

Welcome  
to a  
life

full of  
privileges

with HSBC Premier





# Welcome

to HSBC Premier!

Through this Welcome Pack, we would like to introduce you to various product and service privileges that you can enjoy as new customer.

## It's time to get started

Get ready to enjoy a special banking experience with HSBC Premier.

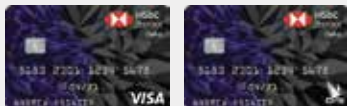
To optimize your HSBC Premier experience, follow the steps below to immediately activate HSBC Premier privileges, if you have not already done so.

1. Build or add funds to your HSBC Premier account(s).
2. Activate the HSBC Premier Debit Card.
3. Activate Personal Internet Banking.
4. Activate the HSBC Premier Mastercard Credit Card.
5. Make an appointment with your Relationship Manager.

## 1. Build or add funds to your HSBC Premier account(s).

By adding to your HSBC Premier account funds, you will be entitled to receive various HSBC Premier privileges that can support you, anywhere, anytime.

## 2. Activate the HSBC Premier Debit Card.



Activate your HSBC Premier Debit Card prior to your first transaction:

1. Insert your card at any HSBC, Bersama or Prima ATM in Indonesia.
2. Enter your PIN number and check the balance.
3. For your security, immediately personalize your PIN.

Or contact the call center at 1 500 700 and follow the guidance provided. Card can only be activated at HSBC Indonesia ATMs.

## 3. Activate HSBC Personal Internet Banking.

Manage your accounts, quickly and easily, 24 hours, 7 days a week.

To register for Internet Banking:

1. Visit [hsbc.co.id](http://hsbc.co.id) and click the 'Log on' button next to 'Internet Banking' in the upper right corner.
2. Click "Register for Personal Internet Banking", select debit card or Phone Banking or credit card in the 'Registration Method' list and type the number that matches the method you chose.
3. Create a username, main password and backup, password, as well as two security questions and their answers
4. Enter your e-mail address.
5. You can log on to HSBC Internet Banking.



If you do not have a HSBC ATM card, debit card, credit card, Phone Banking number, or security device (token), please visit your closest branch. Our staff will be happy to assist you with registration.



## 4. Activate the HSBC Premier Mastercard Credit Card.



Activate your HSBC Premier Mastercard Credit Card by calling the call center 1 500 700 and follow the guidance provided.

Your HSBC Premier Mastercard Credit Card Manual can be seen at:  
[https://www.hsbc.co.id/1/PA\\_esf-ca-app-content/content/ndonesia/personal/hsbc-premier/exclusive\\_features/file/e-VVP-Premier.pdf](https://www.hsbc.co.id/1/PA_esf-ca-app-content/content/ndonesia/personal/hsbc-premier/exclusive_features/file/e-VVP-Premier.pdf)

## 5. Make an appointment with your Premier Relationship Manager to start your financial planning.

Contact your Premier Relationship Manager immediately to find out more on how we can support each step in achieving and exceeding your ambitions.

Find the name and contact number of your Relationship Manager in the welcome e-mail and the monthly financial statement, or contact the HSBC Premier 1 500 700 call center.



# Exclusive privileges for you



As a Premier customer, you are eligible to unlock exclusive services and privileges to support each step in achieving and exceeding your ambitions.



# Privileges for you and your child, *wherever and whenever*

Ensuring your peace-of-mind while supporting your child to reach her aspirations in her dream country with full support from HSBC Premier.



Be part of HSBC Premier in all HSBC branches around the world.

Enjoy the same HSBC Premier services in HSBC Premier Centers around the world, in more than 30 countries.



Find the nearest HSBC branch through the branch locator on the website and the HSBC Mobile Banking Application.

## Support for your child and your family.

### Premier Junior Account

To give children under 17 years old a direct experience in managing finances:

- Transfer funds from your account to your child's account to support your child's finances.
- Separate account statements to help monitor children's accounts, as well as to educate them about financial management.
- Child accounts will be managed by the same Relationship Manager as your account.

### Premier for Next Generation

For children aged 17-28, to give your child various HSBC Premier privileges both in Indonesia and abroad.

- Free administration fees until your child reaches 28 years old.
- Your child will enjoy the same HSBC Premier services in our HSBC Premier Centers in more than 30 countries.
- Free fund transfer fees between your account and your children's account via Global Transfer.



## HSBC Premier *Debit Card*

Get HSBC Premier Debit Card to enjoy transactions at merchants with the Visa or GPN logo and various other privileges.

