



**GENERAL TERMS AND CONDITIONS OF ACCOUNT
AND BANKING SERVICES**

PT Bank Danamon Indonesia, Tbk.

KETUM/001/0116 version 1.1

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I. **DEFINITION**

In these General Terms and Conditions, the following words shall have the meanings as stated below unless the context requires otherwise:

1. **Automated Teller Machine (ATM)** is an electronic machine for banking service owned/managed by a Bank, or owned/managed by other Bank but based on cooperation with the Bank, it can be used by Customers for cash withdrawal, balance inquiry and other transactions according to applicable terms of the Bank that may be seen through the communication media available in the Bank.
2. **Bank** is PT Bank Danamon Indonesia, Tbk domiciled in Jakarta, acting through its branches throughout Indonesia.
3. **Beneficial Owner** is any person who is the actual owner of the funds placed on the bank (ultimately own account); which controls Customer's transactions; which grants the authorization to perform a transaction; controls legal entity; and/or who is the ultimate controller of the transactions conducted through a legal entity or under an agreement.
4. **Cash Deposit Machine (CDM)** is a machine that can be used by Customers to carry out cash deposit into

account or inquiry of account balances and has other features in accordance with applicable provisions of the Bank that can be seen through the communication media available in the Bank.

5. **Danamon Saving and Loan (DSP)** is a Functional or Sub-Branch Offices focusing on micro, small and/or medium business segment.
6. **Danamon Token** is a device/tool that is able to produce Token Secret Code that can be either challenge response or One Time Password (OTP) according to the instruction entered in Danamon Token.
7. **Hello Danamon** is a work unit authorized to provide Information Services and Banking Transactions, including complaints receiving, which is provided by the Bank to the Customers by telephone for 24 hours a day and 7 days a week, both in terms of Financial and Non Financial Transactions.
8. **Business Days** shall be any days except Saturdays or Sundays or public holidays as stipulated by the Government.
9. **IVR (Interactive Voice Response)** is an automatic answering machine that can serve the Customers' transactions by the phone.

10. **Privilege Danamon Debit Card** is a card issued by the Bank especially for the Privilege Customer and the products specified by the Bank.
11. **Danamon Debit Card /ATM** is a card issued by a Bank that functions as the ATM card and/or Debit card and/or other functions (i.e. CDM, EDC) having unique numbers consisting of 16 digits that are determined by the Bank.
12. **Tariff Term** is a fee (*provision*) and exchange rates applicable to and has been announced at the Bank's branch offices and/or websites or other possible media.
13. **Access Code** is a secret code required for the Customers to perform a Banking Transaction through a service according to the feature using a certain code as a verification medium and the Customer is the only one to authorize its usage.
14. **Electronic Data Capture Machine (EDC)** is a device used to verify transactions and Financial and Non-Financial transactions by the Customer at Bank's counter Bank or other places as specified by the Bank.
15. **Customer** shall be an individual or an entity having an Account at the Bank and/or use banking services provided by the Bank.

16. **ATM PIN** is the secret code/password required by the Customers to use the ATM/CDM/EDC terminal service and the Customer is the only one to authorize its usage.
17. **Telephone PIN** is a secret code/password provided by the Bank to the Customers, which serves as a verification medium for the Bank required for the Customers to use Hello Danamon/IVR services and the Customer is the only one to authorize its usage.
18. **Account** is Customer's deposit (s) in the forms of Giro, Saving, Time Deposit and/or other similar forms, whether opened by the Customers at the Bank or to be opened later.
19. The Inactive Account/Dormant (hereinafter referred to as the "Inactive Account") means the Customer's savings in the form of a Giro or Saving Account that its transaction is not active, other than administrative fee and deposit interest, for 6 (six) consecutive months or for the period as specified by the Bank.
20. **Banking Transactions** are Financial and Non-Financial Transactions.
21. **Financial Transactions** are the forms of transactions causing the change of Account balance.

22. Non-Financial Transactions are the transactions that do not cause the changes of the Account balance.

23. Ultimate Beneficial Owner (UBO) is a party included into the ultimate controlling namely, individual or legal entity that is directly or indirectly the shareholder of the company and/or the overall structures of the business group controlling the company.

II. GENERAL TERMS AND CONDITIONS

A. GENERAL TERMS

1. The Account Opening by the Customer in the Bank, to the extent that it is not specifically regulated by the Bank and these General Terms and Conditions shall apply for the Account Opening Application by the Customers for the Account concerned.

2. With due observance with the provisions of the item 1 abovementioned, if the Customer has several Accounts at one or more Bank Branch Offices, then the account (s) is mutually agreed upon by both parties as one account, therefore the General Terms and Conditions bind all Customer's Accounts.

3. In the event that the Account shall be transferred/assigned/secured to a third party/other

party, it shall be made under approval in writing from the Bank.

4. The Customer Instructions to Banks may be made through Bank's branch offices, Hello Danamon, ATM, CDM and/or other services in accordance with the provisions prevailing in the Bank for each type of service.

The General Terms and Conditions concerning the use of each service (other than those set forth in these General Terms and Conditions) shall be made separately. The following are information websites that can be accessed:

- Danamon Hello Service: <https://www.danamon.co.id>
- Danamon Online Banking Service: <https://www.danamonline.com>

5. The Customer may not cancel/alter any instruction that has been given due to any reasons and the transaction binds the Customer at the time the instruction received and executed by the Bank.
6. In the event that the Bank receives more than one instructions that will affect the Account fund withdrawal, the Customer shall provide sufficient funds in its account. The fund unavailability may cause the Bank not to execute the instructions.

B. DEPOSITS, IN-HOUSE TRANSFER/TRANSFER AND WITHDRAWAL

1. The deposit to the Account may be made in cash or non cash, Bank Draft (Check and/or Bilyet Giro or in-house transfer). The non-cash deposit shall only be deemed effective if the funds have been received by the Bank and in accordance with the bookkeeping requirements as set forth in item II.C (Bookkeeping) of these General Terms and Conditions. The Deposit through Bank counters shall only be recognized where the transaction document has been validated (data printed receipt from the system) or authorized by the Bank officer in accordance with the provisions/procedures applicable to the Bank.
2. Fund Deposit or withdrawal and/or interest payments related to the Account in foreign currency/foreign Exchange shall be charged by exchange rate/administrative fee in accordance with the Tariff Terms at the time the transaction is recorded. If for any reasons the Bank cannot make a cash payment in accordance with the currency type from the Customer's Account, then Customer's transaction shall given the options of: (i) to make the payment by a transfer; or (ii) to convert the transactions into Rupiah in accordance with the

Tariff Terms at the time the transactions are made. The costs incurred in respect of such options (transfer fee/other fees and administrative costs) are approved to be borne by the Customer in accordance with the Tariff Terms applicable to the Bank.

