

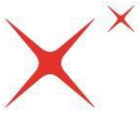
DBS ELECTRONIC BANKING SERVICES TERMS AND CONDITIONS

Part A – General Terms and Conditions Governing EB Services

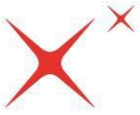
1. DEFINITIONS AND INTERPRETATION

1.1 Definitions. In these EB Services Terms and Conditions, unless the context otherwise requires:

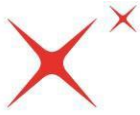
- (a) **“Account”** means, where applicable, each account you open with us in any country or territory;
- (b) **“Account Opening Terms”** means, in relation to each Account, the terms and conditions governing the opening and operation of the Account and related services in the Jurisdiction and all supplements and addenda thereto;
- (c) **“ATM”** means automated teller machines and such other devices provided by us for the withdrawal or deposit of cash and/or cheques;
- (d) **“Bank”** means the DBS entity providing the EB Services to you, as identified in the Registration Form;
- (e) **“Bank Member”** means any of the Bank’s branches, subsidiaries, representative offices, agencies or affiliates, the Bank’s head office or ultimate holding company, any corporation in the Bank’s group (being a corporation in which an equity interest is held by any of the foregoing entities) or any bank or member of a bank group in any Jurisdiction with whom the Bank has entered or may enter into any form of alliance;
- (f) **“Channel”** means the Internet website at <https://ideal.dbs.com>, telecommunication devices, ATMs and any other location, resource or platform through which the EB Services may be accessed, as we may notify you from time to time;
- (g) **“Content”** means any information, reports, images, links, sounds, graphics, video, software or other materials made available through the EB Services, including Market Data;
- (h) **“Designated Contact”** means, the designated contact for the Bank in the Jurisdiction, as set out in Annex I of Part A of these EB Services Terms and Conditions (as may be amended from time to time);
- (i) **“EB Services”** means the electronic banking and other services that we make available to you via the Channels and on and subject to the terms of these EB Services Terms and Conditions;
- (j) **“Electronic Advice”** has the meaning set out in Clause 4.1;
- (k) **“Electronic Instruction(s)”** means any assent, communication, instruction, order, message, data, application, record, document, request or information received by us via the EB Services or pursuant to the EB Services, or otherwise referable to your Security Codes or those of your Users (including information delivered to us offline);
- (l) **“Jurisdiction”** means the country or territory where the Bank is located;
- (m) **“Mandate”** means all your written authorisations and mandates provided in such form and substance satisfactory to us;
- (n) **“Market Data”** means any information relating to securities, financial markets, companies, industries, news and any data, analysis or research thereon, made available via the EB Services;
- (o) **“Mobile Device”** means a telephone or other device with access to a cellular radio system that allows users to make and receive telephone calls, text messages and utilise data services among other features, that can be used over a wide area without a physical connection to a network and through which a customer may access and use any EB Services, such as a mobile smartphone, tablet computer, or similar device;
- (p) **“Notice”** has the meaning set out in Clause 15.1;
- (q) **“Permitted Certificate”** means any electronic, digital or other certificate that we may in our sole and absolute discretion from time to time accept or prescribe for use in connection with any Electronic Instruction to certify the: (i) integrity; (ii) authenticity or identity of the issuer; and/or (iii) any other characteristics, of such Electronic Instruction associated with use of the EB Services;
- (r) **“Person”** includes any (i) individual, corporation, firm, partnership, limited liability partnership, society, association, trade union, institution, business concern, organisation; (ii) statutory body, agency or government authority; (iii) quasi-governmental, inter-governmental or supranational body; or (iv) regulatory, fiscal, taxing or other authority or organisation, in each case whether local or foreign;
- (s) **“Personal Data”** means data which relate to an individual who can be identified (i) from those data or (ii) from those data and other information which is in our possession or is likely to come into our possession;
- (t) **“Provider”** means any Person who from time to time participates or is involved, directly or indirectly, independently or on our behalf, in providing services or products through the EB Services and/or other services or products to the Bank or a Bank Member;
- (u) **“pWeb Facility”** means the Internet website facility at [<http://www.dbs.com>] or any other uniform resource locator which we may make available to you for the transmission of Electronic Instructions to us in accordance with such protocols and processes as we may specify from time to time in connection with applications for or provision of certain products and services and the on-going operation and maintenance of your Account(s) with us;
- (v) **“Purposes”** has the meaning set out in Clause 8.4;
- (w) **“Recipient”** has the meaning set out in Clause 8.2;



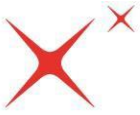
- (x) **“Registration Form”** means the registration form, in such form specified by the Bank from time to time, duly executed by you to request us to provide the EB Services to you, including any additional or supplemental forms;
 - (y) **“Requirements”** has the meaning set out in Clause 3.2;
 - (z) **“Security Code”** means a mark, sequence of numbers and/or letters, log-in credentials, a Permitted Certificate or such other codes or procedures, whether generated by a Security Mechanism or otherwise, designated or accepted by us from time to time for use in connection with access to and/or use of the EB Services and/or certification of the : (i) integrity; (ii) authenticity or identity of the issuer; and/or (iii) any other characteristics, of such Electronic Instruction associated with use of the EB Services, and shall be deemed to include a Third Party Security Code;
 - (aa) **“Security Mechanism”** refers to any security token, security application, ATM card, platform, service or such other device, equipment or method which is used to generate a Security Code or which is used in connection with access to and/or use of the EB Services and/or certification of the : (i) integrity; (ii) authenticity or identity of the issuer; and/or (iii) any other characteristics, of such Electronic Instruction associated with use of the EB Services and shall be deemed to include a Third Party Security Mechanism;
 - (bb) **“Software”** has the meaning set out in Clause 3.5;
 - (cc) **“System”** means the hardware, software and telecommunication links or any part thereof used from time to time for the purpose of providing, supporting, accessing and/or otherwise referable to the EB Services;
 - (dd) **“Third Party Content”** has the meaning set out in Clause 4.7;
 - (ee) **“Third Party Security Code”** has the meaning set out in Clause 6.6;
 - (ff) **“Third Party Security Mechanism”** has the meaning set out in Clause 6.6;
 - (gg) **“Third Party Sites”** has the meaning set out in Clause 4.7;
 - (hh) **“Transaction”** means any transaction or operation made or performed, processed or effected pursuant to the Electronic Instructions or otherwise through the EB Services by you or your Users or through the System;
 - (ii) **“User Guide”** means such user guide or document issued or prescribed by us, through any medium, setting out instructions on the use of the EB Services;
 - (jj) **“Users”** mean the individuals or Persons whom you have authorised or granted access, are deemed to have authorised or granted access to use the EB Services (including without limitation to transmit, create or approve Electronic Instructions) and/or to act as your administrator(s) to administer certain rights, privileges and/or administrative functions relating to the access and use of the EB Services provisioned to you;
 - (kk) **“We”, “our” or “us”** mean the Bank and any Bank Member who provides services to you under these EB Services Terms and Conditions, and their respective successors, assigns and transferees; and
 - (ll) **“You” or “your”** mean a Person(s) who signs up for the EB Services, and such Person's successors and permitted assigns.
- 1.2 **References to “Regulation”.** In these EB Services Terms and Conditions, a **“regulation”** includes any regulation, rule, official directive, request, code of practice or guideline (whether or not having the force of law) of any governmental, inter-governmental or supranational body, agency, department or regulatory, self-regulatory or other authority or organisation and **“regulatory”** shall be construed accordingly.
- 1.3 **Clause References.** References to a **“Clause”** shall be construed as references to the provision of these EB Services Terms and Conditions as numbered within the Part or Section referred to in connection with the provision. If no Part or Section is so specified, it refers to the provision so numbered in Part A of these EB Services Terms and Conditions.
- 1.4 **Time Periods.** If any period of time specified in these EB Services Terms and Conditions for a given act or event ends on a non-business day, then that time is deemed to only end on the next business day. A **“business day”** means any day on which the Bank is open for business in the relevant Jurisdiction.
- 1.5 **Additional and Supplementary Terms and Conditions.** For the avoidance of doubt, the additional terms and conditions set out in Part B of these EB Services Terms and Conditions and any supplementary terms and conditions, including the supplementary terms and conditions set out in Part C of these EB Services Terms and Conditions, constitute part of these EB Services Terms and Conditions. We may from time to time add to, remove or change such additional or supplementary terms and conditions.
- 1.6 **Indemnities.** A reference in these EB Services Terms and Conditions to you indemnifying us in respect of an event or circumstance shall include indemnifying and keeping us and each Bank Member harmless, on an after tax basis, from all actions, claims and proceedings from time to time made against us and each Bank Member and all losses, damages, liabilities, payments, costs or expenses suffered, made or incurred by us and each Bank Member as a consequence of or in connection with that event or circumstance.
- 1.7 **Binding Nature.** These EB Services Terms and Conditions apply to the EB Services provided to you and are binding on you.
- 2. PROVISION OF MANDATES**
- 2.1 **Provision of Mandate.** You will provide us with the Mandate in writing for the EB Services and (if required) for each of your Users. If required by us, you will procure that each of your Users provides an acknowledgement in writing confirming receipt or installation of the Security Mechanism and/or Security Codes. Upon receipt of such Mandate and/or acknowledgement (if required), we will activate access to the EB Services for you and/or your Users as soon as reasonably practicable.



- 2.2 Activation of Access. We may not activate access to the EB Services for you and/or your User(s) if we are of the view that there is any discrepancy, ambiguity or contradiction in information submitted to us. Notwithstanding the foregoing, we are not obliged to check the information submitted to us for any discrepancy, ambiguity or contradiction.
- 2.3 Powers of Users. Certain Users may be appointed by you as administrators and, as such, have greater powers to perform certain actions including changing certain configurations of the EB Services and/or adding other Users. You are solely responsible for ensuring that your interests are adequately protected when making such appointments. We may require you to execute additional forms if you wish to give a User the sole power to authorise Transactions. The powers or access rights granted to your Users in connection with any access and/or use of the EB Services shall be determined by us in our sole and absolute discretion, and we may amend or revoke such powers at any time and without any notice to you. The exercise of any powers granted to your Users may be subject to any additional requirements or procedures that we may prescribe from time to time in our sole and absolute discretion (whether in these EB Services Terms and Conditions or otherwise).
- 2.4 Changes in Mandate. The Mandate for the EB Services and each of your Users applies only to the EB Services. Any change to the Mandate should be made in writing and such change to the Mandate for the EB Services will in no way affect the Mandate for any other service provided by us, and *vice versa*.
- 2.5 Maintenance of Account. Your operation and maintenance of the Account (where applicable) is subject to the Account Opening Terms. If you close the Account, your ability to access the Account through the EB Services will also be terminated.
- 3. HARDWARE AND SOFTWARE REQUIREMENTS**
- 3.1 Maintenance of System. You will set up and maintain your own System and other facilities for accessing and using the EB Services. It is your sole responsibility to monitor and regularly review the adequacy of your System and other facilities, and security arrangements protecting such System and other facilities from unauthorised access or use.
- 3.2 Hardware and Software Requirements. We will notify you of the preferred hardware and software requirements (including updates and/or patches that need to be installed) for accessing and using the EB Services from time to time (the "**Requirements**"). We will not be responsible for your failure to access or use the EB Services if your System or other facilities do not satisfy the Requirements.
- 3.3 Changes in Requirements. We may at any time upgrade or change the Requirements by giving you at least one month prior notice. You will, at your own cost and expense, make any necessary upgrade or change to your own System or other facilities to ensure continued access to and use of the EB Services. **We may at your request inspect your System or other facilities to ascertain whether you satisfy the Requirements, and you will be responsible for any costs reasonably incurred as a result.**
- 3.4 User Guide. You must comply with the instructions set out in the User Guide at all times.
- 3.5 Provision of Software. We may provide you with certain software and/or help you with the installation of certain software on your System (the "**Software**"). The Software may originate from us or may be licensed from a third party vendor.
- 3.6 Support for Delivery and/or Installation. You will provide us (or our appointed agents) with reasonable access to your System and all equipment, connections, fittings or other facilities required to enable the delivery and/or installation of the Software.
- 3.7 Limitations. The Software is provided "as is" and, to the maximum extent permitted under applicable law, all representations, warranties, conditions and other terms implied by statute, common law or otherwise in respect of the Software are excluded from these EB Services Terms and Conditions (including, without limitation, the implied conditions, warranties or terms as to satisfactory quality, fitness for purpose or the use of reasonable skill and care).
- 3.8 Restrictions on Use of Software. All rights, title and interest in the Software belong to us or the third party vendor and, subject to the terms of the licence pertaining to the Software, you undertake:
- save to the maximum extent permitted under applicable law, not make copies of, distribute, modify or reverse engineer the Software;
 - to use the Software solely for the purpose of accessing and using the EB Services in accordance with any licence, user guide or other documentation provided with the Software;
 - not to do or omit to do any act which would cause us to be in breach of our obligations to the third party vendor, as notified to you in advance; and
 - to pay us any licence fee payable in respect of your use of the Software.
- 3.9 Scope of Installation Services. If we help you with the installation of the Software, you agree that we are not required to:
- ensure that the Software functions properly on your System and is compatible with your System or other facilities;
 - correct any error, bug or other defect in your System arising from the installation of the Software; or
 - provide support or maintenance services in respect of the Software.
- 4. EB SERVICES, ELECTRONIC ADVICE AND OTHER CONTENT**
- 4.1 Provision of Electronic Advice. We may allow you to receive requested prompts or notifications in respect of certain Content from time to time (the "**Electronic Advice**"). Such Electronic Advice will be transmitted to you using such mode of delivery as we may determine from time to time. **You will be responsible for any charges incurred in respect of your receipt of such Electronic Advice. Although we will put in place reasonable safeguards, we do not warrant the security of any Electronic Advice transmitted to you and you accept the risk of the Electronic Advice being accessed by unauthorised third parties.**



