

Instant@dvice and Trade Transactions Tracker

**Manage your costs more
effectively with Instant@dvice**



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Instant@dvice and Trade Transactions Tracker

Instant@dvice is an included service for HSBC clients using documentary trade and guarantees products to speed up their trade cycle, enhance cash flow, and improve their supply chain management.

Instant@dvice gives you access to Trade Transaction Tracker, a complimentary tool on the HSBCnet Mobile App which gives you the transaction status of your trade and guarantees products.





Greater visibility and control

Keep up-to-date on the status of your transactions, and receive copies of import and export documentary credits (DCs), guarantees, and trade transactions advices directly to your company's specified email addresses or mobile device.



Manage your costs more effectively

Accelerate the release of documents and save on potential demurrage costs on your imports. You can receive import payment instruction letters via email that you can immediately print, complete, and return¹ to us.



Improve your cash flow position

Reduce your days sales outstanding (DSOs) and accelerate your export proceeds by tracking the delivery of your export documents sent internationally by HSBC offices.



Better supply chain management

Strengthen existing suppliers' relationships and speed up the delivery of your commodities by receiving faster confirmation of payments to your suppliers from HSBC.



Leverage HSBC's international network

If your buyers and suppliers are HSBC clients, they can also use Instant@dvce and Trade Transactions Tracker for timely transaction updates. This can accelerate your trade cycle and help you strengthen your partnerships.

1. Customers wishing to provide instructions by fax will need to complete the relevant indemnity, prior to providing any instructions. We shall be pleased to supply details upon request.

How to get started with Instant@dvice and Trade Transactions Tracker

How does it work?

Instant@dvice

You can nominate up to five email addresses within your company to receive a copy of your export or import DCs, guarantees and subsequent amendment(s), and other trade related advices.

Trade Transactions Tracker

You can use Trade Transactions Tracker on a mobile device running a supported operating system.

Once you download the HSBCnet Mobile App with Trade Transactions Tracker on your mobile device, you will need to enter:

- 1.** Your trade account number (if you have multiple trade accounts you can choose one).
- 2.** The email address registered for Instant@dvice service (if you have multiple email addresses registered you can choose one).
- 3.** A recent transaction reference number processed by HSBC that's linked to the trade account you've chosen in step 1.

To use Instant@dvice and Trade Transactions Tracker, you must complete this Authorisation form and accept the terms and conditions.

Information Service Only

Instant@dvice and Trade Transactions Tracker are information services only. The Instant@dvice service email doesn't receive incoming emails and emails sent to this email address will not be actioned.

If you want to provide instructions, please contact your assigned Global Trade Solutions (GTS) Services centre. If you're unsure which GTS Services centre is assigned to you, please ask your Relationship Manager or contact us. You can find our details at the end of this form.

What do I need to do now?

Read, complete, and sign the 'Authorisation for Instant@dvice and Trade Transactions Tracker' section and then send the form to:
HSBC UK Bank Plc, Global Trade Solutions, 1st Floor,
5 Western Boulevard, Bede Island, Leicester, LE2 7EX.

You must be a registered user of Instant@dvice with an active subscription when enabling and using the Trade Transactions Tracker. Trade Transactions Tracker service will be automatically revoked if the associated Instant@dvice subscription is terminated.





Authorisation for HSBC Instant@dvce and Trade Transactions Tracker

Please enter all information in capital letters.

Exports

Send a copy of all export SWIFT DCs, subsequent amendments,
and export advices to the following email addresses:

- 1
- 2
- 3
- 4

Enable Trade Transactions Tracker to the following email address:

- 1

Imports

Send a copy of all import SWIFT DCs, subsequent amendments,
and import related advices to the following email addresses:

- 1
- 2
- 3
- 4
- 5

Enable Trade Transactions Tracker to the following email address:

- 1

Bank Guarantees

Send a copy of all guarantee related advices and SWIFT messages for Guarantees issued and/or amended to the following email addresses:

1

2

3

4

5

Enable Trade Transactions Tracker to the following email address:

1

These terms and conditions govern your use of Instant@dvice and Trade Transactions Tracker. HSBC means the member of the HSBC Group to which you are making this request.

We accept that any DCs, guarantees or amendments and any trade related advices transmitted to us by HSBC via email or other electronic means is for information only. Copies of DCs, guarantees, amendments, and trade related advices transmitted to us are non-negotiable copies.

We accept that any electronic communication (including email, facsimile, text messaging, telephone, or other electronic communication) may be subject to interruption, transmission blackout, delayed or incorrect data transmission.

We accept that messages sent via electronic communication may not be secure or error-free as they can be intercepted, corrupted, or lost or may arrive late or contain viruses. We undertake to immediately notify HSBC in writing of any changes to our email addresses.

We agree and accept that HSBC does not have any liability for any:

- losses
- damages
- errors
- omissions

We agree and accept that HSBC does not have any liability for late, non-arrival, or disclosure to third parties of messages sent via electronic communication due to any reason whatsoever.

For and on behalf of

(Company) Name

Date

Contact telephone No

Signed in accordance with the bank mandate

Authorised signature(s)

How to contact us

Exports/Imports

 Email us at uktradeservices@hsbc.com

 Call 0345 600 1522
Lines are open 9:00am to 5:00pm, Monday to Friday.

Guarantees

 Email us at clientservice.gtees@hsbc.com

 Call 0345 600 1522
Lines are open 9:00am to 5:00pm Monday to Friday.

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak with us using the live chat service on our website, by visiting one of our branches or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more, please get in touch. You can also visit business.hsbc.uk/accessibility or business.hsbc.uk/contact-us.

business.hsbc.uk

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