to Customer data or other data directly or indirectly caused by malfunction of our Electronic Banking System, third party systems, power failures, unlawful access to or theft of data, computer viruses or destructive code on our Electronic Banking System or third party systems, programming defects, negligence on our part.**
- **Any interruption, malfunction, downtime, or other failure of goods or Services provided by third parties, including, without limitation, third party systems such as the public switched telecommunication service providers, internet service providers, electricity suppliers local authorities and certification authorities.**
- **Any event over which we have no direct control.**

19.10 **Certificate**

A certificate signed by us will constitute prima facie proof of the operation or functionality of the Services or any part thereof and the contents of any information displayed on the website on a given date.

19.11 **General Provisions**

No failure or delay by us to exercise any of our rights will be construed as a waiver of any such right, whether this is done expressly or implied, nor will it affect the validity of any part these conditions or prejudice our right to take subsequent action against you.

If any of the provisions of this Operational Guide are held to be invalid, unlawful or unenforceable the term, condition, or provision will be deleted from the remaining terms, conditions and provisions which will continue to be valid to the full extent permitted by law.

If you have any questions or do not understand anything in these conditions please send an e-mail to **webmaster@sbic.co.za** and we will respond to you as soon as possible.

19.12 **Privacy and Security Statement**

Your right to privacy and security is very important to us. We treat personal information obtained through the use of our website and our applications as private and confidential and are committed to providing you with secure access to our online Services.

How we use the personal information we collect: We need to collect personal, technical or other information if we are to meet our obligations to you, to follow your instructions, to inform you of new Services and to ensure that our business is geared towards your needs. This is particularly necessary with respect to technical information concerning your hardware and software, such as operating system, memory, hard drive capacity, ISP, network settings etc. This latter information will not be used for marketing purposes, but is required to optimise capacity and performance of our Services. By making use of the Services you consent to our collecting such personal, technical, and other information.

Use of technology to monitor your use of our website: We gather and analyse information on our visitors' routine use of our website. We use this information to monitor which areas of the website are most frequently visited, to assist us to continue developing a value-added service. This information is pooled so individual Personal Information, behaviour or patterns cannot be identified. By making use of the Services you consent to our monitoring your use of our website.

Cookies: On some parts of our website we use so-called "cookie" technology. Cookie technology consists of small pieces of data or a small text file which is given to your browser by our Webserver when you visit our website. This data is stored on your browser. The cookie is sent back to our webserver each time you visit our website. Cookies are not computer programs and do not run on a computer like programs do. They cannot gather information or function on their own. Cookies enable us to provide a more valuable online experience to you. While you can set up your Internet browser to disable cookie technology, we do not recommend that you do this since some parts of this website and our online Services may not function properly, or at all. By making use of the Services, you consent to our webserver providing cookies to your browser.

Technical Information and Diagnostics Tools: With regard to the technical information referred to above, we need to gather and assess various information including, without limitation, the Electronic Banking System, Internet browser, memory, hard drive capacity, central processing unit type and network settings used by you when accessing Services provided by us. This information is needed to optimise capacity and performance of our Services and to assess the introduction of new Services and functionality. In addition, it may be used to assess compliance with the provisions of the Agreement (including but not limited to this Operational Guide) relating to hardware and software quality and performance capability.

This technical information is gathered both on an ongoing and ad-hoc basis and various tools are employed, including remote diagnostic tools located on the computer/s you use to access the Services. All information gathered will be retained in a secure environment, only used for the stated purpose and otherwise in accordance with this privacy and security statement. By making use of the Services, you consent to our gathering and assessing such information and uploading and using remote diagnostic tools on the computers you use to access the Services.

Mail, e-mail or SMS Promotions: Provided that you have agreed to this, we may use your personal or other information to send you information on new Services or products that may be of interest to you and from time to time will mail, e-mail or SMS information to you about us, our products and Services, or our partners and their products or Services. If you do not wish to continue receiving this information you may contact us and we will remove you from our mailing list.

Third Parties: Whenever we commission other organisations to provide support Services to us, we will bind them to our privacy policies as far as they may be required to have access to our Customers' Personal Information to perform such Services. Our website may contain links to or from other websites. While we try to link only to websites that share our high standards and respect for privacy, we are not responsible for the content or the security or privacy practices employed by other website. We recommend that you always read the privacy and security statements on such sites. When we will disclose Personal Information without consent we will not disclose Personal Information to anyone outside the Standard Bank Group unless:
- We are compelled to do so by law or in terms of a court order.
- It is in the public interest to do so.
- It is necessary to protect our rights.
- It is reasonably necessary for the performance of the Services.

Storing Personal Information: Personal Information we collect via the website is stored in a secure environment and is not available to any person outside of the Bank.

Our security practices: We are committed to providing secure online Services. As such, all interactions with our transactional sites are protected through encryption that complies with international standards.

Encryption is used to protect the transmission of your Personal Information when completing online application forms. Our Internet servers are protected by firewalls and intrusion detection systems. Access to information on these servers is restricted to authorised personnel only. We have also employed the Services of independent security experts to test and advise us on the security of our systems. To ensure that you benefit from our security you should read the security tips we post on our website from time to time.

Privacy and security statements applying to specific online services: Different online Services and where each Bank may have their own privacy and security policies, where the nature of a specific service or product made available by them demands a deviation from our general policy. Such privacy and security policies of Standard Bank Group members will apply to and exclusively govern your use of the particular online service provided by that Bank.

Right to amend this privacy and security statement: We reserve the right to amend this privacy and security statement at any time. All amendments to this privacy and security statement will be posted on the website. Unless otherwise stated, the current version shall supersede and replace all previous versions of this privacy and security statement. If you have any questions about this privacy and security statements please e-mail us on **webmaster@sbic.co.za**

19.13   **Jurisdictional Disclaimer**
Note
The Services available on our website are not targeted at residents outside of the country in which the domain has been registered and / or sold. In particular, nothing on our website should be interpreted as targeting persons or entities in the United States of America, Canada, the United Kingdom, Australia, and Hong Kong.

Applicants may be granted access to the Services once we are satisfied that such access would not be in breach of the relevant laws of the jurisdiction in which the applicant is resident, registered or domiciled.

Annexure A Cut-off Times

Angola					
Payment Cut-off Times					
Instrument Description	**The Bank**	**Agent Bank**	**Service Level**	**Ordering Account Currency**	**Transfer Currency**
Domestic Payment FX Base	23:59 Africa/Luanda,Week Days	00:00 Africa/Luanda,Week Days	Normal	USD,GBP,CHF,SEK,NOK,DKK,CAD ,JPY,EUR,NAD,ZAR,CNY,NGN	AOA
Own Transfer Base	23:59 Africa/Luanda,Week Days	17:00 Africa/Luanda,Week Days	Normal	AOA	AOA
Own Transfer Base	17:00 Africa/Luanda,Weekend	17:00 Africa/Luanda,Weekend	Normal	AOA	AOA
Own Transfer NonBase	23:59 Africa/Luanda,Week Days	18:30 Africa/Luanda,Week Days	Normal	USD,GBP,CHF,SEK,NOK,DKK,CAD ,JPY,EUR,NAD,ZAR,CNY,NGN	USD,GBP,CHF,SEK,NOK,DKK,CAD, JPY,EUR,NAD,ZAR,CNY,NGN
Standard Bank Angola - Domestic Payment - Base	21:30 Africa/Luanda,Week Days	17:00 Africa/Luanda,Week Days	Normal	AOA	AOA
Standard Bank Angola - Domestic Payment - Base	17:00 Africa/Luanda,Weekend	17:00 Africa/Luanda,Weekend	Normal	AOA	AOA
Standard Bank Angola - Domestic Payment - Base	15:00 Africa/Luanda,Week Days (amount above ACH Limit)	13:29 Africa/Luanda,Week Days (amount above ACH Limit)	Normal	AOA	AOA
Standard Bank Angola - Urgent Payment	15:00 Africa/Luanda,Week Days	13:29 Africa/Luanda,Week Days	Urgent	AOA	AOA
Standard Bank Angola- Cross Border Payment	17:00 Africa/Luanda,Week Days	17:00 Africa/Luanda,Week Days	Normal	AOA,CAD,CHF,DKK,EUR,GBP,USD	USD,GBP,CHF,SEK,NOK,DKK,CAD, JPY,EUR,NAD,ZAR,CNY,NGN
Standard Bank Angola- Domestic Payment-Non Base	23:59 Africa/Luanda,Week Days	23:00 Africa/Abidjan,Week Days	Normal	CAD,CHF,CNY,DKK,EUR,GBP,JPY, NAD,NGN,NOK,SEK,USD,ZAR	USD,GBP,CHF,SEK,NOK,DKK,CAD, JPY,EUR,NAD,ZAR,CNY,NGN
Standard Bank Angola- Domestic Payment-Non Base	17:00 Africa/Luanda,Weekend	17:00 Africa/Abidjan,Weekend	Normal	CAD,CHF,CNY,DKK,EUR,GBP,JPY, NAD,NGN,NOK,SEK,USD,ZAR	USD,GBP,CHF,SEK,NOK,DKK,CAD, JPY,EUR,NAD,ZAR,CNY,NGN

Botswana					
Payment Cut-off Times					
Instrument Description	**The Bank**	**Agent Bank**	**Service Level**	**Ordering Account Currency**	**Transfer Currency**
Own Transfer FX	15:30 Africa/Gaborone,Week Days	15:30 Africa/Gaborone,Week Days	Normal	USD,EUR,GBP,ZAR,ZWG,JPY, CHF,CAD,SEK,DKK,AUD,KES,INR, ZMK,BWP	USD,EUR,GBP,ZAR,ZWG,JPY,CHF, CAD,SEK,DKK,AUD,KES,INR, ZMK,BWP
Own Transfer Non-Base	14:30 Africa/Gaborone,Week Days	14:30 Africa/Gaborone,Week Days	Normal	USD,EUR,GBP,ZAR,ZWG,JPY,CHF, CAD,SEK,DKK,AUD,KES,INR,ZMW	USD,EUR,GBP,ZAR,ZWG,JPY,CHF, CAD,SEK,DKK,AUD,KES,INR,ZMW

Standard Bank Botswana - Domestic Collect on success Collection Base	17:00 Africa/Gaborone,Week Days	13:00 Africa/Gaborone,Week Days	Normal	BWP	BWP
Standard Bank Botswana - Domestic Fixed Date Value Collection Base	17:00 Africa/Gaborone,Week Days	13:00 Africa/Gaborone,Week Days	Normal	BWP	BWP
Standard Bank Botswana - Domestic Upfront Collection Base	17:00 Africa/Gaborone,Week Days	13:00 Africa/Gaborone,Week Days	Normal	BWP	BWP
Urgent Payment	15:30 Africa/Gaborone,Week Days	15:30 Africa/Gaborone,Week Days	Urgent	BWP	BWP