	GPN Debit Card	Visa Debit Card
		
 Area of use	Indonesia	Indonesia & overseas
 ATM access	ATM with GPN logo	ATM with Visa logo
 Online shopping	X	√
 Shop overseas	X	√

In addition to cash withdrawals and payments throughout the world, you can also enjoy:

- Cash withdrawal and **FREE balance check\*** at **177,000\*\*\* ATMs with ATM Bersama and Prima logo**, including **withdrawals in Rupiah** at every HSBC ATM in Indonesia.
- **FREE\*\* transfers between banks** of Bersama ATM and Prima ATM network members
- **Various discounts and offers** from HSBC merchants.
- Easy access to up to **7 (seven) accounts**, using only one card.
- **Ease of payment for credit card bills or personal loans\*\*** by using the transfer menu at any Bersama ATM and Prima ATM.
- **Free of charge transaction at more than 6,500 HSBC ATMs\*\*\*** worldwide.
- Access to more than **1,000,000 Plus ATMs worldwide** (subject to Rp 30,000 fee).
- Free of exchange rate conversion fee for overseas purchases\*\*\*\*

\* Up to 30 transactions per month. Starting from the 31st transaction, the customer will be charged IDR 7,500 per transaction

\*\* Including landline, electricity and internet bill payment transactions, top-up, and checking and printing the last five mutations of your account

\*\*\* ATM data as of September 2018

\*\*\*\* Via additional debit card that is connected to a foreign currency account that is in accordance with the transaction currency





A simple, convenient and safe way to access your finances, anytime and anywhere.

### Wealth Dashboard

Through the Wealth Dashboard, you can monitor your assets (savings, time deposits, mutual funds) in one view, making it easy for you to make financial decisions.

- Monitor portfolio performance anytime, anywhere and compare it to market performance.
- Access your transaction history for the last two years, with transaction details available in one single click.
- Access to the latest market updates, as well as tips for new opportunities.

### Global View

If you have several HSBC bank accounts in several countries, Global View is an easy solution to monitor your finances.

With Global View, you can:

- Monitor all of your HSBC account balances around the world in one view, one screen.
- Convenient and simple access using one login for all your accounts.
- View available various local online banking services for all your accounts in one central hub.

### Global Transfer

Global Transfer makes it easy to transfer funds between your accounts around the world, connected by Global View. It is free of charge to transfer funds between accounts in the same currency.

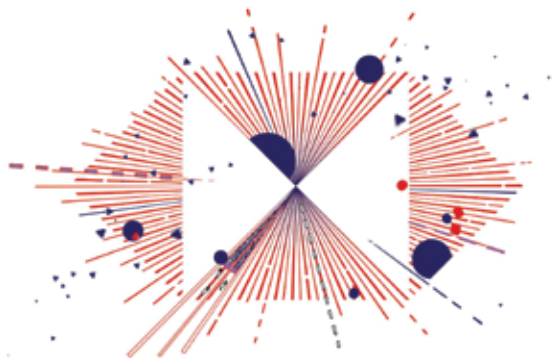
- Instant funds transfers\* between HSBC accounts that are already connected in Global View.
- Special rates for foreign currency transactions.
- Funds transfer can be done 24 hours a day, 7 days a week.

### Privileges of online transactions

- Open accounts in 12 currencies.
- Open an HRSA account with competitive interest rate.
- Special rates for online mutual fund transactions







## HSBC Premier *Master Card*

Explore a world full of privileges with HSBC Premier Mastercard, a complimentary card for you.



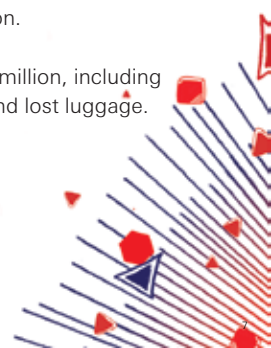
### HSBC Premier privileges in one card.

- Limit starting from IDR 250 Million, up to 50% of your total balance.
- 3x Rewards Points for other categories of overseas spending.
- Exchange your Reward Points for exciting offers such as tickets, meals and free shopping.
- 27,000 exclusive offers at various merchants in 160 countries, through the home & Away program.
- Up to IDR 10.5 billion travel insurance protection for you and your family while traveling.
- Up to USD 10,000 emergency cash every 48 hours in all HSBC Branches around the world.
- Emergency credit card replacement support is ready to assist you within 2 working days in all HSBC branches around the world.
- Unlimited access to 1,200+ airport lounges around the world for your traveling convenience, a special offer from Priority Pass.

### Travel Insurance Coverage for you and your family when traveling up to IDR 10.5 Billion:

- Travel **accident insurance** up to IDR 10 billion.
- Travel **medical insurance** up to IDR 500 million.
- Protection for spending up to IDR 300 million.
- Travel inconvenience protection up to IDR 80 million, including flight delays, missed flights or failed transit, and lost luggage.

\*\* Terms & conditions apply



# Wealth Management

Make an appointment with your Relationship Manager for a variety of investment and insurance solutions to support your needs and ambitions, supported by trusted investment and insurance experts and partners.



As a HSBC Premier customer, the Strategic Financial Planner will assist in your planning for:

- Managing and building wealth.
- Children's education.
- Retirement.
- Protection for you and your family.
- Home purchase.



Exceed your ambitions with products and solutions tailored to your needs from HSBC Wealth Management.

- Various Investment solutions to support you in building a healthy investment portfolio.
- Insurance solutions for all of your protection needs.
- An account with 12 currencies for any of your foreign exchange needs.
- HSBC Home Loan Facility.

HSBC also holds regular wealth management seminars, attended by financial experts to update you with financial market information and open investment opportunities.



**Best Wealth Manager di Indonesia  
untuk ketiga kalinya (2018-2020)**

#INVESTWITHTHEBEST

