



HELP INSTRUCTIONS

Instructions for filling remittance application form to be submitted over the banking counter at the branch or if via Mail-In (for Mail-In, please see 'Additional Info for Mail-In Application' below):

1. Applicant Name & Address

Under column for 'Applicant Name & Address', write your name, address and telephone number clearly. This is to facilitate us in contacting you when necessary. (Note: The 'Applicant Name' should also be the person who will sign on this application form).

2. Beneficiary's Name

Please write the complete 'Beneficiary' name clearly.

3. IC/KTP No.

Please write the Beneficiary's KTP No. clearly (ensure that the IC/KTP still has a valid date).

4. Address

Address of the Beneficiary, to include the RT....., RW....., Desa....., Kecamatan....., Kabupaten/Kotamadya....., Telephone No.....(if applicable).

(Note: the above information can be found in the IC/KTP)

5. Beneficiary's Acc No. & Bank

If the funds is to be credited to the 'Beneficiary's Account' please ensure that the **'Account Number'** and the **name of the Bank where the account is maintain** is clearly written. You must also complete the next column 'Branch'

6. Branch/Cabang

Please write the name of the **Branch** that the remittance is to be paid from clearly.

7. Message

Up to a maximum of '20' (twenty) words. Please note that if message is used, there will be an additional **charge of S\$5.00**

8. Amount & Currency

Please write the currency and amount clearly. (Note: the **amount should be inclusive** of bank charges. For detail information of Fees/Charges, please download document from website.

Example, amount to remit is: S\$500.00

Add Bank Charges of: S\$ 10.00

Total Amount **S\$510.00**

Amount to fill in this column is therefore **S\$510.00**

(Note: above example is not inclusive of charges for 'message', please see detail information of Fees/Charges from web-site).

9. Please leave all other column and fields 'blank' and please remember to **SIGN** on the **'Signature of Applicant'**.

PT Bank Negara Indonesia (Persero) Tbk
39 Robinson Road, #01-02 and #06-01/04
Robinson Point, Singapore 068911
Tel: (65) 6225 7755 (14 Lines)
Fax: (65) 6225 4757
Telex: RS 21749 BNISING
Swift Address: BNINSGSG
www.ptbni.com.sg



'Additional Info for Mail-In Application'

1. For Mail-In application, please complete the remittance application forms as per the above instructions and attach with your crossed cheque make payable to:

Crossed Cheque payable to : PT Bank Negara Indonesia (Persero) Tbk. Singapore

2. Please note that for Mail-In application, the 'Applicant Name' and 'Signature of Applicant' must be the same person.

3. Please note that we will process your application only after your 'crossed cheque' has been 'cleared'.

4. At the point of processing your application the prevailing exchange rate will apply

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FREQUENTLY ASKED QUESTIONS (FAQs)

Telegraphic Transfer (Outward Remittance)

- **How can I do a telegraphic transfer to Indonesia for my Maid?**

You can obtain and complete the remittance application form by 'printing' a copy from this web-site or by using our standard application form available from our banking counters. If you are doing your remittance at our branch, our tellers will be there to assist you.

If you are doing your remittance via Mail-In, please follow the 'Instructions' available at our web-site and mail-in together with your cheque.

- **Can I do a telegraphic transfer if I do not maintain an account with your bank?**

Yes, you can.

- **How fast can the beneficiary receive the funds?**

If the beneficiary maintains an account with any one of our 1000 units in Indonesia, generally he/she will be able to receive funds within 1(one) to 3 (three) working days by checking with the branch/updating his or her passbook.

OR

If the beneficiary does not maintain an account with BNI but with one of Indonesian banks, generally he/she will be able to receive the funds within the same day or the next business day.

OR

If the beneficiary maintains an account with another bank not in Indonesia, generally he/she will be able to receive funds within the next day or two business days at the latest.

- **Will the beneficiary receive full payment in Indonesia?**

Yes, for IDR remittance to Indonesia, beneficiary will receive full payment.

