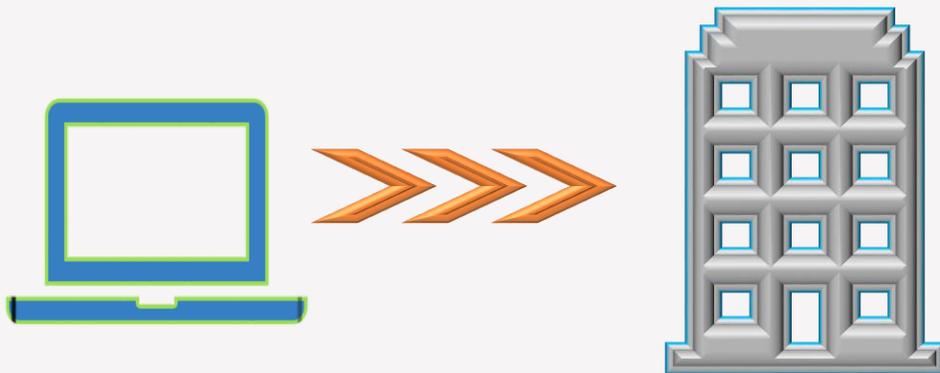


# INWARD REMITTANCE



**PT. Bank Mizuho Indonesia (BMI)**



**Type of Fund Transfer Services**



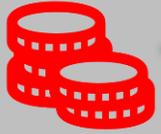
**Risks**



**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**

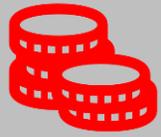
### B. Foreign Inward Remittance

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)



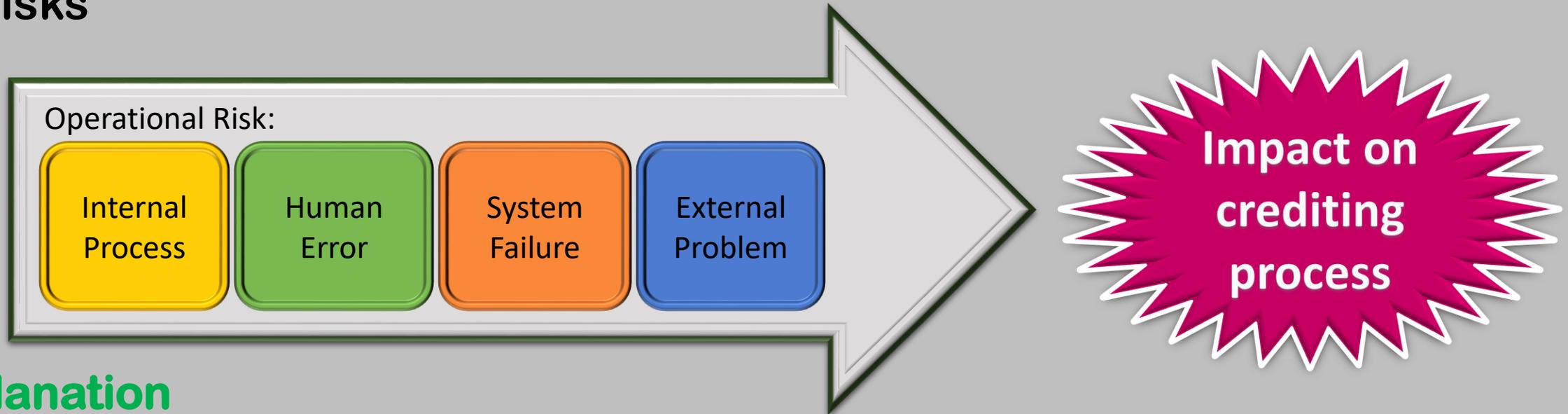
# BMI Cut-Off Time : Inward Remittance

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*



# CUSTOMER PROTECTION IN FUND TRANSFER SERVICES

As a form of Bank Mizuho Indonesia's commitment to provide service excellence to Customer and in fulfilling BI regulation regarding Customer protection, Bank Mizuho Indonesia provides the following channels to Customer for submitting complaints;



**Note for written complaint :**

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



# SUBMISSION OF CUSTOMER COMPLAINT TO BANK INDONESIA (BI)

Customer may submit complaint directly to Bank Indonesia if Customer is not satisfied with the resolution of Complaint from Bank Mizuho Indonesia related to payment system and activities in the Money Market and Foreign Exchange market

