Terms and Conditions of Online Remittance Service

1. DBS Bank (Hong Kong) Limited ("the Bank", which expression shall include its successors and assigns) shall not be liable for: (a) any loss or damage due to delay or failure in payment or in giving advice of payment; (b) (save if directly due to the negligence or fraud of the Bank or its staff) loss of items in transit or otherwise for any loss, mutilation, error, omission, interruption or delay in transmission or delivery of any instruction or communication; (c) the actions of our correspondents, sub-agents or other agency; (d) declared or undeclared war, censorship, insurrection, civil commotion or any law, decree, regulation, control restriction or other act of a domestic or of foreign government or other persons or groups exercising governmental powers, whether de jure or de facto; or (e) any act or event beyond its control, provided always that to the extent the Bank may be found liable due to the negligence or fraud of the Bank or its staff, that liability should be confined to the direct losses arising and shall in no event exceed the total amount of the relevant remittance. The Bank assumes no further responsibility and gives no guarantee or assurance regarding the availability of or for the payment of the funds to the payee, all of which risks are assumed by the applicant.
2. Online remittance service includes DBS Remit & Overseas Transfer.
3. The Bank reserves the right (at its discretion) not to process any payment instruction.
4. Payment of the transferred funds is subject to the rules and regulations of the country where the payment is to be made. In view of the prevalence of exchange restrictions in some countries, the liability of the Bank with respect to the payment of the transferred funds shall not exceed in any case the extent to which payment is allowed in the currency in which the transferred funds are to be sent under any government or other restrictions existing in the place of payment or principal financial centre of the relevant currency or in the case of the Euro, the European Union or any of its member countries, at the time the payment instructions are received or are to be carried out. Neither the Bank nor its correspondents or agents shall be liable for any delay or loss caused by or as a result at any act or order or any Government or Government Agency or the failure of any clearing, settlement or payment system or any other causes whatsoever.
5. Remittance instructions can be submitted 24 hours a day and 7 days a week, but for those instructions that are submitted outside the cut-off times, non-clearing day (clearing day means Mondays to Fridays, except public holidays in Hong Kong), on Public Holidays of Hong Kong, or on the day Typhoon Signal No.8 or above or Black Rainstorm Warning Signal is hoisted, they will be sent on the next clearing day.
6. For the remittance instructions of transferring THB to Thailand, JPY to Japan, INR to India, IDR to Indonesia, PHP to Philippines, USD to United States, CAD to Canada, GBP to United Kingdom, AUD to Australia, SGD to Singapore, RMB to China and EUR to Eurozone countries submitted before the cut-off times, in most cases, funds can be transferred on the same day. However, actual date and/or time of transfer will be subject to the cut-off times, public holidays (if any), or actual processing time of any correspondent bank and/or recipient bank involve in this transfer.

7. Any remittance instruction involving currency conversion placed after the cut-off time or on a non-clearing day will be effected according to the prevailing exchange rate when the instruction is submitted (except funds transfers in CNY to Mainland China) or when it is executed (for funds transfers in CNY to Mainland China).
8. In general, the recipient of remittance will be able to receive the funds within two to four working days from the transfer date from the recipient bank. However, the actual time of receipt of funds may vary depending on the destination and/or the recipient bank to which such transfer is made.
9. Customers are required to provide correct information and have sufficient funds for the processing of the remittance instructions. In the event of missing information and/or insufficient funds in customers' debit account, the Bank reserves the right to reject the instructions.
10. The Bank reserves the right to update the scope or any restrictions of online remittance services from time to time, including but not limited to:

    a) Minimum daily limit and maximum daily limit for online remittance (regardless of customer's current limit or bank limit)

    b) Resetting of the transfer limit to HKD 0 if customer does not use the relevant online remittance service within a specified period.

11. As part of our security measures, the Bank may contact the applicant via the phone number registered with the Bank to confirm remittance instructions. Consequently, the processing time for such instructions may be delayed. If the Bank is unable to reach the applicant for confirmation before the deadline specified by the Bank, or if the applicant cancels the instruction after submission, the Bank reserves the right to: (i) cancel the related foreign exchange ("FX") conversion and/or remittance instruction, and (ii) in cases where the FX conversion has already been completed, transfer the funds to the applicant's respective foreign currency account (if applicable). The applicant shall be solely responsible for any foreign currency exchange losses, fees, or charges arising from such cancellations.
12. All remittance instructions are subject to verification by the Bank and may be rejected at the Bank's sole discretion.
13. The Bank may send any message in relation to this transfer in explicit language, code or cipher by facsimile, e-mail, SWIFT or other methods and shall not be liable for errors, neglects or defaults of any correspondents, sub-agent or other agency.
14. The Bank may provide the applicant's address shown in its record to the beneficiary's bank. The applicant shall ensure that its/his/her address on the record of the Bank is up to date and shall immediately advise the Bank in writing of any change of address. The applicant accepts the sole responsibility for all the consequences of failing to ensure the Bank holds its/his/her up to date personal particulars.

15. All payment instructions should be checked carefully by the applicant in each case. Once submitted, they are final and binding and cannot be varied or withdrawn. Any request for amendment or cancellation must be made in writing by the applicant in person upon production of proper identity documents and is subject to the Bank's discretion. No refunds shall be made by the Bank if payment of the transfer has been made by its foreign correspondent. Refund (if any) shall only be made after the Bank's receipt of its foreign correspondent certifying that the transfer has been cancelled and the amount of the refund shall be the actual amount refunded from the Bank's foreign correspondent calculated and at the Bank's current buying rate for the currency of the remittance at the time of refund. Loss may be incurred due to the fluctuation of exchange rate and the Bank shall not be responsible or liable for such loss.
16. The Bank is entitled to reimbursement from the applicant for all expenses and liabilities of the Bank, its correspondents and agents.
17. The applicant agrees that the applicable Data Policies, notices and other communications to customers concerning their data from time to time issued by the Bank (a member of the DBS Group) shall apply. A copy is available on request at any Bank branch or from its website (www.dbs.com/hk). The applicant agrees that all information in this application, or that is obtained from any other sources or that arises from the applicant's relationship with the Bank or any other DBS Group company ("Data") will be subject to such policies / or other communications (as may be varied from time to time). The applicant agrees in particular that: (a) the Bank may verify, provide and collect information about the applicant from other organisations, institutions or other persons; (b) the Bank may transfer the Data outside the Hong Kong SAR including to Singapore; and (c) the Bank may compare any Data obtained with the applicant's Data, and use the results for taking of any actions including actions that may be adverse to the applicant's interests (including declining this application).
18. The relevant terms and conditions applicable to the applicant's account(s) with the Bank should also apply to this application.

If there is any inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.