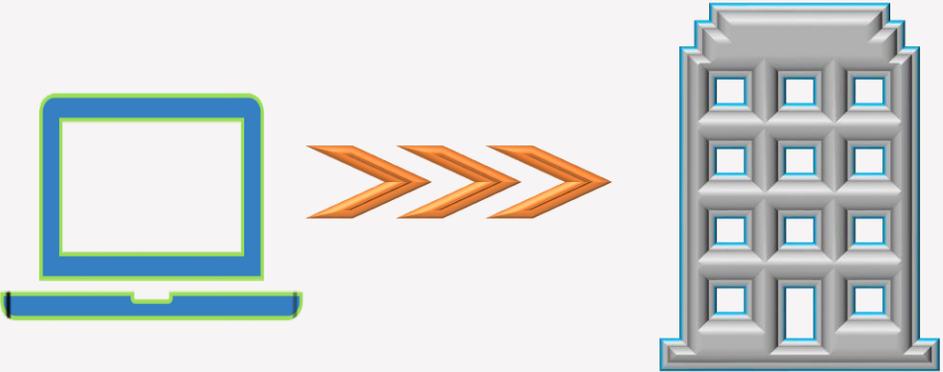


**Get to know
it better!**

INWARD REMITTANCE



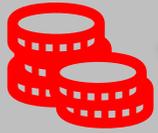
PT. Bank Mizuho Indonesia (BMI)

 **Type of Fund Transfer Services**

 **Risks**

 **Requirements**

 **Customer Protection**



Type of Fund Transfer Services

A. Local Inward Remittance

Customers is able to safely and efficiently receive the fund transfer in local currency (IDR) from other domestic Bank which is registered as Bank Indonesia's member through payment services. The payment services available at Bank Mizuho Indonesia is classified into 2 (two):

1. Large Value-Transactions : using **BI-RTGS**
2. Retail Value-Transactions : using **SKNBI**

B. Foreign Inward Remittance

Customer is able to safely and efficiently receive fund in various currencies such as USD, JPY, EUR, SGD, AUD, GBP, HKD, THB and CNY from remitting Bank through SWIFT message.

Other Information :



- ❖ For customer who has many suppliers and need to identify easily from which supplier does the payment coming from, PT. Bank Mizuho Indonesia will reserve by providing up to 10,000 unique numbers for each currency (one unique number to each supplier) for customer upon receiving the application for this service (Best Receiver Service)



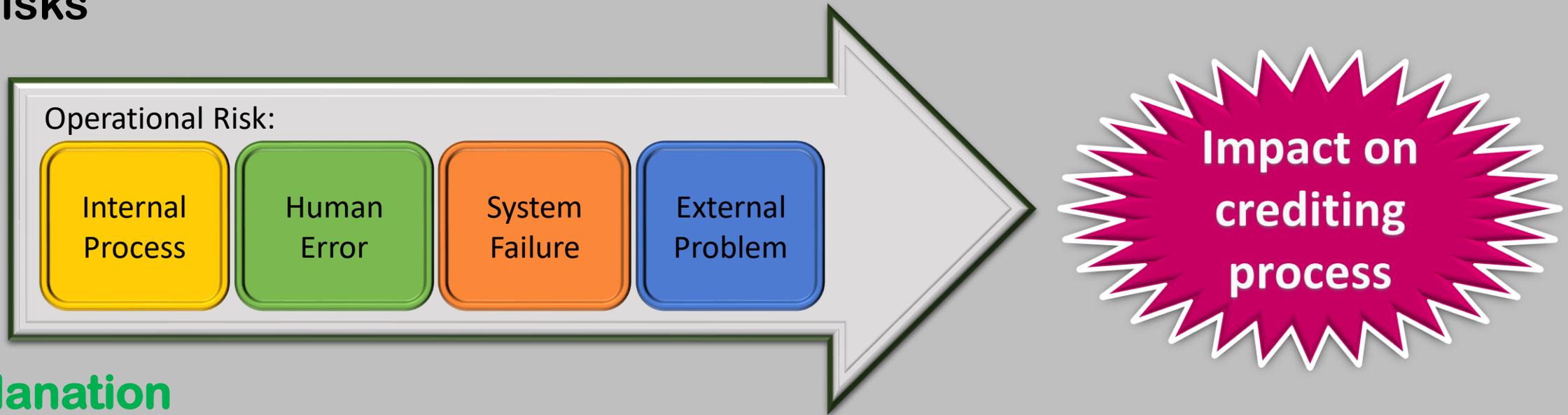
BMI Cut-Off Time : Inward Remittance

Type of Payment System	Settlement of Fund	Operational Day	Charges
BI-RTGS	Real-time (Same day)	Monday – Friday (Working Days) 08.00 – 15.00 WIB	Free of Charge
SKNBI	Periodically (Same day)		
Foreign CCY	Subject to fund effectiveness in BMI's Nostro Account		

- ❖ **Real Time** : The certainty of settlement fund can be obtained immediately on the same date and
- ❖ **Periodically** : The certainty of settlement fund can be obtained periodically on the same date
- ❖ For incoming fund in local currency (IDR), can also be received from overseas banks through the Drawback mechanism
- ❖ For inward remittance in Foreign currency, the fund received after cut-off time or the fund not yet effective in BMI's Nostro Account will be credited on the next working day.