- 4.2 **No Guarantee.** You acknowledge and agree that Content provided via Electronic Advice may be subject to time lags, delays and/or may be intercepted or lost and we do not guarantee the delivery, timeliness or accuracy of the Electronic Advice.
- 4.3 **Limitations.** You acknowledge and agree that certain Channels may only be accessed and used by specified Users. You further acknowledge that the EB Services, the Content and the Channels are provided on an "as is", "as available" basis only and that the time periods during which the EB Services may be available are subject to change. Neither party is liable if any communication is delayed, intercepted, lost or otherwise failed to reach the other party during the process of delivery, transmission or dispatch, or the contents of any communication is disclosed to any third party during the process of delivery, transmission or dispatch.
- 4.4 **Modification, Removal, Suspension or Discontinuance.** We may, without giving any reason, modify, remove, suspend or discontinue the provision of the EB Services or the Content or any Channels through which the EB Services or the Content are provided, whether in whole or in part. To the extent not prohibited by any law, regulation or our internal policy or procedure, we will, wherever possible, endeavour to provide reasonable notice to you regarding such modification, removal, suspension or discontinuance.
- 4.5 **No Warranties.** Although we will put in place reasonable safeguards, we do not warrant that the EB Services, the Channel or the Content will be provided uninterrupted, free from any errors, computer virus or other malicious, destructive or corrupting code, agent, program or macros, or that any defect will be corrected. No warranty of any kind, whether implied, express or statutory, is given in respect of the Content.
- 4.6 **Market Data.**
- (a) To the maximum extent permitted under applicable law, we and/or our agents, third party Providers or licensors do not warrant the accuracy, suitability, adequacy, currency, availability, reliability or completeness of any Market Data, and are not liable to you or anyone else for any decision made or action taken by you in reliance on any Market Data or for direct, indirect, incidental, special, consequential, punitive or any other losses, damages, costs or expenses whatsoever even if we have been advised of the possibility of such losses, damages, costs or expenses.
 - (b) All Market Data is for general information purposes only and does not take into account your investment objectives, knowledge and experience in the investment field, financial situation or particular needs. Specifically, such Market Data is neither intended nor to be construed as investment, financial, tax or other advice or as an offer, solicitation or recommendation of securities or other financial products.
 - (c) You must not rely on any Market Data to make any specific investment, business, financial or commercial decision, unless you independently confirm or verify the Market Data before relying on such information.
 - (d) You acknowledge and agree that the Market Data is provided for your personal use and you undertake not to redistribute or transmit all or any of the Market Data to any third party (whether free of charge or for consideration, in any manner or form whatsoever), without our prior written consent.
 - (e) You are aware that all Market Data is subject to change at any time without prior notice, and that neither we nor our agent, third party Provider or licensor is obliged to update or correct any Market Data.
- 4.7 **Usage of Content.** Any Content made available to you via the EB Services is provided for your own use and you must not link to any Channel or Content, reproduce any Content on any server, or redistribute or transmit such Content to any third party (whether for a charge or otherwise) without our prior written consent. The EB Services may contain certain Content owned or controlled by third parties. The inclusion of such third party Content on the EB Services does not constitute our endorsement of such third party Content, and any use of or reliance on such third party Content is entirely at your own risk.
- 4.8 **Restrictions on Access or Usage.** You acknowledge and agree that due to legal or regulatory restrictions in other jurisdictions, you:
- (a) may not be able to access or use certain EB Services from such jurisdictions; or
 - (b) may be infringing certain legal or regulatory requirements when accessing or using certain EB Services from such jurisdictions.
- It is your duty to ascertain whether any such legal or regulatory restrictions exist, and we are not liable for any losses, damages, costs or expenses arising out of your inability to access or use such EB Services or any contravention of such legal or regulatory requirements. We may take steps to prevent such EB Services from being accessed or used in any jurisdiction as we may determine from time to time.**
5. **ELECTRONIC INSTRUCTIONS**
- 5.1 **Authorised Users.** You must ensure that only Users with proper and valid authority (within any limits set by you on the relevant Users) send or transmit or authorise the sending or transmission of Electronic Instructions to us via the EB Services.
- 5.2 **Receipt of Electronic Instructions.** We are not deemed to have properly received any Electronic Instruction transmitted by you via the EB Services until such Electronic Instruction is received by our System hosting the EB Services. Any Electronic Instruction received by us after the relevant cut-off time on a business day (as notified to you from time to time) or on a non-business day will be treated as an Electronic Instruction received on the next business day.
- 5.3 **Presumption of Authenticity.** You authorise us to treat all Electronic Instructions received as instructions or other communications properly authorised by you and binding upon you, even if made fraudulently and even if they conflict with the terms of any other instructions given by you.
- 5.4 **Processing of Electronic Instructions.** You agree and acknowledge that your Electronic Instructions may not be processed immediately, around the clock or in a timely manner but the processing is dependent, among other things, on the time and day that such Electronic Instructions are received by us, or the business hours of any exchange, fund manager or any other party processing your Electronic Instructions.
- 5.5 **Roles and Responsibilities.** You agree and acknowledge that:



- (a) the processing of Electronic Instructions or Transactions is subject to our prevailing standard procedures, service standards and pricing schedules;
- (b) we are appointed by you and not by any other party;
- (c) you are responsible for the accuracy and completeness of Electronic Instructions, which may incorporate information provided by third parties (including without limitation third party service providers or government agencies or bodies), and we do not provide any representation or warranty on nor do we assume any responsibility for the accuracy, reliability or completeness of such information. You agree to notify us immediately if such information is inaccurate, unreliable or incomplete;
- (d) our role in each Transaction is limited to being the service provider of the EB Services where the EB Services are provided by us; and
- (e) we do not act as your agent or have any fiduciary relationship with you.

5.6 Electronic Execution. Without prejudice to the generality of any other provision of these EB Services Terms and Conditions, you acknowledge, agree, represent and warrant that:

- (a) any and all Transactions entered into by you or your Users in connection with the EB Services;
- (b) any Electronic Instruction referable to you or your Users; and/or
- (c) the use of any Security Code by you or your Users,

in each case:

- (i) shall constitute your and/or your User's assent and agreement to be bound by any terms and conditions specified by us in connection therewith;
- (ii) shall be deemed to have been duly signed, executed and accepted by you;
- (iii) shall be legally valid, binding and enforceable against you, and we shall be deemed to be authorised to act and rely on the contents thereof;
- (iv) shall be deemed to originate from and be validly transmitted by you and/or your User;
- (v) is recognised, valid, binding and enforceable under any law applicable to electronic execution and/or acceptance by you; and
- (vi) does not violate, breach or conflict with or constitute a default under any law, regulation, rule, judgment, contract or other instrument binding on you, your Users or your constitutional document.

You further represent and warrant to have taken all steps and corporate action necessary to authorise and be bound by the said Transactions, Electronic Instructions, Security Codes and the matters in this clause 5.6.

5.7 Cancellation of Electronic Instructions. If you ask us to cancel or change the Electronic Instructions, we may in our sole and absolute discretion use reasonable endeavours to give effect to such request. However, we have no obligation or duty to cancel or change any Electronic Instructions, and we are not liable to you if we are unable to give effect to such request. To the maximum extent permitted under applicable law, you agree to indemnify us in full against any losses we may suffer or incur in connection with cancelling or changing your Electronic Instructions.

5.8 Adequacy of Security Procedures. You acknowledge and agree that the EB Services and all Security Codes provide commercially reasonable security procedures to:

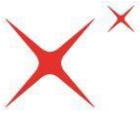
- (a) verify that Electronic Instructions originate from you or your Users;
- (b) verify that Electronic Instructions are not changed during transmission to us via the EB Services; and
- (c) indicate your or your Users' intention in respect of the information set out in the Electronic Instructions.

and that such security procedures are as reliable as appropriate for the purpose for which the Electronic Instructions are generated or communicated.

5.9 Non-processing of Electronic Instructions. We may at our sole and absolute discretion elect not to process an Electronic Instruction (or may not process such Electronic Instruction in a timely manner), including without limitation if we have reason to suspect that there is any error, fraud or forgery, or if we are of the view that it is inaccurate or incomplete. Where an Electronic Instruction relates to an application for new or modification to existing products or services provided by us, you acknowledge and agree that we have no obligation to process such Electronic Instruction, and the transmission of such Electronic Instruction to us does not guarantee the successful outcome of such application. We may decide in our sole and absolute discretion to notify you of the status of such application and/or inform you of the reason(s) if we decide not to process such application. To the maximum extent permissible under applicable law, we will not be liable for any losses, damages, costs or expenses (whether arising directly or indirectly) which you may suffer or incur because of us exercising our rights under this Clause or acting upon or relying on such erroneous, fraudulent, forged, incomplete or inaccurate Electronic Instructions. Notwithstanding the foregoing, we are not required to investigate the authenticity or authority of persons (whether Users or otherwise) effecting the Electronic Instructions or to verify the accuracy and completeness of the Electronic Instructions.

5.10 Request for Additional Information. We may at our discretion and without giving any reason:

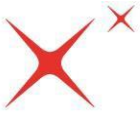
- (a) require you and/or your Users to provide alternative proof of identity;
- (b) require any Electronic Instructions to be confirmed through alternative means;



- (c) decline to act or refrain from acting promptly upon any Electronic Instructions (e.g. where we need to verify the accuracy or authenticity of the Electronic Instructions); and/or
 - (d) determine the order of priority in effecting any Electronic Instructions, the Transactions and other existing arrangements you have made with us.
- 5.11 **Meaning of "Processed"**. For the purpose of this Clause, an Electronic Instruction shall have been "**processed**" when we have commenced carrying out the Electronic Instruction or are no longer reasonably able to cancel or revoke the Transaction without causing prejudice to us, as we may determine.
- 5.12 **Confirmation upon Processing of Electronic Instructions**. Unless you receive either a confirmation of receipt or an official transaction or deal number from us, Electronic Instructions sent through the EB Services may not have been received by us and accordingly, may not be carried out or processed.
- 5.13 **Correction of Account**. If any payment has been made by us pursuant to your Electronic Instructions, we shall be entitled, at any time, to:
- (a) debit the Account (where applicable) with the amount paid by us; and/or
 - (b) dishonour or return cheques or other instruments and/or reverse any other payment instruction from you if there are insufficient funds available in the Account.
- 5.14 **Grant of Credit**. If the Account has insufficient available funds to meet any request for payment of monies or to satisfy any liability, we may (but are not bound to) grant you credit to meet such payment or liability. You undertake to pay interest and charges at such rates or amounts we may notify to you from time to time.

6. SECURITY

- 6.1 **Compliance with Security Requirements**. You must comply with all requirements, instructions and specifications relating to Security Mechanisms and/or Security Codes prescribed by us from time to time. We may from time to time require the replacement, modification or updating of any Security Mechanism and/or Security Code, or terminate, disable or deactivate the use of any Security Mechanism and/or Security Code.
- 6.2 **Dispatch of Security Mechanisms and/or Security Codes**. The Security Mechanisms and/or Security Codes may be dispatched by us or collected by you or made available to you and/or your Users using any means as we may prescribe from time to time. While we will take measures to ensure that such means of dispatch or delivery is reasonably reliable, we will not be responsible for any loss, damage, cost or expense howsoever arising from any failure to dispatch, deliver or make available such Security Mechanisms and/or Security Codes.
- 6.3 **Authority of Users**. You acknowledge and agree that your Users are severally and/or jointly (as the case may be) authorised to give Electronic Instructions on your behalf, even if such Electronic Instructions conflict with other orders or instructions given by you at any time, including other orders or instructions relating to the operation of your Accounts (where applicable). Your Users shall act as your agent when accessing and/or using the EB Services.
- 6.4 **Revocation of Authority**. You must ensure that each of your Users is aware of, and complies with, these EB Services Terms and Conditions. If any User is no longer authorised to access and/or use the EB Services, you must ensure that the appointment of such User is revoked by way of a Transaction performed by your administrator, or that we are otherwise notified immediately.
- 6.5 **Presumption of Authority**. Unless we have received written notice from you under Clauses 6.4 or 7.1, we may rely and act on the correct entry of the Security Code(s) as conclusive evidence of the authenticity of an Electronic Instruction and authority of the originator of such Electronic Instruction. Notwithstanding anything else in these EB Services Terms and Conditions, we may act on any Electronic Instructions in our sole and absolute discretion, even if we may not be able to verify that an Electronic Instruction is referable to you and/or your User's Security Code(s). You are responsible and liable for all Transactions entered into or purported to be entered into on your behalf.
- 6.6 **Third Party Security Mechanisms**. We may in our sole and absolute discretion accept a Security Code, including without limitation a Permitted Certificate, generated using a Security Mechanism provided by a third party (respectively, a "**Third Party Security Code**" and "**Third Party Security Mechanism**"). Notwithstanding anything else in these EB Services Terms and Conditions, you acknowledge and agree:
- (a) that any Third Party Security Mechanism and/or Third Party Security Code is neither owned, operated nor controlled by us, and we have no obligations or responsibilities to you or your Users in relation to any Third Party Security Mechanism and/or Third Party Security Code, including without limitation as to its functionality, performance or suitability in meeting your requirements;
 - (b) we expressly exclude any responsibility, liability, guarantee, representation, warranty, condition, term or undertaking of any kind relating to or arising from:
 - (i) issuance or dispatch of any Third Party Security Mechanism and/or Third Party Security Code;
 - (ii) any access, use or inability to access or use any Third Party Security Mechanism and/or Third Party Security Code; and
 - (iii) the functionality, accuracy, reliability, validity and legality of any Third Party Security Mechanism and/or Third Party Security Code;
 - (c) to comply with all applicable guidelines, policies, notices, requirements, rules and other documents which we may issue, modify or supplement from time to time in connection with use of any Third Party Security Mechanism and/or Third Party Security Code;
 - (d) to comply with any terms and conditions (including without limitation privacy policies) imposed on you by the provider of the Third Party Security Mechanism and/or Third Party Security Code, and for the avoidance of doubt, nothing in such terms and conditions shall affect your rights and obligations under these EB Services Terms and Conditions or any other agreement with us; and
 - (e) not to do or omit to do any act which would cause us to be in breach of our obligations to the provider of the Third Party Security Mechanism and/or Third Party Security Code.



- 6.7 **Responsibility for Use of Security Mechanisms and/or Security Codes.** You and your Users are responsible for the safe-keeping and the access to and/or use of any Security Mechanism and/or Security Code issued or made available to you and/or your Users. You and your users will use your best endeavours to ensure that there is no unauthorised access to and/or use of any Security Mechanism, Security Code or the EB Services. The Security Mechanism is to be used solely by the User to whom access to and use of such Security Mechanism was granted, and must not be transferred or pledged as security in any way. You and your Users must ensure that the Security Code is kept secret, used in connection with only your dealings with us and, to the extent that the Security Code is static, or unless otherwise instructed by us, you must (a) destroy the written notice from us informing you of the Security Code; (b) not write down or otherwise record the Security Code without disguising it; and (c) change the Security Code regularly.
- 6.8 **Responsibility for security of Security Mechanisms and/or Security Codes.** You and your Users are responsible for the security of the Security Mechanisms and/or Security Codes, and any Mobile Device which contains or is used in connection with the Security Mechanisms and/or Security Codes. You will ensure that the Security Mechanisms will be used on a Mobile Device that you and/or your User own or control and shall ensure that any Mobile Device is and will at all times be free from any virus, malicious, destructive or corrupting code, agent, programme or macros
- 6.9 **Use of Biometric Authentication.** If you or your User chooses to activate or use any feature that enables access to and/or use of biometric credentials on any device or application (including without limitation fingerprint or facial recognition features), you acknowledge and agree that such features are not provided by us and we have no obligations or responsibilities to you or your Users in relation to such features. We expressly exclude any guarantee, representation, warranty, condition, term or undertaking of any kind relating to or arising from the functionality, compatibility or availability of such features and whether they meet your requirements. You accept that there are risks associated with the accuracy, reliability and/or availability of such features to authenticate the identity of you and/or your Users, which may allow unauthorised third parties to gain access to any device or application secured using biometric credentials and transmit to us Electronic Instructions that are referable to your Security Codes. You agree to assume such risks to the maximum extent permitted under applicable law, and we may act and rely on any Electronic Instruction referable to your or your Users' Security Codes.
- 6.10 **Restrictions on use of Security Mechanisms.** All rights, title and interest in the Security Mechanisms belong to us or a third party vendor and subject to the terms of the licence pertaining to the Security Mechanisms, you undertake:
- (a) save to the maximum extent permitted under applicable law, not make copies of, distribute, modify or reverse engineer the Security Mechanisms;
 - (b) to use the Security Mechanisms solely for the purpose of accessing and using the EB Services and/or generating Security Codes in accordance with any licence, user guide or other documentation provided with the Security Mechanisms;
 - (c) not to do or omit to do any act which would cause us to be in breach of our obligations to the third party vendor.
- 6.11 **No Tampering or Modification.** You must not change, tamper or modify any part of our System or the Security Mechanism without our prior written consent and you are responsible for all costs or expenses incurred by us in rectifying the System and/or the Security Mechanism because of such unauthorised change, tampering or modification.
- 6.12 **Limitations.** Any Security Mechanism we make available to you is provided "as is" and no warranty is given on the Security Mechanism, including without limitation its reliability, functionality or availability. To the maximum extent permitted under applicable law, all representations, warranties, conditions and other terms implied by statute, common law or otherwise in respect of the Security Mechanism are excluded from these EB Services Terms and Conditions (including, without limitation, the implied conditions, warranties or terms as to satisfactory quality, fitness for purpose or the use of reasonable skill and care).
- 6.13 **Return and Destruction of Security Mechanism.** The Security Mechanisms must immediately be returned to us or permanently destroyed or deleted, upon our request or upon cancellation or termination of the relevant EB Services.

