

Cut-off Schedule Adjustment for Payment Services

Dear Valued Customers,

We would like to inform you regarding cut-off time adjustment for payment services of PT. Bank HSBC Indonesia in accordance with the Bank Indonesia Press Release on December 1st 2021 subjecting BI-RTGS, BI-SSSS, and BI-ETP Operational Activities and Public Service Schedule.

Below cut off time schedule effective as of 03 January 2022 until further notice:

Transaction Type	Manual Transaction		Electronic Transaction	
	Previous adjusted schedule	New adjusted schedule	Previous adjusted schedule	New adjusted schedule
SKN	12.30 WIB	11.00 WIB	15.30 WIB	14.00 WIB
RTGS	13.00 WIB	11.30 WIB	15.30 WIB	14.00 WIB
Clearing	10.00 WIB	10.00 WIB	N/A	N/A
Telegraphic Transfer <ul style="list-style-type: none"> • Mata uang US Dollar • Mata uang EUR & GBP • Inward Telegraphic Transfer USD 	13.00 WIB 12.00 WIB NA	13.00 WIB 12.00 WIB NA	14.30 WIB 13.30 WIB 14.30 WIB	14.30 WIB 13.30 WIB 14.30 WIB
Inter-HSBC Indonesia account transfer* <ul style="list-style-type: none"> • Without currency exchange <ul style="list-style-type: none"> - Inter-IDR account - Inter-USD account • With currency exchange <ul style="list-style-type: none"> - USD - EUR & GBP 	14.00 WIB 14.00 WIB 13.30 WIB 13.30 WIB	13.30 WIB 13.30 WIB 13.30 WIB 13.30 WIB	15.30 WIB 16.00 WIB 15.00 WIB 14.00 WIB	14.00 WIB 16.00 WIB 15.00 WIB 14.00 WIB
*only valid for electronic transaction via HSBCnet, for Personal & Business Internet banking will remain 24 hours				
Tax payment	14.00 WIB	13.00 WIB	20.00 WIB	20.00 WIB
Payroll payment	T-1 11.00 WIB	T-1 11.00 WIB	T-1 15.00 WIB	T-1 15.00 WIB

Alternative solution for any transaction also available through HSBC Internet Banking (www.hsbc.co.id), HSBC Mobile Banking, and HSBC ATMs - including in more than 100,000 ATM Bersama and PRIMA networks.

Should you have any further inquiries, for personal customer, please contact our Call Center at 1500700 (Premier), 1500808 (Advance, Signature, Platinum, Cashback), 1500501 (Retail Business Banking) and for corporate customer, please contact our Corporate Call Center at 1500237 on business days, Monday until Friday (08.30 WIB – 17.00 WIB)

Thank you

PT BANK HSBC INDONESIA