3. In the case of non-cash deposit return, the Customers hereby agree and authorize the Bank to give the non-cash payment medium (along with the return evidence - if any) to the Depositor. The costs arising in connection with the return is agreed to be borne to the Customer's Account and the Bank is hereby authorized to debit the cost from the Account.
4. If the deposit transaction is performed in a different currency, the Customer hereby authorizes the Bank to convert thereof in accordance with the prevailing provisions/procedures in the Bank. The Customer also agrees that the implementation of transactions related to Foreign Exchange is subject to applicable regulations and the Customer is willing to comply with the requirements as stipulated by the Bank.
5. The Customer agrees and hereby authorizes the Bank to convert and credit the funds for incoming

transactions involving different currencies with the beneficiary Account in accordance with the applicable Tariff Terms, which can be seen in the communication media available in the Bank.

6. The Customer agrees and hereby authorizes the Bank to return the transfer if the document requirements of the foreign exchange transaction purchase on Rupiah and/or restrictions of Rupiah transaction have not been received within the specified time limit.
7. The Customer shall not withdraw funds from the Account exceeding the amount of credit balance resulting in an overdraft, without any credit facility approved by the Bank in writing and the required credit documentation has completed prior to the transaction.
8. The Bank shall serve transactions of withdrawal/payment/in-house transfer/transfer from the Customer's Account in accordance with the instruction/request from the Customer or its authorized proxy (based on valid power of attorney from the Customer) and with due observance of the provisions of the signature specimen that has been administered in the Bank under the following provisions:

a. Specifically Savings:

Cash withdrawal or in-house transfer or transfer instructions from Savings Account may be made by the Customer through bank's counter using transaction documents provided by Bank with due regard to the provisions of specimen signatures administered to the Bank. In addition, the transactions may also be made through ATMs or other services provided and approved by the Bank.

b. Specifically for Giro:

(i) The cash withdrawal or in-house transfer or transfer instructions from Rupiah Giro may be made by the Customer using and signing Checks, Bilyet Giro or other withdrawal/in-house transfer/transfer means provided by the Bank, through the ATM or other services provided and approved by the Bank following the provisions prevailing in the Bank and the provisions of the signature specimen that have been administered to the Bank.

(ii) Withdrawals of the Foreign Currency Account may be made in Rupiah currency

or bank notes using the transaction document in accordance with the applicable provisions of the Bank and the signature specimen provisions that has been administered to the Bank.

(iii) In the event the check book and/or giro bilyet is taken by the person authorized (including the receipt signing), the Customer has understood and is willing to assume the risks arising from the authorization.

(iv) The Customer is willing to comply with the provisions regulating the receipt signing and other provisions regulation the withdrawal of bank drafts, including the obligation to fill out the Check/Bilyet Giro or any other withdrawal /in-house transfer means as specified by the Bank completely and correctly in accordance with applicable regulations and administering/keeping well the books/blank Check/Bilyet Giro or other withdrawal means/in-house transfer. All risks and damages arising from the negligence of the Customer

and/or its proxy to fill in /keep the Check/Bilyet Giro or other withdrawal/in-house transfer means causing the Check/Bilyet Giro or other withdrawal/transfer is lost and/or misused by unauthorized persons/parties shall be fully the responsibility of the Customer. Unless one that is caused by Bank's negligence/mistake.

- (v) The requests for Blank Check/Bilyet Giro shall be made in writing by the Customer and the receipt return of the blank Check /Bilyet Giro shall be made upon receipt of the Blank Check/Bilyet Giro by the Customer or their proxy appointed in writing. The Customer hereby agrees that the Bank shall directly activate the blank bank's draft taken by the Customer or its proxy in accordance with the applicable procedure to the Bank. In addition, the request for blank check/bilyet giro can carried out through other services provided by the Bank, such as Hello Danamon.

(vi) The Customers shall provide sufficient funds to the Account at least at the nominal value of the outstanding Check/Bilyet Giro and the Customers shall not withdraw blank Check and/or Bilyet Giro for any reasons.

(vii) The Customer shall report compliance of the obligation to settle the blank Check and/or Bilyet Giro withdrawal within 7 (seven) Business Days after the date of the return.

(viii) If the Customers are listed in the National Black List (*Daftar Hitam Nasional/DHN*) of Bank Indonesia concerning the blank Check/Bilyet Giro withdrawal, the Bank reserves the right to cease the Check/Bilyet Giro uses and to report to Bank Indonesia for listing in DHN. In the event that the name of the Customer has been listed in the DHN and the Customer re-withdraws one or more blank check/Bilyet Giro of any nominal amount, the Bank reserves the right to re-list the Customer's name in DHN and extend the DHN sanction in

accordance with the provisions of BI. The sanction to cease the right to use Check/Bilyet Giro is also applied to the Customers whose identity has been listed in other DHN Bank. The provisions on the Account closure shall refer to item II.E (Temporary Cease of Transaction, Blocking and Closure of Account and/or Banking Service) of these General Terms and Conditions.

9. Bank draft (Check/Bilyet Giro) which are returned by the Bank that receive payment or in-house transaction from the Account holder and are not taken by the Customer for 6 (six) months from the date of the return or the agreed period, the Customer agrees and hereby authorizes Bank to destroy the returned bank draft.
10. Specifically for Customers in the form of business entities or legal entities, they may apply to the Bank to use of stamp/seal as the requirement of the withdrawal/in-house transfer/transfer/other written instructions related to the Customer's Account. The Customer agrees that the size, color of the stamp/stamp ink or the color of the signature ink

shall not be used as verification means by the Bank.

11. Not active Savings/Giro Accounts according to the Bank's provisions for a certain period shall be treated as the inactive/Dormant Account. The activation of the Passive Account shall be carried out in accordance with the procedures applicable to the Bank. Transfer Receipt of the Passive/Dormant Account Printing shall refer to item II.C.1.a.
12. The Customer hereby agrees that the Bank has the authorization not to perform the transaction or delay the execution of the transaction if the Customer's transaction is related to the prohibition/restriction/requirement that shall be fulfilled as specified in the prevailing laws and/or Bank's internal policies and shall be notified by the Bank to the Customer.

