

HSBCnet Mobile – Electronic Banking

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| Product's Definition | HSBCnet, our global electronic banking service, is specially designed to fulfill your company's and organization's need for Cash Management solution we offer. It offers access to the most current information of Cash Management Solution, both Local and crossborder by safe and direct internet |
| Product's Benefit | Facilitating access to HSBCnet service at any time and any where by cellular equipment. There are three figures to use: 1. Checking account balance and transaction 2. Authorization of payment instruction 3. Receiving payment notification |
| Product's Risk | Careless User ID and password keeping may allow un-authorized person to make an access. Avoid keeping them in any media |
| Requirements and Procedure for Product Use | Requirements: - Customer has had HSBC account - Customer has had HSBCnet access. Procedure for product use: - HSBCnet mobile handbook manual available; 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 |
| Expenses attached to bank | Arrangement fee: USD 25 Monthly fee: USD 25 Security Device fee: USD 20 per device |
| Type of Product and Service | Electronic Banking |
| 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 |