7. UNAUTHORISED ACCESS TO SECURITY MECHANISMS

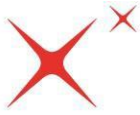
7.1 **Notice Regarding Unauthorised Access.** You will immediately notify our Designated Contact in writing if you reasonably believe that any Security Mechanism is lost, damaged, corrupted, compromised or if there has been any unauthorised disclosure or use of any Security Mechanism and/or Security Codes. Our Designated Contact will provide an acknowledgement confirming receipt of such notice as soon as reasonably practicable. We are not deemed to have received such notice unless our Designated Contact has acknowledged receipt in writing, whether via email or otherwise. The foregoing shall be in addition to any obligations you may have to any third party, including without limitation the provider of any Third Party Security Mechanism and/or Third Party Security Code.

7.2 **Actions Upon Receipt of Notice.** Once we receive any notice given under Clause 7.1, we will:

- (a) as soon as reasonably practicable suspend or terminate the compromised Security Mechanism and/or Security Codes; and
- (b) use reasonable endeavours to stop the processing of outstanding Electronic Instructions originating from the compromised Security Mechanism and/or Security Codes.

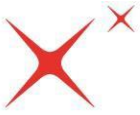
Without prejudice to the generality of Clause 6.5, you will be bound by all Transactions arising from Electronic Instructions which we relied upon before such suspension or termination, or the processing of which we were unable to stop.

7.3 **Replacement of Security Mechanisms and/or Security Codes.** Following the occurrence of any event referred to in Clause 7.1, we may issue or make available replacement Security Mechanism and/or Security Codes to you and charge a replacement fee. In relation to any Third Party Security Mechanism and/or Third Party Security Code, we may require you to replace the same at your own cost and expense.



8. DISCLOSURE OF ACCOUNT INFORMATION AND PERSONAL DATA

- 8.1 Protection of Confidentiality. We will take all commercially reasonable precautions to preserve the integrity and confidentiality of information relating to you and your Account(s) (where applicable) provided to us pursuant to these EB Services Terms and Conditions.
- 8.2 Disclosure to Specified Recipients Permitted. Despite Clause 8.1, you acknowledge and agree that we and our officers, employees and agents are authorised to provide or disclose any information whatsoever relating to you, your use of the EB Services, the Transactions and your Account(s), including Personal Data:
- (a) to any Provider;
 - (b) to any Bank Member;
 - (c) to any prospective or actual successor, assignee or transferee of, or participant in, any of our rights or obligations under these EB Services Terms and Conditions;
 - (d) to any Person to the extent necessary for the purpose of giving effect to any Electronic Instructions, including: (i) any credit bureau for conducting credit checks and due diligence on you; or (ii) any provider of a Third Party Security Code or Third Party Security Mechanism in connection with the verification of the integrity and/or authenticity of you and/or your User's Electronic Instructions;
 - (e) any person in connection with our processing or assessment of your application or provision of the banking products or services to you, including without limitation Users, guarantors or security providers (proposed or otherwise), your related entities, your shareholders or any entity, government agency, department or authority involved in or participating in the grant of banking products or services to you;
 - (f) to any Person to the extent necessary for complying with applicable laws and regulations or with any order, directive or request in any jurisdiction which we are required to, or which we in good faith believe that we should, comply with, including in relation to alleged money laundering, terrorism or other illegal activities; or
 - (g) to any Person where we in good faith deem it reasonable to disclose,
- (collectively, the "Recipients").**
- 8.3 Recipients Outside Jurisdictions. You acknowledge and agree that we may be required to provide or disclose information pursuant to Clause 8.2 to Recipients whose principal place of business is outside the Jurisdiction. Such information may be held, processed or used by the Recipient in whole or part outside the Jurisdiction.
- 8.4 Processing of Personal Data in connection with Specified Purposes. Without prejudice to Clauses 8.2 and 8.3, you acknowledge and agree that we (and each of the Recipients) can hold, process or use any Personal Data provided pursuant to your and each User's access to and use of the EB Services in connection with:
- (a) the provision of EB Services and for any other purpose connected with your or your Users' access to or use of the EB Services;
 - (b) the notification of relevant products or services to you unless you have told us that you do not wish to receive marketing materials or notices;
 - (c) the monitoring and analysis of Accounts and positions;
 - (d) the assessment and determination of Account criteria, status, credit limits and credit decisions;
 - (e) the carrying out of statistical and other analysis;
 - (f) the monitoring and enforcement of compliance with these EB Services Terms and Conditions; and
 - (g) to comply with applicable laws, including anti-money laundering and anti-terrorism laws,
- (collectively, the "Purposes").**
- 8.5 Duty to Obtain Consent. You undertake to inform all individuals whose Personal Data is supplied to us and/or the Recipients:
- (a) of the Purposes for which such Personal Data will be processed and the risks associated with the supply and processing of such Personal Data (such notification to be made by you on or before the time at which such Personal Data is first supplied to us); and
 - (b) that such processing may involve transfer of such Personal Data to the Recipients,
- and you must ensure that such individuals have agreed to the terms of this Clause 8 and accepted the risks associated with the supply and processing of such Personal Data.**
- The foregoing applies likewise to any sensitive Personal Data provided by you to us and/or the Recipients in connection with your or your Users' access to or use of the EB Services.**
- 8.6 Applicability of Disclosure of Information Provision in Account Opening Terms. For the avoidance of doubt, nothing in this Clause 8 shall prejudice the application of any disclosure of information or other similar provisions in the Account Opening Terms. To the extent that disclosure of any information is governed by both these EB Services Terms and Conditions and the Account Opening Terms, disclosure of such information would be permitted to the extent we have the right to do so under these EB Services Terms and Conditions, or the Account Opening Terms, or both.
- 8.7 Disclosure Rights Under Laws. Our rights under this Clause 8 shall be in addition and without prejudice to, any other rights of disclosure which we may have under any applicable laws and regulations and nothing herein is to be construed as limiting any of those rights.



8.8 Consent from Guarantors. Where applicable, you acknowledge and confirm that consent has been given by all guarantors to provide the information set out within any loan application that you may have submitted to us; and all guarantors accept and allow us to conduct Credit Checks with Credit Bureau Singapore.

8.9 Survival. For the avoidance of doubt, the authority and consent you give pursuant to this Clause 8 will survive the termination of these EB Services Terms and Conditions and, where applicable, the closure of the Account.

9. INTELLECTUAL PROPERTY RIGHTS & CONFIDENTIALITY

9.1 No Rights Transferred. You acknowledge that, except as expressly provided under these EB Services Terms and Conditions or other agreements between the parties, you do not acquire any proprietary or intellectual property rights in any Content, information, data, software or other materials provided by us in connection with the EB Services (including the User Guide and the Security Mechanism). To the extent that you may acquire any such rights, you agree to (a) transfer and assign these rights to us, and (b) sign any additional documents we may require to effect this.

9.2 Confidentiality of Data Transmitted. Any data, information or message transmitted to you through our System and/or via the EB Services is confidential and intended for the sole use of the intended recipient. If you are not the intended recipient, you should immediately notify us and delete or destroy such data, information or message (and all copies).

9.3 Confidentiality of Other Information. You must keep, and must procure that any Person given access keeps, confidential all information about the EB Services, our System, the Security Mechanism, the Security Code, any Content and the User Guide. You may only disclose such information to your Users and employees only to the extent strictly necessary for the proper use of the EB Services.

9.4 Restriction on Copying. You must not permit any Person to make copies of all or any part of any User Guide other than for the purpose of your own access or use of the EB Services.

10. REPRESENTATIONS AND WARRANTIES

10.1 Representations and Warranties. You represent and warrant at all times that:

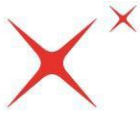
- (a) all information that you provide to us in connection with the EB Services (including your particulars and those of your Users) is complete, true and accurate;
- (b) you are (i) validly existing; (ii) not insolvent; and (iii) legally capable of entering into and performing your obligations under these EB Services Terms and Conditions and any applicable laws; and
- (c) you have satisfied all conditions and performed all actions required to be taken in order to (i) enable you to lawfully enter into and perform your obligations under these EB Services Terms and Conditions and any applicable laws; and (ii) ensure that those obligations are valid, legally binding and enforceable.

11. INDEMNITIES AND LIMITATION OF LIABILITY

11.1 Assumption of Risks. You acknowledge there are risks associated with using the EB Services, including without limitation security, corruption, transmission or data errors, loss, leaks or delays and availability risks (including without limitation risks associated with third party service providers of telecommunication infrastructure or services). Any information transmitted via the EB Services is at risk of being disclosed, altered, intercepted, hacked, tampered, manipulated or corrupted and are subject to risk of fraud, loss of confidentiality, manipulation or alteration. You acknowledge that such information may be encrypted and secured only upon transmission to us. You agree, to the maximum extent permitted under applicable law, to assume such risks.

11.2 Limitation of Liability. To the maximum extent permitted under applicable law, you acknowledge and agree that we and each of our Providers are not liable to you for:

- (a) any indirect, consequential, special or punitive loss or damage arising from the provision of the EB Services, whether arising based on a claim in contract, tort (including negligence), breach of statutory duty or otherwise;
- (b) any losses, damages, costs or expenses (whether direct or indirect, and whether foreseeable or not) which you may suffer or incur, whether arising based on a claim in contract, tort (including negligence), breach of statutory duty or otherwise, arising from (i) any unavailability of the EB Services, (ii) your access or use or your inability to access or use the EB Services, the Channel, the Content, any Security Mechanism and/or Security Code, (iii) the installation, updating and/or use of the Software, Security Mechanism and/or Security Code; (iv) failure of our System, any Security Code and/or Security Mechanism, (v) any information in relation to the System and/or the Content being inaccurate in any manner whatsoever, (vi) any failure to receive or delay in receiving Electronic Instructions because of any failure of your System, device or other facilities or the telecommunication links used to transmit the Electronic Instructions, (vii) any delay where the contents of an Electronic Instruction are ambiguous, incomplete or otherwise inaccurate, (viii) any loss, malfunction, unauthorised use, modification or tampering of or access to the Security Mechanism, Security Codes, any device containing or used in connection with any Security Mechanism or Security Code, or the EB Services; (ix) any use of biometric features by you and/or your Users; (x) us acting or relying on any Electronic Instruction; (xi) the termination, disabling, discontinuance or deactivation of the use of any Security Mechanism and/or Security Code;
- (xii) any breach of security or unauthorised use of, corruption or transmission error associated with, your System or other facilities, (xiii) any act or omission of telecommunications carriers, internet service providers or any other third party Provider or sub-contractor of the Bank, (xiv) the exercise of any of our rights under these EB Services Terms and Conditions, (xv) our reliance on such information submitted to us (including without limitation any information relating to you and/or your User's particulars); (xvi) you or any person acting on or relying on any communication, information or documents provided to you, (xvii) any loss of revenue or business opportunities, loss of profit, loss of anticipated savings or business, loss of data, loss of goodwill or loss of value of any equipment including software; or (xviii) any event or



circumstance beyond our control, including any governmental restriction, intervention or imposition of emergency procedure or suspension of trading by any relevant market, civil order, act or threatened act of terrorism, natural disaster, war or strike.

- 11.3 Liability Arising from Use of Providers. You acknowledge and agree that we may use the Providers to carry out any of the EB Services. To the maximum extent permitted under applicable law, we are not liable for any default on the part of such Providers provided that we have used reasonable care in selecting the Providers.
- 11.4 Indemnities. To the maximum extent permitted under applicable law, you will indemnify us against any claim, demand, action or proceeding which may be made against us and any losses, damages, costs or expenses (including legal fees) which we may incur or suffer (directly or indirectly) because of:
- (a) any breach or non-compliance by you of or with these EB Services Terms and Conditions including any failure to obtain consent pursuant to Clause 8.5 above and any breach of the representations and warranties specified in Clause 10 and Clause 5.6 above;
 - (b) any loss, malfunction, unauthorised use, modification, tampering or access by any party of the Security Code or Security Mechanism or any device containing or used in connection with any Security Code or Security Mechanism;
 - (c) any failure or malfunction in your System used in connection with the EB Services;
 - (d) any computer viruses or other malicious, destructive or corrupting code, agent, program, macros or other software routine or hardware components designed to permit unauthorised access which have been introduced by you, which affects or causes the EB Services and/or our hardware, software and/or other automated systems to fail or malfunction;
 - (e) any information or documents furnished by you to us, which is or is proved to have been inaccurate, incorrect, incomplete, out-of-date or misleading in any material respect whether at the time such information or documents was provided to us or otherwise;
 - (f) the exercise of our rights under these EB Services Terms and Conditions;
 - (g) our acting or relying on the Electronic Instructions;
 - (h) your use or failure to use the EB Services; or
 - (i) material comprised in the Electronic Instructions or otherwise provided by you violates any applicable laws, regulations or third party rights including intellectual property rights;

except if there is fraud, gross negligence or wilful misconduct on our part.

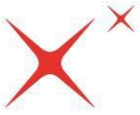
- 11.5 Compliance with Legal Obligations. We can act in compliance with any order of court, judgment or arbitral award served upon us in relation to any Transaction, without your approval. We may act pursuant to the advice of counsel with respect to any matter relating to these EB Services Terms and Conditions and are not, to the maximum extent permitted under applicable law, liable for any action taken or omitted in accordance with such advice.
- 11.6 Liability Arising from Compliance with Legal Obligations. In addition, we are not liable for any loss, liability, delay or cost incurred by you because of us taking such action as is necessary to comply with legal or regulatory obligations in the Jurisdiction.
- 11.7 Exclusions from Limitation of Liability. Nothing in these EB Services Terms and Conditions excludes or limits our liability for:
- (a) death or personal injury caused by our negligence;
 - (b) fraud or the tort of deceit; or
 - (c) any other liability to the extent it cannot, as a matter of law, be excluded or limited.

12. CHARGES AND TAXES

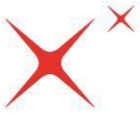
- 12.1 Payment of Charges. You must pay all our charges, costs and expenses for providing the EB Services and any and all ancillary services in accordance with the scale of charges agreed from time to time between the parties and any other sums which you have agreed to bear under these EB Services Terms and Conditions. You shall make all payments under these EB Services Terms and Conditions free and clear of, and without deduction, withholding or set-off on account of any tax or levy or any other charges present and future.
- 12.2 Debiting of Charges from Account. You authorise us to debit such charges, costs, expenses and sums from any of your Account(s) with us (where applicable), even if such debiting may result in your Account being overdrawn. If such charges, costs, expenses and sums are debited from your Account denominated in another currency, you agree that we may convert the amount to be debited using our prevailing exchange rates. You undertake to execute and furnish us such additional written authority as we may require to effect such debiting.
- 12.3 Liability for Taxes. In addition, you will be liable for any goods and services tax, value-added tax or any other tax of a similar nature chargeable by law on any payment you are required to make to us. If we are required by law to collect and make payment in respect of such tax, you will indemnify us against such payments.

13. TERMINATION

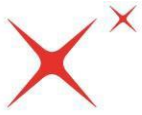
- 13.1 Termination by You. You may give us not less than 14 calendar days' written notice at any time to:
- (a) terminate your use of the EB Services; or
 - (b) withdraw any particular Account of yours maintained with us for the EB Services.



