

GUIDANCE FOR INTERNATIONAL REMITTANCE

1. Why do the bank monitor customer transactions and request transaction-related information?

As the correspondent bank does not have information on other banks' customers, the transferring banks must clearly state the purpose of the payment and provide complete details of the remitter's and beneficiary's information. In case of incorrect, incomplete or unclear information, measures are taken to suspend, return, isolate and confiscate the transaction to clarify the purpose of the payment and obtain information about the sender and recipient. Therefore, when transferring a transaction, you can reduce the risk of delay, cancellation by paying attention to the following: These include:

- Provide complete and accurate information about your name, address, contact details, business activities and shareholders when opening a bank account or receiving services.
- When making a transfer or transaction, write the purpose and meaning of the payment in detail. The shipping fee should include the product to be shipped in the transaction detail section, and the shipping fee should consist of what the goods are and must avoid abbreviations as much as possible.
- Bring relevant payment invoices and agreements to the bank when transferring or making payments.
- Have clear information about the payee and partner, and write the purpose of the payment in line with your business and activities.
- Do not transfer transactions on behalf of third parties.
- In case of transfer using the internet and e-banking services, write the payment information and transaction value in detail.
- Correspondent banks have a deadline for receiving inquiries, and if they do not respond within that time, they have the right to return the transaction according to their internal policy.

2. Precautions to be taken to prevent fraudulent transactions and to complete transaction information

Recently, there has been a growing trend to transfer payments via email to foreign partners. As the transfer and payment recipients are at risk of hacking their email addresses, receiving phishing emails and fraud when exchanging information electronically, please confirm your transfer information as follows. These include:

- If you have received a change in account information, address or other information received by email or chat, be sure to contact the recipient by phone.
- Confirm the recipient's regular account number by phone, if any, soon.
- Be careful not to send a transaction to avoid the risk of losing money by transferring the payment to a stranger, as lottery and cargo advance charges are often fraudulent. Please note that no one can withdraw once the transfer has been credited to the recipient's bank account.

The bank's requirements for you when opening an account and making payments, as well as additional information and documents, are steps to prevent you and your business partner from delaying and disbursing payments.