DRC

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	CDF,USD,GBP,EUR,CHF,ZAR	CDF,USD,GBP,EUR,CHF,ZAR
Cross Border	23:00 Africa/Kinshasa,Saturday	23:00 Africa/Kinshasa,Saturday	Normal	CDF,USD,GBP,EUR,CHF,ZAR	CDF,CHF,EUR,GBP,USD,ZAR
Domestic Payment Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	CDF	CDF
Domestic Payment Base	23:59 Africa/Kinshasa,Weekend	23:59 Africa/Kinshasa,Weekend	Normal	CDF	CDF
Domestic Payment Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	CDF	CDF
Domestic Payment Non-Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	CHF,GBP,ZAR	GBP,ZAR,CHF,EUR,USD
Domestic Payment Non-Base	23:00 Africa/Kinshasa,Saturday	23:00 Africa/Kinshasa,Saturday	Normal	CHF,GBP,ZAR	GBP,ZAR,CHF,EUR
Domestic Payment Non-Base USD	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	EUR,USD	USD
Domestic Payment Non-Base USD	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	EUR,USD	USD,EUR
Own Transfer Base	23:00 Africa/Kinshasa,Weekend	23:00 Africa/Kinshasa,Weekend	Normal	CDF	CDF
Own Transfer Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	CDF	CDF
Own Transfer FX	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	CDF,USD,GBP,EUR,CHF,ZAR	CDF,USD,GBP,EUR,CHF,ZAR
Own Transfer FX	23:00 Africa/Kinshasa,Saturday	23:00 Africa/Kinshasa,Saturday	Normal	CDF,USD,GBP,EUR,CHF,ZAR	CDF,CHF,EUR,GBP,USD,ZAR
Own Transfer Non-Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	USD,GBP,EUR,CHF,ZAR	USD,GBP,EUR,CHF,ZAR
Own Transfer Non-Base	23:00 Africa/Kinshasa,Saturday	23:00 Africa/Kinshasa,Saturday	Normal	USD,GBP,EUR,CHF,ZAR	CHF,EUR,GBP,USD,ZAR
Standard Bank Congo - Domestic Direct Debits - Fixed Date Value Collection Base	15:30 Africa/Kinshasa/GMT+1/ CAT,Week Days	15:30 Africa/Kinshasa/GMT+1/ CAT,Week Days	Normal	CDF	CDF

Standard Bank Congo - Domestic Direct Debits - Upfront Value Collection Base	15:30 Africa/Kinshasa/GMT+1/CAT,Week Days	15:30 Africa/Kinshasa/GMT+1/CAT,Week Days	Normal	CDF	CDF
Standard Bank Congo - Domestic Direct Debits - Value on Success Value Collection Base	15:30 Africa/Kinshasa/GMT+1/CAT,Week Days	15:30 Africa/Kinshasa/GMT+1/CAT,Week Days	Normal	CDF	CDF
Standard Bank DRC - Urgent USD Payment	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Urgent	EUR,USD	USD,EUR
Third Party FX Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	USD,GBP,EUR,CHF,ZAR	CDF
Third Party FX Base	23:00 Africa/Kinshasa,Saturday	23:00 Africa/Kinshasa,Saturday	Normal	USD,GBP,EUR,CHF,ZAR	CDF
Third Party FX Non-Base	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	USD,GBP,EUR,CHF,ZAR	GBP,EUR,CHF,ZAR
Third Party FX Non-Base	23:00 Africa/Kinshasa,Saturday	23:00 Africa/Kinshasa,Saturday	Normal	USD,GBP,EUR,CHF,ZAR	GBP,EUR,CHF,ZAR
Third Party FX Non-Base USD	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Normal	USD	USD
Urgent Payment	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Urgent	CDF	CDF,USD
Urgent Payment Cross Border	16:00 Africa/Kinshasa,Week Days	16:00 Africa/Kinshasa,Week Days	Urgent	CDF,EUR,ZAR,GBP,USD,CHF	USD,EUR

Ghana

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	15:00 Africa/Accra,Week Days	15:30 Africa/Accra,Week Days	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,GHS,CNY	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,CAD,CNY
Cross Border Payment	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,GHS,CNY	AUD,CAD,CHF,EUR,GBP,JPY,SEK,USD,XAF,XOF,ZAR,CNY
Domestic Payment Base	20:00 Africa/Accra,Week Days	17:00 Africa/Accra,Week Days	Normal	GHS	GHS
Domestic Payment Base	23:00 Africa/Accra,Saturday	23:00 Africa/Accra,Saturday	Normal	GHS	GHS
Domestic Payment Base (NRT)	15:00 Africa/Week Days	15:00 Africa/Week Days	Normal	GHS	GHS
Domestic Payment FX Base	17:00 Africa/Accra,Week Days	15:30 Africa/Accra,Week Days	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,CNY	GHS
Domestic Payment FX Base	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,CNY	GHS
Domestic Payment FX Non-Base	17:00 Africa/Accra,Week Days	15:30 Africa/Accra,Week Days	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,GHS,CNY	AUD,CHF,EUR,GBP,JPY,SEK,USD,XOF,ZAR,XAF,CAD,CNY

Domestic Payment FX Non-Base	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,GHS,CNY	AUD,CAD,CHF,EUR,GBP,JPY,SEK, USD,XAF,XOF,ZAR,CNY
Domestic Payment Non-Base	17:00 Africa/Accra,Week Days	15:30 Africa/Accra,Week Days	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,CNY	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,CAD,CNY
Domestic Payment Non-Base	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,CNY	AUD,CAD,CHF,EUR,GBP,JPY,SEK, USD,XAF,XOF,ZAR,CNY
Own Transfer Base	20:00 Africa/Accra,Week Days	15:00 Africa/Accra,Week Days	Normal	GHS	GHS
Own Transfer Base	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	GHS	GHS
Own Transfer FX	17:00 Africa/Accra,Week Days	15:00 Africa/Accra,Week Days	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,GHS,CNY	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,GHS,CNY
Own Transfer FX	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,GHS,CNY	AUD,CHF,EUR,GBP,GHS,JPY,SEK, USD,XAF,XOF,ZAR,CNY
Own Transfer Non-Base	17:00 Africa/Accra,Week Days	15:00 Africa/Accra,Week Days	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,CNY	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,CNY
Own Transfer Non-Base	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	AUD,CHF,EUR,GBP,JPY,SEK,USD, XOF,ZAR,XAF,CNY	AUD,CHF,EUR,GBP,JPY,SEK,USD, XAF,XOF,ZAR,CNY
Standard Bank Ghana - Domestic Direct debits - Fixed date value Collection Base	23:00 Africa/Accra,Saturday	23:00 Africa/Accra,Saturday	Normal	GHS	GHS
Standard Bank Ghana - Domestic Direct debits - Fixed date value Collection Base	16:00 Africa/Accra,Week Days	08:30 Africa/Accra,Week Days	Normal	GHS	GHS
Standard Bank Ghana - Domestic Direct debits - Upfront value Collection Base	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Normal	GHS	GHS
Standard Bank Ghana - Domestic Direct debits - Upfront value Collection Base	16:00 Africa/Accra,Week Days	16:00 Africa/Accra,Week Days	Normal	GHS	GHS
Standard Bank Ghana - Domestic Direct debits - Value on success Collection Base	23:00 Africa/Accra,Saturday	23:00 Africa/Accra,Saturday	Normal	GHS	GHS
Standard Bank Ghana - Domestic Direct debits - Value on success Collection Base	16:00 Africa/Accra,Week Days	16:00 Africa/Accra,Week Days	Normal	GHS	GHS
Standard Bank Ghana - Domestic Urgent Payment	17:00 Africa/Accra,Week Days	16:00 Africa/Accra,Week Days	Urgent	GHS	GHS
Standard Bank Ghana - Domestic Urgent Payment	23:59 Africa/Accra,Saturday	23:59 Africa/Accra,Saturday	Urgent	GHS	GHS

Ivory Coast

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Standard Bank Cote d'Ivoire - Cross Border Payment	23:59 Africa/Abidjan/GMT,Week Days	13:30 Africa/Abidjan/GMT,Week Days	Normal	XOF,AUD,CAD,CHF,CNY,EUR,GBP, GHS,JPY,NGN,USD,ZAR	AUD,CAD,CHF,CNH,CNY,EUR,GBP, GHS,JPY,NGN,USD,ZAR
Standard Bank Cote d'Ivoire - Domestic Payment Base	23:59 Africa/Abidjan,Week Days	09:30 Africa/Abidjan,Week Days	Normal	XOF	XOF
Standard Bank Cote d'Ivoire - Domestic Payment Base	14:00 Africa/Abidjan,Week Days	14:00 Africa/Abidjan,Week Days	Normal	XOF	XOF
Standard Bank Cote d'Ivoire - Domestic Payment FX Base	13:30 Africa/Abidjan/GMT,Week Days	13:30 Africa/Abidjan/GMT,Week Days	Normal	AUD,CAD,CHF,CNH,CNY,EUR, GBP,GHS,JPY,NGN,USD,ZAR	XOF
Standard Bank Cote d'Ivoire - Domestic Payment Non-Base	13:30 Africa/Abidjan/GMT,Week Days	13:30 Africa/Abidjan/GMT,Week Days	Normal	AUD,CAD,CHF,CNH,CNY,EUR,GBP ,GHS,JPY,NGN,USD,ZAR	AUD,CAD,CHF,CNH,CNY,EUR,GBP, GHS,JPY,NGN,USD,ZAR
Standard Bank Cote d'Ivoire - Own Transfer Base	23:59 Africa/Abidjan,Week Days	23:59 Africa/Abidjan,Week Days	Normal	XOF	XOF
Standard Bank Cote d'Ivoire - Own Transfer FX	13:30 Africa/Abidjan,Week Days	12:30 Africa/Abidjan,Week Days	Normal	AUD,CAD,CHF,CNH,CNY,EUR,GBP ,GHS,JPY,NGN,USD,ZAR	XOF
Standard Bank Cote d'Ivoire - Urgent Payment	14:00 Africa/Abidjan,Week Days	14:00 Africa/Abidjan,Week Days	Urgent	XOF	XOF
Standard Bank Cote d'Ivoire - WAEMU Cross Border Payment	10:00 Africa/Abidjan,Week Days	10:00 Africa/Abidjan,Week Days	Normal	XOF	XOF
Standard Bank Cote d'Ivoire - WAEMU Cross Border Payment	13:30 Africa/Abidjan,Week Days	13:30 Africa/Abidjan,Week Days	Normal	XOF	XOF
Standard Bank Cote d'Ivoire - WAEMU Cross Border Payment FX Base	13:30 Africa/Abidjan,Week Days	13:30 Africa/Abidjan,Week Days	Normal	AUD,CAD,CHF,CNH,CNY,EUR,GBP ,GHS,JPY,NGN,USD,ZAR	XOF
Standard Bank Cote d'Ivoire - WAEMU Cross Border Payment Urgent	13:30 Africa/Abidjan,Week Days	13:30 Africa/Abidjan,Week Days	Urgent	XOF	XOF
Standard Bank Côte d'Ivoire – Own Transfer Non-Base	13:30 Africa/Abidjan,Week Days	12:30 Africa/Abidjan,Week Days	Normal	AUD,CAD,CHF,CNH,CNY,EUR,GBP ,GHS,JPY,NGN,USD,ZAR	XOF

