

## FREQUENTLY ASKED QUESTIONS

### **Q1. What is the full meaning of ACAP?**

**Answer:** Africa China Agent Proposition

### **Q2. What is the aim or benefit of ACAP?**

**Answer:** The main aim is to connect African importers to Chinese suppliers through a nominated agent thereby delivering value to Stanbic IBTC clients. The agent ensures that they get the best deals by doing the following:

- Source for the right suppliers for their businesses.
- Negotiate the best prices and trade conditions on behalf of the clients.
- Arrange travel logistics when the importer needs to travel to meet with various suppliers.
- Provide translators to facilitate trade negotiations and discussions.
- Validate and ensure the quality of goods from the suppliers meet the agreed and required standards by clients.
- May provide financing services based on letter of credit from Standard Bank Group and ICBC, should the need arise.
- Handle the shipping logistics and delivery to destination, depending on clients' preference.

### **Q3. What is the name of the agent?**

**Answer:** Zhejiang International Trading Supply Chain Co Ltd, also known as Guamao. They are a China based agent appointed by ICBC (Industrial and Commercial Bank of China) and Standard Bank to assist African importers execute trade seamlessly with China. Presently, Guamao has about 35,000 suppliers linked to them.

### **Q4. What minimum volume of importation do I need to do before I can benefit from the ACAP proposition?**

**Answer:** The agent can help with any size of importation. There is no restriction in terms of size or volume of imports.

### **Q5: Does Guamao focus or specialize on any product type?**

**Answer:** Guamao has a broad expertise and can handle procurement of all kinds of products, raw materials and goods. They can leverage their supplier base of over 35,000 companies to deliver on all orders.

### **Q6: What if I have an existing supplier?**

**Answer:** You can still get quotations from your present suppliers and compare to that of Guamao for the same product quality, before taking a decision on which one to go with. Guamao will not charge any fees if the trade was not consummated through them. So, you can make as much enquiries as possible.

**Q7. What is the turnaround time (TAT) once negotiations have been concluded and initial payment made?**

**Answer:** This is provided on a case-by-case basis depending on the product specification. This is also subject to local shipping terms and documentation procedures.

**Q8. Can payment be structured?**

**Answer:** Yes. This can be agreed with the agent prior to initial upfront payment. The aim is to free up your cash-flows and help you get more products with reduced down payment to suppliers.

**Q9. What are the allowable modes/currency of payment?**

**Answer:** Payments can be made through LCs, Bills or Telegraphic transfers depending on the importer's preference. Guamao will not insist on any payment mode. Stanbic IBTC can also issue RMB LCs to make payments for goods procured under this proposition. This eradicates the need for you to source dollar, thereby resulting in faster transactional turnaround time.

**Q10. Am I allowed to import items on the CBN's exclusion list?**

**Answer:** Yes. The items on the CBN's exclusion list are allowed. Items on the list are not "contra-band" but only excluded from accessing the official windows to source FX so all such items will have their Form M registered as non-valid for FX.

**Q11: Do I have to be a customer of Stanbic IBTC before I can benefit from ACAP?**

**Answer:** Yes.

**Q12: How long do I have to run my account with Stanbic IBTC before I can benefit from ACAP?**

**Answer:** You are not required to run an account with us for a specific period before you can benefit from ACAP. You can be linked to the agent (Guamao) immediately you open an account with Stanbic IBTC Bank Plc.

**Q13. Can I make payments to Guamao from my other bank accounts?**

**Answer:** No, all payments to Guamao must be made from a Stanbic IBTC account.

**Q14. Who takes responsibility if the received goods are not what was agreed upon?**

**Answer:** The agent (Guamao) takes full responsibility to rectify any default on behalf of the client.

**Q15. Is this also applicable to imports from other countries?**

**Answer:** No. It is only applicable to imports from China.

**Q16: Will the Bank charge me for the link to Guamao and this proposition?**

**Answer:** No. It is free for us to link you to our agent. However, normal bank transactional charges apply when the trade/import request is to be consummated.

**Q17: What commission does Guamao charge when I need to consummate orders through them? Also, can I talk to the suppliers directly?**

**Answer:** Where all enquiries have been treated satisfactorily, you can place an order. Guamao charges a commission of between 3%-5% of the value of the import. Note that they can get you very competitive pricing on products such that the overall cost is lower when compared to the market price. Guamao can link you to the suppliers for direct discussions.

**Q18: If I want to travel to China to see my suppliers, can Guamao assist?**

**Answer:** Yes, Guamao can assist by providing a Chinese Government invitation letter and help with logistics arrangements.

**Q19: What is in this for Stanbic IBTC?**

**Answer:** In line with our key purpose of driving Africa's growth, we seek to use our links with ICBC to solve practical trade problems with China. This way, our clients can have a competitive edge over other players in their chosen business areas and can grow their business volumes. We aim to become the "go-to" Bank as far as global trade is concerned with emphasis on Africa-China trade. We believe this proposition is of immense value to our clients and will help us achieve our purpose as a Bank.

**Q20. How do I contact Guamao?**

**Answer:** Kindly send an email to [AfricaChinaBankingCentre@Stanbicibtc.com](mailto:AfricaChinaBankingCentre@Stanbicibtc.com) with the following details:

- Promoter's name
- Business name
- Stanbic IBTC account number
- Relationship manager (If known)
- Product(s) to be imported- i.e. Product name, Type, Specifications and Volume required

On the other hand, you can call +234 1 422 0006 during the hours of 8am to 5pm, Monday to Friday and request to speak to a Relationship Manager in Africa China Banking.