



Bank Shinhan Indonesia

User Manual

Foreign Currency Transfer (2019.05.09)

A. Foreign Currency Transfer

Now it easier to **Transfer Foreign Currencies** in Internet Banking and Mobile Banking
Enjoy our new features and feel the comfort with us

Features

- **Transfer between Shinhan Bank**

From	To
IDR	USD
USD	USD
USD	IDR

- **Transfer to Other Bank / Overseas**

From	To
IDR	USD
IDR	EUR
IDR	SGD
IDR	AUD
IDR	HKD
IDR	JPY
USD	USD

Service Hour

- Within Shinhan Bank is available for 24 hours
- To other bank is available from 08.30 – 14.30 GMT +7

Transaction Limit

- From IDR to other currency is USD 25.000 per month
- From USD to USD is USD 100.000 per transaction

Special Transaction Rate

- You will get a special discount for each transaction regardless of value of the transaction

Transfer Amount	To
USD 1 - USD 4.999	40%
USD 5.000 - USD 9.999	60%
USD 10.000 - USD 25.000	80%
Other Currency	40%

Admin Fee

- You will be charged a fee based on the transfer amount

Admin Fee		
Amount Transfer	From IDR account	From USD account
<= USD 10.000	Rp 150.000	Rp 250.000
USD 10.001 - USD 20.000	Rp 200.000	Rp 350.000
USD 20.001 - USD 25.000	Rp 250.000	Rp 450.000

Correspondent Bank Charges

- You also will be charged a correspondent bank fee based on currency transfer

Correspondent Bank Charges (Full Amount)						
	USD	SGD	HKD	AUD	EUR	JPY (*)
Charges	30	70	200	40	40	2,500 – 5,000

Correspondent Charge Type

- Select how transaction will pay, by sender or sharing with beneficiary

Correspondent Charges Type	
SHA	Charges will be shared between sender and beneficiary
OUR	Charge will be covered by sender

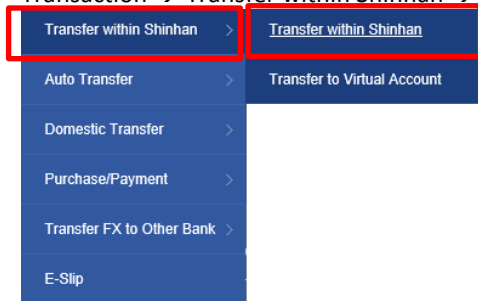
Transaction Receipt

- Customer will receive a helpful transaction receipt :
 - See transaction receipt at e-Slip menu at anytime
 - Or you can download and print e-Slip

B. How to do Foreign Currency Transfer within Shinhan Bank Indonesia.

1. Access Menu :

Transaction → Transfer within Shinhan → Transfer Within Shinhan



2. Input data for transfer within Shinhan

- Choose debit account
- Input Beneficiary Account and Amount, then Click “Next Step”

Transfer within Shinhan

- This menu is for fund transfer between Shinhan Bank Indonesia account.
- For transaction in foreign currency, Shinhan Bank Indonesia may ask you to provide additional document
- For more information, please contact nearest branch or Call Center(+62-1500-881).

1.Input information

2.Verify and process

3.Completed

Debit Information

* Debit Account	<div>700-000-708180(USD-Tabungan (USD)) 828-100-0269(IDR-Tabungan Shinhan) Available Balance IDR 253.244.508,00</div>
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Credit Information

* Beneficiary Account	<div>Select from List</div> <div>700-000-708180 : IPACNO_ACNO_NAME_C50</div> <div>Confirm</div>
* Beneficiary Name / Currency	<div>CUS-SNM-NM2910500784</div> <div>USD</div>
Notes	<div>TRANSFER WITHIN SHINHAN</div> <div></div> <div></div> <div></div>

Amount Information

* Transfer Amount	<div>USD</div> <div></div> <div>10</div>
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Next step

3. Confirmation screen

- Make sure the data is correct.
- Input the OTP code, then click “Next Step” to continue transaction

Transfer within Shinhan

- This menu is for fund transfer between Shinhan Bank Indonesia account.
- For transaction in foreign currency, Shinhan Bank Indonesia may ask you to provide additional document
- For more information, please contact nearest branch or Call Center(+62-1500-881).

