



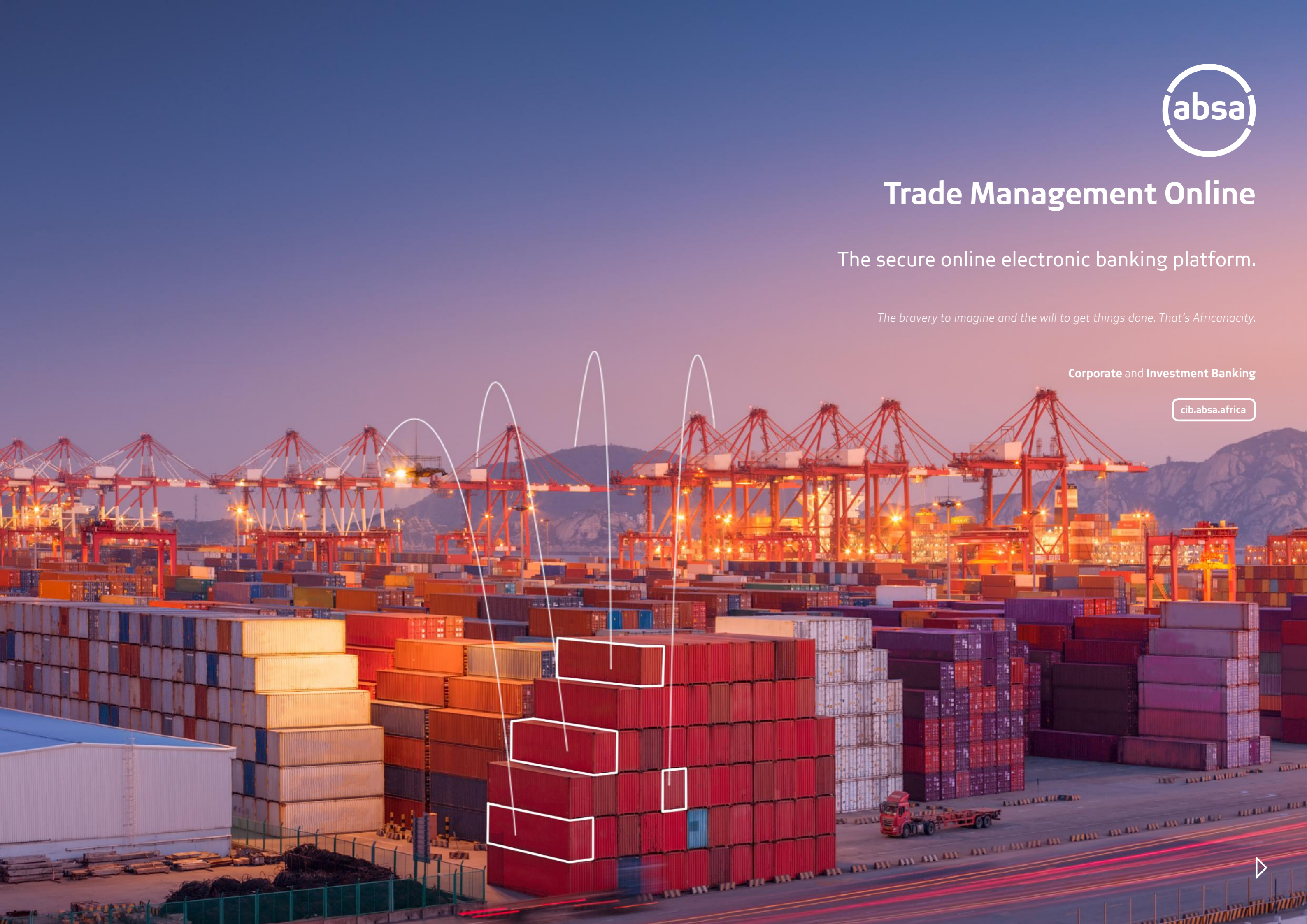
Trade Management Online

The secure online electronic banking platform.

