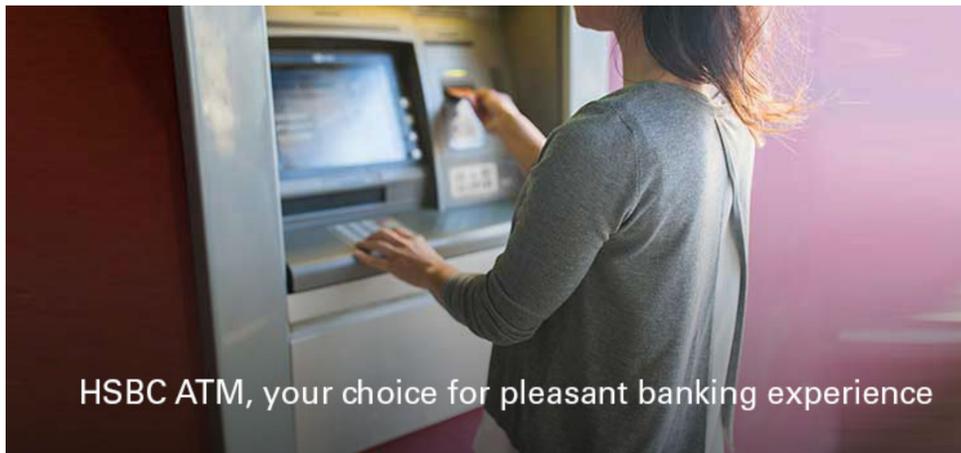


HSBC ATM



Overview

HSBC ATM provides you a convenient and secure way to support your both financial and non financial needs within 24 hours a day, 7 days a week.

HSBC Indonesia ATMs have now operated in many regions in Indonesia, in our branches and public areas like in the Mall, Supermarket, etc. Globally, HSBC currently have more than 6000 ATMs.

By using HSBC ATM, you will be able to check your balance, manage your PIN and control your financial needs like Cash Withdrawal, Transfer, Paying your bills and many more.

HSBC ATM in Indonesia have now collaborated with many ATM Networks in local and global like - ATM Bersama, Prima, Visa/ Plus, and Master/ Cirrus to ensure your Transfer to other banks in Indonesia (member of GPN) successfully done in timely manner. This collaboration will certainly support your transaction when using other bank's Debit cards with GPN, ATM Bersama, Prima, Visa/ Plus, and Master/ Cirrus logo in HSBC ATMs*.

HSBC ATM in Indonesia also have collaboration with many billing providers (billers) like Telkom, Telkomsel, Indosat, PDAM, etc which could support both your monthly billing payment and your needs of mobile top up.

How to use the ATM

Please [click here](#) to find the nearest HSBC ATM.

Features and Benefits

In HSBC Indonesia ATM

- Balance Inquiry and Access to 7 of your accounts in 1 debit card.
- Cash Withdrawal (in IDR).
- Online Realtime Fund Transfer to HSBC accounts and to Other Bank's account as member of GPN-Gerbang Pembayaran Nasional (ATM Bersama dan Prima).
- Mobile Recharge for many providers like Telkomsel (Simpati, Kartu AS and Paket Internet), Indosat (Mentari, IM3) and XL.
- Bill Payment for Fixed Line Telephone (PSTN), Post-Paid Mobile service (Kartu Halo, Matrix and XL) and Internet.
- Bill Payment for water service utility of PAM JAYA, PDAM Semarang and PDAM Surabaya.
- Bill Payment for your HSBC Credit Card/ FlexiCredit and Personal Loan repayments

In (other bank's) ATM member of GPN - Gerbang Pembayaran Nasional (ATM Bersama/ Prima) network

- Access to more than 170.000 ATMs as member of GPN- Gerbang Pembayaran Nasional (ATM Bersama/ Prima) network in Indonesia.
- FREE OF CHARGE for 30 transactions per month (Balance Inquiry, Cash Withdrawal and Online Realtime Transfer). Additional transactions will be charged.
- Bill Payment for your HSBC Credit Card/ FlexiCredit and Personal Loan repayments through "Transfer" menu.

Charges and Transaction Limit

Transaction Charges

ATM	Transaction	Premier	Advance	Non Advance & Premier
HSBC Indonesia ATM	Balance Inquiry	Free	Free	Free
	Cash Withdrawal	Free	Free	Free
	Transfer within HSBC Indonesia account	Free	Free	Free
	Transfer to other banks	Free 30 transactions per month*	Free 30 transactions per month*	Free 10 transactions per month**
HSBC ATM Outside Indonesia	Balance Inquiry	Free	Free	Free
	Cash Withdrawal	Free	IDR 15.000	IDR 15.000
	In House Transfer (among HSBC account)	Free	Free	Free
GPN/ ATM Bersama/ Prima	Balance Inquiry, Cash Withdrawal, Transfer	Free 30 transactions per month*	Free 30 transactions per month*	Free 10 transactions per month**
ATM Plus	Balance Inquiry	Free	Free	Free
	Cash Withdrawal	IDR 30.000	IDR 30.000	IDR 30.000

Applicable for HSBC Indonesia Debit Cardholders

** Additional transactions will be charged IDR 7,500 per transaction*

*** If balance before transaction min. IDR 1 mio and additional transactions will be charged IDR 7500 per transaction*

Daily Transaction Limit*

Features	Transaction Limit	Premier	Advance	Non Advance & Premier
Cash Withdrawal	Maximum per account per day	IDR 10 Mio	IDR 10 Mio	IDR 10 Mio
	Maximum per card per day	IDR 20 Mio	IDR 15 Mio	IDR 10 Mio
InHouse Transfer-Domestic	Maximum per card per day	IDR 50 Mio	IDR 25 Mio	IDR 25 Mio
Interbank Transfers - Domestic	Maximum per account per day	IDR 50 Mio	IDR 50 Mio	IDR 50 Mio

**Applicable for HSBC Indonesia Debit Cardholders*

Security Tips

We have always been committed to providing the upmost protection for your banking transactions. We only incorporate the latest advances in digital security technology available to secure your transactions while at a HSBC ATMs.

