



Trade Service Levels

Where you request for a trade service (and provide to us all documentation and information required for such trade service) by the cut off time, and unless you have been otherwise informed, we expect to execute the trade service within the service level as indicated below^[1].

Product	Cut off	Service Level
Main Import / Export products e.g., Import LC, Export Bills, Pre-vetted BG	1:30pm Nepal time	Aim for same calendar day processing

Service Contact and Hours for Trade Client Service Team
9:30am - 5:30pm (Sunday to Friday) Service Hotline Number: +977 01 5970553 Email address: straight2bank.np@sc.com

^[1] The service levels are offered as a guideline on our operational turnaround time, and do not constitute a binding obligation on us to execute a trade service within the specified service level. Your request for, and our provision of, a trade service remain subject to the terms and conditions governing such trade service that have been agreed, and/or shall be agreed, between us.