Kenya

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	15:30 Africa/Nairobi,Week Days	16:30 Africa/Nairobi,Week Days	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SDG,SEK,CHF,TZS,UGX,USD,KES,CNY	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SEK,CHF,TZS,UGX,USD,CNY,KES,THB,RWF,BIF,NGN,AED,XOF,ZMW,NZD,BWP
Cross Border Payment	23:59 Africa/Nairobi	23:59 Africa/Nairobi	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SDG,SEK,CHF,TZS,UGX,USD,KES,CNY	AED,AUD,BIF,BWP,CAD,CHF,CNY,DKK,EUR,GBP,INR,JPY,KES,NGN,NZD,RWF,SEK,THB,TZS,UGX,USD,XOF,ZAR,ZMW
Domestic Payment Base	23:59 Africa/Nairobi,Week Days	18:30 Africa/Nairobi,Week Days	Normal	KES	KES
Domestic Payment Base	23:59 Africa/Nairobi,Sunday	23:59 Africa/Nairobi,Sunday	Normal	KES	KES
Domestic Payment Base	23:59 Africa/Nairobi,Saturday	13:00 Africa/Nairobi,Saturday	Normal	KES	KES
Domestic Payment Base	23:59 Africa/Nairobi,Week Days (amount above ACH Limit)	15:30 Africa/Nairobi,Week Days (amount above ACH Limit)	Normal	KES	KES
Domestic Payment FX Base	16:30 Africa/Nairobi,Week Days	15:30 Africa/Nairobi,Week Days	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SDG,SEK,CHF,TZS,UGX,USD,SSP,KES	KES,GBP,EUR,USD
Domestic Payment FX Base	23:59 Africa/Nairobi,Saturday	23:59 Africa/Nairobi,Saturday	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SDG,SEK,CHF,TZS,UGX,USD,SSP,KES	KES,GBP,EUR,USD
Domestic Payment FX Non-Base	16:30 Africa/Nairobi,Week Days	16:30 Africa/Nairobi,Week Days	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SDG,SEK,CHF,TZS,UGX,USD,KES,SSP,AED,CNY	AUD,CAD,DKK,INR,JPY,ZAR,SEK,CHF,TZS,UGX,CNY,RWF,BIF,NGN,AED,XOF,ZMW,NZD,BWP
Domestic Payment FX Non-Base	23:59 Africa/Nairobi	23:59 Africa/Nairobi	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY,ZAR,SDG,SEK,CHF,TZS,UGX,USD,KES,SSP,AED,CNY	AED,AUD,BIF,BWP,CAD,CHF,CNY,DKK,INR,JPY,NGN,NZD,RWF,SEK,TZS,UGX,XOF,ZAR,ZMW
Domestic Payment Non-Base	16:30 Africa/Nairobi,Week Days	16:30 Africa/Nairobi,Week Days	Normal	AUD,CAD,DKK,INR,JPY,XOF,ZAR,ZMW,SDG,CHF,TZS,UGX,SSP,CNY,BIF,NGN,NZD,AED	AUD,DKK,INR,JPY,ZAR,SEK,CHF,TZS,UGX,CNY,BIF,NGN,XOF,CAD
Domestic Payment Non-Base	23:00 Africa/Nairobi,Saturday	23:00 Africa/Nairobi,Saturday	Normal	GBP,EUR,USD	GBP,EUR,USD
Domestic Payment Non-Base	23:00 Africa/Nairobi,Week Days	15:30 Africa/Nairobi,Week Days	Normal	GBP,EUR,USD	GBP,EUR,USD
Own Transfer Base	23:59 Africa/Nairobi,Week Days	23:59 Africa/Nairobi,Week Days	Normal	KES	KES
Own Transfer Base	23:59 Africa/Nairobi	23:59 Africa/Nairobi	Normal	KES	KES
Own Transfer Base	23:59 Africa/Nairobi,Saturday	23:59 Africa/Nairobi,Saturday	Normal	KES	KES

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Own Transfer FX	16:30 Africa/Nairobi,Week Days	16:30 Africa/Nairobi,Week Days	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY, ZAR,SDG,SEK,CHF,TZS,UGX,USD, KES,AED,CNY	AUD,GBP,CAD,DKK,EUR,INR,JPY, ZAR,SEK,CHF,TZS,UGX,USD,KES, RWF,AED,NGN,CNY,XOF,ZMW, NZD,BWP
Own Transfer Non-Base	16:30 Africa/Nairobi,Week Days	16:30 Africa/Nairobi,Week Days	Normal	AUD,GBP,CAD,DKK,EUR,INR,JPY, ZAR,SDG,SEK,CHF,TZS,UGX, USD,CNY	AUD,GBP,CAD,DKK,EUR,INR,JPY, ZAR,SEK,CHF,TZS,UGX,USD,CNY, XOF,ZMW,NZD,BWP
Standard Bank Kenya - Domestic Collect on success Collection Base	18:00 Africa/Nairobi,Week Days	18:00 Africa/Nairobi,Week Days	Normal	KES	KES
Standard Bank Kenya - Domestic Direct debits - Fixed date value Collection Base	17:00 Africa/Nairobi,Week Days	17:00 Africa/Nairobi,Week Days	Normal	KES	KES
Standard Bank Kenya - Domestic Direct debits - Upfront value Collection Base	18:00 Africa/Nairobi,Week Days	18:00 Africa/Nairobi,Week Days	Normal	KES	KES
Standard Bank Kenya - Domestic Instant Payment	23:59 Africa/Nairobi,Week Days	23:59 Africa/Nairobi,Week Days	Instant	KES	KES
Standard Bank Kenya - Domestic Instant Payment	23:59 Africa/Nairobi,Saturday	23:59 Africa/Nairobi,Saturday	Instant	KES	KES
Standard Bank Kenya - Domestic Payment Base Mobile	23:59 Africa/Nairobi,Weekend	23:59 Africa/Nairobi,Weekend	Mobile	KES	KES
Standard Bank Kenya - Domestic Payment Base Mobile	23:59 Africa/Nairobi,Week Days	23:59 Africa/Nairobi,Week Days	Mobile	KES	KES
Urgent Payment	23:59 Africa/Nairobi,Week Days	15:30 Africa/Nairobi,Week Days	Urgent	KES,GBP,EUR,USD	KES,GBP,EUR,USD

Lesotho

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border 1	18:00 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Normal	LSL	ZAR
Cross Border 2	18:00 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Normal	LSL	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZWG
Cross Border 3	18:00 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZAR	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZAR
Domestic Payment Base	23:00 Africa/Maseru,Week Days (amount above ACH Limit)	23:00 Africa/Maseru,Week Days (amount above ACH Limit)	Normal	LSL	LSL
Domestic Payment Base	23:00 Africa/Maseru,Week Days	23:00 Africa/Maseru,Week Days	Normal	LSL	LSL
Domestic Payment Base	23:00 Africa/Maseru,Weekend	11:00 Africa/Maseru,Weekend	Normal	LSL	LSL

Domestic Payment Base Urgent	16:30 Africa/Maseru,Week Days	16:30 Africa/Maseru,Week Days	Urgent	LSL	LSL
Domestic Payment FX Base	18:00 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZWG	LSL
Domestic Payment FX Base Urgent	18:00 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Urgent	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF	LSL
Own Transfer Base	23:30 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Normal	LSL	LSL
Own Transfer Base	12:00 Africa/Maseru,Weekend	11:00 Africa/Maseru,Weekend	Normal	LSL	LSL
Standard Bank Lesotho - Domestic Direct debits - Upfront value Collection Base	12:00 Africa/Maseru,Week Days	11:00 Africa/Maseru,Week Days	Normal	LSL	LSL
Standard Bank Lesotho - Domestic Direct debits - Upfront value Collection Base	23:00 Africa/Maseru,Saturday	23:00 Africa/Maseru,Saturday	Normal	LSL	LSL
Standard Bank Lesotho - Domestic Direct debits - Value on success Collection Base	12:00 Africa/Maseru,Saturday	11:00 Africa/Maseru,Saturday	Normal	LSL	LSL
Standard Bank Lesotho - Domestic Direct debits - Value on success Collection Base	16:30 Africa/Maseru,Week Days	16:30 Africa/Maseru,Week Days	Normal	LSL	LSL
Standard Bank Lesotho - Domestic Direct debits Fixed date value Collection Base	16:30 Africa/Maseru,Week Days	16:30 Africa/Maseru,Week Days	Normal	LSL	LSL
Standard Bank Lesotho - Domestic Direct debits Fixed date value Collection Base	12:00 Africa/Maseru,Saturday	11:00 Africa/Maseru,Saturday	Normal	LSL	LSL
Standard Lesotho Bank - Own transfer FX Base	18:00 Africa/Maseru,Week Days	18:00 Africa/Maseru,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD ,DKK,JPY,NZD,NOK,SEK,CHF,ZAR	LSL
Standard Lesotho Bank - Own transfer Non Base	18:00 Africa/Maseru,Week Days	00:00 Africa/Maseru,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZAR	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZAR
Standard Lesotho Bank - Own transfer FX Non Base	18:00 Africa/Maseru,Week Days	00:00 Africa/Maseru,Week Days	Normal	LSL	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF

Malawi					
Payment Cut-off Times					
Instrument Description	**The Bank**	**Agent Bank**	**Service Level**	**Ordering Account Currency**	**Transfer Currency**
Cross Border Payment	15:00 Africa/Blantyre,Week Days	15:00 Africa/Blantyre,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,MWK,CNY	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,CAD,KES,ZMW, SEK,EUR,ZWG,MUR,INR,AUD,DKK ,NZD,CNY
Cross Border Payment	23:59 Africa/Blantyre,Saturday	23:59 Africa/Blantyre,Saturday	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,MWK,CNY	AUD,BWP,CAD,CHF,DKK,EUR, GBP,HKD,INR,JPY,KES,MUR,MYR, MZN,NOK,NZD,SEK,TZS,USD,ZMW ,ZWG,CNY
Cross Border Payment (ZAR Only)	15:00 Africa/Blantyre,Week Days	15:00 Africa/Blantyre,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,MWK,CNY	ZAR
Cross Border Payment (ZAR Only)	13:00 Africa/Johannesburg,Week Days	13:00 Africa/Johannesburg,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,MWK,CNY	ZAR
Domestic Payment Base	23:59 Africa/Blantyre,/weekends/ public holiday	23:59 Africa/Blantyre,Saturday	Normal	MWK	MWK
Domestic Payment Base	23:59 Africa/Blantyre,/weekends/ public holiday	15:20 Africa/Blantyre,Week Days	Normal	MWK	MWK
Domestic Payment FX Base	15:00 Africa/Blantyre,Week Days	15:00 Africa/Blantyre,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,CNY	MWK
Domestic Payment Non-Base	23:59 Africa/Blantyre,Week Days	15:00 Africa/Blantyre,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,CNY	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES,ZMW ,SEK,EUR,ZWG,MUR,INR,AUD, DKK,NZD,CNY
Own Transfer Base	23:59 Africa/Blantyre,/weekends/ public holiday	23:59 Africa/Blantyre,Saturday	Normal	MWK	MWK
Own Transfer Base	23:59 Africa/Blantyre,/weekends/ public holiday	16:00 Africa/Blantyre,Week Days	Normal	MWK	MWK
Own Transfer FX	15:00 Africa/Blantyre,Week Days	15:00 Africa/Blantyre,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,MWK,CNY	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES,ZMW ,SEK,EUR,ZWG,MUR,INR,AUD,DK K,NZD,MWK,CNY
Own Transfer Non-Base	15:00 Africa/Blantyre,Week Days	15:00 Africa/Blantyre,Week Days	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR, AUD,DKK,NZD,CNY	USD,JPY,HKD,MZN,MYR,GBP,CHF, BWP,TZS,NOK,ZAR,CAD,KES, ZMW,SEK,EUR,ZWG,MUR,INR,AU D,DKK,NZD,CNY

