

REMINDERS to SMBC Customers to avoid mis-transfer of funds

You are reminded to be diligent and careful when you provide information, in particular the full name, in relation to payment or funds transfer instructions, in order to avoid erroneous transfer of funds to wrong recipients.

After providing the said instructions, you are advised to check with the transferee(s) to confirm if the funds have been duly received. If it is confirmed that funds have been mis-transferred, you should forthwith report to our Bank. Our Bank shall then assist to recover the mis-transferred funds in accordance with our standard handling procedures.

On the other hand, if you have received funds that are mis-transferred to you, you must assist to return the mis-transferred funds; otherwise, there could be possible criminal liability imposed upon you.