

International Services Guide



Services Provided by:



CUSTOM HOUSE
GLOBAL FOREIGN EXCHANGE

First National Bankers Bank

International Money Desk 7813 Office Park Boulevard Baton Rouge, Louisiana 70809-7604

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International Foreign Wires

What is a Foreign Currency Wire?

An outgoing foreign currency wire transfer is an electronic message sent to a foreign bank instructing them to debit our foreign currency account and transfer the funds to the beneficiary's bank for credit to the beneficiary's account. Wires are sent via S.W.I.F.T. (the **Society for Worldwide Interbank Financial Telecommunications**). This is a computer network that links all the major banks worldwide.

All foreign currency wires are value dated 2 business days from trade date with the exception of CAD & MXN which are typically value dated 1 day from trade date. This means that foreign currency funds will be in the receiving bank's accounts within 2 days. Generally the funds will also be deposited to the beneficiary account within this time frame. However, the 2-day value date does not guarantee this. Some banks, and country customs, take an extra day or two before depositing to the beneficiary account.

How to Order a Foreign Currency Wire

Step One:

Complete the wire order form. Missing information may cause delays with transfer.

******All wire forms must be typed and not handwritten. Handwritten forms will not be accepted.***

1. **Amount:** The amount (US or Foreign) that the customer wants to wire to foreign country.
2. **Bank Name:** The complete name of the bank where the BNF account is held.
3. **Bank Address:** Required. The address of the bank where the BNF account is held. Specifics are required including branch name, street name and/or number, city/town, state/province & the country.
4. **Bank Code:** Also known as branch code, this number is used to identify bank or branch where the BNF account is held. For example, in the U.K. the bank code is provided as a 6 digit sort code. In Australia, it's referred to as a BSB code and in Canada, a transit code has 8 digits.
5. **SWIFT Number:** An identifying alphanumeric code for the BNF bank. Also known as BIC (bank identifier code). **Must be 8 OR 11 digits.** Note, not all international banks are members of SWIFT.
6. **Beneficiary Name:** Full legal name used on account. The name given must be the same as the name on the account.
7. **Beneficiary Address:** The complete mailing address of the BNF. (not required)
8. **Account # or IBAN:** The acct # for BNF or IBAN (International Bank Account Number). IBAN is used to identify the account to which payment should be made & includes the country code, bank code, & account #. IBAN number replaces the need for account #, bank code, & SWIFT number. Place the IBAN # in the account number field.
*******Effective Jan 1, 2006 IBAN became a requirement on all wires to Europe.*******
9. **Bnf Acct US Dollars OR Bnf Acct Foreign \$:** It is very important that you find out from your customer if the beneficiary acct is held in US funds or foreign funds. Sending the incorrect currency type could result in a loss for you customer.
10. **Remitter Name:** The name of the sending party. Please provide full name, full address, and account number if over \$3,000.00 US Dollars per Travel Rule.
11. **Remitter Address:** The name of the sending party. Please provide full name, full address, and account number if over \$3,000.00 US Dollars per Travel Rule.
12. **Reference:** Any additional information that may need to be included on the wire such as an invoice number or purchase of payment

Step Two:

Fax completed wire request to FNBB. A confirmation will be faxed back to you in approx. 1-2 hours detailing the rate, service charge and grand total. This amount will be debited from your payment account within 1-2 days.

Foreign Currency Wire Transfer Fee: \$30.00

International Bank Account Number

In Europe, an International Bank Account Number (IBAN) is used to identify the account to which the payment should be made. The IBAN includes a country code, bank code, branch code, and account number. An IBAN replaces the need for an individual account number, bank code and SWIFT code. IBAN codes should be entered in the account number field.