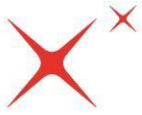
- 13.2 **Termination by Us.** We may at any time and without liability to you terminate your access to the EB Services by giving you not less than 14 calendar days' written notice. No such termination will affect any Electronic Instruction given by you which is properly received by us before expiry of such notice.
- 13.3 **Effect of Termination.** If either party gives notice to terminate access to or use of the EB Services, you agree that at least 24 hours before the expiry of such notice of termination:
- (a) you will stop using any Security Mechanism in respect of the EB Services;
 - (b) you will return to us the User Guide (including any copies you have made) and all Security Mechanism(s);
 - (c) you will preserve all data pertaining to or received via the EB Services and all software provided by us (including any copies you have made) from your System unless we notify you otherwise. If we require you to destroy or delete any such data, you must do so in accordance with any data removal procedure that we may prescribe; and
 - (d) you will forthwith pay all charges, costs and/or expenses due to us under these EB Services Terms and Conditions.
- 13.4 **Termination or Suspension of Access.** Despite anything else in these EB Services Terms and Conditions and without prejudice to any other rights or remedies which we may have under these EB Services Terms and Conditions or at law, we may without liability to you immediately terminate or suspend your access to the EB Services and/or stop the processing of any Transaction if we are of the reasonable view that it would be in our interest to do so, including where:
- (a) you are in breach of these EB Services Terms and Conditions or any other agreement with us;
 - (b) such action is required to fulfil our legal or regulatory obligations or to comply with an order of a court of competent jurisdiction or our internal policies and procedures;
 - (c) you are insolvent, unable to pay your debts as they fall due, have a receiver, administrator or manager appointed over the whole or any part of your assets or business, make any composition or arrangement with your creditors or an order or resolution is made for your dissolution or liquidation (other than for the purpose of solvent amalgamation or reconstruction);
 - (d) any relevant licence or authorisation which is required in order for us to fulfil these EB Services Terms and Conditions, provide the EB Services or operate the System, is terminated or suspended;
 - (e) you are or become subject to a regulatory investigation and/or legal proceeding whereby continuing to offer the EB Services to you is (in our reasonable opinion) likely to raise reputational issues for us; or
 - (f) such action is required in order to protect our System from harm, including from any form of denial of service attack or from viruses or malicious codes.
- 13.5 **Waiver of Requirement for Court Order.** To the extent that a court order is required for termination of access to or use of the EB Services, you agree to waive any provisions, procedures and operation of any applicable law in order to give effect to the foregoing provisions of this Clause.
- 14. RECORDS CONCLUSIVE**
- 14.1 **Acceptance of Our Records as Conclusive.** Except for manifest error, you accept all of our records, whether electronic or otherwise, including without limitation our records of any Electronic Instruction, Transaction or other communications between you and us as final and conclusive and binding on you for all purposes.
- 14.2 **Notice Regarding Inaccurate Records.** You must inform us of any discrepancy or inaccuracy in any Electronic Advice, statement or record that we send to you within 14 calendar days from the date of such statement or record. If you fail to do so, you will no longer have the right to dispute the contents of such statement or record and such statement or record shall be regarded as being final and conclusive and binding on you. It is your duty to maintain a copy of such Electronic Advice, statement or record on file.
- 14.3 **Admissibility of Records.** To the maximum extent permissible under applicable law, you agree that all records referred to in this Clause 14 are admissible as evidence in any action, claim or proceeding and you will not dispute the admissibility, relevance, accuracy, integrity or authenticity of such records or the contents thereof, including without limitation any dispute as to such matters on the basis that such records were produced by a computer system.
- 15. NOTICES**
- 15.1 **Addresses for Notices.** All notices, demands or other communications required or permitted to be given under these EB Services Terms and Conditions (the "Notices") must be in writing. Such Notices shall be delivered personally or sent by prepaid registered post or by facsimile or by electronic mail addressed:
- (a) in the case of a Notice to you, to the address, facsimile number or electronic mail address last registered with us; and
 - (b) in the case of a Notice to us, to the Designated Contact.
- 15.2 **Receipt of Notices.** You are deemed to receive any Notice sent by us in respect of the EB Services (a) if delivered personally, at the time of delivery; (b) if sent by prepaid registered post, 3 business days after posting; (c) if sent by facsimile, at the time shown in our transmission report as being successfully sent; and (d) if sent by email, at the time we send it to your account email address.
- 15.3 **Other Notifications.** Notwithstanding the foregoing, we may send certain notifications or communications in connection with: (a) your User's Security Code; (b) any Electronic Instructions transmitted by your User; and/or (c) any access and/or use of the EB Services by your User, using your User's relevant particulars in our records from time to time. You and your User shall be deemed to receive any such notification or communication immediately upon transmission of the same.



- 15.4 **Duty to Update.** You must promptly inform us in writing of any change in your or your Users mailing address, fax number, contact number, and/or email address for communication or any of your relevant particulars available in our records (including signature, authorised signatory and/or mandate) and send us all supporting documents we require. We are not obliged to verify whether any of the particulars of you or your Users are accurate, complete or up-to-date, and we may rely on any of your relevant particulars available in our records for the transmission of any Notices or specific notifications or communications to you. We will need a reasonable time period, not being less than 7 business days from receipt, to act and effect the change in our records, after which, we may rely on the change.
- 15.5 **Applicability of this Provision.** This Clause relates only to Notices in respect of matters concerning these EB Services Terms and Conditions.
- 16. MISCELLANEOUS**
- 16.1 **Information Requests.** You must promptly make available to us and/or to any relevant regulatory authority any information and/or documentation (a) we may reasonably request in order to fulfil our legal or regulatory obligations or any requirements which we need or agree to comply with from time to time or (b) requested by any relevant regulatory authority. You must provide upon our reasonable request such assistance or cooperation as we may require in connection with any investigation or dispute resolution process.
- 16.2 **Conduct of Audit.** We reserve the right to inspect and conduct an audit to ensure that you have complied with your obligations under these EB Services Terms and Conditions and you must forthwith comply with such requests and render all necessary help to us. If any non-compliance is discovered as a result of such audit, you will be responsible for any costs reasonably incurred in respect of the conduct of the audit and any rectification action.
- 16.3 **Continuing Effect.** The termination of your access to and use of the EB Services will not affect any provision of these EB Services Terms and Conditions which is capable of being performed and/or which survive, operate or continue to have effect after such termination. Termination will not prejudice any right of action already accrued to a party in respect of any breach of these EB Services Terms and Conditions by the other party.
- 16.4 **Severability.** If any provision of these EB Services Terms and Conditions is unlawful or unenforceable under any applicable law, it will, to the extent permitted by such law, be severed without affecting the validity of the other provisions.
- 16.5 **Prevailing Terms and Conditions.** In addition to these EB Services Terms and Conditions, the Account Opening Terms (where applicable) and our prevailing terms and conditions governing other services provided to you will, unless otherwise specified in writing, continue to apply and bind you. Except as set out in such terms, the parties do not have any rights against each other in relation to, and have not relied on, any oral, or written representation, warranty or collateral contract made before the date of your application for EB Services. If there is any conflict between such prevailing terms and conditions and these EB Services Terms and Conditions, or between the various Parts of these EB Services Terms and Conditions, the terms shall prevail in the following order of priority unless otherwise expressly stated:
- (a) Part C of these EB Services Terms and Conditions;
 - (b) Part B of these EB Services Terms and Conditions;
 - (c) Part A of these EB Services Terms and Conditions;
 - (d) our prevailing terms and conditions governing other services provided to you; and
 - (e) the Account Opening Terms.
- 16.6 **Amendments and Variations.** We may by notice to you change these EB Services Terms and Conditions, the scale of charges payable (in accordance with Clause 12.1) or the User Guide. Such notice will be given in the form set out in Clause 15 or via the EB Services. If you or any User continue to use the EB Services after the effective date of such change, you are deemed to have agreed to the same.
- 16.7 **Assignment and Transfer.** Use of and access to the EB Services is personal to you. You may not assign or otherwise dispose of any benefit which you may receive under these EB Services Terms and Conditions to any third party without our written consent. We may transfer any or all of our rights and obligations under these EB Services Terms and Conditions without your consent to any Bank Member. Once we notify you of the transfer, the transferee will assume all transferred rights and obligations from the date of the transfer.
- In addition, we may, without notice to you or your consent, delegate or sub-contract any rights or obligations under these EB Services Terms and Conditions to any third party, and appoint third party Providers, agents or sub-contractors to provide the whole or part of the EB Services.
- 16.8 **Governing Law and Submission to Jurisdiction.** These EB Services Terms and Conditions and any obligations arising therefrom are governed by the laws of the Jurisdiction. Unless we elect otherwise in writing, all disputes arising from or pursuant to these EB Services Terms and Conditions shall be resolved before the courts of the Jurisdiction, and you agree to submit to the jurisdiction of such courts.
- 16.9 **Governing Language.** If these EB Services Terms and Conditions are translated into any other language, both the English version and the translated version shall be equally effective, provided that the English version shall prevail over the translated version in the event of any inconsistency or contradiction.
- 16.10 **Rights of Third Parties.** Except for the Providers, no person other than the parties can enforce any of the provisions in these EB Services Terms and Conditions. No third party consent is required to vary or terminate the agreement between the parties in respect of the EB Services.
- 16.11 **Waiver.** No forbearance, delay or indulgence by us in enforcing these EB Services Terms and Conditions shall prejudice or restrict our rights. No waiver of our rights shall operate as a waiver of any subsequent breach, and no right, power or remedy herein conferred upon or reserved for us is exclusive of any other right, power or remedy available to us and each such right, power or remedy shall be cumulative, unless otherwise expressly stipulated in these EB Services Terms and Conditions.

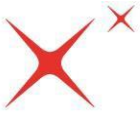
**ANNEX I**

Jurisdiction	DBS entity	Designated Contact
Australia	DBS Bank Ltd., Australia Branch (ARBN 601 105 373)	Suite 1901 Level 19, Chifley Tower 2 Chifley Square Sydney NSW 2000 Australia Attention to: Global Transaction Services
China	DBS Bank (China) Limited	15th Floor DBS Bank Tower 1318 Lu Jia Zui Ring Road Pudong Shanghai 200120 China Attention to: Channel Management
Hong Kong SAR	DBS Bank (Hong Kong) Limited	7/F, Two Harbour Square 180 Wai Yip Street, Kowloon East, Hong Kong Attention to: Channel Management
	DBS Bank Ltd., Hong Kong Branch	18/F, The Center 99 Queen's Road Central Central, Hong Kong Attention to: Channel Management
India	DBS Bank India	Express Towers, Ground Floor Nariman Point, Mumbai 400021 India Attention to: IBG Customer Service



Live more, Bank less

Indonesia	PT Bank DBS Indonesia	DBS Bank Tower, 33 rd Floor Ciputra World 1 Jl. Prof. Dr. Satrio Kav. 3-5 Jakarta 12940, Indonesia Attention to: Global Transaction Services
Macau, SAR	DBS Bank (Hong Kong) Limited, Macau Branch	Nos. 5 a 7E da Rau de Santa Clara, Edif. Riberio Loja C & D, Macau Attention to: Channel Management
Singapore	DBS Bank Ltd.	Changi Business Park Crescent #03-05A, DBS Asia Hub Singapore 486029 Attention to: Channel Management, Technology and Operations
Taiwan	DBS Bank (Taiwan) Ltd.	12F., No.399, Ruiguang Rd., Neihu Dist., Taipei City 114, Taiwan Attention to: DBS Taiwan Corporate Customer Services Center
United Kingdom	DBS Bank Ltd., London Branch	4th Floor Paternoster House 65 St Paul's Churchyard London EC4M 8AB Great Britain
Vietnam	DBS Bank Ltd. – Ho Chi Minh City Branch	11th Floor, Saigon Centre, 65 Le Loi, District 1, Ho Chi Minh City, Vietnam



DBS ELECTRONIC BANKING SERVICES TERMS AND CONDITIONS

Part B – Additional Terms and Conditions for Specific EB Services

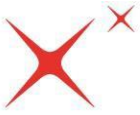
1. ADDITIONAL TERMS AND CONDITIONS FOR DEALONLINE SERVICE AND/OR FX APIS

- 1.1 Applicability of this Provision. You agree that (a) the following additional terms and conditions shall apply to your access to and/or use of our DealOnline Service; and/or (b) the following additional terms and conditions, together with the provisions set out in section 10 (Additional Terms and Conditions for Use of our Application Programming Interfaces) in this Part B, shall apply to your access to and/or use of our Application Programming Interface in respect of foreign exchange rates and transactions (“FX API”)

For the purpose of the DealOnline Service, the following definitions shall apply:

“DealOnline Service” means the electronic trading service that may be offered by us under the name “DealOnline” or “FX Online” or such other name as may be determined by us, that enables corporate customers to enter into Transactions relating to foreign exchange.

- 1.2 Use of DealOnline Service. You agree that the user manual or any other document issued by us setting out instructions on the use of the DealOnline Service constitutes an integral part of the agreement governing the use of the DealOnline Service. You agree to use the DealOnline Service to make Transactions only on your own behalf and strictly in accordance with such agreement (including the user manual).
- 1.3 Use of FX API. You agree that the DBS IDEAL Corporate Connectivity Form or any other document issued by us setting out the parameters and instructions on the use of the FX API constitutes an integral part of the agreement governing the use of the FX API and shall be legally binding. You agree to use the FX API to make Transactions only on your own behalf and strictly in accordance with such agreement.
- 1.4 Access Levels. We may designate different access levels to our customers and depending on the level of access assigned to you, some or all of the DealOnline Services or the FX API may not be available to you.
- 1.5 Transaction and Account Limits. We may from time to time impose position or Transaction limits (including minimum transaction sizes) on your Account.
- 1.6 Account Balance and Transaction History. Data or information relating to your Account provided by us through the DealOnline Service may not be conclusive unless such data or information is expressly declared as being binding, or is provided by us as part of your Transaction history.
- 1.7 Terms and Conditions applicable to a Transaction entered into via the DealOnline Service or the use of FX API. You agree that any Transactions that are entered into via (a) your use of the DealOnline Service or (b) the use of FX API shall, in each case (if applicable) be governed by, and subject to, any other documentation governing foreign exchange, treasury and other derivatives transactions, including without limitation, any master agreements entered into between yourself and us or any other terms and conditions of such Transactions as prescribed by us, in each case, as amended, updated or supplemented from time to time (“Transaction Documentation”). In case of inconsistency between the provisions of these EB Services Terms and Conditions and the Transaction Documentation, the Transaction Documentation will prevail and Clause 16.5 of Part A of these EB Services Terms and Conditions shall be construed accordingly.
- 1.8 Act as Principal. You agree that any Transactions executed via the DealOnline Service or the use of FX API is effected between you and us on a principal to principal basis and we are not acting as your advisor or agent or in any fiduciary capacity. In addition, with respect to any Transactions executed via the use of FX API, we only treat you as our principal counterparty and will not be construed to have created any relationship of any nature, with your end customers as a result of our execution of Transactions with you.
- 1.9 Execution only. You acknowledge that when executing any Transactions via the DealOnline Service or the use of FX API, we will act as an execution venue only. We will not provide any recommendation or advice to you on the merits of any Transactions executed via the DealOnline Service or the use of FX API.
- 1.10 Transaction Process. You agree that no instruction you provide via the DealOnline Service or through the use of FX API will give rise to a Transaction unless received and executed and/or confirmed by the DealOnline Service. An executed and/or confirmed Transaction will be followed by a deal number generated on screen for DealOnline via the web interface (or such other interface as may be made available by us) or via messages generated under the FX API (via the connection through the FX API). Your instructions once executed cannot be cancelled or changed by you.
- 1.11 Right to rescind, cancel or modify. If we determine that, within a reasonable timeframe following execution of a Transaction, such Transaction is executed erroneously as a result of specific market circumstances or system malfunctions or manipulations, then we reserve our right to cancel, rescind or modify the price of such Transaction.
- 1.12 Fees and Charges. You must pay all our charges, costs and expenses, if any, for the access or use of the DealOnline Services or the FX API and any and all ancillary services in accordance with the scale or charges, rules of engagement set out in the DBS IDEAL Corporate Connectivity Form and/or any document as may be agreed from time to time between the parties. You shall make all payments free and clear of, and without deduction, withholding or set-off on account of any tax or levy or any other charges present and future. You should note that we may benefit from your execution of Transactions via the DealOnline Service or the use of FX API. In any case, any fees and charges, hedging arrangements or costs for operational and administrative purposes as well as our profit margin, if any, are inherently contained in and subsumed into



the calculation of the variables under the Transaction even in cases where there may not appear to be any explicit charges.

