

Our Service Charter

Product	Where to apply	Our Service Charter
Import Trade Services		
Letter of Credit Issuance and Trust Receipts	<ul style="list-style-type: none"> At dedicated drop-off points (see reverse) Send electronically through IDEAL 	Processed within 1 business day. Copy of LC will be mailed to you.
Receipt of incoming documents		Checked and advised within 1 business day for amounts above S\$250,000.
Export Trade Services		
Inward LC Advising		Advised within 1 business day.
Export LC Negotiation	<ul style="list-style-type: none"> At dedicated drop-off points 	Checked and despatched within 1 business day for amounts above S\$100,000.
Cash Management		
GIRO Application Processing	<ul style="list-style-type: none"> IDNET / Diskette / Tape / FEDI Hardcopy DDA Forms 	Within 2 business days. Within 7 business days.
Processing of GIRO/Payroll instructions	<ul style="list-style-type: none"> IDEAL / Diskette / EDI-SNS Network / Tape / FEDI / MASnet Manual Listing 	Autopay Express - 1 business day before value date. Autopay - 2 business days before value date. 3 business days before value date.
Payments - Foreign Currency & SGD	<ul style="list-style-type: none"> Any Branch by: 2pm on Weekday, 10am on Saturday - (SGD payment only, no FCY payment) Send electronically through IDEAL by: 2.30pm on Weekday (for FCY payment to local bank) 3pm on Weekday (for FCY & SGD payment) 11am on Saturday (SGD payment only, no FCY payment) 	Value date of Payment: USD, GBP, EUR: Same day as processing date. Most other major currencies (except THB): next business day. Transaction advice sent by next business day.
Inward Payments - Foreign Currency & SGD		Account credited on value date or next business day for major currencies if received by: 5pm on Weekday, 12.30pm on Saturday (SGD payment only, no FCY payment)
Demand Drafts	<ul style="list-style-type: none"> Any Branch by: 4.30pm on Weekday, 12.30pm on Saturday Send electronically through IDEAL by: 4.30pm on Weekday 	Collect draft within 20 mins Collect by 5pm at designated branch. Mail to payee / applicant by next business day (am).
Account Transfer	<ul style="list-style-type: none"> Any Branch by: 2pm on Weekday, 10am on Saturday Send electronically through IDEAL by: 5pm on Weekday, 12pm on Saturday 	Processed within same day.
Foreign Currency Cheque sent for Collection	<ul style="list-style-type: none"> Deposit cheque at any branch by: 3pm on Weekday 	Credited within 15 business days from date of deposit (USD cheques). Credited within 3 - 4 weeks from date of deposit (Other currencies).

Additional information: All applications, instructions and data received must be correct without any errors, requiring exception handling or referencing to an additional third party. Failures may occur which are beyond DBS Bank's control. If this situation should arise, our Service Charter may not apply.

Useful Information

Customer Services Hotline

Import Trade Services

- Letter of Credit Issuance and Trust Receipts
- Receipt of incoming documents

6878 9293

6878 9294

Export Trade Services

- Inward LC Advising
- Export LC Negotiation

6878 9263

6878 9262

Cash Management

- GIRO Application Processing
- Processing of GIRO / Payroll instructions
- IDEAL
- Diskette / EDI-SNS Network / Tape / FEDI / MASnet
- Manual Listing
- Payments - Foreign Currency & SGD
- Inward Payments - Foreign Currency & SGD
- Demand Drafts, Account Transfer, Foreign Currency Cheque sent for Collection

6878 6100

6878 8899

6878 7951

6878 7909

6878 8899

General Information

General Enquiries

- Product Information / Procedures
- Transaction Status
- Document Status
- Charges
- Cancellation of application

Action

Call our customer service hotline numbers.
If your queries cannot be resolved immediately, an update will be provided every 2 business days until resolution.

Investigations

- Non-receipt of funds
- Status of payment / receipt

We will acknowledge your request within 1 working day, with an update every 2 business days until resolution.

Operation Hours

- Mon - Friday - 8.30am to 6.15pm
- Sat - 8.30am to 12.30pm

Internet Banking

- Account Balances
- Account Statements

Check account balances and print your account statements via the Internet
(To apply for our internet banking service, call us at 68786100 for more details).
Our Internet Banking service can be accessed 24 hours X 7 days a week.

Dedicated Drop-Off Points for submission of Trade applications / documents:

Location	Address	Tel	Contact
Shenton Way	6 Shenton Way, #22-03 DBS Tower 1	6878 5505	Ching Kwei Chuan / Alice Lee
Jurong	97 Corporation Drive	6663 3132	Seet Siew Lan / Bob Ho
Rochor	Blk 1, Rochor Road, #01-544, Rochor Centre	6293 0717	Bella Thong
Woodlands	900 South Woodlands Drive, #02-01 Woodlands Civic Ctr	6219 0972	Rosilawati Bte. Mohd.
Tampines Central	12 Tampines Central 1, #01-04, DBS Tampines Ctr	6878 2970	Chris Choong

Our extensive network of POSB and DBS branches also accept Trade applications.

Please note that our Service Charter is applicable only for applications submitted at our designated drop-off points.

IDEAL is our web-based cash management and trade services electronic delivery platform / system. Operating hours: 8am to 7pm (Mon-Fri), 8am to 1pm (Sat).
Contact your Relationship Manager or you can call us at 6878 6100 or email: cashmgt@db.com for details.

DBS