

Real Time Gross Settlement

Product's Definition	Rupiah transfer by Real Time Gross Settlement
Product's Benefit	Transfer of Rupiah of more than 500 million Rupiah
Product's Risk	<ul style="list-style-type: none"> - Faulty form completion results in wrong transfer - Combination of transfer system organized by regulator
Requirements and Procedure for Product Use	<p>Requirements:</p> <ul style="list-style-type: none"> - Customer has had HSBC account <p>Procedure for product use:</p> <ul style="list-style-type: none"> - Sending instruction through HSBC branch office or internet banking
Expenses attached to bank	IDR 45,000 (through to branch), IDR 35,000 (through to HSBCnet)
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