C. BOOKKEEPING

1. The Bookkeeping of Account shall be carried out by Bank under the following provisions:
 - a. Specifically for Savings and Giros:
 - (i) Any transactions, whether deposit or withdrawal of the Account resulting in a change in the balance/transfer, shall be

recorded in a media as determined by the Bank ("Transfer Receipt"). However, under the consideration that certain transactions can be performed without recording on the Transfer Receipt held by the Customer (such as: ATM transactions, CDM transactions, EDC transactions, Autodebit services), in the case of inconsistency of the balance/transfer between one recorded on the Transfer receipt held by Customer's balance/bookkeeping in the Bank, then the balance/transfer recorded on the bank's bookkeeping shall prevail and bind the Customers, unless proven otherwise.

(ii) The Transfer Receipt printing and transmitting shall be carried through the media according to the agreement with the Customer with due regard to the applicable provisions of the Bank.

(iii) In the event that the Transfer Receipt (in the form of a consolidated statement) sent to the Customer's address is returned to the Bank within 2 (two) months (or within a certain period determined by the Bank

and is notified to the Customer), since the issuance date by the Bank, the Bank shall hereby reserves the right and is authorized by the Customer to destroy the Transfer Receipt and shall not print the statement until the Customer notifies the Bank to reprint thereof.

- (iv) The Customers may submit the application of transaction transfer at the nearest branch according to the applicable provisions of the Bank.

b. Specifically for Deposits:

- (i) Upon the Deposit placement, the Bank shall issue a media in the forms of:
 - Deposit Advice issued on behalf of the Customer, or
 - Bilyet Time Deposit (*Bilyet Deposit*) issued on behalf of the Customer.
- (ii) If the Time Deposit is placed under automatic renewable condition, the Bank only issues a confirmation sheet for each renewal. The Customer may visit the Account Keeper's branch office to get the renewal confirmation note.

c. The Transfer Receipt (in the form of a statement) shall be issued jointly consisting of one or more Accounts in the same of the Customer. If the Customer does not want the Transfer Receipt to be issued jointly, the Customer may submit the application to all Bank's Branch Offices in accordance with the applicable provisions and procedures of the Bank.

2. The Bank reserves the right and hereby is authorized by the Customer to make corrections (according to the applicable procedures of the Bank in the event of any mistakes to administer the Customer's Account including Account opening, transaction bookkeeping, interest payment or Account closure/disbursement) and such matters shall be notified by the Bank to the Customer through information media commonly used for such purposes, such as, an announcement on the Bank's Branch office or other accessible media and with due regard to the provisions of applicable laws and regulations. Specifically, the correction due to the mistakes on administration/bookkeeping of the Customer's Account resulting in deduction/debiting the balance and at the time of correction is

carried, it is found that the balance is insufficient, the Bank reserves the right and hereby is authorized by the Customer to debit/disburse any other saving (s) of the Customer at the Bank and/or charge the insufficiency immediately and at the same time the deficit to the Customer.

3. The Customer shall keep the Transfer Receipt/Account Ownership Document properly so that it is not lost and/or misused by unauthorized parties. The Customers are responsible for the loss, misuse of the Transfer Receipt/proof of the account ownership that has been submitted by the Bank to the Customer/its proxy.

The procedures to be complied with by the Customer if the Transfer Receipt/proof of Account ownership is lost are as follows:

- a. Specifically for Savings:

If the Customer loses the Transfer Receipt (that is not a Statement), the Customer shall immediately notify the Bank (in this case the nearest Bank's Branch Office) and the Customer may submit the Replacement of the Transfer Receipt by following the applicable terms and procedures of the Bank. Any costs incurred on

the issuance of a replacement Transfer Receipt shall be fully the responsibility of the Customer.

b. Specifically for Time Deposit:

(i) If upon the Bilyet Giro is provided upon the Customer's Time Deposit placement, then the Customer shall keep the Bilyet Deposit properly. In the event that the Customer loses the Bilyet Time Deposit, the Customer shall immediately notify the Bank (in this case the nearest Bank's Branch Office) to freeze and replace the Bilyet Deposit in accordance with the applicable procedures of the Bank along with other documents required by the Bank. Any costs incurred on the issuance of the replacement Bilyet Deposits (if any) are fully the responsibility of the Customer.

(ii) If the Advice Term Deposit is provided upon the placement Customer's time Deposit then the Customer shall keep the form of deposit placement that has been validated by the Bank and if the Customer loses its Term Deposit Advice, it shall just notify the Bank.

4. The Client shall examine each notice submitted by the Bank in relation with the bookkeeping of the Client's Account. With due regard to the provisions of the item, II.C.2 abovementioned, the Customer hereby agrees that the contents the notification shall be deemed to have been approved by the Customer if within thirty (30) Business Days from the date of notification submission, the Bank does not accept any written objection from the Customer.

D. INTEREST AND DEPOSIT INSURANCE

1. The calculation and bookkeeping of interest/deposit services shall be carried out as follows:

a. Specifically for Savings/Giro:

The interest shall be calculated and recorded as follows:

(i) Interest is calculated on daily balance basis within 1 (one) month (with the minimum balance to earn the interest as stipulated by the Bank).

(ii) The amount of the interest rate of the Deposits/Giro is in accordance with the applicable tariff/conditions to the Bank that can be seen on the counter or electronic media of the Bank's counter.

(iii) The days of the interest day is calculated according to actual number of days in 1 (one) month divided by actual number of days in 1 (one) year.

(iv) Income Tax (PPh) of the Deposit/Giro shall be borne by the Customer and is subject to the provisions of applicable taxation laws.

b. Specifically for Deposit:

(i) The Deposit interest (either in Rupiah or foreign currency) is calculated based on:
(i) the number of placement days is divided by the number of actual days of the year; and (ii) the interest rate already agreed upon by the Bank, and shall be paid in accordance with the instructions at the time of the placement (after the deduction of the Income Tax according to applicable tax laws).

(ii) The Bank reserves the right to amend the interest and the amendment shall be notified to the Customer through Branch offices or electronic media of the Bank or any other agreed upon medium.