- 1.13 **Inactive Trading.** If you have not participated in any Transactions via the DealOnline Service or the use of FX API for a period of at least one (1) year or such other period as we may determine, we may, without notice and liability to you, designate your account as “inactive” and immediately suspend your access to the DealOnline Service. Upon your request and subject to such other conditions as we may require, we may, in our sole discretion, reactivate your account.
- 1.14 **Failure to Settle Transactions.** You agree to deposit and maintain with us sufficient funds to settle any Transactions executed via the DealOnline Service or the use of FX API, and to provide us with the necessary supporting documents in respect of certain Transactions for settlement purpose, where required. If you fail to settle any Transactions executed via the DealOnline Service or the use of FX API in accordance with your designated settlement instructions by close of business in the Jurisdiction on the date of settlement, or fail to provide us with the necessary supporting documents where required, you agree and acknowledge that we may, at our sole discretion and without prejudice to any rights we may have under any other applicable Transaction Documentation:
- (a) settle the Transaction by direct debit from any of your Accounts with us; and/or
 - (b) terminate and unwind the Transaction and where there is any loss, fees, costs, tax or charges arising from such termination and unwind, set off and deduct any such amounts from any of your Accounts with us,

and you hereby authorise us to carry out such direct debit from your Accounts with us.

- 1.15 **Risk Disclosure.** You agree that any Transactions that are entered into via your use of the DealOnline Service or the use of FX API are subject to risks. Before considering any Transaction, you must consider whether the Transaction is appropriate in light of your objectives, experience, financial, risk management and operational resources and other relevant circumstances. Before entering into any Transaction, you should inform yourself of the various types of risks and the nature and extent of the exposure to risk of loss and you understand and are willing to assume the risks associated with such Transactions.

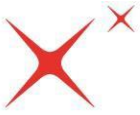
The following are given as illustrations of the types of risks which you may encounter and does not purport to disclose all of the risks or other relevant considerations of entering into foreign exchange, treasury and derivative transactions.

- (a) **Market Risk.** There is a general risk of market failure which arises from political or financial or macro-economic developments. In particular, changes in exchange rate(s) can be unpredictable, sudden and large and may be affected by complex and interrelated global and regional political, economic, financial and other factors that (directly or indirectly) can affect the currency markets on which the relevant currency(ies) is traded.
- (b) **Credit Risk.** Any Transaction may subject to the credit risk of the Bank.
- (c) **Legal and Enforcement Risks.** There is a risk that default due to, for example, credit failure, will lead to consequential legal and enforcement problems.
- (d) **Liquidity Risk.** The benefits of customization in achieving particular financial and risk management objectives may be offset by significant liquidity risks.
- (e) **Operational Risk.** It is essential to ensure that proper internal systems and controls are sufficient to monitor the various types of risks which can arise and which can be quite complex.
- (f) **Emerging Markets.** Transactions involving emerging markets involve higher risk as the markets are highly unpredictable and there may be inadequate regulations and safeguards available to participants in such markets.

In addition, Transactions involving certain currencies may involve specific risk factors only relevant to such currencies and we may provide you with additional risk disclosure statements from time to time. You are deemed to have acknowledged the receipt of such risk disclosure statements and the relevant risks involved should you proceed to execute a Transaction with us.

You also acknowledge that trading on any electronic platform is subject to risks associated with electronic trading systems, such as hardware or software or human failures, connectivity problems, computer viruses and system or power failures.

- 1.16 **Temporary Suspension Due to Market Volatility.** We may without notice or liability to you temporarily suspend any price quotation, submission of transaction request, transaction execution or any other services available under DealOnline Service or the FX API if there are volatile market conditions and we reasonably consider such suspension would be in our best interest.



The following provisions are applicable to the use of FX API only:

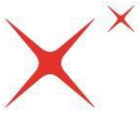
- 1.17 Purpose. The use of FX API enables you to subscribe market data and obtain price quotation for foreign exchange rates and to enter into Transaction with us against the rates provided and shall not be used for other purposes. If you receive any data other than that you are entitled to receive or identify any unusual pattern of activities, you shall immediately notify us and you shall not use, in any way whatsoever, such data.
- 1.18 Eligibility and Rules of Engagement. The use of FX APIs is only available for eligible customers that (a) meet eligible criteria prescribed by us and (b) comply with any conditions or rules of engagement, in each case set out in the DBS IDEAL Corporate Connectivity Form. We may (but shall not be obliged to) seek information from you or conduct enhanced customer due diligence, independent assessment or audit on the financial soundness, reputation, quality of management and appropriateness of business operation in determining your eligibility in using FX API on a continuous basis. We reserve our right to update any eligibility criteria, conditions or rules of engagement from time to time by providing reasonable prior written notice to you.
- 1.19 No further distribution of pricing data in our name. You acknowledge and agree that any pricing data and/or information provided to you by us through the use of FX API is confidential and proprietary to us. Unless otherwise agreed, you shall not redistribute, sell, display, transmit or otherwise communicate or disclose the pricing or market data (or any part thereof) to any other party including, without limitation, your end customers such that it will be apparent to others that the data originates from us.
- 1.20 Additional representations and covenants. You agree:
- (a) to treat your end clients fairly if you will, on your own platform, website or by any other means, enter into any foreign exchange transactions with your end clients simultaneously as and when you enter into a substantially similar Transaction with us through the use of the FX API; and that you shall not in any way represent you act as an intermediary, our agent, your end client's agent or our partner or conduct any marketing by any means in our name unless we have consented otherwise;
 - (b) not to engage in any act, whether on its own or in combination with other acts, which is illegal or in violation of any laws, rules, applicable foreign exchange restrictions or guidance, codes, sanctions, anti-money laundering laws, regulations of any jurisdiction and/or any relevant foreign exchange market practices, including without limitation, attempting to improperly influence the exchange rate of any currency or any associated benchmark, level or rate or engage in any market manipulation, spoofing or other conduct prohibited under applicable law and regulations; and further represent that you have proper mechanism, control measures or risk management functions to ensure your transactions conducted via the use of FX API comply with all applicable laws and regulations; and
 - (c) to provide any information in connection with your use of the FX API which we reasonably request for and reasonably assist us in responding to any queries, formal or otherwise, raised by any courts, regulatory, fiscal, taxing or government authority that we are required or accustomed to act in accordance with.
- 1.21 Partner Margin. You acknowledge and agree that as part of your usage of our FX API, we may provide you with a Partner Margin management facility, which allows you to indicate a mark-up or mark-down on any price quoted by us, at your request. We shall return to you, our rate, as well as another rate (which comprises our rate and the Partner Margin), based on the Partner Margin indicated by you to us, in writing from time to time. In offering you this facility, you acknowledge and agree that we shall not be liable for any inaccurate mark-up or mark-down of your Partner Margin and it will be your onus to ensure the accuracy of such rate delivered by us to you, as part of the Partner Margin management facility.

2. ADDITIONAL TERMS AND CONDITIONS FOR USE OF TELEPHONE AND FACSIMILE MACHINE

- 2.1 Applicability of this Provision. You agree that the following additional terms and conditions shall apply to your access to and use of EB Services provided through the telephone or facsimile machine.
- 2.2 Communication of Instructions. You acknowledge and agree that we may accept:
- (a) oral instructions provided by you or your Users over the telephone in respect of such EB Services as we may from time to time permit, provided that the relevant Security Code (where required by us) has been supplied; and
 - (b) written instructions transmitted via facsimile in respect of such EB Services as we may from time to time permit, provided that the instructions bear the relevant specimen signature and have been faxed to the designated branch where you have a prior arrangement.

Such instructions may also be subject to the execution of such application forms, authorisations, indemnities and/or other documents as we may require, and shall be deemed to be Electronic Instructions for the purposes of these EB Services Terms and Conditions.

- 2.3 Acceptance of Inherent Risk. You recognise that telephone and facsimile are not secure communication channels and the use of such Channels is entirely at your own risk. Electronic Instructions transmitted by the telephone or facsimile machine may be accepted by us subject to your compliance with such identity verification procedures or other requirements imposed by us from time to time.
- 2.4 Quoting of Exchange or Interest Rates. Any exchange rate or interest rate quoted by us in response to Electronic Instructions received through the telephone is for reference only and shall not be binding on us unless confirmed by us for the purposes of a Transaction. Such confirmed exchange rate or interest rate shall be binding on you once accepted (whether through the telephone or otherwise), notwithstanding that



different exchange rate(s) or interest rate(s) may have been quoted by us to you from time to time through other communication channels.

- 2.5 **Recording of Conversations.** We may record the conversations between you and our employees/ representatives and, to the maximum extent permitted under applicable law, we may present the recording as transaction-related evidence to any Person we deem necessary in connection with investigations or court or other legal proceedings. All such recordings will remain our property and will, in the absence of manifest error, be conclusive evidence of the contents of the conversation.

3. ADDITIONAL TERMS AND CONDITIONS FOR USE OF ATM AND ATM CARDS

- 3.1 **Applicability of this Provision.** You agree that the following additional terms and conditions shall apply to your access to and use of our ATMs and ATM cards issued by us.
- 3.2 **Deposit of Cash and Cheques.** Cash and proceeds of cheques (including house cheques) deposited through ATMs will only be credited to your Account when collected and verified by us (and, for cheques, when the cheques are cleared). You cannot withdraw or utilise the amount deposited until it is so credited. The customer advice issued by the ATM upon acceptance of deposit is not binding upon us and our determination of the amount deposited shall be conclusive against and binding on you.
- 3.3 **No Set-Off or Counterclaim.** No claim by you against a merchant or any other Person in respect of the use of ATM cards at any point of sales terminal may be the subject of any set-off or counterclaim against us. We are not responsible in any way for the goods and/or services supplied to you or by other acts or omissions of such merchants or other Person.
- 3.4 **Insufficient Funds.** The ATM card may be used for cash withdrawal or transfer only where there are sufficient funds in the Account. If withdrawal or transfer is made without sufficient funds in the Account, we may (but are not obliged to) grant you credit to meet such withdrawal or transfer, and you shall repay to us immediately on demand such amount overdrawn together with bank charges and interest in accordance with our current scale of charges.
- 3.5 **Card Transactions.** We may determine the transaction date in respect of every Transaction and may reject any transaction and/or any cheque presented via the ATM. Transactions effected in currencies other than the currency of the Account will be debited into the Account after conversion into the currency of the Account at a rate determined by us.
- 3.6 **Limits on Usage of Card.** We may from time to time determine and, with or without prior notice to you, impose any limit on the use of ATM cards, whether in terms of amount, frequency of use or otherwise.
- 3.7 **Exclusion of Credit or Charge Cards.** These EB Services Terms and Conditions do not apply to credit or other facilities made or to be made available through any credit or charge cards which are governed by the terms and conditions of the respective agreements relating to such credit or charge cards.

4. ADDITIONAL TERMS AND CONDITIONS FOR USE OF MOBILE BANKING SERVICES

- 4.1 **Applicability of this Provision.** You agree that the following additional terms and conditions shall apply to your access to and use of our Mobile Banking Services.
- 4.2 **Definitions.** For the purpose of the Mobile Banking Services, the following definitions apply:
- (a) **"Licence"** means the licence granted to you (and for the purposes of this Clause 4, you means you and your Users) under Clause 4.5 below;
 - (b) **"Mobile Banking App"** means the mobile banking application made available from authorised app stores for the purposes of accessing the Mobile Banking Services (the features of which we may vary from time to time);
 - (c) **"Mobile Banking Service"** means the EB Services which we enable you to access via the Mobile Banking App or a web browser designed for use on a Mobile Device; and
 - (d) **"Mobile Device"** means a telephone or other device with access to a cellular radio system that allows users to make and receive telephone calls, text messages and utilise data services among other features, that can be used over a wide area without a physical connection to a network and through which a customer may access and use any Mobile Banking Services, such as a mobile smartphone, tablet computer, or similar device.
- 4.3 **Use of Mobile Banking Services.** The Mobile Banking Services allow you to obtain information relating to your Accounts and use such other facilities as we shall make available from time to time. To use the Mobile Banking Services you must:
- (a) have activated the EB Services;
 - (b) read and accept the terms of the Licence, details of which are set out in Clause 4.5 below; and
 - (c) (in the case of using the Mobile Banking App), download the Mobile Banking App from the appropriate app store.
- 4.4 **Charges.** We do not currently charge you for the purchase of the Mobile Banking App or any updates or subsequent releases although we reserve the right to do so at a future date. Please make sure you understand the costs which will be charged to you by your mobile service provider both in your country or territory and if you access the Mobile Banking Services abroad.



- 4.5 End User Licence Agreement. Your use of the Mobile Banking Services is under licence from us, the terms of which are set out in this Clause 4.5:
- (a) The Licence granted to you is non-transferable, non-assignable, non-exclusive and fully revocable;
 - (b) You are authorised to use the Mobile Banking Services only using a Mobile Device that you own or control, and when using the Mobile Banking App, only use it to access the Mobile Banking Services;
 - (c) In relation to your use of the Mobile Banking App:
 - (i) You will not sub-licence, assign or claim to exercise any rights in relation to it;
 - (ii) Unless permitted by law, you will not copy or reverse engineer, amend, alter or adapt any part of it;
 - (iii) Any updates to the Mobile Banking App will be made available through the relevant app stores. We will not be responsible for providing updates to you in any other way; and
 - (iv) You acknowledge that in the event of any third party claim that the Mobile Banking App or your use of it infringes a third party's rights, you will assist us to investigate and as appropriate, defend any such claim;
 - (d) The Licence commences, and you will be deemed to have accepted the terms of the Licence, when you first access the Mobile Banking Services using a Mobile Device or install the Mobile Banking App, as applicable, and the Licence will continue in accordance with the terms set forth in this Clause 4 until termination of your use of the Mobile Banking Services.
- 4.6 Termination. In addition to Clause 13 of Part A of these EB Services Terms and Conditions, we may terminate the Mobile Banking Services immediately without notice to you in the event of your breach of any of the terms of the Licence. You agree to delete the Mobile Banking App from all Mobile Devices on which you may have downloaded it immediately upon the termination of the Licence.
- 4.7 Questions regarding the Mobile Banking App. We are solely responsible for the Mobile Banking App and should you wish to raise any comments concerning the operation of the Mobile Banking App you should direct them to a Designated Contact.

5. ADDITIONAL TERMS AND CONDITIONS FOR USE OF SAP FSN SERVICES

- 5.1 Applicability of this Provision. You agree that the following additional terms and conditions shall apply to your access to and use of the SAP FSN Services.
- 5.2 Definitions. For the purpose of the SAP FSN Services, the following definitions apply:
- (a) "**SAP**" means SAP AG, Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany, or a SAP affiliate company;
 - (b) "**SAP Financial Services Network**" means the network solution provided by SAP that enables corporate customers to send payment instructions to multiple financial institutions and receive status and statement from multiple financial services companies; and
 - (c) "**SAP FSN Services**" means the EB Services which you may access using SAP Financial Services Network.
- 5.3 Use of SAP FSN Services. To use the SAP FSN Services, you must be a corporate subscriber of the SAP Financial Services Network and have purchased or been allocated sufficient blocks of transactions to use the SAP FSN Services. You agree to be solely responsible for all costs associated with your subscription to the SAP Financial Services Network and to comply with SAP's prevailing terms and conditions governing such subscription. We shall have no responsibility or liability for any loss to you for any act or omission of SAP.
- 5.4 Acceptance of Inherent Risk. You agree that any messages, files or information exchanged between us via the SAP FSN Services are subject to risks. The following are given as illustrations of the types of risks which you may encounter and does not purport to disclose all of the risks or other relevant considerations of using the SAP FSN Services:
- (a) Your access to the SAP FSN Services may be interrupted from time to time due to equipment malfunction, updates, maintenance, breakdowns and repair of the SAP Financial Services Network, security breaches or other reasons that may be beyond our control. We reserve the right to suspend or interrupt access to the SAP FSN Services during any such time, with or without notice, and this may impact your ability to initiate any Transaction or complete any Transaction in progress for the duration of such suspension, breakdown or interruption.
 - (b) The SAP FSN Services are provided via the SAP Financial Services Network and may be susceptible to errors or delays which may be generated during the communication or transformation of messages or files by the SAP Financial Services Network. Without prejudice to the generality of the foregoing, there is a risk that any network latency in SAP Financial Services Network may cause delays in transmission of messages, files or information beyond the applicable cut-off times and affect the value-dating of any payment instructions.
 - (c) The messages, files or information exchanged in the course of SAP FSN Services is stored on SAP's network and is subject to SAP's prevailing data protection policies set out at www.sap.com.