Own Transfer Non-Base	23:59 Africa/Blantyre,Saturday	23:59 Africa/Blantyre,Saturday	Normal	USD,JPY,HKD,MZN,MYR,GBP,CHF,BWP,TZS,NOK,ZAR,CAD,KES,ZMW,SEK,EUR,ZWG,MUR,INR,AUD,DKK,NZD,CNY	AUD,BWP,CAD,CHF,DKK,EUR,GBP,HKD,INR,JPY,KES,MUR,MYR,MZN,NOK,NZD,SEK,TZS,USD,ZAR,ZMW,ZWG,CNY
SADC Cross Border Urgent	13:00 Africa/Johannesburg,Week Days	13:00 Africa/Johannesburg,Week Days	Urgent	USD,JPY,HKD,MZN,MYR,GBP,CHF,BWP,TZS,NOK,ZAR,CAD,KES,ZMW,SEK,EUR,ZWG,MUR,INR,AUD,DKK,NZD,MWK,CNY	ZAR
Standard Bank Malawi - Domestic Direct debits - Upfront value Collection Base	17:00 Africa/Blantyre,Week Days	17:00 Africa/Blantyre,Week Days	Normal	MWK	MWK
Urgent Payment	16:00 Africa/Blantyre,Week Days	16:00 Africa/Blantyre,Week Days	Urgent	MWK	MWK

Mauritius

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,USD,MUR,UGX,TZS,GHS,CNY,AED,XOF,RUB,BWP	EUR,GBP,JPY,KES,CHF,CAD,SEK,HKD,SGD,AUD,INR,USD,MUR,UGX,TZS,GHS,CNY,AED,BWP,RUB,THB,ZMW,NAD,MWK,XOF,ZAR,RWF,ILS,MXN,PLN,NGN,NZD
Cross Border Payment	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,USD,MUR,UGX,TZS,GHS,CNY,AED,XOF,RUB,BWP	EUR,GBP,JPY,KES,CHF,CAD,SEK,HKD,SGD,AUD,INR,USD,MUR,UGX,TZS,GHS,CNY,MWK,NZD,ZAR,RUB
Domestic Payment Base MUR	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	MUR	MUR
Domestic Payment Base MUR	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	MUR	MUR
Domestic Payment Base USD	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	USD	USD
Domestic Payment Base USD	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	USD	USD
Domestic Payment FX Base	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,RWF,CZK,UGX,TZS,RUB	USD,MWK,NZD,XOF,RWF,MXN,PLN,RUB,NGN
Domestic Payment FX Base	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,RWF,CZK,UGX,TZS,RUB	USD,MWK,NZD

Domestic Payment FX Non-Base	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,USD,UGX,TZS,GHS,CNY,AED,BWP,ZMW,XOF	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,HKD,SGD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,BWP,ZMW,THB,RUB,MWK,NZD,XOF,RWF,ILS,MXN,PLN,NGN
Domestic Payment FX Non-Base	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,USD,UGX,TZS,GHS,CNY,AED,BWP,ZMW,XOF	AED,AUD,BWP,CAD,CHF,CNY,EUR,GBP,GHS,HKD,INR,JPY,KES,MUR,RUB,SEK,SGD,THB,TZS,UGX,ZAR,ZMW,NAD,MWK,NZD,XOF
Domestic Payment Non-Base	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,UGX,TZS,GHS,CNY,AED,BWP,XOF,RUB,NGN	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,HKD,SGD,AUD,INR,UGX,TZS,GHS,CNY,AED,BWP,ZMW,RUB,MWK,NZD,XOF,RWF,MXN,PLN,NGN
Domestic Payment Non-Base	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,UGX,TZS,GHS,CNY,AED,BWP,XOF,RUB,NGN	AED,AUD,BWP,CAD,CHF,CNY,EUR,GBP,GHS,HKD,INR,JPY,KES,RUB,SEK,SGD,TZS,UGX,ZAR,ZMW,MWK,NZD,XOF
Own Transfer Base USD	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	USD	USD,MXN,PLN,NGN
Own Transfer Base USD	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	USD	USD
Own Transfer FX	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,BWP,XOF,RUB	USD,EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,HKD,SGD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,BWP,ZMW,RUB,MWK,NZD,XOF,RWF,MXN,PLN,NGN
Own Transfer FX	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,BWP,XOF,RUB	AED,AUD,BWP,CAD,CHF,CNY,EUR,GBP,GHS,HKD,INR,JPY,KES,MUR,RUB,SEK,SGD,TZS,UGX,USD,ZAR,ZMW,MWK,NZD,XOF
Own Transfer Non-Base	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,XOF	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,HKD,SGD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,BWP,ZMW,RUB,MWK,NZD,XOF,RWF,MXN,PLN,NGN
Own Transfer Non-Base	23:59 Indian/Mauritius,Saturday	23:59 Indian/Mauritius,Saturday	Normal	EUR,GBP,ZAR,JPY,KES,CHF,CAD,SEK,SGD,HKD,AUD,INR,MUR,UGX,TZS,GHS,CNY,AED,XOF	AED,AUD,BWP,CAD,CHF,CNY,EUR,GBP,GHS,HKD,INR,JPY,KES,MUR,RUB,SEK,SGD,TZS,UGX,ZAR,ZMW,MWK,NZD
Standard Bank Mauritius Urgent Payment	15:30 Indian/Mauritius,Week Days	15:30 Indian/Mauritius,Week Days	Urgent	MUR	MUR

Mozambique

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	23:00 Africa/Maputo,Saturday	23:00 Africa/Maputo,Saturday	Normal	AUD,EUR,GBP,CAD,DKK,NOK, CHF,SEK,CNY,ZAR,JPY,SZL,MWK, USD,MZN	AUD,CAD,CHF,CNY,DKK,EUR,GBP, JPY,MWK,NOK,SEK,SZL,USD,ZAR
Cross Border Payment	12:00 Africa/Maputo,Week Days	12:00 Africa/Maputo,Week Days	Normal	AUD,EUR,GBP,CAD,DKK,NOK, CHF,SEK,CNY,ZAR,JPY,SZL,MWK, USD,MZN	AUD,EUR,GBP,CAD,DKK,NOK,CH F,SEK,CNY,ZAR,JPY,SZL,MWK,USD
Domestic Payment Base	12:00 Africa/Maputo,Weekend	12:00 Africa/Maputo,Weekend	Normal	MZN	MZN
Domestic Payment Base	23:59 Africa/Maputo,Week Days	23:59 Africa/Maputo,Week Days	Normal	MZN	MZN
Domestic Payment FX Base	23:59 Africa/Maputo,Week Days	23:59 Africa/Maputo,Week Days	Normal	USD,AUD,EUR,GBP,CAD,DKK,N OK,CHF,SEK,CNY,ZAR,JPY,SZL, MWK	MZN
Domestic Payment FX Non Base	23:59 Africa/Maputo,Week Days	23:59 Africa/Maputo,Week Days	Normal	AUD,EUR,GBP,CAD,DKK,NOK,CHF ,SEK,CNY,ZAR,JPY,SZL,MWK,USD	AUD,EUR,GBP,CAD,DKK,NOK,CH F,SEK,CNY,ZAR,JPY,SZL,MWK,USD
Domestic Payment Non Base	23:00 Africa/Maputo,Saturday	23:00 Africa/Maputo,Saturday	Normal	EUR,USD,ZAR,AUD,GBP,CAD,DKK ,NOK,CHF,SEK,CNY,JPY,SZL,MWK	AUD,CAD,CHF,CNY,DKK,EUR,GBP, JPY,MWK,NOK,SEK,SZL,USD,ZAR
Domestic Payment Non Base	15:30 Africa/Maputo,Week Days	15:30 Africa/Maputo,Week Days	Normal	EUR,USD,ZAR,AUD,GBP,CAD,DKK ,NOK,CHF,SEK,CNY,JPY,SZL,MWK	EUR,USD,ZAR,AUD,GBP,CAD,DKK, NOK,CHF,SEK,CNY,JPY,SZL,MWK
Standard Bank Mozambique - Domestic Direct Debits - Upfront Value Collection Base	18:00 Africa/Maputo,Week Days	18:00 Africa/Maputo,Week Days	Normal	MZN	MZN
Standard Bank Mozambique - Domestic Direct Debits - Upfront Value Collection Base	23:00 Africa/Maputo,Saturday	00:00 Africa/Maputo,Saturday	Normal	MZN	MZN
Standard Bank Mozambique - Domestic Direct Debits - Value on Success Collection/Base	18:00 Africa/CAT/GMT,Week Days	18:00 Africa/CAT/GMT,Week Days	Normal	MZN	MZN
Standard Bank Mozambique - Domestic Direct Debits - Value on Success Collection/Base	23:00 Africa/Maputo,Saturday	23:00 Africa/Maputo,Saturday	Normal	MZN	MZN
Standard Bank Mozambique - Own Transfer Base	23:59 Africa/Maputo,Saturday	23:00 Africa/Maputo,Saturday	Normal	MZN	MZN
Standard Bank Mozambique - Own Transfer Base	18:00 Africa/Maputo,Week Days	12:00 Africa/Maputo,Week Days	Normal	MZN	MZN
Standard Bank Mozambique - Own Transfer FX	15:30 Africa/Maputo,Week Days	15:30 Africa/Maputo,Week Days	Normal	AUD,EUR,GBP,CAD,DKK,NOK,CHF ,SEK,CNY,ZAR,JPY,SZL,MWK,USD	MZN,AUD,EUR,GBP,CAD,DKK,NO K,CHF,SEK,CNY,ZAR,JPY,SZL,MW K,USD

| Standard Bank Mozambique - Own Transfer Non Base | 18:00 Africa/Maputo,Week Days | 12:00 Africa/Maputo,Week Days | Normal | AUD,EUR,GBP,CAD,DKK,NOK,CHF,SEK,CNY,ZAR,JPY,SZL,MWK,USD | AUD,EUR,GBP,CAD,DKK,NOK,CHF,SEK,CNY,ZAR,JPY,SZL,MWK,USD |
| Urgent Payment | 12:00 Africa/Maputo,Week Days | 12:00 Africa/Maputo,Week Days | Urgent | MZN | MZN |