2. Deposit Insurance:

- a. The Customer acknowledges to have known that the Customer's deposit at the Bank shall apply the regulation on the Deposit Insurance Corporation (LPS) and the value of the insured deposit for each customer in 1 (one) bank is in accordance with the provisions of applicable laws and regulations.
- b. The Customer hereby acknowledges and declares to bear the risk of its deposit that shall be exempted from the insurance terms if:
 - (i) Customer's deposit data are not recorded in the Bank.
 - (ii) The Customer is categorized into the unfairly benefited customer (i.e., the interest provision on the deposits exceeds the reasonable interest rate as stipulated by the LPS for the relevant period), including to accept the risk of deposits as the unfair deposit if the Bank's business license is revoked.
 - (iii) It causes unhealthy bank's condition.

E. TEMPORARY SUSPENSION OF BLOCKING TRANSACTION AND CLOSURE OF ACCOUNT AND/OR BANKING SERVICES

1. The Customer hereby acknowledges and agrees that the Bank reserves the right and authorizes to refuse executing the Customer's instruction and/or temporarily suspends the Customer's transaction and/or temporarily blocks the Customer's Account and/or Services obtained from the Bank, caused by certain (matters), including but not limited to:
 - a. Bank considerations, such as:
 - (i) The hesitations to verify the Customers' identity/instruction; or
 - (ii) the Bank cannot verify the identity of the Customer; or
 - (iii) There is an inconsistency between the instructions given by the Customer to the Bank and/or there is a dispute between Customers; or
 - (iv) The Fund in the Client's Account is sufficient and/or the Account is inactive (blocked, Client's account is categorized into Passive Account etc); and
 - (v) The Account Used is inconsistent with the Customer profile and there are indications of the money laundering violation and/or terrorism financing.

- b. Requests from Competent Authorities or other banks as governed by applicable regulations.
- c. The obligation according to the applicable laws and regulations.
- d. Due to other causes occurring beyond the control of the Bank (including but not limited to the force majeure event) or in contrary with the stipulated provisions.

Specifically for the dispute/problems among the Customers and/or the instruction inconsistency, the Customer hereby agrees that the Bank shall execute the instruction after there is a clarification about the dispute/problems and receives an official clarification from the disputing parties proven by the deed of peace/other documents as required/acceptable by the Bank.

- 2. The Customer hereby acknowledges and agrees that the Bank reserves the right to block and/or close the Customer's Account and/or banking services if:
 - a. The Bank realizes or has sufficient reasons to suspect that there has been or there shall be fraud or banking crime involving the Customer's Account and/or banking services.
 - b. The Customer has provided incorrect/incomplete/doubtful data to the Bank.

- c. There is a request from the Police, Attorney, Court, Financial Transaction Report and Analysis Center (PPATK), Corruption Eradication Commission (KPK), Tax Office or other competent institutions in accordance with applicable laws and regulations.
3. The Customer hereby agrees and authorizes the Bank to debit the Account if it is found that the Customer's Account is indicated having relation with the fraud and/or crime in accordance with applicable provisions.
 4. Closure of Account may be carried out by Customer or its proxy (based on valid power of attorney from Customer) through bank's counter of Account Keeper or other Branch Office in accordance with prevailing product provisions.
 5. The Client shall notify in writing to Branch Office of the Account Keeper or Nearest Bank's Branch Office on the business day and working hours applicable to the Bank, if the Customer decides to close/cancel the use of the Danamon Debit Card/ATM for any reasons.
 6. If the Savings/Giro Account used for autodebit service (i.e. the payments of installments, telephone, electricity, etc.) shall be closed, then

prior to the closure of the Account, the Customer shall assign to other Account for autodebit service or all obligations to be settled (for loan), otherwise the autodebit service is ceased.

7. If the Customer closes the Account or due to certain matters the account is closed by the Bank, all Customer's unsettled transactions and liabilities shall be fulfilled by remain in accordance with the following Bank's requirements:

a. Specifically for Savings:

(i) If the Customer does not have the Danamon Debit/ATM Cards facilities, the Customer shall have the required Transfer Receipt.

(ii) If the Customer has the Danamon Debit/ATM Card facilities and only accesses the closed Account, the Customer shall bring the required Transfer Receipt as required by the Bank and return the Danamon Debit Card/ATM.

b. Specifically for Giro:

(i) The Customer shall return the remaining unused books/sheets of Check/Bilyet Giro or other withdrawal/transfer means to the Bank.

(ii) If there are still outstanding Check and/or Bilyet Giro, the Bank shall reserves the right and hereby authorizes by the Customer to open a Special Account to settle the outstanding payment obligations on Check and/or Bilyet Giro and the Customer shall provide sufficient fund to fulfill the payment obligations ("Special Account"). The closure of the Special Account shall be automatically approved by the Bank after all outstanding payment obligations of the Check/Bilyet Giro have been settled properly. The Customer will be notified in writing on the closure of the Special Account.

(iii) For the Customers receiving Check and/or Bilyet Giro, they shall submit duly stamped affidavit, containing statement such as concerning:

- All Customer's liabilities relating to the use of Check and/or Bilyet Giro that have been settled properly;
- There are not any Outstanding Customer's Check and/or Bilyet Giro in the community;

- The Customer is willing to extend its listing or re-listing its identity into DHN, if later, the Customer still withdraws the blank Check and/or Bilyet Giro that meets DHN criteria.

(iv) The Current Account will be closed by the Bank, if the Customer is already listed in DHN withdraws the blank Check and/or Bilyet Giro during the DHN sanction.

c. Specifically for Deposit:

(i) The Deposits disbursement shall be carried out in accordance with Customer's instruction using the media and applicable procedures to the Bank.

(ii) Deposits disbursement using Bilyet Deposits media shall be carried out by submitting original Bilyet Deposit.

Specifically for single maturity deposits, if the funds disbursement will be credited/transferred to the Customer's /other party's account in the Bank or other bank (according to the Customer's instruction at the beginning of Deposit placement), then at its maturity, the fund can be directly credited/transferred

without submitting the Bilyet Deposit. The Customer agrees and fully acknowledges that the Bilyet Deposit that is still under the Client's control, by law, becomes invalid and cannot be collected/refunded to the Bank. The receipt of bookkeeping/transfer to Customer's Account/other party according to the instruction shall be the disbursement receipt and valid funds receipt and binds the Customer and the beneficiary.

(iii) The deposit disbursement of the transferred funds to other bank can be carried out on the respective Business Day provided that the maturity date falls on the Business Day and the Bank's operational activities are under normal conditions. However, if the maturity date falls on a public holiday/as stipulated by Bank Indonesia/Government, the transfer concerned shall be carried by the Bank on the next Business Day.