The table below reflects the countries that have implemented IBAN, the length of the country specific code and the position of the bank identifier:

Country	Digits	Position of Bank Identifier
Andorra	24	5-12
Austria	20	5-9
Belgium	16	5-7
Czech Rep	24	5-8
Denmark	18	5-8
Finland	18	5-10
France	27	5-14
Germany	22	5-12
Greece	22	5-11
Hungary	28	5-11
Iceland	26	5-8
Ireland	22	5-14
Italy	27	6-15
Luxembourg	20	5-7
Netherlands	18	5-8
Norway	15	5-8
Poland	28	5-12
Portugal	25	5-12
Spain	24	5-12
Sweden	24	5-7
Switzerland	21	5-9
United Kingdom	22	5-14

******Effective January 1, 2006, IBAN will be mandatory on all wires to Europe.******

European banks are now requiring that the IBAN number be included on all wires sent to any of the European countries. Any wires received without an IBAN number are subject to additional fees as well as the wire being rejected back by the receiving bank.

International Foreign Wires Disclaimer

International foreign wires, which are wires converted to the currency of the receiving country, are converted from U.S. dollars based on the rate of exchange at the time the transaction is ordered. Depending on the currency, the exchange rate can change as much as 13 times per minute, causing almost constant fluctuation in currency valuation.

It is imperative that the wiring instructions on the following page are correctly completed. Incorrect or incomplete information may lead to the wire being rejected at the receiving bank. If a wire is rejected, when the wire is returned it is subject to the rate of exchange at that time, not at the time the wire was ordered. If the rate of exchange has moved in a negative manner since the wire was originally ordered, this will result in a loss to your customer. There will be a delay of up to three business days for the return of the rejected wire. Also, the receiving bank may, and often does, charge a fee for returning the rejected wire. This fee can be as high as \$50 U.S. Neither FNBB nor Custom House has any control over fees the receiving bank may charge.

Delays can occur for many reasons. The most common are listed below:

1. When the payee's bank is a small bank or a branch located in a remote area, it is unlikely that the bank will have a direct correspondent relationship with the sending bank. Therefore, it becomes necessary to send the message to an intermediary bank with instructions to credit the account of the payee's bank for further credit to its customer (the payee). This results in manual handling which always slows the process.
2. If the information provided for the wire transfer is incorrect or incomplete, the payment may be delayed. This is a very common occurrence, one that can easily be avoided.
3. Handling charges can be deducted by correspondent and beneficiary banks and this can effect reconciliation by the beneficiary.

In the event that an international foreign wire is rejected due to incomplete or incorrect instructions, and there is a loss in the return rate of exchange, this loss will be passed on to your bank. Conversely, if the rate of exchange has moved to your favor, the gain will also be passed to your institution. Additionally, any and all fees assessed by the receiving bank will also be passed to your institution.

You must indicate your acceptance of this risk by having an Officer of your institution sign at the bottom of the Outgoing Foreign Wires order form.

******All wire forms must be typed and will not be accepted if they are submitted with handwritten information. This is to avoid misinterpretation of the information being submitted.******

International US Dollar Wires

The order form for US Dollar wires is the same as for foreign wires. Make sure to indicate that the funds are being deposited into a USD account by checking the box for Bnf Acct US Dollars.

The following is a detailed explanation of how US dollar wires are processed when sent internationally and why it is better to convert before sending the funds.

When Custom House receives instructions to send funds in US dollars to any other country, they must first find a correspondent bank in the US. Once located, the funds will be sent to the correspondent bank. It is then the correspondent banks responsibility to forward the funds to the recipient bank. This correspondent bank will take a fee from the wire total for their services. This fee is based on a percentage of the US total and is usually a minimum of \$25-\$ 100. Custom House has no control over the correspondent bank or their fees. The final receiving bank will then convert the US dollars into the domestic currency and deposit them to the beneficiary s account. More than likely they will use their least competitive rate of the day.

Should the US dollar wire not arrive at its destination account in a timely manner, a complete wire trace is not always possible. Custom House will only be able to trace it to the correspondent bank. Custom House will then have to wait for the correspondent bank to trace the final stages of the wire and there will be charges for that service. Had this wire been converted to foreign funds before being sent, then Custom House will have direct contact with the receiving bank. This would give you a faster response to any inquiries.

The reason why it is faster and usually cheaper to send foreign currency wires is because Custom House does not use correspondent banks when sending foreign funds. All British pound wires are sent from our British pound account, Euros from our Euro account and so on. These foreign wires are value dated 2 business days. This means that the money will be received by the recipient s bank 2 days after Custom House sends it. There is no standard delivery time for US dollar wires. Depending on the country, a time delay of several weeks is not uncommon.