Namibia

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment Base - Normal	18:45 Africa/Windhoek,Week Days	16:00 Africa/Windhoek,Week Days	Normal	NAD	NAD
Domestic Payment Base - Normal	18:45 Africa/Windhoek,Weekend	09:45 Africa/Windhoek,Weekend	Normal	NAD	NAD
Domestic Payment Base - Sync Credit and Debit	18:00 Africa/Windhoek,Week Days	18:00 Africa/Windhoek,Week Days	Value dated	NAD	NAD
Domestic Payment Base - Sync Credit and Debit	23:59 Africa/Windhoek,Weekend	10:15 Africa/Windhoek,Weekend	Value dated	NAD	NAD
Domestic Payment Base-Urgent-RTGS	19:00 Africa/Windhoek,Week Days	11:00 Africa/Windhoek,Week Days	Urgent	NAD	NAD
Own Transfer Base - Many to One	18:45 Africa/Windhoek,Week Days	00:00 N/A,Week Days	Normal	NAD	NAD
Own Transfer Base - Many to One	23:45 Africa/Windhoek,Saturday	00:00 N/A,Saturday	Normal	NAD	NAD
Own Transfer Base - One to Many	18:45 Africa/Windhoek,Week Days	06:01 N/A,Week Days	Normal	NAD	NAD
Own Transfer Base - One to Many	23:45 Africa/Windhoek,Saturday	00:00 N/A,Saturday	Normal	NAD	NAD
Standard Bank Namibia - CMA Payment Value Dated	23:59 Africa/Windhoek,Week Days	23:59 Africa/Windhoek,Week Days	Value dated	NAD	ZAR,NAD
Standard Bank Namibia - CMA Payment Value Dated	23:00 Africa/Windhoek,Weekend	23:00 Africa/Windhoek,Weekend	Value dated	NAD	ZAR,NAD
Standard Bank Namibia - CMA Payment Value Dated	19:00 Africa/Windhoek,Week Days	14:40 Africa/Windhoek,Week Days	Value dated	NAD	ZAR,NAD
Standard Bank Namibia - CMA Upfront Collection	19:00 Africa/Windhoek/WAT,Week Days	16:00 Africa/Windhoek/WAT,Week Days	Normal	NAD	ZAR,NAD
Standard Bank Namibia - CMA Upfront Collection	23:59 Africa/Windhoek/WAT,Week Days	23:59 Africa/Windhoek/WAT,Week Days	Normal	NAD	ZAR,NAD
Standard Bank Namibia - CMA payment	19:00 Africa/Windhoek,Week Days	16:00 Africa/Windhoek,Week Days	Normal	NAD	ZAR,NAD
Standard Bank Namibia - CMA payment	19:00 Africa/Windhoek,Weekend	16:00 Africa/Windhoek,Weekend	Normal	NAD	ZAR,NAD

Standard Bank Namibia - CMA payment	19:00 Africa/Windhoek,Week Days	16:00 Africa/Windhoek,Week Days	Normal	NAD		NAD,ZAR
Standard Bank Namibia - Cross Border Payment	10:30 Africa/Windhoek/WAT,Week Days	10:30 Africa/Windhoek/WAT,Week Days	Normal	EUR,USD,GBP		AUD,BWP,CHF,CNY,DKK,EUR, GBP,HKD,JPY,MUR,MWK,NOK,NZD ,SEK,ZMW
Standard Bank Namibia - Cross Border Payment	14:30 Africa/Windhoek/WAT,Week Days	14:30 Africa/Windhoek/WAT,Week Days	Normal	EUR,USD,GBP		ZAR,USD
Standard Bank Namibia - Domestic EnCR Payment Base	18:45 Africa/Windhoek,Week Days	13:00 Africa/Windhoek,Week Days	Normal	NAD		NAD
Standard Bank Namibia - Domestic EnCR Payment Base	18:45 Africa/Windhoek,Saturday	10:00 Africa/Windhoek,Saturday	Normal	NAD		NAD
Standard Bank Namibia - Domestic EnCR Payment Base Value Date	18:45 Africa/Windhoek,Week Days	15:00 Africa/Windhoek,Week Days	Value dated	NAD		NAD
Standard Bank Namibia - Domestic EnCR Payment Base Value Date	18:45 Africa/Windhoek,Saturday	10:00 Africa/Windhoek,Saturday	Value dated	NAD		NAD
Standard Bank Namibia - Domestic Upfront Collection Base - Sync Debit and Credit	23:00 Africa/Johannesburg,Week Days	23:00 Africa/Johannesburg,Week Days	Value dated	NAD		NAD
Standard Bank Namibia - Domestic Upfront Collection Base - Sync Debit and Credit	23:59 Africa/Windhoek,Weekend	23:59 Africa/Windhoek,Weekend	Value dated	NAD		NAD
Standard Bank Namibia - Domestic Value on Success Collection Base EnDO	13:00 Africa/Windhoek,Week Days	13:00 Africa/Windhoek,Week Days	Normal	NAD		NAD
Standard Bank Namibia - Domestic Value on Success Collection Base EnDO	14:00 Africa/Windhoek,Week Days	14:00 Africa/Windhoek,Week Days	Normal	NAD		NAD
Standard Bank Namibia - Domestic Value on Success Collection Base EnDO	09:00 Africa/Windhoek,Weekend	09:00 Africa/Windhoek,Weekend	Normal	NAD		NAD
Standard Bank Namibia - Domestic Value on Success Collection Base EnDO	09:01 Africa/Windhoek,Weekend	09:01 Africa/Windhoek,Weekend	Normal	NAD		NAD
Standard Bank Namibia CMA Up-front Collection - Value dated	19:00 Africa/Johannesburg,Week Days	14:40 Africa/Johannesburg,Week Days	Value dated	NAD		ZAR,NAD
Standard Bank Namibia CMA Up-front Collection - Value dated	23:59 Africa/Windhoek/WAT,Week Days	23:59 Africa/Windhoek/WAT,Week Days	Value dated	NAD		ZAR,NAD
Standard Bank Namibia- Domestic Upfront Collection Base	18:45 Africa/Windhoek,Week Days	16:00 Africa/Windhoek,Week Days	Normal	NAD		NAD
Standard Bank Namibia- Domestic Upfront Collection Base	18:45 Africa/Windhoek,Weekend	09:45 Africa/Windhoek,Weekend	Normal	NAD		NAD

Nigeria

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	15:00 Africa/Lagos,Week Days	15:00 Africa/Lagos,Week Days	Normal	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR
Domestic Payment Base	23:59 Africa/Lagos,Week Days	23:59 Africa/Lagos,Week Days	Normal	NGN	NGN
Domestic Payment Base	23:59 Africa/Lagos,Saturday	00:00 Africa/Lagos,Saturday	Normal	NGN	NGN
Domestic Payment FX Base	14:00 Africa/Lagos,Week Days	14:00 Africa/Lagos,Week Days	Normal	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR	NGN
Domestic Payment FX Non-Base	15:00 Africa/Lagos,Week Days	15:00 Africa/Lagos,Week Days	Normal	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR
Domestic Payment Non-Base	15:00 Africa/Lagos,Week Days	15:00 Africa/Lagos,Week Days	Normal	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR
Instant Payment	23:59 Africa/Lagos,Week Days	23:59 Africa/Lagos,Week Days	Instant	NGN	NGN
Instant Payment	23:59 Africa/Lagos,Week Days	23:59 Africa/Lagos,Week Days	Instant	NGN	NGN
Own Transfer Base	23:59 Africa/Lagos,Week Days	00:00 Africa/Lagos,Week Days	Normal	NGN	NGN
Own Transfer Base	23:59 Africa/Lagos,Saturday	00:00 Africa/Lagos,Saturday	Normal	NGN	NGN
Own Transfer FX	18:30 Africa/Lagos,Week Days	18:30 Africa/Lagos,Week Days	Normal	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR,NGN
Own Transfer Non-Base	18:30 Africa/Lagos,Week Days	18:30 Africa/Lagos,Week Days	Normal	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR	AUD,CAD,DKK,JPY,CHF,GBP,USD,EUR,ZAR
Urgent Payment	23:59 Africa/Lagos,Week Days	15:00 Africa/Lagos,Week Days	Urgent	NGN	NGN

South Africa

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment Base-Urgent	18:45 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Urgent	ZAR	ZAR
Domestic Payment Base-Urgent	00:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Urgent	ZAR	ZAR
Domestic Payment Base-Urgent	00:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Urgent	ZAR	ZAR
Domestic Payment Base-Urgent	00:00 Africa/Johannesburg,Week Days	19:00 Africa/Johannesburg,Week Days	Urgent	ZAR	ZAR
Domestic Payment Base-Urgent	00:00 Africa/Johannesburg,Saturday	19:00 Africa/Johannesburg,Saturday	Urgent	ZAR	ZAR
Domestic Payment Base-Urgent	09:45 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Urgent	ZAR	ZAR
Standard Bank South Africa - CMA upfront value Collection	18:45 Africa/Johannesburg,Weekend	09:45 Africa/Johannesburg,Weekend	Normal	ZAR	ZAR
Standard Bank South Africa - CMA upfront value Collection	17:45 Africa/Johannesburg,Week Days	16:20 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Standard Bank South Africa - CMA upfront value Collection	10:15 Africa/Johannesburg,Weekend	10:15 Africa/Johannesburg,Weekend	Value dated	ZAR	ZAR
Standard Bank South Africa - CMA upfront value Collection	16:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Value dated	ZAR	ZAR
Standard Bank South Africa - Cross Border CMA payment - Urgent	14:30 Africa/Johannesburg,Week Days	14:30 Africa/Johannesburg,Week Days	Urgent	ZAR	ZAR
Standard Bank South Africa - Cross Border CMA payment - Urgent	14:30 Africa/Johannesburg,Saturday	14:30 Africa/Johannesburg,Saturday	Urgent	ZAR	ZAR
Standard Bank South Africa - Cross Border Payment	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY,CZK,DKK,EUR,GBP,GHS,HKD,HUF,ILS,INR,JPY,KES,LSL,MGA,MUR,MWK,MXN,MZN,NAD,NGN,NOK,NZD,PLN,QAR,RUB,RWF,SAR,SCR,SEK,SGD,SZL,THB,TRY,TZS,UGX,USD,XAF,XOF,ZAR,ZMW	CAD,USD
Standard Bank South Africa - Cross Border Payment	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY,CZK,DKK,EUR,GBP,GHS,HKD,HUF,ILS,INR,JPY,KES,LSL,MGA,MUR,MWK,MXN,MZN,NAD,NGN,NOK,NZD,PLN,QAR,RUB,RWF,SAR,SCR,SEK,SGD,SZL,THB,TRY,TZS,UGX,USD,XAF,XOF,ZAR,ZMW	DKK

Standard Bank South Africa - Cross Border Payment	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	EUR,GBP
Standard Bank South Africa - Cross Border Payment	08:30 Africa/Harare,Week Days	08:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CZK
Standard Bank South Africa - Cross Border Payment	09:00 Africa/Harare,Week Days	09:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	BWP,CHF
Standard Bank South Africa - Cross Border Payment	11:00 Africa/Harare,Week Days	11:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NOK
Standard Bank South Africa - Cross Border Payment	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AED,GHS,HUF,INR,KES,MGA,MUR, MWK,MXN,MZN,NGN,PLN,QAR, RUB,RWF,SAR,SCR,SEK,TRY,TZS, UGX,XAF,XOF,ZMW
Standard Bank South Africa - Cross Border Payment	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ILS

Standard Bank South Africa - Cross Border Payment	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AUD,CNY,HKD,JPY,THB
Standard Bank South Africa - Cross Border Payment	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NZD,SGD
Standard Bank South Africa - Cross Border Payment	03:00 Africa/Harare,Week Days	03:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	TZS,ZWG
Standard Bank South Africa - Cross Border Payment	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ILS
Standard Bank South Africa - Cross Border Payment	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	PHP
Standard Bank South Africa - Cross Border Payment	08:30 Africa/Harare,Week Days	08:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CZK,SEK