5.5 **Termination.** In addition to Clause 13 of Part A of these EB Services Terms and Conditions, we may terminate the SAP FSN Services immediately without notice to you in any of the following circumstances:

- (a) if you cease to be a corporate subscriber of the SAP Financial Services Network; or
- (b) if we cease to be a financial services subscriber of the SAP Financial Services Network; or
- (c) if SAP ceases or suspends the provision of SAP Financial Services Network.

Notwithstanding the foregoing, you undertake to notify us immediately in writing in the event of termination or suspension of your subscription to the SAP Financial Network for any reason whatsoever.

6. ADDITIONAL TERMS AND CONDITIONS FOR USE OF SWIFT MESSAGING SERVICES

6.1 **Applicability of this Provision.** You agree that the following additional terms and conditions shall apply to your access to and use of the SWIFT Messaging Services.

6.2 **Definitions.** For the purpose of the SWIFT Messaging Services, the following definitions apply:

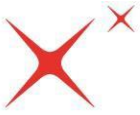
- (a) "**Authorised SWIFT Participant**" means a person who is duly bound as a party to a SWIFT Agreement allowing access to SWIFT Messaging Services and meets all eligibility criteria specified or referred to in that SWIFT Agreement or the SWIFT Documentation, provided, for the avoidance of doubt, that such person shall continue to be an Authorised SWIFT Participant despite no longer satisfying the eligibility criteria as required by any relevant SWIFT Agreement during any period(s) specified in such SWIFT Agreement as the period(s) given to such person to migrate to an alternative solution;
- (b) "**SWIFT**" means S.W.I.F.T. SCRL, a Belgian limited liability co-operative society of Avenue Adele 1, B-1310 La Hulpe, Belgium;
- (c) "**SWIFT Agreement**" means any agreement between SWIFT and us or between SWIFT and you in relation to the use of the SWIFT Messaging Services;
- (d) "**SWIFT Documentation**" means the SWIFT terms, conditions, guides and procedures applicable to the SWIFT Messaging Services, or to the sending and receiving of SWIFT Messages, as incorporated into your SWIFT Agreement or notified to you by SWIFT or us from time to time;
- (e) "**SWIFT Message**" means a message type (MT) message or file sent or appearing to have been sent using the SWIFT Messaging Services, which for this purposes of these EB Services Terms and Conditions comprise of such message formats which we may from time to time agree with you;
- (f) "**SWIFT Messaging Services**" means messaging services provided by SWIFT from time to time, including without limitation, SWIFTNet FIN messaging service, SWIFTNet Interact, File Act and browse services.

6.3 **SWIFT Messaging Services.** The SWIFT Messaging Services only comprise the following activities:

- (a) sending of SWIFT Messages by us to you;
- (b) provision of information by us to you through the SWIFT Messages;
- (c) sending of SWIFT Messages by you to us;
- (d) provision of Electronic Instructions by you to us in those SWIFT Messages; and
- (e) us processing those Electronic Instructions.

6.4 **Use of the SWIFT Messaging Services.**

- (a) You shall as an Authorised SWIFT Participant, comply with all requirements relating to the SWIFT Messaging Services, including security requirements, obtaining and maintaining your own SWIFT membership, computer software and other equipment necessary to access and use the SWIFT Messaging Services set out in the SWIFT Agreement and any of the SWIFT Documentation.
- (b) You shall at all times (i) comply with all guides, instructions and recommendations as we provide to you from time to time in relation to the use of the SWIFT Messaging Services; and (ii) assess the security arrangements relating to your access to and use of the SWIFT Messaging Services to ensure that they are adequate to protect your interests.
- (c) You acknowledge that processing of any SWIFT Message is subject to successful receipt of such message by us. We shall have no responsibility or liability for any loss to you where you submit a SWIFT Message through the SWIFT network but such SWIFT Message is not successfully received by us or for any act or omission of SWIFT.
- (d) You provide data, files, information, instructions and SWIFT Messages at your own risk. You shall ensure that all data, files, information and instructions transmitted to us for or in connection with the SWIFT Messaging Services is correct and complete and shall immediately inform us in writing of any errors, discrepancies or omissions. You must check all data, files, information and instructions provided to you by us or by any third party operator appointed by us immediately upon receipt. If any such data, files, information and instructions are incorrect or omit anything it should include, you should inform us in writing immediately.
- (e) Receipt by us of any SWIFT Message issued or purporting to be issued by you will constitute full and unconditional authority to us to carry out or act upon that SWIFT Message, and we shall not be bound to



investigate or enquire as to the authenticity of any such SWIFT Message unless we have received prior written notification from you which casts doubt on its validity.

- (f) You shall immediately notify us in writing if you become aware of or suspect any breach or compromise of the security of the SWIFT Messaging Services providing full details of the breach or compromise, including but not limited to the identity of any person responsible for the breach or compromise. You shall (save to the extent prohibited by any applicable law) fully and promptly cooperate with any steps taken by us to investigate and/or rectify any apparent or suspected breach or compromise of the security of the SWIFT Messaging Services and provide such information as we reasonably request in writing to assist us in the investigation.
- 6.5 Acceptance of Inherent Risk. You agree that any data, files, information or instructions exchanged between us via the SWIFT Messaging Services are subject to risks. The following are given as illustrations of the types of risks which you may encounter and does not purport to disclose all of the risks or other relevant considerations of using the SWIFT Messaging Services:
- (a) Your access to the SWIFT Messaging Services may be interrupted from time to time due to equipment malfunction, updates, maintenance, breakdowns and repair of SWIFT's network or other reasons that may be beyond our control; and
- (b) The SWIFT Messaging Services may be susceptible to errors or delays which may be generated during the communication or transformation of messages or files by SWIFT's network.
- 6.6 Reservation of Rights. We reserve the right at any time to immediately suspend the SWIFT Messaging Service or access thereto for such period or periods as we consider reasonably appropriate without notice to you if (a) suspension is necessary for the purpose of (routine or emergency) maintenance or enhancement of the SWIFT Messaging Services; (b) for technical reasons, provision of the SWIFT Messaging Services is beyond our control; (c) there are reasonable grounds to suspect a compromise of security or any unauthorised or fraudulent use of the SWIFT Messaging Services; or (d) if you breach any of your obligations hereunder.
- 6.7 Termination. In addition to Clause 13 of Part A of these EB Services Terms and Conditions, we may terminate the SWIFT Messaging Services immediately without notice to you in any of the following circumstances:
- (a) that you or we cease to be an Authorised SWIFT Participant;
- (b) where SWIFT has ceased to provide, and not resumed providing, the SWIFT Messaging Services;
- (c) where SWIFT, in exercise of its rights under a SWIFT Agreement, has required either you or us to terminate the use of SWIFT Messaging Services; or
- (d) where we have ceased to provide the SWIFT Messaging Services.

Notwithstanding the foregoing, you undertake to notify us in writing immediately in the event you cease to be an Authorised SWIFT Participant or SWIFT Messaging Services are made unavailable to you for any reason whatsoever.

7. ADDITIONAL TERMS AND CONDITIONS FOR PARTNER BANK ARRANGEMENT

- 7.1 Applicability of this Provision. You agree that the following additional terms and conditions shall apply to your access to and/or use of our Partner Bank Services.
- 7.2 Definitions. For the purpose of the Partner Bank Services, the following definitions apply:
- (a) **"Local Account(s)"** means the bank account(s) which may be opened and maintained by your affiliates with the Partner Bank pursuant to the Partner Bank Arrangement Request;
- (b) **"Partner Bank"** means each of our partner bank in such jurisdiction as may be specified in the Partner Bank Arrangement Request;
- (c) **"Partner Bank Arrangement Request"** means the Bank Mandate & Letter of Indemnity which sets out your request for Partner Bank Services submitted by you to us; and
- 7.3 **"Partner Bank Services"** means the extension of EB Services to the Local Accounts for the purposes of:
- (a) transmitting instructions on payments, transfers or withdrawals concerning the Local Accounts to the Partner Bank, either directly or through the Bank Member; and
- (b) disclosing information relating to the Local Accounts to you whenever we receive any information, data or documents from the Partner Bank (either directly or through your Bank Member), in each case in accordance with the Partner Bank Arrangement Request.
- 7.4 Use of Partner Bank Services. To use the Partner Bank Services, you must:
- (a) submit a duly completed Partner Bank Arrangement Request to us, together with all relevant supporting documents; and
- (b) the Local Account must have been opened by the Partner Bank and remain open during all relevant times.



7.5 Additional terms applicable. You agree that each application for the Partner Bank Services shall be governed by, and subject to, such terms and conditions attached to the Partner Bank Arrangement Request (as amended, updated or supplemented from time to time).

7.6 Termination. In addition to Clause 13 of Part A of these EB Services Terms and Conditions, we may terminate the Partner Bank Services at any time in accordance with the terms and conditions attached to the Partner Bank Arrangement Request (as amended, updated or supplemented from time to time).

8. **ADDITIONAL TERMS AND CONDITIONS FOR ACCOUNTS RECEIVABLE PURCHASE (“ARP”) EB Service**

8.1 Applicability of this Provision. You agree that the following additional terms and conditions shall apply to your access to and/or use of our ARP EB Service (“**ARP EB Service**”).

8.2 Definitions. For the purpose of the ARP EB Service, the following definitions apply:

- (a) “**ARP Facility**” means the accounts receivable purchase facility/factoring facility granted by us to you; and
- (b) “**ARP Transaction Documents**” means such agreements, documents, letters of offer and/or terms and conditions governing assignment in connection with and governing the ARP Facility, in each case amended, updated or supplemented from time to time.

8.3 Terms and Conditions applicable to a Transaction entered into via the ARP EB Service. You agree that any Electronic Instruction and/or any Transaction arising from or in connection with your use of the ARP EB Service shall be governed by and subject to the ARP Transaction Documents. In the event of any inconsistency between the provisions of these EB Services Terms and Conditions and the ARP Transaction Documents, the ARP Transaction Documents will prevail and clause 16.5 of Part A of these EB Services Terms and Conditions shall be construed accordingly.

8.4 Non-acceptance of Electronic Instruction. In addition and without prejudice to Clause 5.8 of Part A of these EB Services Terms and Conditions, you agree that we have the right to accept or reject or not process any Electronic Instruction without liability to you. We will notify you as soon as reasonably practicable if any Electronic Instruction is rejected or is not processed.

8.5 Confirmation upon Processing of Electronic Instructions. You agree that no Electronic Instruction you provide via the ARP EB Service will give rise to a Transaction unless received, processed and/or confirmed by us via the ARP EB Service.

9. **ADDITIONAL TERMS AND CONDITIONS FOR CUSTOMER SELF ADMINISTRATION SERVICE**

9.1 Applicability of this Provision. You agree that the following additional terms and conditions shall apply to your access to and use of the Customer Self Administration Service.

9.2 Definitions. For the purpose of the Customer Self Administration Service, the following definitions apply:

- (a) “**Customer Self Administration Service**” means the service which we make available to you in connection with the on-going administration, operation and maintenance of your use and access of the EB Services; and
- (b) “**Administrator**” means a User whom you have informed us is to take on the role of a system administrator.

9.3 Role of Administrator. **An Administrator will have authority and responsibility to set-up, administer, operate and maintain your use of and access to the EB Services. This includes the right and authority to (a) add, suspend or remove Users; (b) assign or revoke User roles or access rights; (c) issue, amend, cancel, reset or re-issue User’s Security Mechanism and/or Security Code; (d) change any payment or transfer limits of any User; and (e) any other right, feature or functionality we may make available to an Administrator from time to time.**

9.4 Acceptance of Risks. You recognise that Administrators have wide powers in relation to your use of the EB Services and you agree to be bound by any act or omission of any Administrator.

9.5 Assumption of Authority and Our Action. You agree that we will treat all instructions and/or requests received via the Customer Self Administration Service as duly authorised by you, and we may, without further checks, act on such instructions and/or requests even though this may contradict any other instruction or mandate you have given us or even if such instructions and/or requests are not genuine.

9.6 Your Responsibility.

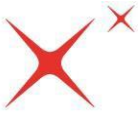
- (a) You are responsible for ensuring that you have adequate internal control procedures and security measures to prevent any fraud, abuse or unauthorised acts or omissions by Administrators using the Customer Self Administration Service.
- (b) If you suspect or know of any impropriety or fraud on the part of an Administrator or any unauthorised or fraudulent use of the Customer Self Administration Service, you must inform us immediately and take steps to replace such Administrator.
- (c) You undertake to inform us as soon as practicable should any Administrator ceases to be employed by you.



- 9.7 **What we are not legally responsible for.** In addition and without prejudice to our rights under Clause 11 of Part A of these EB Services Terms and Conditions, we will not be held liable to you or any third party for any loss, liabilities, costs, expenses, damages, claims, actions or proceedings of any kind whatsoever (whether direct, indirect or consequential) in respect of any matter of whatever nature and howsoever arising (whether in contract, tort, negligence or otherwise) incurred in connection with any act or omission by an Administrator who ceases to be employed by you for which we are not informed.
- 9.8 **Minimum number of Administrators.** We may stipulate the minimum number of Administrators that you must have. Where the number of Administrators fall below the minimum number required by us:
- (a) You must immediately appoint a new Administrator, provide us with details of the new Administrator and provide us with such information and documents as we may require; and/or
 - (b) We may suspend the Customer Self Administration Service, the provision of the EB Services and/or stop the processing of any Electronic Instruction or Transaction.

10. **ADDITIONAL TERMS AND CONDITIONS FOR USE OF OUR APPLICATION PROGRAMMING INTERFACES ("APIs")**

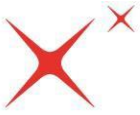
- 10.1 **Applicability of this Provision.** You agree that the following additional terms and conditions shall apply to your use of any API that we make available to you as part of the EB Services. If you use any of our APIs as an interface to, or in conjunction with our other products and/or services, the additional terms for those other products or services will also apply.
- 10.2 **Definitions:** For the purposes of the use of our APIs, the following definition shall apply:
- (a) **"DBS Policies"** means all applicable guidelines, policies, notices, requirements, rules and other documents which DBS may issue, modify or supplement from time to time.
- 10.3 **Ownership.** All intellectual property rights in the APIs (and all modifications thereto) that we make available to you, shall remain vested in us (or our licensors).
- 10.4 **Licence.** We grant you a non-transferable, non-exclusive and revocable licence to access and use the APIs and any accompanying API documentation (with no right to sub-licence) solely to the extent necessary for you to receive and use the EB Services.
- 10.5 **Limitations on Use.** We may, in the DBS IDEAL Corporate Connectivity form, set, enforce and advise you of any limitations on your intended use of the APIs (for example, limiting the number of API requests that you may make or the number of Users you may serve).
- 10.6 **Changes.** We may, at our sole discretion, modify the APIs and/or any accompanying API documentation at any time. If we determine (acting reasonably) that any such modification will have a material impact on your use of the EB Services, we will give you not less than thirty (30) days' advance written notice except in the case of an emergency or as may be required by a regulator or applicable law (where no such minimum notice will be required, albeit that we shall provide such notice as we are reasonably able to). If you do not approve of any modification that we make to our APIs, you may terminate your use of the applicable EB Service(s) pursuant to Clause 13.1 of Part A of these EB Services Terms and Conditions.
- 10.7 **Restrictions.** You agree that you shall not:
- (a) sub-licence, publish, make available, sell or otherwise distribute any API to any third party;
 - (b) develop a substantially similar or competing version of any of our APIs;
 - (c) introduce any destructive element or malware (including any virus, worm or Trojan horse) into our Systems through any API;
 - (d) interfere with, modify or disable any of the features, functionality or security controls of the APIs or the EB Services;
 - (e) decompile or reverse engineer any source code from any API or any related software, except as expressly permitted by applicable law; or
 - (f) utilise our APIs in any manner not expressly authorised pursuant to these EB Services Terms and Conditions.
- 10.8 **Security.** If we assign you any Security Code or Security Mechanism for purposes of accessing and/or using any of the APIs, you will use those credentials when accessing and/or using the applicable API and keep them confidential. Where such Security Codes or Security Mechanisms are specific to individuals, you will ensure that they are not shared with any third party. You will inform us if any



- individuals are** to leave your employment such that their access and use rights can be disabled. In addition, you will not in any way attempt to conceal your identity when using the APIs.
- 10.9 **Availability.** We will use reasonable endeavours to ensure that the APIs are available and will work with you to promptly resolve any error or defect that is identified in any of the APIs.
- 10.10 **Liability.** Except as specifically provided for in this Clause 10, the APIs are provided on an "as is" basis and all warranties and representations, whether express or implied, including as regards the reliability of the APIs or their fitness for a particular purpose, are expressly disclaimed.
- 10.11 **Monitoring.** Subject to us complying with applicable law, you acknowledge and agree that we may monitor your use of the APIs solely to the extent necessary for us to provide and improve the EB Services.
- 10.12 **DBS Policies.** You agree to comply with all DBS Policies applicable to and/or in connection with the use of our APIs, as may be provided from time to time.
- 10.13 **Electronic Instructions.** We may treat all Electronic Instructions received or otherwise transmitted through the APIs as being authorised by you and binding upon you. If we have any reason to suspect that any Electronic Instruction(s) received or transmitted through any API has not been authorised by you, we may refuse to process the relevant Electronic Instruction(s) without any liability or other obligation to you. You will inform us immediately if you become aware of any unauthorised Electronic Instruction(s) that has been transmitted through any API.

