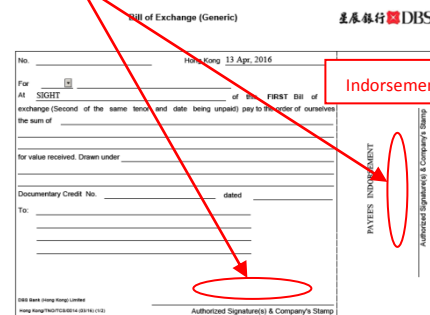


## Trade eForm – Frequently Asked Questions

**Q1. I have downloaded an eForm from your website. It looks different from the previous one.**

**What are the changes?**

- We have on 14 March 2016
  - Renamed the product titles;
  - Added two sub-products under “Application for Import Financing”. Kindly note that the availability of these products are subject to the terms and conditions in the banking facility letter; &
  - Required your signature(s) & company’s stamp on the Bill of Exchange Indorsement (i.e. Endorsement).

Previous eForm	New eForm	Remarks
<b>Irrevocable Documentary Credit (LC)</b> Form No.: TNO/TCS/0013 (11/10)	<b>Application For Irrevocable Documentary Credit Issuance</b> Form No.: Hong Kong/TNO/TCS/0013 (03/16)	Change of product title
<b>Amendment To Documentary Credit (LC Amendment)</b> Form No.: TNO/TCS/0004 (11/09)	<b>Application For Amendment to Documentary Credit</b> Form No.: Hong Kong/TNO/TCS/0004 (03/16)	Change of product title
<b>Collection Order (CO)</b> Form No.: TNO/TCS/0015 (11/09)	<b>Application For Processing Export Transactions</b> Form No.: Hong Kong/TNO/TCS/0015 (03/16)	Change of product title
<b>Application For Account Payables Financing (APF)</b> Form No.: TNO/TCS/0007 (11/09)	<b>Application for Import Financing</b> Form No.: Hong Kong/TNO/TCS/0007 (03/16) Sub-products: <ul style="list-style-type: none"> <li>a) Post-shipment – Payable Invoice Financing <i>(Previously as Applicant for Account Payables Financing [APF])</i></li> <li>b) Pre-shipment – Financing against purchase order / import contract or pro-forma invoice received from seller under open account Trade <i>[New]</i></li> <li>c) Freight Loan Financing <i>[New]</i></li> </ul>	Change of product title and add new sub-products
<b>Bill of Exchange (Generic – free format)</b> Form No.: TNO/TCS/0014 (11/09)	<b>Bill of Exchange (Generic – free format)</b> Form Nos.: Hong Kong/TNO/TCS/0014 (03/16) (1/2); and Hong Kong/TNO/TCS/0014 (03/16) (2/2)	<p><b>Require your signature(s) &amp; company's stamp:</b></p> 

## Trade eForm – Frequently Asked Questions

- We have added a new field - “C.I.F. Number” in the main menu which automatically links to the respective input pages. It helps us identify your company in the future communication. If you don’t know this C.I.F. number, you can easily find it from every trade transaction advice that we printed to you.
- Some input fields had been re-arranged in a logical order. Please simply insert the relevant information into the respective fields and print for submission.
- New Terms and Conditions printed at the back of the new applications will apply.

### **Q2. What is the difference between the eForm and the existing paper application form?**

In comparison with paper form, eForm has several interactive features that are able to help you fill up trade application form more conveniently and accurately.

### **Q3. What are the benefits of eForm?**

Compared to hardcopy printed application form, the eForm enjoys following advantages:

- Interactive features to save time and effort in filling application forms;
- Friendly user guide and enhanced readability;
- Built-in business rules to achieve higher accuracy and completeness of data entries;
- Auto conversion of amount in figures to amount in words for the Bill of Exchange

You can also use the eForm to fill up Bill of Exchange, or automatically generate it from the eForm of Application for Processing Export Transactions.

### **Q4. What are the system requirements to use the eForm?**

This eForm will require Adobe Reader 8.1.3 and above to open or display correctly. For PC running under Chinese operation system, should you encounter problem viewing this file, kindly upgrade to version Adobe Reader 9.3.2 and above. You can download the free latest version via <http://www.adobe.com/reader>.

### **Q5. How to use the eForm?**

Please refer to below key steps of using the eForm:

- Download the eForm from DBS Bank (Hong Kong) Limited website by right-click the link and select “Save as” or “Save target as” or “Save link as” to your computer (or open a copy that was saved on your computer earlier);
- Use Adobe Reader to open the downloaded eForm;
- Select an application form type from the Main Menu;
- Complete the application form on your computer;
- Print out the application form in paper (**recommended to print at 600dpi or above**);
- Authorize the application form with signature(s) and company stamp;

## Trade eForm – Frequently Asked Questions

- Submit the application form to our branch, together with your supporting documents. Please note that you will need to print out and submit the eForm in paper, showing authorized signature(s) and company stamp. If you have already signed our “Remote Channel Authority and Indemnity” form & are permitted to submit documents to us by facsimile, please fax your application in this order: application form on top, supporting documents underneath. Before you fax, please **change the setting** of your facsimile machine in the **resolution menu as “FINE” or “200dpi”**.

**Q6. Can I submit only the first page of the eForm?**

No. The full set of eForm also includes the terms & conditions and the bar code. Please make sure to print and submit all pages of each application (which are numbered e.g. page 1 of 3).

**Q7. Do I need to sign on all the printed pages of the eForm?**

No. For all the pages directly printed from the eForm, you only need to sign on the designated signature field (with company stamp). However, if additional stand-alone pages are submitted (e.g. for other instructions), you will need to stamp & sign on the additional pages.

**Q8. What if I make handwritten amendments to the eForm?**

You are strongly encouraged to avoid making any handwritten entry. The eForm is designed to reduce errors caused by manual input. All handwritten alteration will require company’s stamp and signature(s) as authorization to the amendment.

**Q9. Why I cannot save and print the form by clicking “File>Save as” or “File>Print” on the menu bar?**

Please use the “Save” and “Confirm & Print Form” buttons on the eForm, nearby the barcodes. By clicking on “Confirm & Print Form”, the form will do automatic validation checks to help you ensure completeness and accuracy of data entries.

**Q10. Can I still use the hardcopy printed paper form?**

Yes. Hardcopy printed paper form is still acceptable. However, to save your time and effort in the application process, we strongly recommend you using the eForm.

If you have additional questions or encounter any problems when using the eForm, please contact our BusinessCare.