Standard Bank South Africa - Cross Border Payment	09:00 Africa/Harare,Week Days	09:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	BWP,CHF,LSL,SZL
Standard Bank South Africa - Cross Border Payment	10:00 Africa/Harare,Week Days	10:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AZN,EGP,XOF
Standard Bank South Africa - Cross Border Payment	11:00 Africa/Harare,Week Days	11:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NOK,SCR
Standard Bank South Africa - Cross Border Payment	12:00 Africa/Harare,Week Days	12:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ADP,CYP,HUF,JOD,LUF,MAD,MZN, NAD,TRL
Standard Bank South Africa - Cross Border Payment	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	EUR,GBP
Standard Bank South Africa - Cross Border Payment	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ETB,NZD

Standard Bank South Africa - Cross Border Payment	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	DEM,DKK,ITL,SDG
Standard Bank South Africa - Cross Border Payment	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AUD,CNY,HKD,JPY,SGD,THB
Standard Bank South Africa - Cross Border Payment	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CDF
Standard Bank South Africa - Cross Border Payment	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AFA,ALL,AMD,AOA,BDT,BOB,BSD, ERN,GEL,GTQ,HNL,HTG,KHR,LBP, LRD,MMK,MRO,NIC,NPR,RMB, RWF,SLL,SOS,TJR,VND,YER
Standard Bank South Africa - Cross Border Payment	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AED,FJD,GHS,INR,KES,LKR,MGA, MUR,MWK,NGN,PKR,PLN,SAR, UGX,ZMW
Standard Bank South Africa - Cross Border Payment	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ATS,BEF,ESP,FIM,FRF,GRD,IEP, NLG,PTE,ZAR

Standard Bank South Africa - Cross Border Payment	15:00 Africa/Harare,Week Days	15:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ARS,BMD,BRL,CLP,COP,ECS,MXN ,PEN,UYU
Standard Bank South Africa - Cross Border Payment	15:00 Africa/Harare,Week Days	15:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	TWD
Standard Bank South Africa - Cross Border Payment	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	USD,CAD
Standard Bank South Africa - Cross Border Payment	17:00 Africa/Harare,Week Days	17:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	BND,IDR,NTD,RUB
Standard Bank South Africa - Domestic Authenticated collections Base	16:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	AC	ZAR	ZAR
Standard Bank South Africa - Domestic Authenticated collections Base	16:00 Africa/Johannesburg,Saturday	16:00 Africa/Johannesburg,Saturday	AC	ZAR	ZAR
Standard Bank South Africa - Domestic Authenticated collections Base	11:00 Africa/Johannesburg,Weekend	11:00 Africa/Johannesburg,Weekend	AC	ZAR	ZAR
Standard Bank South Africa - Domestic Authenticated collections Base	16:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	AC	ZAR	ZAR
Standard Bank South Africa - Domestic Payment Base - Sync Credit and Debit	16:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Value dated	ZAR	ZAR
Standard Bank South Africa - Domestic Payment Base - Sync Credit and Debit	10:15 Africa/Johannesburg,Saturday	10:15 Africa/Johannesburg,Saturday	Value dated	ZAR	ZAR

Standard Bank South Africa - Domestic Payment base - Synchronized Credit	19:00 Africa/Johannesburg,Week Days	16:20 Africa/Johannesburg,Week Days	Synchronised	ZAR	ZAR
Standard Bank South Africa - Domestic Payment base - Synchronized Credit	19:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Synchronised	ZAR	ZAR
Standard Bank South Africa - Domestic payment - VOSTRO	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	ZAR,EUR,USD,GBP	ZAR
Standard Bank South Africa - Domestic payment - VOSTRO	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	ZAR,EUR,USD,GBP	USD
Standard Bank South Africa - Domestic payment - VOSTRO	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	ZAR,EUR,USD,GBP	EUR,GBP
Standard Bank South Africa - Domestic payment FX Base	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	ZAR
Standard Bank South Africa - Domestic payment FX Non Base	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AUD,CNY,JPY,HKD,THB
Standard Bank South Africa - Domestic payment FX Non Base	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NZD,SGD
Standard Bank South Africa - Domestic payment FX Non Base	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AED,GHS,HUF,INR,KES,MGA,MUR, MWK,MXN,MZN,NGN,PLN,QAR, RUB,RWF,SAR,SCR,SEK,TRY,TZS, UGX,XAF,XOF,ZMW

Standard Bank South Africa - Domestic payment FX Non Base	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ILS
Standard Bank South Africa - Domestic payment FX Non Base	09:00 Africa/Harare,Week Days	09:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	BWP,CHF
Standard Bank South Africa - Domestic payment FX Non Base	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CAD,USD
Standard Bank South Africa - Domestic payment FX Non Base	11:00 Africa/Harare,Week Days	11:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NOK
Standard Bank South Africa - Domestic payment FX Non Base	08:30 Africa/Harare,Week Days	08:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CZK
Standard Bank South Africa - Domestic payment FX Non Base	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	DKK

Standard Bank South Africa - Domestic payment FX Non Base	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	EUR,GBP
Standard Bank South Africa - Domestic payment FX Non Base	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	LSL,NAD,SZL
Standard Bank South Africa - Domestic payment Non base	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	AUD,CNY,JPY,HKD,THB
Standard Bank South Africa - Domestic payment Non base	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	NZD,SGD
Standard Bank South Africa - Domestic payment Non base	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	AED,GHS,HUF,INR,KES,MGA,MUR, MWK,MXN,MZN,NGN,PLN,QAR, RUB,RWF,SAR,SCR,SEK,TRY,TZS, UGX,XAF,XOF,ZMW
Standard Bank South Africa - Domestic payment Non base	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	ILS

Standard Bank South Africa - Domestic payment Non base	09:00 Africa/Harare,Week Days	09:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	BWP,CHF
Standard Bank South Africa - Domestic payment Non base	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	CAD,USD
Standard Bank South Africa - Domestic payment Non base	11:00 Africa/Harare,Week Days	11:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	NOK
Standard Bank South Africa - Domestic payment Non base	08:30 Africa/Harare,Week Days	08:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	CZK
Standard Bank South Africa - Domestic payment Non base	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	DKK
Standard Bank South Africa - Domestic payment Non base	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	EUR,GBP
Standard Bank South Africa - Domestic payment Non base	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZMW	LSL,NAD,SZL
Standard Bank South Africa - Inter Account transfer base - VOSTRO	14:30 Africa/Harare,Week Days	14:30 N/A,Week Days	Normal	ZAR,EUR,USD,GBP	ZAR

Standard Bank South Africa - Inter Account transfer base - VOSTRO	15:30 Africa/Harare,Week Days	15:30 N/A,Week Days	Normal	ZAR,EUR,USD,GBP	USD
Standard Bank South Africa - Inter Account transfer base - VOSTRO	12:30 Africa/Harare,Week Days	12:30 N/A,Week Days	Normal	ZAR,EUR,USD,GBP	EUR,GBP
Standard Bank South Africa - InterAccount transfer FX	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AUD,CNY,JPY,HKD,THB
Standard Bank South Africa - InterAccount transfer FX	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NZD,SGD
Standard Bank South Africa - InterAccount transfer FX	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AED,GHS,HUF,INR,KES,MGA,MUR, MWK,MXN,MZN,NGN,PLN,QAR, RUB,RWF,SAR,SCR,SEK,TRY,TZS, UGX,XAF,XOF,ZMW
Standard Bank South Africa - InterAccount transfer FX	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ILS
Standard Bank South Africa - InterAccount transfer FX	09:00 Africa/Harare,Week Days	09:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	BWP,CHF

Standard Bank South Africa - InterAccount transfer FX	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CAD,USD
Standard Bank South Africa - InterAccount transfer FX	11:00 Africa/Harare,Week Days	11:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NOK
Standard Bank South Africa - InterAccount transfer FX	08:30 Africa/Harare,Week Days	08:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CZK
Standard Bank South Africa - InterAccount transfer FX	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	DKK
Standard Bank South Africa - InterAccount transfer FX	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	EUR,GBP
Standard Bank South Africa - InterAccount transfer FX	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	LSL,NAD,SZL,ZAR

Standard Bank South Africa - InterAccount transfer Non base	13:30 Africa/Harare,Week Days	13:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AUD,CNY,JPY,HKD,THB
Standard Bank South Africa - InterAccount transfer Non base	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NZD,SGD
Standard Bank South Africa - InterAccount transfer Non base	14:00 Africa/Harare,Week Days	14:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	AED,GHS,HUF,INR,KES,MGA,MUR, MWK,MXN,MZN,NGN,PLN,QAR, RUB,RWF,SAR,SCR,SEK,TRY,TZS, UGX,XAF,XOF,ZMW
Standard Bank South Africa - InterAccount transfer Non base	08:00 Africa/Harare,Week Days	08:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	ILS
Standard Bank South Africa - InterAccount transfer Non base	09:00 Africa/Harare,Week Days	09:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	BWP,CHF
Standard Bank South Africa - InterAccount transfer Non base	15:30 Africa/Harare,Week Days	15:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CAD,USD

Standard Bank South Africa - InterAccount transfer Non base	11:00 Africa/Harare,Week Days	11:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	NOK
Standard Bank South Africa - InterAccount transfer Non base	08:30 Africa/Harare,Week Days	08:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	CZK
Standard Bank South Africa - InterAccount transfer Non base	13:00 Africa/Harare,Week Days	13:00 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	DKK
Standard Bank South Africa - InterAccount transfer Non base	12:30 Africa/Harare,Week Days	12:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	EUR,GBP
Standard Bank South Africa - InterAccount transfer Non base	14:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	AED,AUD,BWP,CAD,CHF,CNY, CZK,DKK,EUR,GBP,GHS,HKD, HUF,ILS,INR,JPY,KES,LSL,MGA ,MUR,MWK,MXN,MZN,NAD,NG N,NOK,NZD,PLN,QAR,RUB,RW F,SAR,SCR,SEK,SGD,SZL,THB, TRY,TZS,UGX,USD,XAF,XOF,ZAR, ZMW	LSL,NAD,SZL
Standard Bank South Africa - Own transfer base - Normal - Many to One	19:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Standard Bank South Africa - Own transfer base - Normal - Many to One	19:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Normal	ZAR	ZAR
Standard Bank South Africa - Own transfer base - Normal - One to Many	19:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR

Standard Bank South Africa - Own transfer base - Normal - One to Many	19:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Normal	ZAR	ZAR
Standard Bank South africa - Cross Border CMA Payment	19:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Standard Bank South africa - Cross Border CMA Payment	19:00 Africa/Johannesburg,Weekend	19:00 Africa/Johannesburg,Weekend	Normal	ZAR	ZAR
Third Party Payment Base	19:00 Africa/Johannesburg,Week Days	16:20 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Third Party Payment Base	19:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Normal	ZAR	ZAR
Third Party Payment Base	00:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Third Party Payment Base	00:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Normal	ZAR	ZAR
Third Party Payment Base	13:00 Africa/Johannesburg,Sunday	13:00 Africa/Johannesburg,Sunday	Normal	ZAR	ZAR
Third Party Payment Base	00:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Third Party Payment Base	00:00 Africa/Johannesburg,Saturday	09:45 Africa/Johannesburg,Saturday	Normal	ZAR	ZAR
Third Party Payment Base	00:00 Africa/Johannesburg,Week Days	19:00 Africa/Johannesburg,Week Days	Normal	ZAR	ZAR
Third Party Payment Base	00:00 Africa/Johannesburg,Saturday	19:00 Africa/Johannesburg,Saturday	Normal	ZAR	ZAR

