

Virtual Account

| | |
|--|---|
| Product's Definition | Virtual account to receive payment |
| Product's Benefit | Facilitating customer to identify payment into his account |
| Product's Risk | Wrong input of account number/ Bank code results in non arrival of payment |
| Requirements and Procedure for Product Use | <p>Requirements:</p> <ul style="list-style-type: none"> - Customer has had HSBC account - Customer has had HSBC virtual account <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 | <ul style="list-style-type: none"> - Setup fee: IDR 5,000 per account - Establish-ment fee: IDR 5,000 per account - Monthly fee: IDR 5,000 per account |
| Type of Product and Service | Receivable Solution |
| 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 |