standard chartered

Frequently Asked Questions – MOP and MXN payment processing via SCPay

1. **What is the change for supporting MOP and MXN payments through SCPay?**

   SCPay is an ISO compliant global transaction processing platform which provides a standardised capability and experience for you. Currently Standard Chartered Bank Hong Kong Limited ("Bank") is processing your Telegraphic Transfers ("TT") transactions for 21 payment currencies through SCPay, including AUD, BND, CAD, CHF, CNY, DKK, EUR, GBP, HKD, INR, JPY, LKR, NOK, NZD, PHP, PKR, SEK, SGD, THB, USD and ZAR.

   As we continue to upgrade our payment capabilities, the Bank will support MOP and MXN payments in SCPay as well to align the experience for other existing currencies supported in SCPay.

2. **When will the MXN and MOP payments be processed through SCPay by Standard Chartered Bank (Hong Kong) Limited?**

   Please refer to the effective date stated on the communication email.

3. **What are the payment currencies for TT supported by SCPay?**

   Post the effective date, SCPay will be able to support TT transactions for 23 payment currencies, including AUD, BND, CAD, CHF, CNY, DKK, EUR, GBP, HKD, INR, JPY, LKR, NOK, NZD, PHP, PKR, SEK, SGD, THB, USD, ZAR, MOP and MXN. Please note TT transactions for other payment currencies will be processed by another existing payment platforms and will not involve any system changes stated in the FAQ and specification document.

4. **What are the new features with the change which will benefit my company's payment processing?**

   The features for MOP and MXN payment settlement will be enhanced to provide a better experience like other existing currencies supported by SCPay. Email advice, new alphanumeric transaction code, payment status code and narration are the key changes which is detailed in the specification document.

5. **Is the MOP and MXN payment processing platform change to SCPay, happening at the same time in all markets where we bank with you?**

   No, the changes mentioned in the FAQ and specification document impacts accounts opened in Hong Kong only.

6. **How can we subscribe to the debit eAdvice?**

   The debit eAdvice will be available for MOP and MXN payments initiated through Straight2Bank ("S2B") or H2H. If you have registered debit eAdvice for TT product, no additional registration will

be required for MOP and MXN payments. The same TT debit eAdvice setup will be applicable to these two currencies.

If you have not yet subscribed the debit eAdvice, please complete the Payment eAdvice Setup Form and send to cashops.sf@sc.com by email prior to the effective date. You will need to provide your account numbers, all S2B Group IDs linked with those account numbers and the email addresses of eAdvice recipients. It generally takes up to 5 working days for the setup after we receive the completed Payment eAdvice Setup Form from you. You may use the same form to add or remove the payment eAdvice setup subsequently. Pre-registration is required to effect the debit eAdvice, i.e. no debit eAdvice will be provided without pre-registration.

7. **Will we receive physical debit advice after the effective date?**

The physical debit advice will not be delivered to your mailing address starting from the effective date. Only eAdvice will be delivered to your registered email addresses after subscription.

8. **Will the payee advice be delivered by fax after the effective date?**

No, the payee advice will no longer be delivered by fax starting from the effective date, i.e. it will be delivered via email only.

9. **Will the MT103 copy be supported on S2B after the effective date?**

MT103 copy generated via S2B will be discontinued from the effective date in line with adoption of SWIFT MX (ISO 20022) format for outgoing TT payments. As a standard feature, email advice to beneficiary is offered on S2B. Please refer to Section B of the Specification Document for samples.

10. **What will be the payment cut off time of MOP and MXN payments?**

The payment cut off time for MOP payments will be 15:00 and MXN payments is 16:30.

11. **What will happen if the beneficiary account number of MOP and MXN transactions is incorrect?**

The MXN and MOP payments with incorrect beneficiary account number may be rejected by the beneficiary banks. Please ensure the correct beneficiary account number is provided in your payment instructions.

12. **Can we submit backdated MOP and MXN payment instructions?**

Backdated transactions can be processed up to 30 days while the value date will be updated to the
current date automatically. Transactions backdated for more than 30 days will be rejected by the Bank.

13. Can we stop our MOP and MXN payments?

The MOP and MXN payments in "Future dated" status can be stopped in S2B per transaction level. For transactions to be settled on the same day, the instruction cannot be withdrawn once it is submitted, as funds will be immediately debited from your account and be remitted to the payee bank.

14. Are there any changes in Payment Duplication Validation?

The existing duplication check on customer reference number performed through S2B and H2H will remain: The customer reference numbers of payments initiated on S2B Web have to be unique among all payments in the S2B group while payments submitted through H2H are checked against payments initiated in the past 365 days. Please note a mandatory level of duplication validation is introduced on SCPay to reduce risk of duplicated payments. Payments with the same value of debtor account, creditor account, payment currency, payment amounts, payee bank code and customer reference etc. within 9 calendar days will be validated manually for processing. Please refer to Section E of the Specification Document for full details of the fields which are validated in this new mandatory duplication check on SCPay for payment processing.

15. Will the MOP and MXN transactions be rejected immediately when there is insufficient balance in your debit account?

Auto fund checking will be applicable for 3 working days starting from the value date. The MOP and MXN payments will be processed when there is sufficient fund in your debit account within the designated period or rejected due to insufficient fund after the designated period.

16. What will be the payment amount field length supported by SCPay for MOP and MXN payment instructions?

It will be 11 digits followed by 2 decimal digits, e.g. 99,999,999,999.99.

17. Which type of payee bank code should we input for MOP and MXN payments?

In order to ensure accurate payee details and avoid rejection of your transactions, please provide the payee bank SWIFT codes for your MOP and MXN payments initiated via all channels.

You should review and update your payee details in registered payee and saved payment templates on S2B, as well as payment files to be submitted through bulk import, iH2H and H2H.

18. Is there any change to the pricing for MOP and MXN payments?

Existing cash pricing for payments services will be applied as per your billing setup for cash transactions.

If you are under preferential pricing scheme, you may continuously enjoy existing pricing in our new payment platform - SCPay.

This FAQ may be changed by the Bank from time to time without prior notice.

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