South Sudan

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment Base	18:00 Africa/Juba/EAT,Week Days	16:30 Africa/Juba/EAT,Week Days	Normal	SSP	SSP
Domestic Payment Cross Border KEPSS Currencies - to Kenya	16:30 Africa/Khartoum,Week Days	16:30 Africa/Khartoum,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,INR,KES,SSP,UGX	EUR,GBP,USD,KES,UGX
Domestic Payment Cross Border SWIFT Currencies - to Kenya	16:30 Africa/Khartoum,Week Days	16:30 Africa/Khartoum,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,INR,KES,SSP,UGX	CAD,AUD,CHF,JPY,SEK,ZAR,INR,SSP
Domestic Payment FX Base 1	16:30 Africa/Juba/EAT,Week Days	16:30 Africa/Juba/EAT,Week Days	Normal	USD	SSP
Domestic Payment FX Base 2	16:30 Africa/Juba/EAT,Week Days	16:30 Africa/Juba/EAT,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,ZAR,INR,KES,UGX	SSP
Domestic Payment FX Non Base 1	16:30 Africa/Juba/EAT,Week Days	16:30 Africa/Juba/EAT,Week Days	Normal	SSP	USD

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment FX Non Base 2	16:30 Africa/Juba/EAT,Week Days	16:30 Africa/Juba/EAT,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,INR,KES,UGX	USD
Domestic Payment FX Non Base 3	16:30 Africa/Juba/EAT,Week Days	13:00 Africa/Juba/EAT,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,INR,KES,SSP,UGX	EUR,GBP,KES,UGX
Domestic Payment FX Non Base 3	16:30 Africa/Juba/EAT,Saturday	16:30 Africa/Juba/EAT,Saturday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,INR,KES,SSP,UGX	CAD,AUD,CHF,JPY,SEK,ZAR,INR
Domestic Payment Non Base	16:30 Africa/Juba/EAT,Week Days	13:00 Africa/Juba/EAT,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, ZAR,INR,KES,UGX	EUR,GBP,KES,UGX
Domestic Payment Non Base	16:30 Africa/Juba/EAT,Saturday	16:30 Africa/Juba/EAT,Saturday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, ZAR,INR,KES,UGX	CAD,AUD,CHF,JPY,SEK,ZAR,INR
Domestic Payment Non Base USD	18:00 Africa/Juba/EAT,Week Days	16:30 Africa/Juba/EAT,Week Days	Normal	USD	USD
Own Transfer Base	18:00 Africa/Juba/EAT,Week Days	16:00 Africa/Juba/EAT,Week Days	Normal	SSP	SSP
Own Transfer FX	16:30 Africa/Juba/EAT,Week Days	16:00 Africa/Juba/EAT,Week Days	Normal	AUD,GBP,CAD,EUR,INR,JPY,ZAR, SEK,CHF,USD,KES,UGX,SSP	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,INR,KES,SSP,UGX
Own Transfer NonBase	16:30 Africa/Juba/EAT,Week Days	16:00 Africa/Juba/EAT,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,INR,KES,UGX	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,INR,KES,UGX

Swaziland

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border 1	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	SZL	ZAR
Cross Border 2	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	SZL	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZWG,CNY
Cross Border 3	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD,D KK,JPY,NZD,NOK,SEK,CHF,ZWG ,LSL	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZWG ,ZAR,LSL
Domestic Payment Base	18:45 Africa/Mbabane,Week Days	18:45 Africa/Mbabane,Week Days	Normal	SZL	SZL
Domestic Payment Base	16:45 Africa/Mbabane,Saturday	16:45 Africa/Mbabane,Saturday	Normal	SZL	SZL
Domestic Payment Base	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	SZL	SZL
Domestic Payment FX Base	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZWG	SZL
Domestic Payment FX Non-Base	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD,D KK,JPY,NZD,NOK,SEK,CHF,ZWG ,SZL	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZWG,ZAR

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment Non-Base	13:00 Africa/Mbabane,Week Days	13:00 Africa/Mbabane,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZWG	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZWG
Own Transfer Base	18:45 Africa/Mbabane,Week Days	18:45 Africa/Mbabane,Week Days	Normal	SZL	SZL
Own Transfer Base	22:45 Africa/Mbabane,Saturday	16:45 Africa/Malabo,Saturday	Normal	SZL	SZL
Own Transfer FX	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZWG	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZWG,SZL
Own Transfer Non-Base	16:45 Africa/Mbabane,Week Days	16:45 Africa/Mbabane,Week Days	Normal	USD,GBP,EUR,AUD,BWP,CAD, DKK,JPY,NZD,NOK,SEK,CHF,ZWG	USD,GBP,EUR,AUD,BWP,CAD,DKK ,JPY,NZD,NOK,SEK,CHF,ZWG
Standard Bank Swaziland - Domestic Direct debits - Fixed date value Collection Base	18:45 Africa/Mbabane,Week Days	16:45 Africa/Mbabane,Week Days	Normal	SZL	SZL
Standard Bank Swaziland - Domestic Direct debits - Upfront value Collection Base	23:59 Africa/Mbabane,Weekend	23:59 Africa/Mbabane,Weekend	Normal	SZL	SZL
Standard Bank Swaziland - Domestic Direct debits - Upfront value Collection Base	18:45 Africa/Mbabane,Week Days	16:45 Africa/Mbabane,Week Days	Normal	SZL	SZL
Standard Bank Swaziland - Domestic Direct debits - Value on success Collection Base	18:45 Africa/Mbabane,Week Days	16:45 Africa/Mbabane,Week Days	Normal	SZL	SZL
Urgent Payment	14:30 Africa/Mbabane,Week Days	14:30 Africa/Mbabane,Week Days	Urgent	SZL	SZL

Tanzania					
Payment Cut-off Times					
Instrument Description	**The Bank**	**Agent Bank**	**Service Level**	**Ordering Account Currency**	**Transfer Currency**
Cross Border Payment	17:00 Africa/Dar_es_Salaam,Week Days	17:00 Africa/Dar_es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,TZS	USD,EUR,GBP,JPY,KES,CHF,CAD, SEK,NOK,DKK,AUD,UGX,TZS,AED
Cross Border Payment (ZAR Only)	14:30 Africa/Dar_Es_Salaam,Week Days	14:30 Africa/Dar_Es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,TZS	ZAR
Cross Border Payment (ZAR Only)	19:00 Africa/Johannesburg,Week Days	19:00 Africa/Johannesburg,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,TZS	ZAR
Cross Border RTGS	16:00 Africa/Dar_es_Salaam,Week Days	16:00 Africa/Dar_es_Salaam,Week Days	Urgent	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,TZS	AUD,CAD,CHF,DKK,EUR,GBP,JPY, KES,NOK,SEK,TZS,UGX,USD,ZAR
Domestic Payment Base	23:59 Africa/Dar_es_Salaam,Week Days	19:00 Africa/Dar_es_Salaam,Week Days	Normal	TZS	TZS
Domestic Payment Base	23:59 Africa/Dar_es_Salaam,Week Days	23:59 Africa/Dar_es_Salaam,Week Days	Normal	TZS	TZS

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment Base	23:59 Africa/Dar_es Salaam,Weekend	23:59 Africa/Dar_es Salaam,Weekend	Normal	TZS	TZS
Domestic Payment FX Base	19:00 Africa/Dar_es_Salaam,Week Days	19:00 Africa/Dar_es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX	TZS
Domestic Payment FX Non-Base	17:00 Africa/Dar_es_Salaam,Week Days	17:00 Africa/Dar_es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF ,CAD,SEK,NOK,DKK,AUD,UGX,T ZS,CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,CNY
Domestic Payment Non-Base	23:59 Africa/Dar_es_Salaam,Week Days	17:00 Africa/Dar_es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CH F,CAD,SEK,NOK,DKK,AUD,UGX, CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,CNY
Domestic Payment Non-Base	23:59 Africa/Dar_es Salaam,Weekend	23:59 Africa/Dar_es Salaam,Weekend	Normal	USD,EUR,GBP,ZAR,JPY,KES,CH F,CAD,SEK,NOK,DKK,AUD,UGX, CNY	AUD,CAD,CHF,DKK,EUR,GBP,JPY, KES,NOK,SEK,UGX,USD,ZAR
Own Transfer Base	23:59 Africa/Dar_es_Salaam,Week Days	23:59 Africa/Dar_es_Salaam,Week Days	Normal	TZS	TZS
Own Transfer Base	23:59 Africa/Dar_es Salaam,Weekend	23:59 Africa/Dar_es Salaam,Weekend	Normal	TZS	TZS
Own Transfer FX	16:30 Africa/Dar_es_Salaam,Week Days	16:30 Africa/Dar_es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX, TZS,CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF,C AD,SEK,NOK,DKK,AUD,UGX, TZS,CNY
Own Transfer Non-Base	23:59 Africa/Dar_es_Salaam,Week Days	23:59 Africa/Dar_es_Salaam,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CH F,CAD,SEK,NOK,DKK,AUD,UGX, CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF,C AD,SEK,NOK,DKK,AUD,UGX,CNY
Own Transfer Non-Base	23:59 Africa/Dar_es Salaam,Weekend	23:59 Africa/Dar_es Salaam,Weekend	Normal	USD,EUR,GBP,ZAR,JPY,KES,CH F,CAD,SEK,NOK,DKK,AUD,UGX, CNY	AUD,CAD,CHF,DKK,EUR,GBP,JPY, KES,NOK,SEK,UGX,USD,ZAR
SADC Cross Border Urgent	16:00 Africa/Johannesburg,Week Days	16:00 Africa/Johannesburg,Week Days	Urgent	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,UGX,TZS	ZAR
Urgent Payment	19:00 Africa/Dar_es_Salaam,Week Days	19:00 Africa/Dar_es_Salaam,Week Days	Urgent	TZS	TZS

Uganda

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	16:00 Africa/Kampala,Week Days	16:00 Africa/Kampala,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,DKK,KES,NOK,TZS,UGX ,CNY,RWF	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,DKK,KES,NOK,TZS,UGX, CNY,RWF,INR
Cross Border RTGS	14:00 Africa/Kampala,Week Days	14:00 Africa/Lagos,Week Days	Urgent	CAD,AUD,CHF,EUR,GBP,JPY,SEK, USD,ZAR,DKK,KES,NOK,TZS,UGX ,CNY,RWF	KES,UGX,TZS