******All wires forms must be typed and will not be accepted if they are submitted with handwritten information. This is to avoid misinterpretation of the information being submitted.******

International US Dollar Wire Transfer: \$45

If your institution would like to submit Outgoing International Foreign and USD Wire Transfers online, please refer to the “Online International Setup Form.”



Request Form for Outgoing Foreign Wires

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State & Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

****Must be typed and not handwritten****

To Be Completed By FNBB

Rate _____ S/C _____ Grand Total _____

The following is required information and must be completely supplied:

Foreign Currency type: _____ Foreign Amount: _____ US Amount: _____

Bank Name: _____

Bank Address: _____

Country: _____

Bank Code: _____ Swift Number : _____

Beneficiary Name: _____

Beneficiary Address: _____

Account # or IBAN #: _____

BNF Account USD:

****IBAN mandatory on wires to European countries****

BNF Account Foreign:

Remitter Name: _____ Account #: _____

Remitter Address: _____

****You must provide full remitter name, full remitter address, and remitter account number if over \$3,000.00 US Dollars per Travel Rule. ****

Reference Information: _____

**All US\$ wires will be converted to the domestic currency of the foreign country, where possible, unless the BNF account is specifically indicated to be a US\$ account. Incorrect wiring instructions can result in a loss to your customer if the wire rejects and the rate of exchange has changed. By signing below, you agree to accept this risk.*

Officer Name and Title (print)

Officer Signature

Incoming International Wires

Incoming International Wires are wire transfers from foreign financial institutions that are deposited into FNBB's correspondent account. These funds are transferred through the SWIFT network rather than through the Federal Reserve Bank. These are considered good funds and are used for large transactions and to eliminate collection charges.

Incoming International Wire Instructions:

To FNBB:

SWIFT: CHASUS33

Account Number: 817067242

For Credit To:

Beneficiary Bank (your bank name)

Beneficiary Bank ABA (your bank's routing number)

For Further Credit To:

Beneficiary (account holder at beneficiary bank)

Beneficiary Account Number (account # of the account holder at the bnf bank)

FNBB will be notified when an incoming wire has credited our correspondent account. FNBB will then post the incoming international wire credit to your FNBB account as well as the charge. A copy of the incoming wire advice will be placed under Report Files in NetLink.

Incoming International Wire Transfer - \$30

International Foreign Drafts

FNBB, through Custom House, offers foreign currency bank drafts in 39 currencies. International Foreign Drafts are checks drawn in a foreign currency drawn on a bank in that foreign country.

Step One:

Complete the Foreign Draft order form. Please include the name of the person or company that the check is to be made payable to and the name of the remitter.

Step Two:

Fax the completed form to FNBB. A confirmation fax will be sent to you in approx. 1-2 hours. This amount will be debited from your payment account within 1-2 days.

Step Three:

Debit your clients account for payment.

Step Four:

The draft will be sent directly to the Member Bank. Call the client to arrange pickup of their draft once it has arrived. The delivery options for drafts are Mail, Courier 2 Day Delivery and Courier Next Day Delivery. A physical bank address must be provided. The draft will not be sent to a P.O. Box.

Foreign Currency Bank Draft: \$20
Stop Payments: \$25

Delivery Fees:
Courier 2 Day \$10
Courier Next Day \$15



Request Form for Outgoing Foreign Drafts

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State, & Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

*** Rates and US Dollar Totals Completed by FNBB**

	Currency Type	Foreign Amount	Rate*	U.S. Total*
Payee Name:				
Remitter:				
			Delivery Fee:	
			Fee:	\$20.00
			Total:	

Delivery Options: Courier 2 Day (\$10) Courier Next Day (\$15)

Cash Letters

Cash Letters are foreign checks issued in foreign funds or US funds drawn on a bank in the same foreign country. The only US Dollar checks that can be processed as a "special cash letter" are USD checks drawn on Canadian banks. Reference Canadian check clearing process. These are the only US Dollar checks drawn on a foreign bank that do not need to be sent for collection. These items will be treated as a "special cash letter" which means only provisional credit will be passed to you. Any item that converts to or is equal to \$25,000 or more must be sent for collection. Please review your internal procedures and set your own internal limits if necessary.