1.Input information

2.Verify and process

3.Completed

Debit Information

Debit Account	821-120-1338 IDR
Transfer Amount	USD 10,00
Exchange Rate	13.220,00 (BUY)
Total Debit	IDR 132.200,00

Credit Information

Beneficiary Account	700-000-708180 USD
Beneficiary Name	CUS-SNM-NM2910500784
Notes	TRANSFER WITHIN SHINHAN

OTP token password

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OTP token password must be 6 digits and cannot contain special characters.

Previous step

Next step

4. Transaction Status

Transfer within Shinhan

- This menu is for fund transfer between Shinhan Bank Indonesia account.
- For transaction in foreign currency, Shinhan Bank Indonesia may ask you to provide additional document
- For more information, please contact nearest branch or Call Center(+62-1500-881).

1.Input information

2.Verify and process

3.Completed

The transaction has been completed.

Continue transaction

Account Transaction Details

- The transaction will provide E-slip. Please following this step to get the E-slip
Transaction→E-slip→ Trx Type : Transfer Within Shinhan → click Inquiry
Click on **“Certificate of transaction”** on your transaction to show the E-slip

E-Slip

- Inquire Domestic transfer result of the past one month.
- Gopay/E-Commerce result of the past six month.

Inquiry conditions

Trx. Type	Transfer within Shinhan
Account	821-120-1338((IDR-GIRO (IDR))
Select Range	23/04/2019 ~ 06/05/2019 Two Weeks
Arranged conditions	From recent transactions

Inquiry

06/05/2019 11:39:27

Inquiry Date	23/04/2019 ~ 06/05/2019	Total Count	10
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Trx. Date	Transaction time	Currency	Transaction Amount	Confirmation Slip
06/05/2019	09:36:25	IDR	132.200,00	Certificate of transaction
06/05/2019	08:44:27	IDR	112,00	Certificate of transaction
30/04/2019	13:39:24	IDR	25.454,00	Certificate of transaction

- Below the E-slip for your transaction

Shinhan Bank Indonesia

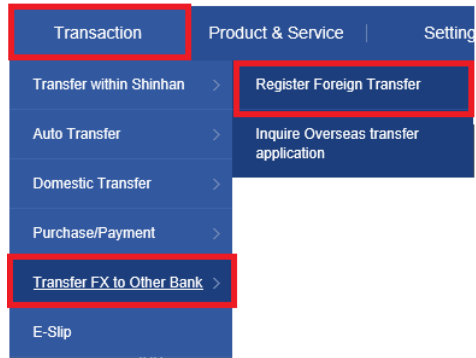
Transaction Receipt

Date	06/05/2019	Transaction Time	09:36:25
Sender/Applicant	CUS-SNM-NM2910500784	Beneficiary	CUS-SNM-NM2910500784
Debit account No.	821-120-1338 IDR	Beneficiary Account No.	700-000-708180 USD
Exchange Rate	IDR 13.220,00 (BUY)		
Exchange Amount	IDR 132.200,00		
Transfer Amount	USD 10,00		
Remark	TRANSFER WITHIN SHINHAN		

C. How to do Foreign Currency Transfer to Other Bank / Overseas

1. Access Menu :

Transaction → Transfer FX to Other Bank → Register Foreign Transfer



2. System will show Terms & Condition for Foreign Currency Transfer. Please check the agreement box to continue transaction.

HOME > Transaction > Transfer FX to Other Bank > Transfer Foreign Currency

Transfer Foreign Currency

- The account balance must be available until the transaction is processed by the bank officer.
- The supporting documents may be required by the Bank. (Please check in advance the required documents with the Bank staff)
- Please visit the nearest branch or contact our Call Center +62-1500881 for further instruction.

STEP1.

STEP2.

STEP3.

STEP4.

Terms & condition

- International transfer available from 08:30-14:30 WIB in working day. Other than that, service will disable
- IDR account can transfer to USD, EUR, SGD, HKD, AUD, JPY
- USD account can transfer to USD only
- Transfer to USD & EUR before 14:30 WIB will process at same day (Valuta Today)
- Transfer to SGD, HKD, AUD and JPY will process at next business day (Valuta Tom)
- If country of currency destination is holiday, transaction will process in next business day
- Transaction will use Internet Banking special rate
- Not allow foreign transfer more than equivalent USD 25.000 per month
- I declare my transaction not more than equivalent in USD 25.000 within this month

☐ I have checked the above user agreement and product manual and agree to their content.