The bravery to imagine and the will to get things done. That's Africanacity.

Corporate and Investment Banking

cib.absa.africa



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Transact seamlessly,
conveniently, and securely online with
Absa Trade Management Online

Definition

Our Trade Management Online (TMO) channel is a secure online electronic banking platform aimed at small, medium, large, and corporate customers.

Trade Management Online is accessed through our new digital platform, called Absa Access. Which will give you a single access point for all your CIB products and services across Africa. Trade Finance clients will be able to

initiate, receive and manage the full lifecycle of the current Trade Finance product offering through the channel. The system also allows users to add and approve beneficiaries before capturing applications.

The system offers Import and Export Letters of credit, Inward and Outward foreign and local guarantees, Import and Export Documentary collections, Import and Export Trade Loans.



Now's the time to speak to us for all your **import and export finance needs**

Mitigate risk, improve liquidity and trade seamlessly with Trade Management Online.



Provides a user-friendly web-based system.



Provides a single sign-on via Absa Access.



Available 24/7, although transactions will be processed according to your countries business day processing times.



Facilitates:

- Facilitate both Import & Export Letters of Credit which also includes refinancing and discounting.
- Outward & Inward Guarantees which includes both Foreign and Domestic.
- Domestic and Cross-border trade loans.
- Import and Export Documentary Collections



Upload multiple supporting documents in various formats, such as: PDF, MS Word, MS Excel, JPEG (to a maximum of 20Mb per document).



Track and manage transactions through the various queues.



Provides descriptive error messages.



Audit trails are available online from the very first time you login.



Tool tips and a help functionality are available throughout the system.



Provides online capturing and authorisation.



Re-use applications that have previously been captured for any of the trade products for ease of processing.



Industry leading security via two-factor authentication.



Secure two-way communication between bank and client via the correspondence capability on the channel.



Self-service management of your passwords.



Indicative rates are available on the channel, which gives the users the ability to view a foreign currency amount in the equivalent local currency.



Allows you to manage your authorisation levels and user mandates.

From your docks to **the rest of the world**

Speak to us to mitigate risk and improve liquidity for seamless trade.