11. ADDITIONAL TERMS AND CONDITIONS FOR USE OF OUR FX ORDER WATCH SERVICES

- 11.1 **FX Order Watch Services.** You acknowledge and agree that, in relation to any order watching services on foreign exchange Transactions ("**FX Order Watch Services**"):
- (a) you may from time to time provide us with any Electronic Instruction for any foreign exchange Transaction to be concluded at a certain currency exchange rate set by you (the "**Target Rate**"); unless otherwise agreed, each such Electronic Instruction received by us will only be available for execution after it has been accepted by us as a foreign exchange order for such purpose (the "**FX Order**"); and such FX Order will remain open for execution unless and until (i) the FX Order expiry date; or (ii) we receive your instructions for its amendment or cancellation and inform you of its due amendment or cancellation, whichever is earlier;
 - (b) the FX Order shall be conclusive and binding on you upon your placement of the FX Order on EB Services but is subject to final execution and acceptance by us which will be confirmed electronically or in writing;
 - (c) execution of any FX Order at the Target Rate cannot be guaranteed due to the possibility of unexpected market fluctuations;
 - (d) unless you submit a cancellation / amendment request electronically or in writing which is validly accepted by us (as confirmed electronically or in writing), you cannot cancel / amend any FX Order placed;
 - (e) the Target Rate for each executed FX Order is inclusive of all the applicable margin, costs, fees and charges (if any) prevailing at the time of the placement of a FX Order that is payable by you to us;
 - (f) notwithstanding Clause 11.1 (e) above, we reserve the right to impose fees and charges in relation to the use of the FX Order Watch Services; and we shall determine and notify you of the rate of any fees and charges from time to time which shall be binding on you if you continue to maintain or use the FX Order Watch Services after the effective date for imposing the fees and charges or the revised fees and charges;
 - (g) upon acceptance of a FX Order and while it is outstanding, we are authorised to hold sufficient funds from any of your Accounts equivalent to 100% of the Transaction amount which would be required to settle the FX Order. If the FX Order is executed, we may apply such amount in satisfaction of the Transaction amount on the settlement date. Funds will be released on no later than 2 business days after (i) the FX Order expiry date or (ii) we receive your instructions for amendment or cancellation of FX Order and inform you of its due amendment or cancellation, whichever is earlier. In the event of insufficient funds in your Account to cover the full amount of any executed Transaction due to any reason whatsoever, we may at any time and without prior notice to you reject the FX Order or reverse the Transaction so executed;
 - (h) notwithstanding Clauses 11.1 (a) to (c) above, we may follow market practice and conditions and conduct Transactions with or for you on any FX Order in any foreign exchange market and in a manner acceptable to us;
 - (i) the Bank or any financial institution in the group to which the Bank belongs or any of their employees or representatives may trade in foreign exchange on its or his own account or take the opposite position or be the counterparty to any of your FX Orders or foreign exchange contracts;
- 11.2 **Indemnities.** You agree to indemnify us on demand for all costs, charges, loss and damages incurred by us in unwinding any valid FX Order placed and as a result of acting on any valid FX Order.
- 11.3 **Limitation of liability.** You acknowledge and agree that we will not be liable for any unsuccessful execution or any delay in the execution of the FX Order by us. Executed FX Orders will be settled on no later than the next business day following the FX Order execution day. Settlement risk involved as a result of cross-border



and/or cross-time zone nature of foreign exchange Transactions and other circumstances is beyond our control.

DBS ELECTRONIC BANKING SERVICES TERMS AND CONDITIONS

Part C – Supplementary Terms and Conditions for Specific Countries

This Section applies to and governs the provision of EB Services by DBS Bank (Taiwan) Ltd., and the receipt and use of EB Services by customers of DBS Bank (Taiwan) Ltd. Please note that if you are receiving the EB Services in any country other than Taiwan, other local laws may apply.

To the extent indicated below, this Section supplements and amends Part A and Part B of these EB Services Terms and Conditions, and forms parts of these EB Services Terms and Conditions.

1. VALIDITY OF ELECTRONIC INSTRUCTIONS

1.1 Validity of Electronic Instructions. You agree that any Electronic Instruction transmitted via the EB Services shall be as valid as a document in writing between the parties and is appropriate for the uses and purposes for which the EB Services are used.

2. CHARGES AND EXCHANGE OR INTEREST RATES

2.1 Payment of Charges. You acknowledge, agree and accept the payment obligation for charges and/or fees associated with the EB Services as set out in these EB Services Terms and Conditions as well as in our current charges schedule.

3. AMENDMENTS AND VARIATIONS

3.1 Clause 16.6 of Part A of these EB Services Terms and Conditions shall be deleted and replaced with the following:

16.6 Amendments and Variations. We may by notice to you (such notice may be given in the form set out in Clause 15 and via the EB Services or announcement posted at our business premises and/or on our website), amend these EB Services Terms and Conditions, the scope of the EB Services, the scale of charges payable (in accordance with Clause 12.1) or the User Guide. We will give you:

- (a) 60 calendar days' notice where the amendment relates to the scale of charges payable (unless such changes are not within our control or are in your favour); or
- (b) reasonable notice in the case of any other amendment,

provided that we are not obliged to give you any advance notice if amendments are required in an emergency or where it is impracticable for us to give such advance notice (in which case such amendments will take immediate effect). If you or any User continue to use the EB Services after the effective date of such amendment you are deemed to have agreed to the same.

4. DISCLOSURE OF ACCOUNT INFORMATION AND PERSONAL DATA

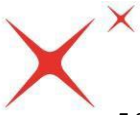
4.1 Acknowledgement of Terms and Conditions Governing Personal Data. You acknowledge and agree to Clause 8 of Part A of these EB Services Terms and Conditions and other provisions set out in relevant agreements or terms and conditions between you and us in connection with the collection, processing and usage of Personal Data and transactional information.

4.2 Provision of Consent in Writing. You represent and warrant that, with respect to any personal data regarding any of your Users and directors, supervisors, officers and/or employees of your company/organisation provided by you to us, each of the relevant person has been noticed, reviewed and consented (and, upon our request, you will provide us with the written consent(s) from the relevant personnel) to our Notification of Collection, Processing, Utilization and International Transmission of Personal Data (the "Notification") for us to collect, process, utilize and internationally transmit such Personal Data and transactional information. If the Notification will be amended later on, you agree that we may notify you of the amendment and you will further inform such persons of the amended Notification and obtain their consent to the amendments.

the Notification of Collection, Processing, Utilization and International Transmission of Personal Data (the "Notification"). The Borrower agrees that DBS Bank and the parties who may use the personal data as specified in the Notification may collect, process, utilize and internationally transmit the Borrower's Information in accordance with the Notification and within the scope of specific purposes set forth therein.

5. JURISDICTION

5.1 Jurisdiction for Disputes. Despite Clause 16.8 of Part A of these EB Services Terms and Conditions, in the event of a dispute arising from and/or in connection with these EB Services Terms and Conditions, the parties agree to submit the dispute to the jurisdiction of the Taiwan Taipei District Court in the first instance.



- 5.2 Customer Services. Should you have any questions and complaints with respect to the EB Services, you may use our Direct Line for Service : +886 2 6606 0302 (as may be amended from time to time).

6. GOVERNING LANGUAGE

- 6.1 Clause 16.9 of Part A of these EB Services Terms and Conditions shall be deleted and replaced with the following:
16.9 Governing Language. If these EB Services Terms and Conditions are translated into any other language, both the English version and the translated version shall be equally effective, provided that the Chinese version shall prevail in the event of any inconsistency or contradiction.

7. DELETION OF CLAUSES 3 OF PART B OF THESE EB SERVICES TERMS AND CONDITIONS

- 7.1 Clause 1 of Part B of these EB Services Terms and Conditions (FX API) is applicable and limited to the actual services that DBS Bank provides.
7.2 Clause 3 (ADDITIONAL TERMS AND CONDITIONS FOR USE OF ATM AND ATM CARDS) of Part B of these EB Services Terms and Conditions shall be deleted.

8. ADDITIONAL TERMS AND CONDITIONS FOR USE OF DBS FINANCIAL SERVICES ADD-ON MODULE (DBS GATEWAY) ON SAP BUSINESS ONE

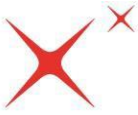
- 8.1 Applicability of this Provision. You agree that the following additional terms and conditions shall apply to your access to and use of DBS Financial Services Add-on Module (DBS Gateway) Service ("DBS Gateway Service") on SAP BUSINESS ONE (SAP B1) marketed by Chunghwa Telecom Co., Ltd to transmit transaction and non-transaction instructions to us and receive payment status, statements, and other information from us.
- 8.2 Acceptance of Inherent Risk. You understand that any messages exchanged between us via DBS Gateway are subject to risks. The following are given as illustrations including with limitation of the types of risks which you may encounter of using DBS Gateway Service. You agree to accept the risks and agree that we are not responsible for any damages or losses result from this:
- (a) Your access to DBS Gateway Service may be interrupted from time to time due to related software, system, or equipment malfunction, updates, maintenance and repair of the network, or other reasons that are beyond our control. We reserve the right to suspend or interrupt DBS Gateway Service during any such time or unresolved period without notice, and this may impact your ability to use DBS Gateway Service and complete any transaction and non-transaction instruction or our ability to receive or handle the instructions for the duration of such suspension or interruption.
 - (b) For the duration of DBS Gateway Service suspension, you may use DBS internet banking, branches, or any other service channels to proceed with transactions or any related services.
 - (c) There is a risk that any network latency in DBS Gateway Service may cause delays in transmission of messages beyond the applicable cut-off times and affect the completion time of any instructions. For example, the value-dating of your payment instructions may be delayed.
- 8.3 Termination: We may terminate DBS Gateway Service immediately by giving you a written notice once you cease to be a corporate subscriber of Chunghwa Telecom SAP B1 or we and Chunghwa Telecom Co., Ltd terminate or cancel the SAP B1 Add-on Module service cooperation agreement.

9. ADDITIONAL TERMS AND CONDITIONS FOR SINGLE CONTROL MECHANISM

- 9.1 Risk disclosure statement. You understand that IDEAL™ uses double control mechanism as default setting, which prevents transactions from being created and approved by the same individual and committing fraud. Double control mechanism requires at least two people to complete transactions, with a person creating transactions and another person with supreme authority approving the transactions. Double control mechanism decentralizes authorities and thus reduces the risk of fraud. Transactions can be completed by an individual through single control mechanism; therefore, single control mechanism is more risky than double control mechanism.
- 9.2 If single control mechanism has been applied, you confirm that you have read, understood and agreed on the risk disclosure statement within Clause 9.1 in Section C of these EB Services Terms and Conditions. You authorize DBS Bank to set up single control mechanism for your IDEAL. You fully understand and agree on the properties and relevant risks of single control mechanism and agree to burden all the risks and losses derived from this mechanism. You commit that any loss, expense (including full cost of attorney's fees), cost, compensation, recourse, request, lawsuit and any other responsibility suffered from DBS Bank derived from the setup of single control mechanism will be fully compensated by you. You understand and agree that DBS Bank can notify you of terminating or changing the single control mechanism at any time.

10. TRANSACTION LIMIT

You acknowledge and agree that we may, without notice to you or your consent, set and adjust the transaction limit for any EB Services based on risk management and operational controls at any time. We may, at our sole



discretion not to process, delay processing or refuse to process relevant Electronic Instruction(s), which transaction size exceeds the transaction limit set by us.

We have set limit on single transaction size at TWD 50 million for IDEAL eACH NTD automatic account transfer transaction. We will not be liable for any losses, damages, costs or expenses (whether arising directly or indirectly), which you may suffer or incur arising from the setting, adjustments and changes of transaction limit by us.

11. TERMS AND CONDITIONS OF DealOnline SERVICE FOR CORPORATE CUSTOMERS

Insofar as the requirements about DealOnline Service referred to in Article 1 of Part B herein remain unaffected, you shall acknowledge and accept the following terms and conditions when applying with the Bank for the DealOnline Service for corporate customers (hereinafter referred to as the "Service" or "DealOnline Service"):

11.1 The Bank provides you with the access to underwriting of spot exchange transactions via the Service, including value same day (VSD) and non-value same day (including value TOM, T+1 and value SPOT, T+2). For the currency type and underwriting conditions and restrictions (e.g. amount of principal and date of settlement, et al.) applicable to the Service, the actual contents thereof provided by the Bank shall apply.

11.2 You shall complete the online price quotation for foreign currency exchange rate and confirmation of the exchange rate within the following time limit, and provide complete and accurate instructions by 3:30PM in the course of the Bank's business on the same date of settlement.

	Exchange Transactions Involving NTD	Exchange Transactions Involving Any Currency Other Than NTD
Exchange Transaction Hours	From 9:00AM to 3:30PM during the Bank's operating hours	VSD: From 9:00AM to 3:30PM during the bank's operating hours Non-VSD: From 9:00AM to 5:30PM during the bank's operating hours

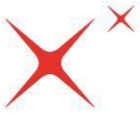
11.3 The Service provides the single trading control mechanism on acquisition and confirmation of price quotation for exchange rate (namely, only one single person may add and approve the exchange transactions, to acquire the online price quotation for foreign currency exchange rate and complete confirmation of the exchange rate). Notwithstanding, the following instructions for the exchange transaction may apply a double trading control mechanism (namely, one single person adds the exchange transaction and completes the confirmation of exchange rate, and then another person with higher authority proceeds to approve the transaction). You shall acknowledge that the single trading control mechanism might derive higher risk as fraud might arise if the same person adds and approves the transaction at same time, and agree to use the Service upon acceptance of the risk disclosure statement for the single trading control mechanism for the electronic banking services referred to in Article 9.1 of Part C. herein.

11.4 Before adding any exchange transaction, you shall open the account denominated in correspondent currency involved in the related transaction with the Bank and ensure that enough fund is deposited in the account to perform the transaction on the date of settlement. You shall also ensure that the instructions given by it shall be correct and true. In any of the following circumstances, the Bank may cancel and terminate the exchange transaction or reverse the same, and also suspend you from accessing the Service: (1) Where the fund in the account denominated in the relevant currency involved in the exchange transaction is found insufficient on the date of settlement; (2) Where you fail to give the Bank any instruction by 3:30PM during the bank's operating hours; (3) Where the instruction given by you is incomplete or in error; or (4) Where you fail to comply with the related terms and conditions referred to in Article 10.8 of Part C herein. You agree to bear, compensate or reimburse any loss, expense, cost, tax or other expenditure derived from the cancelation, termination or reverse by the Bank.