Your Debit card and all of our ATM machines are all fitted with "anti deep skimming" technology to protect you from not only unauthorized financial transactions, but also your personal information. You are safe from efforts of identity theft : your identity is always yours and yours only, while using our HSBC ATMs.

For added security and for your own peace of mind, all of our ATM locations are equipped with a 24-hours security camera (CCTV). Our Security Officers are also regularly on patrol at all our locations and are more than happy to assist in the event you have concerns or notice suspicious activity. Here are some useful tips to further safeguard your card and ATM experience :

1. Sign the back of the card the moment you receive it before storing it in a secure location.
2. Never disclose your PIN to anyone and avoid writing it down.
3. Regularly change your Debit Card PIN.
4. Use a different PIN number for each ATM card (if applicable).
5. Pay attention to your surroundings before, during and after you perform ATM transactions.
6. Cover the ATM keypad when you enter your PIN.
7. Secure your ATM receipts and regularly check your balance.
8. Immediately call 24-hour HSBC Phone Banking service if you notice any suspicious transactions on your account.

For more detailed information about security, please call our 24-hours Phone Banking services where a friendly staff member will be happy to address any of your concerns.

FAQ

1. **What other Bank ATM Cards can be used with HSBC ATMs, and what type of transactions will I be able to carry out?**
 - Cards with GPN/ ATM Bersama/ Prima logo can perform Cash Withdrawal, Balance Inquiry and Transfer to HSBC account OR to Other banks' account member of GPN/ ATM Bersama/ Prima.
 - Cards with Visa/ PLUS/ Mastercard/ Cirrus/ can perform Cash Withdrawal and Balance Inquiry.
2. **What is ATM Bersama Network?**

ATM Bersama is one of the local ATM network in Indonesia. At present, ATM Bersama has over 70 members and presence in more than 77,000 ATMs throughout Indonesia. ATM Bersama network aims to empower Indonesia citizens by integrating their own banks' services at any member ATM found throughout Indonesia. ATM Bersama provides facilities like balance inquiry, cash withdrawal and online realtime fund transfer to other accounts of members of the shared network.
3. **What is ATM Prima Network**

Prima is also one of the local ATM network in Indonesia. At present, Prima has over 70 members and presence in more than 100,000 ATMs throughout Indonesia. Prima network aims to empower Indonesia citizens by integrating their own banks' services at any member ATM found throughout Indonesia. Prima provides facilities like balance inquiry, cash withdrawal and online realtime fund transfer to other accounts of members of the shared network.
4. **As an HSBC Debit Card holder, is there any fees for carrying out ATM Bersama/ATM Prima transactions?**

ATM Bersama/ Prima transactions are FREE for the first 30 transactions per month for all HSBC Debit Card account holders. Additional transactions will be charged.
5. **How can I pay my HSBC Credit Card bills through Transfer menu on other bank's ATMs ?**
 - Step 1 : Insert your Debit Card followed by your PIN
 - Step 2 : Select "Transfer" or "Transfer to other Bank"
 - Step 3 : Enter 087 (HSBC Bank Code) followed by Your 16 digit Credit Card / 12 digit Personal Loan number.
 - Step 4 : Key in amount to be paid
 - Step 5 : Key in transaction reference no
 - Step 6 : Verify the details you have entered and press confirm
 - Step 7 : Take transaction receipt for proof of payment
6. **What is the HSBC Bank Code?**

087 is the HSBC Bank Code for making payment transfers
7. **How long does it take to process a Credit Card or Personal Loan payment through ATM Bersama/ATM Prima?**

Credit Card and Personal Loan payments through ATM Bersama/ Prima Network will be processed in realtime. The relevant account balances also will be updated in real-time.
8. **What should I do if I have forgotten my PIN?**

Please contact HSBC 24-hours Phone Banking on 1500-808 to request a new PIN (for Premier customers, please contact 1500-700).
9. **What should I do if I have lost my card?**

Please contact HSBC 24-hours Phone Banking on 1500-808 to report your card loss and will we organise a replacement for you (for Premier customers, please contact 1500-700).
10. **Is there a fee for requesting a replacement card?**

Premier customers will receive a replacement at no charge. Non-Premier account holders will be charged IDR 25,000 for each replacement card.
11. **How long will it take to receive my replacement card?**

Replacement cards will be sent to customers within 5 – 10 working days depending on their location.



Call Us

1500 808

Or (+6221) 2552 6603
(if you are calling from overseas)

HSBC Fusion

1500 501

HSBC Premier

1500 700

Or (+6221) 2551 4722
(if you are calling from overseas)

[For other ways to reach us, click here](#)