(iv) Any costs incurred in relation to the disbursement of the Deposits and transfers

shall be deducted from the nominal value of the Deposit disbursement. The transfer shall be carried out by the Bank in accordance with the instruction data provided in writing from the Customer. Any matters relating to the execution of the transfer, shall be subject to the Bank's General Terms of Foreign/Domestic Transfers.

8. The Bank reserves the right to close the Customer's Account (including ATM Service, Danamon Debit Card/ATM, other services obtained by the Customer in connection with the Account) and at the same time incurs the closure of the Account and other fees applicable to the Bank:
 - a. If the balance of the **Customer's Savings/Giro has become zero for a certain period** according to the Bank's provisions.
 - b. If the Customer provides any data that is doubtful to the Bank.
 - c. If the use of the Account is not in accordance with the Customer's profile.
 - d. In accordance with the applicable laws and regulations, the Bank shall close the Customer's Account.

The notification shall be made upon the closure to the Customer through the usual means except for the saving closure of zero balance in a certain period approved by the Customer without prior notice.

9. If the Customer passes away or is in bankrupt or is dissolved or under the supervision of the party appointed by the competent authority, the Bank shall reserve the right to block the Account and shall only assign the right of the Account to the heirs or the rightful substitutes or the parties appointed pursuant to the applicable law and complying with the requirements as stipulated by the Bank.
10. The Customer hereby agrees to waive the Bank from all liabilities and claims arising in relation to the transfer of the heirs to the heirs or the rightful substitutes or parties appointed by the competent authority as stated in the item 9 abovementioned.

F. SPECIFICALLY FOR JOINT ACCOUNT

1. The joint account shall be opened in accordance with the policies or provisions applicable to the Bank and the instruction give to the Bank and

disbursement of funds from the joint account shall apply the following:

- a. The status of Joint account "OR": Provision of the instructions to the Bank or disbursement from the Account may be carried out by one of the Joint Account holders in accordance with the provisions of the specimen recorded in the Bank.
 - b. The Status of joint account "AND": all instructions on the Account or disbursement from the Account shall be carried out jointly by all holders of the joint Account in accordance with the specimen recorded in the Bank.
2. As the legal consequence arising in relation to the withdrawal of Check/Bilyet Giro by one or more Customers holding a joint Account shall be borne jointly and severally by all Customers holding a Joint Account without exception.

G. THIRD PARTY PRODUCTS

1. In the event that the Customer chooses a third party product in which the Bank acts only as a party to market the third party's product/service, the Customer hereby agrees that:
 - a. The Bank does not provide assurance/is responsible the investment made by the Customer, either the principal or its development result

(if the product/service provides protection or guarantee on the principal and development result);

- b. The Customer shall check the performance of each third party product as well as the performance of the product or service provider.
2. Any matters relating to third-party products are regulated by these General Terms and Conditions made separately from this Terms and Conditions.
 3. The information related to the third party products provided by the Bank to the Customer constitutes the information in the Bank system or received by the Bank from the information provider, and is the reference material and is not intended for trading purposes or for any other purpose.
 4. The Customer hereby agrees that the Bank is not an investment advisor for Customers and the Bank does not has any obligations to check or verify any information provided for the Customer. The Customer hereby also declares to warrant and waive the Bank from any risks arising from its inability or delay to deliver the information.

III. GENERAL TERMS AND CONDITIONS OF THE BANKING SERVICES

A. USE OF CARD (i.e.: Danamon Debit Card/ATM, Danamon Privilege Debit Card)

1. The Danamon Debit/ATM Card is specifically provided for: (i) the accounts in the name individual Customers, (ii) the accounts in the name of individual joint accounts with the statuses of 'OR' or 'AND'.
2. Specifically for Danamon Privilege Debit Card, the provisions of the status of 'OR' and 'AND' shall follow the applicable Danamon Privilege rules and can be seen when the Customer receives the Danamon Privilege Debit Card.
3. Specifically for joint account with status of 'OR', each Customer making the joint account reserves the right to apply for a Danamon Debit/ATM Cards while the joint account of the 'AND' status shall be provided with Danamon Debit /ATM cards that can only be used for balance inquiry function or functions determined by Bank and will be informed to the Customers.
4. The Card may only be used by the Customer itself and shall not be transferred/assigned in any forms and in any way to any other party. The Customer shall be responsible for any risks arising in the event of Card is transferred/assigned.

5. The Customer shall affix the signature behind the Debit Card in the provided column. Any risk of rejection or misuse arising from not affixing the signature of the Debit Card shall be the responsibility of the Customers, unless proven otherwise.
6. Use of the Card is in accordance with the type of Bank products and policies stated on the brochures or other media published/provided by the Bank, such as:
 - a. To carry out Financial or Non-Financial Transactions through Bank's counters/EDC/ATM/CDM or other places specified by the Bank by authorization process according to ATM PIN and/or signature.
 - b. For debit transactions conducted through Bank counters, the debit can be performed from all Accounts in 1 CIF. While through ATMs and EDC machines, the transaction will be debited from Accounts already registered on the Card.
 - c. The transactions carried out through other ATM networks having cooperation with the Bank or other places as specified by the Bank may only be carried out through the primary account.

- d. Carrying out debit transactions, which is the payment of transactions in merchants/merchant service user through EDC that the authorization is based on ATM PIN or signature.
 - e. Carrying out other transactions (s) that have been approved by the Bank and shall be notified to the Customer.
7. The transactions using the Card is allowed to the extent that the Client's Account connected to the Card is active and the balance is sufficient and can only be accessed to the account (s) in the Rupiah currency and/or a specific currency owned by the Customer and has been approved by the Bank.
 8. The nominal limit for transactions using the Card and the amount of cost is determined by the Bank and subject to change at any time upon the notification at Bank's Branch offices or the locations of the ATM/CDM or through other media provided by the Bank.
 9. Any transactions using the Card resulting in the change of the Account balance shall be recorded on the Customer's Transfer Receipt.
 10. The Customer shall keep the Card properly and keep the PIN confidentiality. If the Card is used by an unauthorized party (such as: due to the Card is

stolen/lost/forged or for any reasons), the Customer shall immediately notify by telephone or facsimile to the Bank (in this case the nearest Bank's Branch Office or Hello Danamon) for the process of blocking by the Bank. The Customer shall be responsible for any losses arising from negligence/delay to report to the Bank, unless it can be proven otherwise.

11. The Customer may apply for Card replacement and the administrative fees arising from the Card replacement shall be at the Customer's expense.