Domestic Payment ACH Non-Base	23:59 Africa/Kampala,Week Days	23:59 Africa/Kampala,Week Days	Normal	USD,GBP,EUR,TZS,KES,RWF	USD,GBP,EUR,TZS,KES,RWF
Domestic Payment ACH Non-Base	23:59 Africa/Kampala,Saturday	23:59 Africa/Kampala,Saturday	Normal	USD,GBP,EUR,TZS,KES,RWF	EUR,GBP,KES,RWF,TZS,USD
Domestic Payment Base	23:59 Africa/Kampala,Week Days	23:59 Africa/Kampala,Week Days	Normal	UGX	UGX,INR
Domestic Payment Base	23:59 Africa/Kampala,Saturday	23:59 Africa/Kampala,Saturday	Normal	UGX	UGX,INR
Domestic Payment Base	23:59 Africa/Kampala,Sunday	23:59 Africa/Kampala,Sunday	Normal	UGX	INR,UGX
Domestic Payment FX Base	16:00 Africa/Kampala,Week Days	16:00 Africa/Kampala,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,CNY	UGX
Domestic Payment FX Base	12:00 Africa/Kampala,Saturday	12:00 Africa/Kampala,Saturday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,CNY	UGX
Domestic Payment FX Non-Base	16:00 Africa/Kampala,Week Days	16:00 Africa/Kampala,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,UGX,CNY,INR,RWF	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,CNY,INR,RWF
Domestic Payment FX Non-Base	12:00 Africa/Kampala,Saturday	12:00 Africa/Kampala,Saturday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,UGX,CNY,INR,RWF	CAD,CHF,CNY,DKK,EUR,GBP,JPY,KES,NOK,SEK,TZS,USD,ZAR,INR,RWF
Domestic Payment Non-Base	16:00 Africa/Kampala,Week Days	16:00 Africa/Kampala,Week Days	Normal	CAD,AUD,CHF,JPY,SEK,ZAR,DKK,NOK,CNY,INR,RWF	CAD,AUD,CHF,JPY,SEK,ZAR,DKK,NOK,CNY,INR,RWF
Domestic Payment Non-Base	15:00 Africa/Kampala,Saturday	15:00 Africa/Kampala,Saturday	Normal	CAD,AUD,CHF,JPY,SEK,ZAR,DKK,NOK,CNY,INR,RWF	CAD,CHF,CNY,DKK,EUR,GBP,JPY,KES,NOK,SEK,TZS,USD,ZAR,INR,RWF
Domestic Payment Non-Base	23:59 Africa/Kampala,Sunday	23:59 Africa/Kampala,Sunday	Normal	CAD,AUD,CHF,JPY,SEK,ZAR,DKK,NOK,CNY,INR,RWF	EUR,GBP,KES,RWF,TZS,USD
Own Transfer Base	23:59 Africa/Kampala,Week Days	23:59 Africa/Kampala,Week Days	Normal	UGX	UGX
Own Transfer Base	23:59 Africa/Kampala,Sunday	23:59 Africa/Kampala,Sunday	Normal	UGX	UGX
Own Transfer Base	23:59 Africa/Kampala,Saturday	23:59 Africa/Kampala,Saturday	Normal	UGX	UGX
Own Transfer FX	16:00 Africa/Kampala,Week Days	16:00 Africa/Kampala,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,UGX,CNY,INR,RWF	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,UGX,CNY,INR,RWF
Own Transfer FX	12:00 Africa/Kampala,Saturday	12:00 Africa/Kampala,Saturday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,UGX,CNY,INR,RWF	CAD,CHF,CNY,DKK,EUR,GBP,JPY,KES,NOK,SEK,TZS,UGX,USD,ZAR,INR,RWF
Own Transfer Non-Base	23:59 Africa/Kampala,Week Days	23:59 Africa/Kampala,Week Days	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,CNY,INR,RWF	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,INR,RWF
Own Transfer Non-Base	23:59 Africa/Kampala,Saturday	23:59 Africa/Kampala,Saturday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,CNY,INR,RWF	CAD,CHF,DKK,EUR,GBP,JPY,KES,NOK,SEK,TZS,USD,ZAR,INR,RWF
Own Transfer Non-Base	23:59 Africa/Kampala,Sunday	23:59 Africa/Kampala,Sunday	Normal	CAD,AUD,CHF,EUR,GBP,JPY,SEK,USD,ZAR,DKK,KES,NOK,TZS,CNY,INR,RWF	CAD,CHF,DKK,EUR,GBP,INR,JPY,KES,NOK,RWF,SEK,TZS,USD,ZAR

Standard Bank Uganda - Domestic Direct Debits - Fixed Date Value Collection Base	19:00 Africa/Kampala,Week Days	19:00 Africa/Kampala,Week Days	Normal	UGX	UGX
Standard Bank Uganda - Domestic Direct Debits - Upfront Value Collection Base	23:59 N/A,Week Days	00:00 N/A,Week Days	Normal	UGX	UGX
Standard Bank Uganda - Domestic Direct Debits - Upfront Value Collection Base	23:59 N/A,Saturday	00:00 N/A,Saturday	Normal	UGX	UGX
Standard Bank Uganda - Domestic Direct Debits - Value On Success Collection Base	23:00 Africa/Kampala,Week Days	23:59 N/A,Week Days	Normal	UGX	UGX
Standard Bank Uganda - Domestic Direct Debits - Value On Success Collection Base	23:59 Africa/Kampala,Saturday	23:59 N/A,Saturday	Normal	UGX	UGX
Urgent Payment	16:00 Africa/Kampala,Week Days	15:20 Africa/Kampala,Week Days	Urgent	UGX,USD,GBP,EUR,TZS,KES,RWF	UGX,USD,GBP,EUR,TZS,KES,RWF

Zambia

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border Payment	13:30 Africa/Lusaka,Week Days	13:30 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW,CNY	USD,EUR,GBP,JPY,KES,CHF,CAD, SEK,NOK,DKK,AUD,BWP,INR,MWK ,SZL,TZS,ZWG,ZMW,CNY
Cross Border Payment (ZAR Only)	13:30 Africa/Lusaka,Week Days	13:30 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW	ZAR
Cross Border Payment (ZAR Only)	13:30 Africa/Johannesburg,Week Days	13:30 Africa/Johannesburg,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW	ZAR
Domestic Payment Base	23:59 Africa/Lusaka,Saturday	23:59 Africa/Lusaka,Saturday	Normal	ZMW	ZMW
Domestic Payment Base	23:59 Africa/Lusaka,Week Days	23:59 Africa/Lusaka,Week Days	Normal	ZMW	ZMW
Domestic Payment Base	23:59 Africa/Lusaka,Week Days	15:30 Africa/Lusaka,Week Days	Normal	ZMW	ZMW
Domestic Payment FX Base	13:30 Africa/Lusaka,Week Days	13:30 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,CNY	ZMW
Domestic Payment FX Non-Base	13:30 Africa/Lusaka,Week Days	13:30 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW,CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,CNY,NZD

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Domestic Payment Non-Base	13:30 Africa/Lusaka,Week Days	13:30 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES, CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,CNY,NZD
Own Transfer Base	23:59 Africa/Lusaka,Week Days	23:59 Africa/Lusaka,Week Days	Normal	ZMW	ZMW
Own Transfer FX	16:00 Africa/Lusaka,Week Days	16:00 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW,CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW,CNY,NZD
Own Transfer Non-Base	16:00 Africa/Lusaka,Week Days	16:00 Africa/Lusaka,Week Days	Normal	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,CNY	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,CNY,NZD
SADC Cross Border Urgent	13:30 Africa/Johannesburg,Week Days	13:30 Africa/Johannesburg,Week Days	Urgent	USD,EUR,GBP,ZAR,JPY,KES,CHF, CAD,SEK,NOK,DKK,AUD,BWP,INR, MWK,SZL,TZS,ZWG,ZMW	ZAR
Standard Bank Zambia - Domestic Direct debits - Upfront value Collection Base	23:59 Africa/Lusaka,Week Days	23:59 Africa/Lusaka,Week Days	Normal	ZMW	ZMW
Urgent Payment	23:59 Africa/Lusaka,Week Days	13:30 Africa/Lusaka,Week Days	Urgent	ZMW	ZMW

Zimbabwe

Payment Cut-off Times

Instrument Description	The Bank	Agent Bank	Service Level	Ordering Account Currency	Transfer Currency
Cross Border	16:30 Africa/Harare,Week Days	16:30 Africa/Harare,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD,ZWG	EUR,CHF,GBP,JPY,BWP,AUD,CAD, DKK,INR,NOK,SEK,NZD,KES,MUR, MWK,SZL,ZMW,USD,CNY
Cross Border Payment (ZAR Only)	23:59 Africa/Asmara,Week Days	23:59 Africa/Algiers,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD,ZWG	ZAR
Cross Border Payment (ZAR Only)	23:00 Africa/Harare,Week Days	23:00 Africa/Harare,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD,ZWG	ZAR
Cross Border Payment (ZAR Only)	13:00 Africa/Harare,Week Days	13:00 Africa/Johannesburg,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD,ZWG	ZAR
Domestic Payment Base	23:59 Africa/Harare,Week Days	11:30 Africa/Harare,Week Days	Normal	ZWG,USD	ZWG,USD
Domestic Payment Base	23:59 Africa/Harare,Weekend	00:01 Africa/Harare,Weekend	Normal	ZWG,USD	ZWG,USD
Domestic Payment Non-Base	16:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,CNY

Own Transfer Base	23:59 Africa/Harare,Weekend	16:30 Africa/Harare,Weekend	Normal	ZWG,USD	ZWG,USD
Own Transfer Base	23:59 Africa/Harare,Week Days	16:30 Africa/Harare,Week Days	Normal	ZWG,USD	ZWG,USD
Own Transfer FX	16:30 Africa/Harare,Week Days	14:30 Africa/Harare,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD,ZWG	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD,ZWG
SADC Cross Border Urgent	13:00 Africa/Johannesburg,Week Days	13:00 Africa/Johannesburg,Week Days	Urgent	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD	ZAR
Standard Bank Zimbabwe - Domestic Direct debits Fixed date value Collection Base	16:00 Africa/Harare,Week Days	00:00 Africa/Harare,Week Days	Normal	ZWG	ZWG
Standard Bank Zimbabwe - Domestic Direct debits Upfront value Collection Base	16:00 Africa/Harare,Week Days	00:00 Africa/Harare,Week Days	Normal	ZWG	ZWG
Standard Bank Zimbabwe - Domestic Direct debits Value on success Collection Base	23:59 Africa/Harare,Week Days	00:00 Africa/Harare,Week Days	Normal	ZWG	ZWG
Standard Bank Zimbabwe - Urgent payment	23:59 Africa/Harare,Week Days	11:30 Africa/Harare,Week Days	Urgent	ZWG,USD	ZWG,USD
Third Party FX Base	16:30 Africa/Harare,Week Days	16:30 Africa/Harare,Week Days	Normal	EUR,CHF,ZAR,GBP,JPY,BWP,AUD, CAD,DKK,INR,NOK,SEK,NZD,KES, MUR,MWK,SZL,ZMW,USD	ZWG

MT101 (Request for Transfer)

Payment Cut-off Times			
The Bank	**Agent Bank**	**Batch Type**	**Service Level**
12:00 Johannesburg Local Time	16:00 Johannesburg Local Time	MT101	Normal
12:00 Local time (Weekend)	09:45 Local time (Weekend)	MT101	Normal
OWN Transfer Cut-off Times			
N/A			
Collections Cut-off Times			
N/A			

Note

The Principal and / or Participant is responsible for ensuring that Transaction Instructions are submitted and successfully processed prior to the above specified cut-off times.

High volume Instructions greater than 3000 need to be processed by 15:00 Local Time. Processing after 15:00 Local Time might result in partial processing of Batches or unsuccessful processing.