Step One:

Complete the Cash Letter Order form (see attached).

Step Two:

Endorse the check like you would normally have your customer do.
All unendorsed checks will be returned.

Step Three:

Fax the completed form and a copy of the check(s) to FNBB. *FNBB will not process any transactions until the original check is received.* Custom House will send payment upon receipt of the checks from FNBB. FNBB will then fax the confirmation with assigned rates and fees deducted.

If you do not mail the original check to FNBB, we cannot guarantee payment.

Step Four:

Send the checks to FNBB via overnight mail. Our address is:

**First National Bankers Bank
7813 Office Park Blvd.
Baton Rouge, LA 70809
Attention: International Money Desk**

We must receive the check promptly if your institution is expecting payment promptly. Remember to keep copies of the checks.

We cannot guarantee payment on any item not mailed directly to FNBB.

Step Five:

Credit your clients account upon receipt of the funds or according to your internal procedures. Remember that Special Cash Letters are not considered "Good Funds". These checks can bounce or be returned for other reasons. Use the "Know Your Customer" policy when accepting checks for immediate payment. If you are not sure or have any doubts, please send the item for collection.

**Canadian Dollar Checks - \$10
All Other Foreign Currency Checks - \$20
US\$ checks drawn on CAD - \$20
Returned Checks (plus other bank charges) - \$25**

******* Any item that converts to or is equal to \$25,000 US dollars or more must be sent for collection. *******



Request Form for Cash Letters

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State & Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

- Rates, Fees and US Dollar Totals to be completed by FNBB
- This item will be processed as a “special cash letter”
- If this item is \$25,000.00 or more, it must be sent for collection

Client Name	Country	Foreign Amount	Rate *	US Dollars *
			Fee:	
			Provisional Total:	

Canadian Dollar Check Fee: \$10.00

All other Foreign Currency Check Fee: \$20.00



Request Form for USD Cash Letters

Drawn on Banks in Canada only

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State & Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

-
- All other US dollar checks need to be sent for collection. Only use this form for US dollar checks drawn on a Canadian bank. This will be processed as a "special cash letter."
 - If this item is \$25,000.00 or more, it must be sent for collection.
-

Client Name	Foreign Bank	US\$ Amount
	Fee:	\$20.00
	Provisional Total:	

International Collection Items

There are three types of collection items.

The first is checks that are issued in US Dollars but drawn on a bank in a foreign country, with the exception of the US dollar checks in Canada. These items must be sent for collection and cannot be paid out immediately. The time to collect depends on the country but is usually 6 to 8 weeks.

The second is checks that are issued in foreign funds on a bank in a foreign country. Sending these items for collection will guarantee foreign funds on a foreign check before paying out to your client. This service can be used for checks that are extremely large or if you have any doubts about the check or the client depositing the check. The time to collect depends on the country but is usually 6 to 8 weeks.

The third is checks that are drawn on a Canadian bank for less than \$2,500.00 US or Canadian dollars. Sending these items for collection will guarantee funds on a Canadian Bank check before paying out to your client. This service can be used if you have any doubts about the check or the client depositing the check. The time to collect is usually 4 to 6 weeks.

Should the client not want to wait for the funds to clear then they can have the funds wired. (See Incoming International Wires).

Step One:

Complete the appropriate Request Form for Collection Items (see attached). This form must be filled out completely before the item can be processed.

Step Two:

Endorse the check like you would normally have your customer do.
All unendorsed checks will be returned.

Step Three:

Send the completed Collection form and the original check to FNBB. Payment will be sent to FNBB for deposit to your member account. Remember to keep copies of the check.

You will not receive a fax confirmation back on Collection items until the items clear.
FNBB will be able to provide you with a rate and fees once the item actually clears,
which is usually 6-8 weeks.

Step Four:

Credit your clients account upon receiving credit from FNBB.

