

## ATM withdrawal

Product's Definition	Cash withdrawal service through ATM
Product's Benefit	Facilitating customer to make cash withdrawal through ATM distributed at various in locations at various towns where HSBC operates
Product's Risk	Improper keeping of ATM and PIN may result in loss of card and unauthorized access
Requirements and Procedure for Product Use	<p>Requirements:</p> <ul style="list-style-type: none"> <li>- Customer has had HSBC account</li> <li>- Customer has had HSBC ATM card</li> </ul> <p>Procedure for product use:</p> <ul style="list-style-type: none"> <li>- Through HSBC's ATM</li> </ul> <p>In case of any question or complaint of relevant product, please contact: Corporate Call Centre HSBC in no. 62 21 2551-4777 during business hours, or fax to 62 21 2922-9616, e-mail <a href="mailto:businessbanking@hsbc.co.id">businessbanking @hsbc.co.id</a></p>
Expenses attached to bank	<ul style="list-style-type: none"> <li>- Maximum withdrawal per day: IDR 10,000,000</li> <li>- Withdrawal through HSBC's ATM: free of charge</li> <li>- Withdrawal through ATM Bersama: free of –charge</li> <li>- Withdrawal through HSBC's ATM overseas: IDR 15,000</li> <li>- Withdrawal through PLUS network: IDR 30,000</li> </ul>
Type of Product and Service	Cash Transaction
Procedure for Service and Complaint	In case of any question or complaint of relevant product, please contact: Corporate Call Centre HSBC in no. 62 21 2551-4777 during business hours, or fax to 62 21 2922-9616, e-mail <a href="mailto:business-banking@hsbc.co.id">business-banking @hsbc.co.id</a>