

**1. Notes on eAlerts@ocbc - Cash**

- i. Types of eAlert Notifications offered:**
    - a. Daily Available Account Balance Alert (no alert will be sent if there's no change in daily account balance)\*.
    - b. Funds Top-up Alert (to prevent bounced cheques from SGD and USD Current Account).
    - c. Returned Cheque Alert (Cheques from SGD Current Account only).
    - d. Incoming Funds Alert\*.
    - e. Outgoing Funds Alert\*.
    - f. SGD Time Deposit Withdrawal Alert.
    - g. Telegraphic Transfer Reference Number Alert.
    - h. Business Receivable Financing Alert.
    - i. Successful GIRO Deduction Alert (for your Direct Debit Authorisation arrangement with selected government Billing Organisations determined by OCBC bank - CPF Board, IRAS and Singapore Customs).
    - j. Unsuccessful GIRO Deduction Alert (for your Direct Debit Authorisation Arrangement with all Billing Organisations. Billing Organisation can be a government agency or private company).
- \*Alerts available On-demand and during weekends and public holidays, between 9am to 10pm.  
Note: All other alerts available only for Mondays to Fridays, between 9am to 10pm.
- ii. Incoming/Outgoing Funds Alert:**
    - a. Covers all funds paid into/withdrawn from account for Telegraphic Transfers, MEPS (SGD real-time payment), Internal Funds Transfer, GIRO, Cashier's Order, Cash Withdrawal or Cash Deposit, etc.
    - b. Two **choices** of incoming/outgoing fund alerts:
      - Alerts will be sent at periodic intervals determined by OCBC bank for **batched** notification.
      - Alerts will be sent on a **per transaction** basis.
    - c. Alerts will be sent (on a batched **or** per transaction basis) if the cumulative cleared funds and transaction amount exceed the threshold amount pre-defined by you or OCBC Bank.
      - i. Batched Notification**

The threshold amount shall be pre-defined in the same currency as the currency of the account. For example, if the pre-defined threshold for a SGD account is 5,000, then alerts will be sent on a batched basis for cumulative cleared funds exceeding SGD5,000. Likewise, if the pre-defined threshold for a USD account is 5,000, then alerts will be sent on a batched basis for cumulative cleared funds exceeding USD5,000.
      - ii. Per transaction Notification**

The threshold amount is set at 1,000, in the same currency as the currency of the account. For example, alerts will be sent for per transaction exceeding SGD1,000. Likewise, if it's a USD account, alerts will be sent for per transaction exceeding USD1,000.
    - e. In cases where there is more than one Authorised User for the same amount, only a single pre-defined threshold is allowed for each account.
  - iii. Information and Services On-demand**

You can access information on your cash flow On-demand with eAlerts@ocbc. You also have the flexibility to halt the notification on Daily Available Account Balance. On-demand service is available from 9am to 10pm, including weekends and public holidays for Daily available account balance, Incoming and Outgoing funds alerts. All other On-demand alerts available only for Mondays to Fridays, between 9am to 10pm. Simply SMS the respective code to 73399.
  - iv. Fees:**
    - a. A monthly fee of S\$20 will be payable for any **ONE** of the following combinations:
      - Two different accounts with one Authorised User or
      - One account with two different Authorised Users or
      - Account 1 for Authorised User 1 and Account 2 for Authorised User 2.
    - b. A monthly fee of S\$10 will be payable for each additional account or authorised user to be alerted.
    - c. A monthly fee of S\$30 will be payable for the combination of Cash eAlerts (SMS or email) with Trade Finance eAlerts (2 different email user addresses).
    - d. Pro-rated fees upon termination of service.
    - e. **First 3 months free, charges from the 4<sup>th</sup> month onwards.**
    - f. No reminder will be sent at the end of the fee waiver period.
  - v. Termination of Service:**

Termination of service will have to be made through a maintenance form, available from all OCBC branches or downloaded from [www.ocbc.com](http://www.ocbc.com). Service will be terminated within 3 business days upon receipt of duly completed form.
  - vi. Mode of Cash Alert:**

Either by SMS or email.
  - vii. Mobile Phone Number:**

Only Singapore-registered mobile phone numbers are eligible.

**2. Notes on eAlerts@ocbc - Trade Finance**

- i. Types of eAlert Notifications offered for the following types of trade products:**
  - a. Export Collection (documentary & cheques/drafts).
  - b. Export Bills under Letters of Credit.
  - c. Packing Loan (pre-export).
  - d. Invoice Financing (sales & purchases).

Email alert notification includes details such as your ref, parties (Drawee, Collecting Bank, Issuing Bank), breakdown of fees and charges.

  - a. Export Collection (documentary bills & cheques/drafts)
    - i. Acknowledgement of export collection (documentary bills) by OCBC Bank, forwarded to Collecting Bank; and
    - ii. Acceptance advice of documentary bill maturity date (for usance bills only); and
    - iii. Credit of proceeds of your export collection (documentary bills & cheques/drafts) to your account.
  - b. Export Bills under Letters of Credit
    - i. Acknowledgement of export documents after checked and/or processed by OCBC Bank and forwarded to Issuing Bank or Negotiating Bank (for restricted LC bills); and
    - ii. Acceptance advice of usance bill maturity date (for usance bills) by the Issuing Bank; and
    - iii. Credit of proceeds of your Export Bills under LC to your account, either at negotiation (for bills prepay or purchase; subject to approval by OCBC Bank) or upon receipt of payment by OCBC Bank.
  - c. Packing Loan (pre-export)
    - i. Payment credited to your account or proceeds effected directly to the supplier of the goods, as per your instructions stipulated in your application form to OCBC Bank.
    - ii. Upon maturity, debit from your account for settlement of packing loan.
  - d. Invoice Financing (sales & purchases)
    - i. Proceeds credited or effected to beneficiary/beneficiary bank as per your instructions stipulated in your application form to OCBC Bank.
    - ii. Upon maturity, debit from your account for settlement of the invoice financing loan.
- ii. Fees:**
  - a. A monthly fee of S\$20 will be payable for Trade Finance eAlerts for 2 different email user addresses.
  - b. A monthly fee of S\$10 will be payable for each additional authorised user to be alerted.
  - c. A monthly fee of S\$30 will be payable for the combination of Trade Finance eAlerts (2 different email user addresses) with Cash eAlerts (SMS or email).
  - d. Pro-rated fees upon termination of service.
  - e. **First 3 months free, charges from the 4<sup>th</sup> month onwards.**
  - f. No reminder will be sent at the end of the fee waiver period.
- iii. Termination of service:**

Termination of service will have to be made through a maintenance form, available from all OCBC branches or downloaded from [www.ocbc.com](http://www.ocbc.com). Service will be terminated within 3 business days upon receipt of duly completed form.
- iv. Mode of Trade Alert:**

By email only. Email alerts will be sent at periodic intervals determined by OCBC Bank.

Acknowledged by customer: \_\_\_\_\_



