

Please find below field classification for imaging on the basis of case types.

Case Type	Field 1	Field 2	Field 3	Field 4
Address Change	Servicing	Authorisation	letter of Instruction	Change of Address
Free Delivery	Servicing	Authorisation	Daily Work	Trading Support
Trading Support	Servicing	Authorisation	Daily Work	Trading Support
Time Deposit	Servicing	Authorisation	Daily Work	Trading Support
Internal Security Transfer	Servicing	Authorisation	Daily Work	Trading Support
Miscellaneous Client Instruction	Servicing	Miscellaneous	Miscellaneous	Miscellaneous
Statement Modify/Delete	Servicing	Miscellaneous	Miscellaneous	Miscellaneous
Cash Disbursement/Internal Cash Transfer	Servicing	Authorisation	Authorisation	Authorisation
Operations Money Transfer	Servicing	Authorisation	Authorisation	Authorisation
Fee Setup	Servicing	Commission	Commission	Fee Agreement
Financial Client Instruction	Servicing	Authorisation	Daily Work	Cash Transaction

2.5 Escalation Process

In the event of an escalation, TAG"s Procedures are as follows:

- 1) Head of DBOI PWM should be notified immediately.
- 2) Head of DBOI PWM will be escalated to Client services Onshore.
- 3) Client services onshore will notify via e-mail, the following relevant persons (dependent upon the product affected):
 - a) Primary Officer for the client and Office Director

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