12. The Bank shall reserve the right to revoke/cancel/close the Card in accordance with the applicable provisions of the Bank upon the notification to the Customer in the event of the occurrence of any of the following reasons:

- a. The Customer is negligence/disobeys these General Terms and Conditions;
- b. The Customer passes away;
- c. The card has expired; or
- d. other reasons according to the applicable provisions of the Bank.

B. AUTOMATED TELLER MACHINE (ATM) AND CASH DEPOSIT MACHINE (CDM) SERVICES

1. The Customers may use ATM/CDM services using their own Danamon Debit Card/ATM and the Customer may carry out any Financial or Non-Financial Transactions at the ATM/CDM terminal in accordance with the type of transaction specified by the Bank.
2. The PINs used at the ATM terminal are the same as the PINs used in the CDM terminal according to the type of transaction.
3. The Customer may not cancel/alter any transactions that have been carried out through ATM or CDM for any reasons and the transaction automatically binds the Customer at the time of instruction is given through ATM or CDM.
4. Types of ATM Services are as stated in marketing media (i.e.: brochure).
5. The Types of CDM Services, include:
 - a. Cash Deposit through CDM:
 - (i) It uses money, denomination and currency specified by the Bank with the maximum amount as determined by the Bank as stated on the information stated on the CDM terminal.
 - (ii) It may be carried out to an Account connected to a Danamon Debit/ATM Card or

other Bank Customer Account not linked to Danamon Debit Card/ATM.

(iii) The conditions of acceptable money to the CDM terminal follow the standards set by the Bank as stated in the information contained in the CDM terminal. If there is a difference between the amounts paid in the CDM terminal with the amount recorded in the Bank system, a reasonable search will be carried out by the Bank before it is recognized that the amount of cash deposit recorded in the Bank system becomes evidence which is legally binding for the parties.

b. Balance inquiries

The Customer may check the last balance of the Account connected to its Danamon Debit Card/ATM.

C. ELECTRONIC BANKING STATEMENT

1. The Customer understands and agrees that upon the Submission of Electronic Banking Statement (especially Transfer receipt in the form of Statement), and then monthly report submission shall be made to the accounts in 1 CIF. Similarly, the delivery of product and service information is

provided by the Bank previously was done by post/courier.

The Customer agrees that if the monthly Account Statement fails to be transmitted to the Customer within 2 (two) months (or within a certain period specified by the Bank and shall be notified to the Customer), the Bank is authorized to temporarily suspend the Electronic Account Transmission until the Bank receives further instruction from the Customer.

2. The Customer declares that all data/information provided to the Bank on Electronic Banking Statement services (including but not limited to email address) is true and valid and becomes a valid basis for the Bank for providing Electronic Account and the Bank does not the obligation to examine, investigate the validity/correctness of the data of Customer's email address and/or to ensure accurate acceptance of the Electronic Banking Statement by the Customer. For Electronic Banking Statement service, the files are sent in the form of email attachment (PDF) and can be opened by using the password in accordance with the provisions applicable to the Bank.

3. If the Customer Account is the Dormant Account, the Customer shall activate the Account first before registering the Electronic Banking Statement service. For joint account (with the status of "AND" and "OR"), then the Customer having the right to register, cancel and update the Electronic Banking Statement is the Customer registered in the Bank system as the primary account.
4. The Customer warrants and waives the Bank from any liabilities, demands, lawsuits and claims, and from any parties, including from the Customer itself, in connection with the implementation of Electronic Banking Statement, including any delay to receive, not to receive email and/or the failure to deliver the email, such as caused by mistakes to provide email address data to Bank, the change of email address without giving notification to Bank, inaccessible Customer's email for certain reason (such as due to being blocked or other causes), due to Force Majeure as referred to in item IV .D of these General Terms and Conditions and/or other causes that are beyond the control of the Bank and in this regard the Bank has made reasonable remedial measures according to the prevalence in banking practice.

D. HELLO DANAMON SERVICES

1. The Customer hereby agrees that the provision of the Telephone PINs to the Customer and the activation thereof is carried out in accordance with the applicable provisions of the Bank.
2. Types of Hello Danamon services are adjusted to the types of Bank products and policies as stated on marketing media published/provided by the Bank.
3. The Customer Instruction transmitted by IVR media provided by Hello Danamon shall be verified according to the Bank provisions.
4. If the Customer does not want to use the Telephone PIN or Hello Danamon service, the Customer may apply for the closure of the Hello Danamon facility through the Bank's Branch in accordance with the procedure applicable of the Bank.
5. The Customer shall promptly confirm and report to the Bank in the case of suspicious action and realizing any misuse of Hello Danamon accessed by an unauthorized party.
6. If the Customer's Danamon Debit Card/ATM is inactivated according to the Bank's requirements (due to loss/damage/block/expiration), the Customer cannot use IVR service. The Customer may re-use the

service after the debit card is replaced and/or reactivated.

E. SERVICES USING ACCESS CODES

Specifically for banking services that its verification process requires then Access Code for carrying out transactions (such as ATM PIN, Phone PIN, Token), the Client shall pay attention to the following matters:

1. The Customer shall changes to the Access Code that has been provided by the Bank before performing the transaction for the first time and then the ATM/Phone PIN may be changed at any time. The new Access Code from the change has the function as a systemic verifying basis for the Bank on the Customer's transaction. And the Customer hereby waives the Bank against all risks arising in connection with the change and any consequences arising out of the Access Codes change.
2. If the Customer incorrectly enters the Access Codes thus causing the Danamon Debit Card/ATM systematically rejects or cannot be used for transactions, the replacement and/or reactivation shall only be carried by contacting the Bank officer at the nearest Bank's Branch office and

complying with the requirements as stipulated by the Bank.

3. If the Customer forgets the ATM PINs, the Customer shall replace the Danamon's Debit Card/ATM at the nearest Bank's Branch in accordance with the Bank's requirements. If the Customer forgets the Phone PIN, the Customer can make new Phone PIN through ATM terminal.
4. The Customer shall keep the confidentiality and security of the Access Code in order not to be misused by unauthorized parties, such as by:
 - a. Using the Access Codes carefully so that it is not unknown by others, and not to notify PIN to any parties including family or Bank officers.
 - b. Changing to the Access Code periodically.
 - c. Using uneasy Access Code to guess (such as: birth date or other identity).
 - d. Not recording the Access Code in a place that is easily known by others.
 - e. Not using the same Access Codes with other products/services that also using the Access **Codes.**

F. OTHER BANKING SERVICES

Other banking services that are not regulated in these General Terms and Conditions shall be governed separately and constitute an entity and an integral part of this Terms and Conditions.