- **Can I check if my beneficiary received the funds?**

Yes, we can check the status of the payment by making an overseas call to our branches on your behalf. If the beneficiary has an account with BNI branches in Indonesia, beneficiary account will be credited instantly. BNI Singapore already has an Online system with BNI branches in Indonesia.

- **Can I cancel / amend my telegraphic transfer?**

Yes, you may cancel/amend your telegraphic transfer subject to funds being unpaid and we charge SGD10.00 for cancellation or SGD10.00 for administrative charges to resend it. (Please note that bank charges applied during the initial application will not be refundable).

For Transfer in USD, generally the fund will be credited after 2 (two) business days since it should go through USD clearing in USA.

- **What is the exchange rate used for the conversion?**

The exchange rate used for the conversion will be the prevailing rate at the time your application is process.

- **If I remit in SGD (Singapore Dollars) what will my beneficiary received at his/her end?**

The practice of most banks is to convert and pay in the local currency. Thus if your remittance is to Indonesia, the beneficiary will receive equivalent amount in Indonesian Rupiah.

- **Can I fax my telegraphic transfer to you?**

No, we do not process any application based on fax. But you may mail-in your completed application together with your 'crossed cheque' and we will process your application if its in order.

- **Do you send us a transaction advice if I remit via mail-in application?**
Yes, we will dispatch a computer generated transaction advice to your designated address specified on the application form on the next business day.
- **What is your cut-off time?**
If you plan to remit your funds at our branch, the cut-off time is 4:30pm on weekdays and 12:30pm on Saturdays.
- **When my telegraphic transfer was processed, why was the rate different from what I was told at the counter/phone enquiry/web-site?**
The board rate fluctuates according to the inter-bank market. The rate used at the point of processing your application may therefore differ from your earlier notified rate.
- **Can I do a telegraphic transfer for other currency apart from Singapore Dollars, United States Dollars and Indonesian Rupiah?**
Yes, but please contact us at our Hotline at Tel: 6329 0222 for further information and charges etc.

Trade Services

- **Call us for a general discussion on your business needs:**
Telephone : (65) 6329-0212, (65) 6329-0210

Commercial Loans / Corporate Loans / Performance Bonds & Bankers Guarantee

- **Call us for a general discussion:**
Telephone : (65) 6329-0286, (65) 6329-0272

Hospital Guarantee

- **Who is eligible to apply?**
Anyone who has an account with BNI in Indonesia can apply.
- **Can I apply on behalf on my parents or my child?**
Yes, as long as you have an account with BNI Indonesia. You are the applicant and your parents or children are the patient.
- **Where can I get the application forms?**
Application forms can be downloaded from BNI Singapore website

OR

Applicant can proceed to any BNI Branches to fill up the application form.
- **Must I bring any other documents?**
Each application form must be accompanied with the original passport of applicant together with the BNI Passbook and also the original passport of the patient.
- **How much will BNI Singapore guarantee?**
The amount BNI Singapore guarantee will be the amount as instructed by applicant after converted to Singapore Dollars based on BNI Singapore's competitive exchange rate for the day.
- **How much can I guarantee?**
The amount each applicant wants to guarantee is limited to the available balance within the applicant's account with BNI Indonesia.
- **What if during my medical stay in Singapore and I found out that the Hospital Guarantee that I had applied is insufficient to cover my medical expenses?**

Upon your knowledge that your Hospital Guarantee may be insufficient to cover all medical expenses, you can fill up another application form which is also available at the hospital in which you are staying and faxed to BNI Singapore, BNI Singapore will then process your new application immediately.

- **What if my hospital bill is less than the amount of guarantee that I applied?**
BNI Singapore will only debit the applicant's account up to the amount to be paid to the hospital after converting to Singapore Dollars.
- **Call us should you have any more enquiries:**
Telephone : (65) 6329-0281, (65) 6329-0297

Custodian Services

- **Call us for a general discussion:**
Telephone : (65) 6329-0266