******Any item that converts to or is equal to \$25,000 US dollars or more must be must be sent for collection.******

US Dollar Collection Checks - \$40 each plus correspondent bank charges
Foreign Currency Collection Checks - \$30 each plus correspondent bank charges
Canadian Bank Collection Checks - \$85 each NO correspondent bank charges



Request Form for Collection Items

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State, Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

- You will not receive a faxed confirmation back from FNBB until item clears.
- Any item \$25,000 or more must be sent for collection.

Payee	Amount (Foreign or US)	Foreign Bank	Rate *	Amount Received *
			Fee:	
			Total:	

Source of Funds: _____

Purpose of Funds: _____

Customer Contact Details:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

US Dollar Collection Checks - \$40 Foreign Currency Collections - \$30



Request Form for Canadian Bank Collection Items

Drawn on Banks in Canada only

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State, Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

- You will not receive a faxed confirmation back from FNBB until item clears.
- This form is for an item drawn on a Canadian bank for less than \$2,500.00 USD or CAD.

Payee	Amount (CAD or USD)	Canadian Bank	Rate *	Amount Received *
			Fee:	\$85
			Total:	

Source of Funds: _____

Purpose of Funds: _____

Customer Contact Details:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Banknotes

Bank Purchasing Method

Step One:

Complete the Request Form to Purchase Foreign Cash (see attached).

Step Two:

Fax the completed purchase form to FNBB. Make sure to include Branch delivery **street** address. A confirmation will be sent within 1 to 2 hours with rates, service charge and grand totals. This amount will be debited from your payment account within 1-2 days.

Step Three:

The currency will be delivered next day. Orders placed after 4:00 PM EST may be processed under the next day's delivery schedule. For security reasons currency transactions can only be delivered to the branch ordering the currency. Contact your client to pickup their funds.

Bank Selling Method

Step One:

Complete the Request Form to Sell Foreign Cash (see attached).

Step Two:

Fax the completed form to FNBB. A fax confirmation will be sent upon receipt of currency at FNBB.

Step Three:

Mail currency to:

First National Bankers Bank
7813 Office Park Blvd.
Baton Rouge, LA 70809
Attention: International Money Desk

Per transaction fee - \$10.00
Courier Next Day Delivery - \$14.50

****Additional delivery charges may apply to large transactions. ****

If your institution would like to purchase and sell foreign currency online, please refer to the "Online International Setup Form."



Request Form to Purchase Foreign Cash

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name & ABA#: _____

Street Address: _____

City, State & Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

- Rates and Totals To Be Completed By FNBB

Name	Country	Currency	Foreign Amount	Rate*	U.S. Total*
				Mailing Fee:	\$14.50
				Fee:	\$10.00
				Total:	

*****Additional delivery charges may apply to large transactions. *****



Request Form to Sell Foreign Cash

Fax To: 225-952-0891 Attention: International Money Desk

Bank Name and ABA#: _____

Street Address: _____

City, State & Zip: _____

Phone & Fax: _____

Contact: _____

Date: _____

-
- Rates and U.S. Totals To Be Completed By FNBB upon receipt of currency
-

NAME	Currency	Foreign Amount	Rate *	U.S. Total*
			Fee:	\$10.00
			Total:	

Wire Transfer Fees

Foreign Currency Wire Transfer	\$30
International US Dollar Wire Transfer	\$45
Incoming International Wire Transfer	\$30

Foreign Draft Fees

Foreign Currency Bank Draft	\$20
Delivery Fees:	
Courier 2 Day	\$10
Courier Next Day	\$15
Stop Payment	\$25

Foreign Cash Letter Processing Fees

Canadian Dollar Checks	\$10
All Other Foreign Currency Checks	\$20
US\$ checks drawn on CAD	\$20
Returned Checks	\$25*

Foreign Cash Letter Collection Fees

US Dollar Collection Checks	\$40*
Foreign Currency Collection Checks	\$30*
Canadian Bank Collection Checks	\$85

Foreign Currency Purchase, Selling & Delivery Fees:

Purchase and Selling Fee	\$10
Courier Next Day (Additional delivery charges may occur with large transactions)	\$14.50

** Items designated with an asterisk may incur additional costs at the final bank. These charges will be passed with final settlement when payment is made.*