## Handling of complaint by Bank Indonesia



1. Customer may submit complaint directly to BI by visiting BI Head office (“Visitor Center BI Bicara”) or BI domestic representative offices.
2. Customer contacts “Call center BI Bicara” with telephone number 131 (pay local) or 1500131 (from overseas) or email to: [bicara@bi.go.id](mailto:bicara@bi.go.id).
3. Chatbot LISA : 081 131 131 131
4. Customer who are domiciled or residing in the DKI Jakarta Province, Bekasi City/Regency, Bogor, Karawang City/Regency and Depok City may send a letter to Bank Indonesia DKI Jakarta Representative Office.
5. Customer who domiciled outside the region in point 4 above may submit the complaint to the nearest Bank Indonesia Representative Office in the country.
6. Online complaint form on BI official website : [www.bi.go.id](http://www.bi.go.id)

## Terms to be considered by Customer before submitting complaint to Bank Indonesia:



1. Customer has submitted complaint to the Bank, but there is no consensus with the Bank.
2. The problem being complained about is a civil matter that has never been processed by a court, dispute resolution agency/institution, or other authorized authority.
3. Customer experiences potential financial loss with maximum value IDR500,000,000.- (five hundred million Rupiah) caused by the Bank
4. Complaint submission by Customer to BI must not exceed 60 (sixty) working days from the date of submission of written complaint resolution results from the Bank to the Customer.
5. Complaint submitted must include at least Photocopy of proof of ID, Photocopy of complaint resolution letter given by Bank to the Customer, Photocopy of proof of transaction, Photocopy of Power of Attorney (if applicable), a Statement letter with stamp duty stated that the problem submitted is a civil matter that has never been processed by a court, dispute resolution institution or body, or other authorized authority.



# **SUBMISSION OF CUSTOMER COMPLAINT TO OTORITAS JASA KEUANGAN (OJK)**

In the event of complaint which indicate dispute and/or violation of the provisions of Laws and Regulations in the financial services sector, Customer may submit complaint to Otoritas Jasa Keuangan.

## **OJK provide facilities for resolving Customer complaint which indicate dispute with following requirement:**

1. Customer experiences a financial loss of up to Rp500,000,000 (five hundred million rupiah);
2. The Bank has attempted to resolve the complaint indicating a dispute but has been rejected by Customer and/or the Customer's representative.
3. The problem being complained about is a civil matter that has never been processed by a court, dispute resolution institution or body, or other authorized authority;
4. The submission of complaint indicating a dispute settlement does not exceed 60 (sixty) working days from the date of the letter of the results of the complaint settlement submitted by the Bank to the Customer
5. Customer submits a written request accompanied by supporting documents related to the complaint which include:
  - Customer Identity
  - Complaint Resolution
  - a Statement letter with stamp duty stated that the problem submitted is a civil matter that has never been processed by a court, dispute resolution institution or body, or other authorized authority
  - Other supporting documents related to the Complaint indicating a Dispute

### **How Customers submit complaints to OJK**

- In writing to OJK
- OJK Contact Center :157, Email : [konsumen@ojk.go.id](mailto:konsumen@ojk.go.id), WhatsApp :081 157 157 157
- Through APPK (Aplikasi Portal Perlindungan Konsumen) as the official web-based OJK portal provided for handling complaints and resolving Customer disputes. Customer fill-in the data and uploads the required related documents into the APPK system.



## ALTERNATIVE DISPUTE RESOLUTION INSTITUTION (LEMBAGA ALTERNATIF PENYELESAIAN SENGKETA SEKTOR JASA KEUANGAN – LAPS SJK)

In the event that there is no agreement on the result of the complaint handling carried out by the Bank, Customer may file the “Dispute outside the Court” through the Alternative Dispute Resolution Institution (LAPS) of the Financial Services Sector with the following criteria:

- The complaint has been **resolved by the Bank but rejected by Customer** or the **Customer has not received a Complaint Response** as stipulated in OJK/Bank Indonesia Regulation;
- Dispute submitted is not a **Dispute that is in process or has been decided by a judicial institution, arbitration, or other alternative dispute resolution institution**;
- The dispute is of a civil nature

**Dispute resolution request may be submitted by Customer or Customer representative through:**

1. Visiting LAPS SJK office:

Menara Karya Lt. 25, Jl. H.R. Rasuna Said, Blok X-5, Kav. 1-2 Jakarta Selatan 12950

2. Telephone: 021-2527700 and/or Email : [info@lapssjk.id](mailto:info@lapssjk.id)