

PWL Service Levels For Clients

TRANSACTIONS / SERVICES	TIMELINE
PAYMENTS	
ACH Transfers	Up to 3 Business Days
RTGS Transfers	Same day if submitted by 11:00am
Wire Transfers - GBP	Up to 5 Business Days
Wire Transfers - USD, CAD	Up to 2 Business Days
Unit Trust Redemptions	Same day if submitted by 11:00am
Cheque Withdrawals	Next Business Day
INCOMING FUNDS	
Incoming Wire Transfers	Same day if received by 2:00pm
Cheque Deposits	Same day if received by 2:00pm
Internal Transfers	Same day if received by 2:00pm
Loan Payments	Same day if received by 2:00pm
Unit Trust Subscriptions	Same day if received by 2:00pm
Incoming Wire Transfers	Same day if received by 2:00pm

TRADING

JTrader New Account Registrations	Same day if submitted by 3:00pm
JTrader Fund In	Same day if submitted by 2:00pm
	**within 2 hrs. of receipt
JTrader Fund Out with settlement instructions	Same day if submitted by 11:00am
Equity Orders - Buy/Sell	T+ 1 Business Day
Equity Contract Notes	Trade Date
FX / Cambio Deposits	Same day if received by 2:00pm
FX / Cambio Withdrawals	Same day if received by 12:00pm
Bond Orders	T+ 1 Business Day
New Repurchase Agreements	Same day if received by 12:00pm
Repurchase Agreement Contract Notes	Next Business Day
Unit Trust Contract Notes	Trade Date

OTHER (INTERNAL)

New Account - Individual/ Joint	2 Business Days
New Account - Corporate	2 Business Days
Account Maintenance	Same day if received by 3:00pm
Status Letters / Embassy Letters	1 Business Day
Audit Confirmations	10 Business Days

OTHER (EXTERNAL)**JAMAICA CENTRAL SECURITIES DEPOSITORY (JCSD)**

JCSD: Account Maintenance	1 Business Day
JCSD: Estate Matters	5 Business Days
JCSD: Inter & Intra Member Movements	2 Business Days
JCSD: Inter CSD Movements	2 Business Days
JCSD: Pledges	2 Business Days
JCSD: Pledge Releases	2 Business Days
JCSD: Mandates	2 Business Days
JCSD: Share Certificate Deposits	6 Weeks

*****Transactions received after cut-off timelines will be processed the next business day.***