G. Submission of Complaints on Banking Services

1. The Customer may submit a complaint on the transaction/banking service to the Bank (in this case the nearest Bank's Branch Office or Hello Danamon) orally or in writing.
2. In the event that the oral complaint verbal cannot be resolved by the Bank within 2 (two) Business Days, the Bank reserves the right to request the Customer to submit written complaint along with supporting documents required by the Bank.
3. The complaint will be resolved and the notification thereof will be delivered in writing to the Customer within a period of not later than 20 (twenty) Business Days from the Customer sent the report or complaint to the Bank and the acceptance of relevant documents requested by the Bank in connection with the settlement of the complaint.
4. In the event of certain conditions, the Bank reserves the right to extend the settlement period

of the complaint for the other 20 (twenty) Business Days, such as:

- a. The Bank Office receiving the complaint is not the same as the Bank Office where the problem was reported and there is communication obstruction between the two Bank Offices.
- b. The financial transactions reported by the Customer and/or Customer representatives require special examination of the Bank documents and/or transactions related to third parties.
- c. The occurrence of the Force Majeure as referred to in item IV.D of these General Terms and Conditions and/or other causes beyond the control of the Bank and in this case, the Bank has made reasonable remedial measures in accordance with the prevalence in banking practice.

In connection with the extension, the Bank shall notify the Customer in writing.

5. The Customer reserves the right to submit the dispute settlement through banking facilitation process or to alternative dispute settlement institution facilitated by the Financial Services Authority in accordance with applicable laws and regulations.

IV. SPECIAL PROVISIONS FOR ACCOUNTS AND BANKING SERVICES

A. STATEMENT AND AUTHORITY

1. The Bank shall have full authority to reject or accept applications for Account opening and/or Bank services submitted by the Customer or the prospective Customer. The Customer agrees that the data provided in connection with the application for the Account opening and/or the Service shall not be returned to the Customer.
2. The Customer hereby expressly agrees to the following:
 - a. Customer's participation in the Bank's products and/or services and/or related transactions of products/services is solely Customer initiative and there is not any coercion from any parties.
 - b. The Bank reserves the right to examine the validity of data provided by the Customer in the Account Opening Application/Application to Join Bank Service/similar application and reserves the right to request any additional data required by the Bank. The Customer warrants that any data, statement/information and signature on the Form (including Account and/or services

opened for Beneficial Owners) are true, complete and valid and bind each type of Customer's Account and/or the banking services.

- c. If there is any inconsistencies in the data, and/or statement/information provided by the Customer (including the identity and fund source from the Beneficial Owner), the Bank reserves the right and fully authorizes to refuse to execute the transaction instructed by the Customer or to reverse the executed transaction and/or close the Bank Account and/or services owned/selected by the Customer with the notification.
- d. The Customer shall promptly notify the Bank in writing supplemented by supporting documents required for any change of address, telephone number, TIN, signature and other matters in consistent/different from the data/information provided by the Customer to the Bank in connection with the Account/Customer service. For the data change purpose, the change may be carried out through Bank's Counter/Hello Danamon or any other media specified by the Bank after authorization according to ATM PIN or signature. Customer's failure to notify the change to the

Bank shall be fully responsibility of the Customer.

- e. The Customer shall be fully responsible for any legal sanctions that may arise in the future in the event of a Bank/Investigator/PPATK or competent authorities found that the data and/or statement/information provided by the Customer (including the identity and fund source of the Beneficial Owner) or the Customer's financial transaction is incorrect or suspected to be from/is the result of money laundering.
- f. The Customer shall submit, from time to time, the data consisting of the names and examples of signatures of the competent authorities to execute all necessary documents to access the data and administer the Account or provide instructions concerning the Account and services selected by the Customer (either for Financial Transactions or Non-Financial Transactions) that the transactions are carried out through Bank's branch offices, Hello Danamon, ATMs, CDM and/or other services, including power of attorney and other related documents in accordance with applicable provisions of the Bank.

- g. The Customer warrants that the party signing the documentations related to the account opening and the administration of the Customer's Account and/or service is the party authorized and/or the valid authority to sign, submit and execute Bank's transactions and/or services.
- h. The Bank has provided sufficient explanation on the characteristics of the Bank's products and/or services to be used and the Customer declares to have known and understood the consequences to use the Bank's products and/or services, including benefits, risks and costs incurred in connection with the Bank's products and/or services.
- 3.** The Customer hereby declares that the information and/or data provided in relation to the Account and/or Account Owner and Customer's banking services (including Beneficial Owner and/or Ultimate Beneficial Owner) to the law enforcement officer or other competent authorities shall be conducted in accordance with the applicable laws and regulations.
- 4.** The Customer hereby gives consent to the Bank to provide Customer's personal data in case it is required by the Police, Attorney, Court, PPATK,

KPK, Tax Office or other competent authorities in accordance with applicable laws and regulations.

5. If the Bank will provide and/or disclose Customer's personal data to other parties other than Bank and Bank's company Group, the Bank shall request prior written approval from Customer as referred to in Customer's Data Form or in a separate document.
6. The Customer hereby agrees that the validation of Danamon's Debit/ATM transactions shall be based on verification of the ATM PIN and/or the Customer's signature in accordance with the limits and product specifications as determined by the Bank. And the validation using verification process based on ATM PIN and/or signature abovementioned is recognized by Customer having the same legal power with written order instruction signed by the Customer and binds the Customer, unless proven otherwise.
7. The Customer hereby declares that it acknowledges and is fully aware of any risks arising from the transactions, whether carried by ATM/CDM, Merchant, or places as specified by the Bank and fully responsible for all transactions that have been carried out, including in the event of the misuses of the Account, Danamon Debit/ATM Card and/or banking services for the reasons whatsoever, unless

it can be proven that the damages suffered are due to Bank's mistake/negligence.

8. The Customer hereby warrants and waives the Bank from any liabilities/claim/lawsuit/demand for any damages (including from the Customer itself), in relation to:

a. cancellation/termination/closing of Danamon Debit/ATM Card in the event of the condition as referred to in the item III.A.12.

b. All instructions and transactions carried out either through electronic media or other media approved by the Bank.

c. The event of negligence, deliberate negligence, fraud committed by the Customer or other parties instructed by the Customer.

d. The conditions as referred to in the item of IV.A.6 and 7.