Risks



Explanation



In the practice of crediting the received fund to customer, an operational risk may be occurred of which caused by :

- ❖ Internal process
- ❖ Human error
- ❖ System failure
- ❖ External problem (due to unpredicted condition /disaster/emergency situation)

Operational risk will have an impact in the crediting process of incoming remittance to Customer account.

Note : Human error may be incurred by both parties, it can be by the bank or the customers



in principle, this service is provided for PT. Bank Mizuho Indonesia Customers



For certain condition as required by the authority, customer shall submit supporting document (if necessary).

Important Information

In order for the customer able to receive incoming remittance transaction, the following are items to be noted:

- Local Remittance:

- 
1. For incoming fund received with amount equivalent USD1.000.000,- to beneficiary as a Foreign Party, the transaction shall be supported with underlying documents. *(Bank has right to return the fund to the sender bank if customer fails to submit underlying documents.)*
 2. PT. Bank Mizuho Indonesia is entitled to reject incoming fund with the following condition:
 - *The beneficiary name is incorrect*
 - *The beneficiary name is Incomplete*
 - *The beneficiary account number is incorrect*
 - *The beneficiary account has been closed*
 - *The beneficiary account is in foreign CCY*
 - *No supporting document as required by the authority*
 3. To submit supporting document related to KYC AML purposes *(Bank will held the fund to be credited for maximum 5 working days if customer fails to submit underlying documents. Bank have right to return the fund to the sender bank)*



Requirements (cont'd)

Important Information



- Foreign Remittance:

1. To submit supporting document related to KYC AML purposes *(Bank will held the fund to be credited for maximum 5 working days if customer fails to submit underlying documents. Bank have right to return the fund to the sender bank)*
2. PT. Bank Mizuho Indonesia is entitled to reject incoming fund with the following condition:
 - *The beneficiary account number is invalid (account number not maintaining by BMI)*
 - *The beneficiary account has been closed*
 - *No supporting document as required by the authority*



As a bank commitment to give service excellence to our customers and comply with BI regulation regarding customer protection, Customers are able to directly contact us and deliver their complaints.

You may drop your complaint to PT. Bank Mizuho Indonesia with the following mechanism :



- ❖ BMI Hunting Line at +62 21 5091-0888 (will be handled by the front-liners).
- ❖ BMI Call Centre at +62 21 2960 2200, directly handled by Corporate Customer Service (CCS).



- ❖ Visit our office at :
PT. Bank Mizuho Indonesia
Menara Astra, 53rd Floor
Jl. Jend. Sudirman Kav. 5-6,
Jakarta 10220



- ❖ Email : bmi011001@mizuho-cb.com



- ❖ Official letter/Surat resmi

Response by PT. Bank Mizuho Indonesia

1. Accept Customer Complaint
2. Conduct verification, Provide Complaint confirmation or written receipt.
3. Follow up the complaint through internal examination.

Maximum Settlement

1. **Verbal Complaint** → 5 working days upon receipt by bank
2. **Written Complaint** → 20 working days upon receipt, which supported by complete documents as required by OJK

Note for written complaint :

1. Photocopy of valid ID (KTP/Driving License/Passport) is required
2. Supporting documents among others deposit/withdrawal slips, transfer slip and other related documents such as the chronology.
3. Complaint submitted by a Representative shall be evidenced by a valid Power of Attorney, along with his/her valid ID.

Customer Complaint



If the customer is dissatisfied with complaint settlement by PT Bank Mizuho Indonesia, customer may submit complaint to Bank Indonesia (BI)

How to submit complaint to Bank Indonesia :



Referring to PADG No. 23/17/PADG/2021, complaint can be submitted as follow:

1. Customers may submit complaint to Bank Indonesia either directly by visiting Bank Indonesia Head office (*“Visitor Center BI Bicara”*) or Bank Indonesia domestic representative offices.
2. Indirectly by contacting *“Call center BI Bicara”* with telephone number 131; email address at bicara@bi.go.id or send a letter to DKI Jakarta Province, Bank Indonesia Representative Office, for customers who are domiciled or residing in the DKI Jakarta area, Bekasi regency/city, Bogor, Karawang regency and City of Depok
3. For those who are domiciled outside the area in point 2. above, complaint may be submitted to the nearest domestic Bank Indonesia Representative Office.

Terms need to be considered by customers before submitting complaint to Bank Indonesia:



1. The customer has submitted a complaint to BMI, however did not met a consensus with BMI.
2. The problem being complained of is a civil matter that never been processed by a court, dispute resolution agency/institution, or other competent authority; and
3. Customer experienced potential financial losses caused by BMI in a transaction with a maximum value IDR500,000,000.- (five hundred million Rupiah)
4. Complaint submitted to Bank Indonesia by customer may not exceeding 60 (sixty) working days after BMI submits the result of the settlement of written complaint to customer.

Note (For settlement of complaint) :

Other than to Bank Indonesia, customer might also address for a settlement of customer complaint to Otoritas Jasa Keuangan (OJK) or Lembaga Alternatif Penyelesaian Sengketa (LAPS).