

Automatic Teller Machine

Product's Definition	Money receipt through Automatic Teller Machine
Product's Benefit	Facilitating money transfer by ATM distributed in various locations in various cities where HSBC operates
Product's Risk	<ul style="list-style-type: none"> - Careless keeping of ATM card and PIN may result in loss of card and unauthorized access - Wrong information may result in wrong transfer
Requirements and Procedure for Product Use	<p>Requirements:</p> <ul style="list-style-type: none"> - Customer has had HSBC account - Customer has had ATM HSBC card <p>Procedure for Product use:</p> <ul style="list-style-type: none"> - Through HSBC ATM <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 businessbanking @hsbc.co.id</p>
Expenses attached to bank	<p>To HSBC account: free of charge</p> <p>To ATM Bersama network: IDR 5,000</p>
Type of Product and Service	Payment/ Remittance
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 business-banking @hsbc.co.id