9. For Bank services related to electronic information and transactions, the Customer hereby agrees with the following:

a. The Bank shall reserve the right to take the Customer's picture, Customer's instruction transmitted through electronic media as well as the Bank's verification result with the Customer or its authorized representative in connection

with the Account and/or banking services received by the Customer from the Bank. And the proof of the record is approved as the valid and binding evidence, unless it may be proven otherwise.

b. The Bank reserves the right to use the existing infrastructure, workforce, systems/technology (whether the Bank's property or in cooperation with other parties) to carry out the transactions and to maintain the communications security, Customer data or transaction data.

10. The Customer hereby declares to be subject and bound to this Terms and Conditions, the terms and conditions related to the Bank Account and/or banking services, prevailing laws and regulations in the Republic of Indonesia, as well as other provisions stipulated by the regulatory agencies in connection with the Giro, Savings, Deposits, ATM/CDM, FATCA provisions and other provisions relating to banking services provided by the Bank to the Customer (including but not limited to transactions carried out through electronic media).

11. All the powers granted by the Customer under these Terms and General Conditions are provided under substitution rights and to the extent the

Customer's obligations to the Bank have not been fully fulfilled, the powers shall not be revoked or not expire for any reasons, including but not limited to on the causes as referred to in article 1813 (The termination of powers: with the revocation of the power from the proxy, upon its decease, its guardianship or the insolvency of the principal or proxy), 1814 (The Principal may withdraw its power whenever it desires, and if there is any reason for it, to force the proxy to return the power it holds) and 1816 (the Appointment of a new proxy, to carry on a similar affair, to cause the withdrawal of the first proxy, commencing from the date of the appointment, commencing from the notification of the later person concerning the appointment). The Civil Code and those powers constitute are the inseparable part of these General Terms and Conditions.

- 12.** The Customer hereby agrees that the Bank may assign/transfer the work to a third party (including the Bank's group company) to support the Bank's activities to provide products/services to the Customer, subject to the applicable laws and regulations.

B. CUSTOMER'S RESPONSIBILITY TO SETTLE THE OBLIGATION

1. If the Customer has any obligations to the Bank, whether one arising from the transaction not yet been settled by the Customer, either due to overdraft or obligations arising under Credit Agreement/Loan Recognition or other agreements made between the Customer and the Bank, then the Bank reserves the right and is hereby authorized by the Customer to block and/or debit and close and/or disburse the Account in the name of the Customer (either in the forms of: Current Account, Savings Account, Time Deposits) in the Bank, or to block and/or close any banking services provided for the Customer from the Bank, to be further accounted under the Customer's liability payable to the Bank. The power shall remain in force until all Customer's obligations to the Bank are settled.
2. Concerning the Customer's obligation and its amount payable and shall be paid by the Customer to the Bank as referred to in the item IV.B.1 abovementioned (whether due to: principal, interest, penalty or other Bank charges payment), they are stated on Bank's records/administration that constitute valid and binding proof for the Customer, and therefore the Customer hereby

warrants to fulfill/settle the obligation immediately and at the same time after receiving the first notification from the Bank.

C. COST (-S) AND ADMINISTRATIVE PENALTY

The Bank reserves the right and hereby is authorized by the Customer to debit the Customer Account to pay costs (administrative costs, stamp duty, costs in relation to the Customer's preferred facilities, telex cost, facsimile cost, fees and Account closing fee) and other charges apply to the Bank as well as fine/penalties (Customer's balance is below the minimum balance specified by the Bank or any other reasons under the Bank's terms). The Bank shall inform the costs charged for Bank's products/services and its change to the Customer through the media determined by the Bank prior to the date of the debiting of fees. The amount of the cost and debiting thereof shall be carried out in accordance with the Bank's provisions.

D. FORCE MAJEURE

The Customer agrees that the Bank hereby is waived from any liabilities for any claims or damages caused by an event or condition beyond the bank's control (Force Majeure), including but not limited

to sabotage, warfare, politics, the issuance of Government regulations/policies, act of Gods, riots, strikes, epidemics, fires, failures in applying the new technologies and inability to use the Bank's equipment and/or services due to disasters caused by the failure of Bank device/equipment or communications and the Bank has made reasonable correcting measures in accordance with the prevalence in banking practice.

E. APPLICABLE LAW AND JURISDICTION

1. The validity, interpretation and execution of these General Terms and Conditions shall be governed by and subject to the laws of the Republic of Indonesia.
2. Any matters related to these Terms and General Conditions and all the consequences, the Customer chooses the Registrar office of District Court over the Account Keeper Office and without prejudice the right of the party to file a claim/lawsuit in any other district courts in Indonesia in accordance with the applicable law provisions

F. MISCELLANEOUS

1. These General Terms and Conditions are an integral part of the Account Opening Application and/or

application of banking facilities/services for each product/service applicable to the Bank.

2. If there is any provision in these General Terms and Conditions which, due to the Government or Court stipulations is prohibited or unenforceable or becomes invalid or declared null and void by the law, it shall not affect the validity of the remaining provisions of these Terms and Conditions, and other provisions shall remain in effect and bind and is enforceable as regulated in these General Terms and Conditions.
3. In the event of any inconsistency between these General Terms and Conditions with the marketing media (including but not limited to brochures, product terms and conditions), the parties agree that the provisions of these Terms and General Conditions shall prevail.
4. In the event that documents relating to Accounts and/or Services are made in Indonesian and English, if there is any discrepancy between Indonesian and English versions, the Bank and Customer hereby agree that the Indonesian version shall prevail.
5. The Customer hereby agrees and acknowledges that the Bank has reserves the right to revise/amend/complement these Terms and Conditions

(hereinafter referred to as "Amendment"). For such purpose, the Bank shall notify the Customer within a reasonable period of time or as stipulated in the applicable laws and regulations through Bank's branch offices and/or through other communications media in accordance with the latest data recorded on the Bank.

6. In the event of any change in the benefit, risk, cost, general terms and conditions, the Customer shall reserve the right to file the objection in writing to the Bank within 30 (thirty) Business Days from the notification of the change by the Bank through the Bank's communication media. The Customer agrees that the Bank considers the Customer to agree with the changes in the event that the Customer does not file any objection abovementioned.

In the case that the Customer does not approve the changes, the Customer reserves the right to close the Account and/or the Service by settling all the Customer's outstanding liabilities to the Bank.

This Agreement has been in accordance with the provisions of the laws and regulations, including the provisions of the Financial Services Authority Regulations.[]