Pricing and **client support**

Pricing

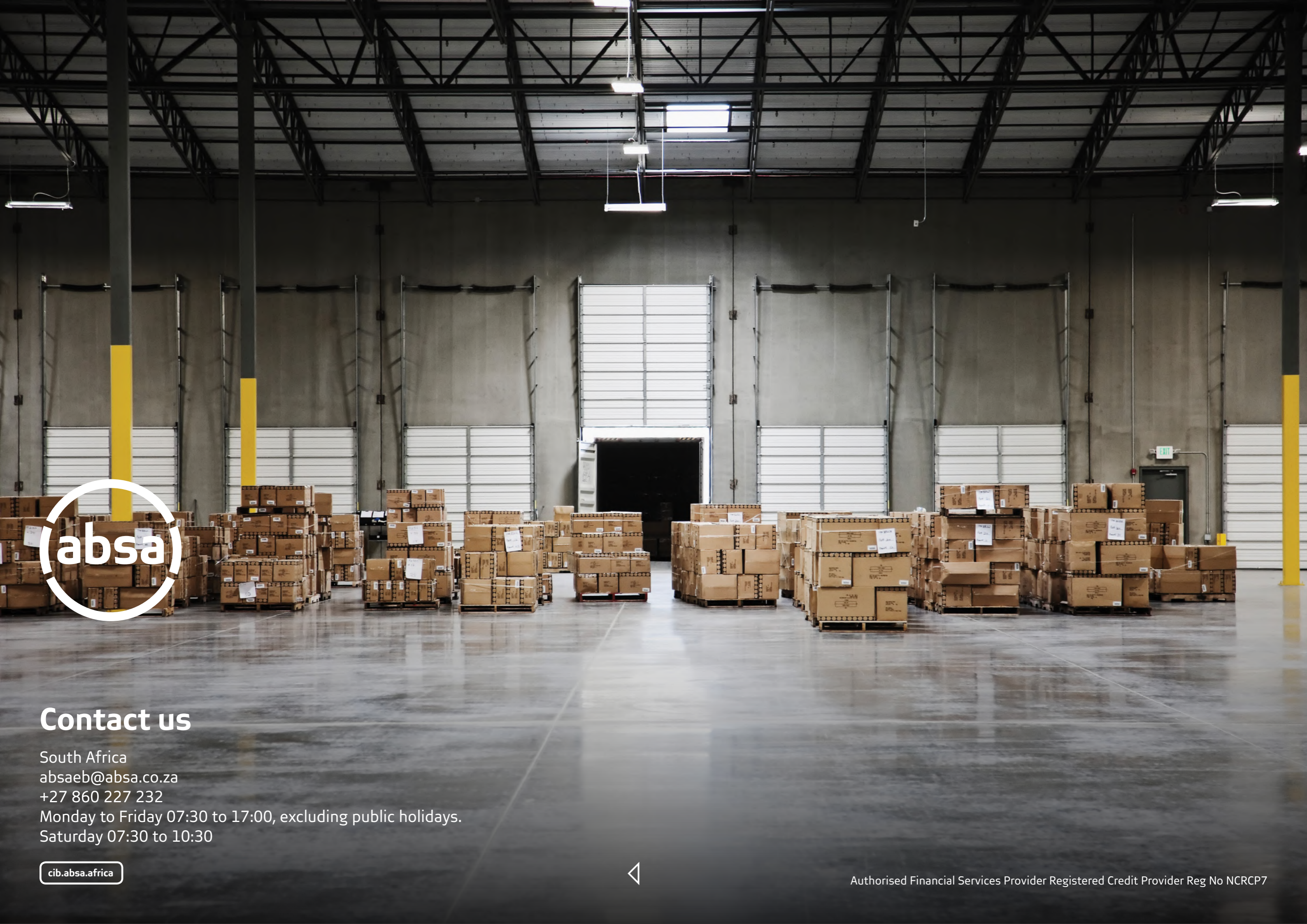
- No monthly channel fee
- No fees per users
- Only the current transactional fees will still apply

Client support

As we continue our drive to enhance the platform, we are happy to announce that we have deployed the final phase of our SMS/Email notification feature on TMO. This means that all users are notified to log onto the platform if there are urgent pending actions they need to perform.

We have a dedicated Customer Service Support Centre available during business hours to assist clients with all channel queries.

| Products | Country | CSC Contact No. | CSC Email Address |
|-----------------------|----------------|---|--|
| Transactional Banking | Kenya | +254 20 4154 000 | Absa.Kenya@absa.africa |
| Transactional Banking | Mozambique | +258 21 351 700 | ABMTrade.Sales@absa.africa |
| Transactional Banking | Tanzania | +255 22 2282175/6 | TalkToUs.Tz@absa.africa |
| Transactional Banking | Botswana | +267 31 59524 or 0800 600 787 | ABBW.Commercial@absa.africa |
| Transactional Banking | Ghana | +233 (30) 2429150 (network charges apply) Toll free: 0800 222 333 (for MTN and Vodafone customers only) | Service.Excellence.Gh@absa.africa |
| Transactional Banking | Mauritius | +230 40 21000 | Customer.Contact@absa.africa |
| Transactional Banking | Tanzania NBC | +255 (0) 768 984 000 +255 (0) 222 193 000 | Contact.Centre@absa.africa |
| Transactional Banking | Seychelles | +248 43 83952 +248 43 83800 | Seychelles.ElectronicBanking@absa.africa |
| Transactional Banking | Uganda | +256 (0) 312 218348 | TransactionalServicesSupport@absa.africa |
| Transactional Banking | Zambia | +260 21 1366150 | ZambiaCustomerServiceTeam@absa.africa |



Contact us

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Monday to Friday 07:30 to 17:00, excluding public holidays.

Saturday 07:30 to 10:30

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Authorised Financial Services Provider Registered Credit Provider Reg No NCRCP7