11.5 You shall note that the Bank has set the limit on single transaction size or accumulated transaction sizes for spot exchange transactions completed via the Service. Where the spot exchange transaction you wish to underwrite via the Service exceeds the relevant limit, you will not be able to underwrite the same. The Bank will prescribe the limit from time to time and reserve the right to make adjustments at any time.

11.6 Exchange transactions involving NTD:

- (1) You acknowledge and agree that the exchange transaction involving NTD shall be governed by the laws and regulations of the R.O.C., which might vary from those applicable to the exchange transactions involving any other foreign currency. You shall understand the laws and regulations applicable to the exchange transactions involving NTD and comply with the same strictly to ensure effectiveness and validity of related transactions.



- (2) When you underwrite any exchange transaction involving NTD via the "DealOnline Service" (on both VSD and non-VSD), you agree that the related fund in NTD may be remitted to the NTD current account you open with the Bank only.
- (3) Where you wish to underwrite the exchange transactions involving NTD via the electronic banking service, the trading terms and conditions shall be subject to the scope of such electronic banking service.
- 11.7 The transaction completed by you via the Service will not be held successful until the electronic banking service system displays the BO reference number.
- 11.8 Your access to the Service and obligation & rights related thereto shall be governed by the ELECTRONIC BANKING SERVICES TERMS AND CONDITIONS and General Agreement for Accounts. Meanwhile, the Service may also apply the "Generic Risk Disclosure Agreement" and "Addendum for Transactions in RMB and Related Risk Disclosure Statement".

12. Additional Terms and Conditions of DBS IDEAL Corporate Connectivity transaction with FCY cross-currency payment

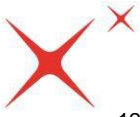
When you apply for DBS IDEAL Corporate Connectivity transactions, you acknowledge and agree below terms and conditions for implementing FCY cross-currency payment:

- 12.1 **Rate** You understand and agree that for transactions which are below certain amount and requirement, the bank can offer confirmed board rate(applied rate) for this transaction based on prevailing market rates and changing market condition to implement the transaction on transaction date. The transactions shall not involve New Taiwan dollar or Renmibi transactions and not require for any document such as Declaration Statement of Foreign Exchange Receipts. You acknowledge that applied rate may be different from prevailing market rate, and the bank can adopt applied rate to deduct transaction amount from your certain account. You understand that the bank offers applied rate and conditions as a result of applicable laws, regulations and risk control mechanisms. The bank reserves the right to modify this service without the obligation to inform you.
- 12.2 You confirm, understand and agree that risks mentioned in General Terms and Conditions that relevant FX risk might involve in currency conversion into New Taiwan dollar or other currencies. The prices quoted is the price at which we are willing in principle to enter a Transaction with you for a currency pair and should not be relied on or used in any other context. We make no express or implied warranty that any quoted prices represent market prices or prices available elsewhere.
- 12.3 You agree if you fail to settle any Transactions executed via DBS IDEAL Corporate Connectivity on the transaction date, we reserve our right to cancel, rescind or modify the price of such Transaction and you must pay all our charges, costs and expenses, if online transactions failed to execute on the settlement date(including without limitation to any loss, fees, costs from market exchange rate changes).
- 12.4 **Risk Disclosure** You agree that any Transactions involving DBS IDEAL Corporate Connectivity are subject to risks. Before considering any Transaction, you must consider whether the Transaction is appropriate in light of your objectives, experience, financial, risk management and operational resources and other relevant circumstances. Before entering into any Transaction involving FX, you should inform yourself of the various types of risks and the nature and extent of the exposure to risk of loss and you understand and are willing to assume the risks associated with such Transactions.

The following are given as illustrations of the types of risks which you may encounter and does not purport to disclose all of the risks or other relevant considerations of entering into foreign exchange, treasury and derivative transactions.

- (a) **Market Risk.** There is a general risk of market failure which arises from political or financial or macro-economic developments. In particular, changes in exchange rate(s) can be unpredictable, sudden and large and may be affected by complex and interrelated global and regional political, economic, financial and other factors that (directly or indirectly)can affect the currency markets on which the relevant currency(ies) is traded.
- (b) **Credit Risk.** Any Transaction may subject to the credit risk of the Bank.
- (c) **Legal and Enforcement Risks.** There is a risk that default due to, for example, credit failure, will lead to consequential legal and enforcement problems.
- (d) **Liquidity Risk.** The benefits of customization in achieving particular financial and risk management objectives may be offset by significant liquidity risks.
- (e) **Operational Risk.** It is essential to ensure that proper internal systems and controls are sufficient to monitor the various types of risks which can arise and which can be quite complex.
- (f) **Emerging Markets.** Transactions involving emerging markets involve higher risk as the markets are highly unpredictable and there may be inadequate regulations and safeguards available to participants in such markets.

You also acknowledge that trading on any electronic platform is subject to risks associated with electronic trading systems, such as hardware or software or human failures, connectivity problems, computer viruses and system or power failures.



12.5 Foreign exchange information declaration

You agree to comply with Central bank of China laws and regulations regarding transaction purpose code and relevant declaration information and refer to the latest announcement on Central bank of China official website: <https://www.cbc.gov.tw/tw/np-297-1.html>. You confirm that you acknowledge and understand if involving intentional omission of declaration or making untruthful declaration shall be subjected to a fine of more than NT\$30,000 and less than NT\$600,000.

13. **SWIFT Report Transmission Service Terms and Conditions**

13.1 You agree that the following terms and conditions shall apply to your application to and use of the SWIFT Report Transmission Service (the "Service"). You authorize us to transmit the movements /statements of the designated account(s) via SWIFT to designated SWIFT Code address according to your designation.

- (a) MT940 is Daily Statement Report in SWIFT format; MT942 is Interim Transaction Report in SWIFT format; MT900 is Debit Advice, MT910 is Credit Advice in SWIFT format.
- (b) No MT942 transmission if there is null transaction movement for the designated account during the interval.

13.2 Risk and Liability

- (a) You confirm that you fully understand and accept all possible risks involved in using the Service, including, without limitation, the risk of transmission being intercepted, monitored, delayed, amended, and destroyed or the risk of interrupted communication or network failure. You confirm to bear all risks and losses under the Service, including the risks and losses to both of you and the receiver. We bear no liabilities whatsoever for any direct, indirect or consequential loss or damage caused from the Service, unless such loss or damage is directly and solely caused by our gross negligence or willful misconduct.
- (b) You undertake to indemnify us in full amount against all direct and indirect loss, claims, actions, costs and expenses of whatever nature that may result or which we may sustain or suffer as a result of our provision of the Service.
- (c) All transmission shown successfully sent according to our record shall be deemed to reach the receiver.
- (d) We shall not be liable for any loss due to force majeure (including without limitation telecom breakdown, strike, war, etc.), any third parties' reason or any event or circumstance beyond its reasonable control which leads to the Service being wholly or partly unavailable or results in any delay or error.

13.3 Application, Amendment, Suspension or Termination

- (a) Your application to activate, amend, suspend, and/or cease the Service will only be effective after acceptance and proper filing by us.
- (b) The SWIFT Report Transmission to a specific physical account shall terminate immediately upon the closure of such physical account.

13.4 Charges

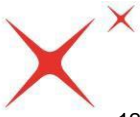
You understand and confirm that the related charges of the Service will be borne from any of your account, and the we are authorized to debit the same from any of your accounts with us. You agree that we will default any one of the registered accounts as the charge debit account if there is no account indicated in the application.

14. **DBS DigiDocs Service Terms and Conditions**

You agree that the following terms and conditions shall apply to DBS DigiDocs service. You acknowledge you have read and agreed below terms and conditions prior to use of DBS DigiDocs services:

12.6 Inward Remittance Online Release

- (a) You may apply for DBS DigiDocs service via EB Service and may instantly receive SMS/email notification of Inward Telegraphic Transfer (ITT) transactions, which are eligible for online release, and you may also enquire on ITT status and provide remittance purpose code online via EB Services. The remittance fund will be credited to your valid account with the Bank based on your instruction after system validation of ITT. You confirm that you fully understand the purpose code and description of foreign exchange income stipulated by the Central Bank of the Republic of China ("CBC"), and agree that the Bank may release the payment to you and report it to the CBC by adopting the agreed declaration method of the nature of the ITT.
- (b) However, if there is incomplete remittance information, failure to provide transaction supporting documents in a timely manner, or if the supporting documents provided are unclear, incorrect, incomplete, or with legal restrictions, or any risk controls measures and operational requirements taken by the Bank, the Bank may adopt manual handling process to proceed with the ITT transaction. And you shall not object to such procedures.
- (c) For your using EB Services for online release of inward remittances, such remittance fund should be released in full only once and credited to your valid account with the Bank according to the instruction of SWIFT message, which can be done only after relevant fees and charges are deducted from the fund upon the effective date. After the inward remittance is credited to your account, you agree to refund all or overpaid funds to Bank immediately after receiving Bank's notice if the Bank is not paid by the remittance bank or there is any dispute arising herefrom.

**12.7 Supporting Documents Upload**

- (a) You may opt to upload supporting documents via EB Services for Outward (OTT) and Inward Telegraphic Transfer (ITT) transactions, so that the Bank can complete the review of the supporting documents. However, if the Declaration Statement of Foreign Exchange Receipts and Disbursements or Transactions and/or original copies of supporting documents are required to be provided to Bank in paper form according to the nature of the transaction, you shall mail the declaration and original supporting documents to the Bank's designated address, and the Bank may complete the transaction as instructed after receipt of the required original documents.
- (b) According to Paragraph 1, Article 20 of the Foreign Exchange Regulation Act, you confirm that you fully understand that any violation of the law involving intentional omission of declaration or making untruthful declaration shall be subjected to a fine of more than NT\$30,000 and less than NT\$600,000.
- (c) The Bank may specify the format specification requirement regarding file uploading on the EB Services, and the supporting documents provided by you must meet such format specification requirements. The supporting documents submitted by you shall be consistent with the transaction purpose, and you shall not illegally re-use such supporting document for other transactions. You confirm that it is equipped with technology conditions for sending and storage of supporting evidentiary documents. If the supporting documents provided by you does not meet the required format, or if the uploaded documents are incomplete, erroneous, unclear or damaged or cannot be accessed, opened, used or read by Bank due to reasons not attributable to Bank, the Bank has the right not to proceed with the documents checking, and the Bank may contact you to resubmit the application or upload relevant supporting evidentiary documents of the underlying transactions.

12.8 The Bank will review in a reasonable manner for the authenticity of the supporting documents submitted by you, as well as the consistency between the supporting documents and the transaction nature of Outward (OTT) and Inward Telegraphic Transfer (ITT). If the supporting documents submitted by you fails to affirm that there is true and legitimate underlying transaction, or if the supporting documents are inconsistent with the underlying transaction purpose, the Bank may decline request or request you to submit other relevant supporting evidentiary documents, and you shall cooperate with the Bank as above. After the review, relevant supporting documents shall be retained by the Bank for a prescribed period according to the laws and regulations for audit track or enquiry.

15. Terms and Conditions of Collection or Payment Through Automated Clearing House (ACH/eACH)

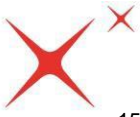
You agree that the following terms and conditions shall apply to the collection or payment service via ACH/eACH. You acknowledge that you have read and agreed below terms and conditions:

- 15.1 (a) When you apply for ACH bulk payment service with the Bank, you shall send the information related to the payment to be paid to beneficiaries and other information in a file format specified by the Taiwan Clearing House (hereinafter referred to as the "Clearing House") or the Bank two business days before the agreed book date through the Channels (including EB Service, the internet or other means agreed by the Bank). The Bank shall submit an exchange request on clearing one business day before the agreed book date in accordance with the media clearing schedule required by the Clearing House.

(b) When you apply for eACH instant payment service with the Bank, you shall send the Electronic Instructions of the payment request in the format specified by the Bank through the Channels (including EB Service, the internet or other means agreed by the Bank). The Bank will execute the payment request upon receipt of the Electronic Instructions, and send the results to you after the transaction is completed.
- 15.2 (a) When you apply for ACH/eACH collection service with the Bank, you shall notify your customers (hereinafter referred to as "the Payer") in advance to complete procedures with the financial institutions (including banks, credit unions, agriculture or fishery associations, etc., referred to as the "Debit Bank") on payment authorization related matters.

(b) When you apply for ACH bulk collection service with the Bank, you shall send relevant payment related information of the Payer in the file format specified by the Clearing House or the Bank to the Bank two business days before the payment due date through the Channels (including EB Services, the internet or other means agreed by the Bank). The Bank shall submit an exchange request on clearing one business day before the payment due date in accordance with the media clearing schedule specified by the Clearing House to have the Debit Bank conduct the deduction. The Bank shall transfer the received payments to your account held with the Bank on the next business day after the clearing is settled and notify you of the credit details. However, you can only withdraw or access the funds on the next business day after the amount is credited into the account.

(c) When you apply for eACH instant collection service with the Bank, you shall send the Electronic Instructions of the collection request in the format specified by the Bank through the Channels (including EB Service, the internet or other means agreed by the Bank). The Bank will execute the collection request upon receipt of the Electronic Instructions and send the results to you after the transaction is completed.



- 15.3 With regard to the matters on debit authorization from the Payer, you can provide the Payer with a paper authorization form or ask the Payer to make authorization in digital manner for new application or update.
- 15.4 With regard to the successful credits of "ACH bulk payment" or "eACH instant payment," the successful debits of the "ACH bulk collection" and "eACH instant collection," and the successful authorization of Direct Debit Authorization (DDA/eDDA), you agree to bear relevant service fees/charges based on the fee standards announced on the Bank's business premises and website (subject to the terms or rates agreed with you otherwise), and relevant fees and charges may be deducted from your account denominated in NTD held with the Bank. If the deduction fails for any reason, the Bank shall make the deduction from any of your accounts with the Bank or to be handled as follow:
- (a) upon your instruction, the service fees and charges can be directly deducted from the payment amount. If you adopt such approach to have the service fees and charges directly deducted from the payment amount, you shall be responsible to explain it to the beneficiaries and handle any requests raised by the beneficiaries.
 - (b) upon your instruction, the service fees and charges can be directly deducted from the collection amount. If you adopt such approach to have the service fees and charges directly deducted from the collection amount, you shall be responsible to explain it to the Payers and handle any requests raised by the Payers.
- 15.5 When you apply for ACH/eACH payment service with the Bank, you shall deposit sufficient amount including the amount for ACH/eACH payment service and other fees payable to the Bank into your account held with the Bank at least one business day before the agreed book date, and hold the account. If the deposits are not made on time or the account has non-sufficient funds for payment as per agreed time, the Bank may suspend all or part of the payment operations. You shall be responsible for any dispute over the losses suffered by your beneficiaries due to the suspension of payment operation, and you shall hold the Bank harmless from any losses suffered therefrom.
- 15.6 With regard to the "ACH payment or collection services," the book date or debit date of the payment is the next business day after the day the Bank submits to the Clearing House of an exchange request on clearing.
- 15.7 After the payments are successfully credited or debited, you are responsible for providing the beneficiaries or Payers with receipts by mail or by other means. You are responsible for handling requests or enquiries from the beneficiaries or the Payers regarding the transaction amounts, refunds, additional payment information, etc.
- 15.8 If the payment or collection request is returned by the Credit or Debit Banks, the Bank will make a return list and notify you. If there is any dispute or loss directly arise from the Bank's delay notification of return list, the Bank will take legal responsibility in accordance with the law.
- 15.9 You agree that the payment or collection operation can be postponed and made on the next business day, in the event of occurrence of computer system failure at the Bank or the Clearing House or other force majeure, resulting in the Bank being unable to complete the payment or collection operation on the agreed date.