

## Cut-off Schedule Adjustment for Payment Services

Dear Valued Customers,

Please be informed about the adjustment of cut-off time for payment services of PT. Bank HSBC Indonesia in accordance with the Bank Indonesia Press Release on August 11<sup>th</sup> 2020 subjecting Bank Indonesia Sets a Schedule for Operational Activities and Public Services in the New Normal Era, Encouraging the National Economic Recovery.

Below cut off time schedule effective as of August 18<sup>th</sup> 2020 until further notice:

Transaction Type	Manual Transaction		Electronic Transaction	
	Previous adjusted schedule	New adjusted schedule	Previous adjusted schedule	New adjusted schedule
SKN	11.00 WIB	<b>12.00 WIB</b>	14.00 WIB	<b>15.00 WIB</b>
RTGS	11.30 WIB	<b>12.30 WIB</b>	14.00 WIB	<b>15.00 WIB</b>
Clearing	10.00 WIB	<b>10.30 WIB</b>	N/A	<b>N/A</b>
Telegraphic Transfer <ul style="list-style-type: none"> <li>• USD</li> <li>• EUR &amp; GBP</li> </ul>	13.00 WIB 12.00 WIB	<b>13.00 WIB</b> <b>12.00 WIB</b>	14.30 WIB 13.30 WIB	<b>14.30 WIB</b> <b>13.30 WIB</b>
Inter-HSBC Indonesia account transfer* <ul style="list-style-type: none"> <li>• Without currency exchange <ul style="list-style-type: none"> <li>- Inter-IDR account</li> <li>- Inter-USD account</li> </ul> </li> <li>• With currency exchange <ul style="list-style-type: none"> <li>- USD</li> <li>- EUR &amp; GBP</li> </ul> </li> </ul>	13.30 WIB 13.30 WIB  13.30 WIB 13.30 WIB	<b>14.00 WIB</b> <b>13.30 WIB</b>  <b>13.30 WIB</b> <b>13.30 WIB</b>	13.30 WIB 16.00 WIB  15.00 WIB 14.00 WIB	<b>15.00 WIB</b> <b>16.00 WIB</b>  <b>15.00 WIB</b> <b>14.00 WIB</b>
*only valid for electronic transaction via HSBCnet, for Personal & Business Internet banking will remain 24 hours				
Tax payment	15.30 WIB	<b>14.00 WIB</b>	20.00 WIB	<b>20.00 WIB</b>
Payroll payment	T-1 11.00 WIB	<b>T-1 11.00 WIB</b>	T-1 15.00 WIB	<b>T-1 15.00 WIB</b>

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**