I agree

3. Input Data Transaction

Please fill the mandatory data . Mandatory data is mark with (*).
After all of data already inputed. Click “Next Step”

Transfer Foreign Currency

- The account balance must be available until the transaction is processed by the bank officer.
- The supporting documents may be required by the Bank. (Please check in advance the required documents with the Bank staff)
- Please visit the nearest branch or contact our Call Center +62-1500881 for further instruction.

STEP1.

STEP2.

STEP3.

STEP4.

Debit information

Debit Account

108-000-3700(IDR-jams00oncnndnjshsbsbsbxbxbxbxc c c c c c)

Load recent transactions

Currency/Transfer Amount

USD

17,00

Fee Payer

OUR

Calculation

Admin

IDR

771.068,00

Correspondent

IDR

13.204,00

Fee

Commission IDR 50.000,00
Cable IDR 100.000,00
Correspondent USD 30,00

Name

B H PARDEDE

Remittance Purpose

Export

LLD Information

Sender Status

INDONESIA

Sender Category

INDIVIDUAL

Sender Identity

Sender is not identical with Beneficiary

Credit information

Beneficiary Account

Direct Input

999999

Bank Identifier Code (BIC)/Receiving bank

AWANIDJAXXX

View Bank Identifier Code(BIC)

PT BANK QNB INDONESIA TBK

INDONESIA

Beneficiary Name

RAKHMAN

Beneficiary Address

JL PASAR BARU
JAKARTA
0213333333

Notes

LLD Information

Beneficiary Status

INDONESIA

Beneficiary Category

INDIVIDUAL

Relationship

AFFILIATED

Previous step

Next step

FAQ

Related Services

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5. Transaction Status

Transfer Foreign Currency

- The account balance must be available until the transaction is processed by the bank officer.
- The supporting documents may be required by the Bank. (Please check in advance the required documents with the Bank staff)
- Please visit the nearest branch or contact our Call Center +62-1500881 for further instruction.

STEP1.
STEP2.
STEP3.
STEP4.

The transaction has been completed.

Service fee information

Fee Type	Currency	Additional Tax	Service fee amount

Management office information

Management point of debit from the account transfer process. If, however, check for the transaction, please contact the following branch.

Management office name	SHINHAN BANK INDONESIA KPO (OPERATIONAL HEAD OFFICE)
Management office address	International Financial Centre Tower 2 Lt Dasar, Jl. Jend Sudirman Kav 22-23 Jakarta Selatan 12920
Contact information	(021) 2975 1554, 2975 1545
FAX	(021) 2968 0346

Continue transaction
Inquire Overseas transfer application
Manage transfer template
Print Receipt

6. The transaction will provide E-slip. Please following this step to get the E-slip
Transaction→E-slip→ Trx Type : Transfer Foreign Currency → click Inquiry
Click on **“Transaction Seq”** on your transaction to show the E-slip

E-Slip

- Inquire Domestic transfer result of the past one month.
- Gopay/E-Commerce result of the past six month.

Inquiry conditions

Trx. Type
Transfer Foreign Currency

Select Range
25/03/2019 ~ 25/03/2019 Two Weeks

Inquiry


25/03/2019 13:13:49

Inquiry Date
25/03/2019 ~ 25/03/2019
Total Count
2

Transaction Seq	Beneficiary Account	Beneficiary Name	Currency	Transfer Amount	Status
2019032500337528	123	RAKHMAN	USD	25,00	Cancelled
2019032500337535	999999	RAKHMAN	USD	17,00	Processing

FAQ
Related Services

7. Below the detail of E-slip for Foreign Currency Transaction :



Shinhan Bank Indonesia

Trx Date(Time) : 25/03/2019 13:13:58

Overseas Transfer	
Ref. No	2019032500337535
Source of Fund	108-000-3700
Transfer Type	Transfer FX
Sender Name	B H PARDEDE
Beneficiary Name	RAKHMAN
Beneficiary Acct	999999
Beneficiary Bank	AWANIDJAXXX PT BANK QNB INDONESIA TBK
Beneficiary Address	JL PASAR BARU JAKARTA 021333333
Exchange Rate	IDR 13204.0000000
Exchange Amount	IDR 771.068,00
Transfer Amount	USD 17,00
Fee Payer	OUR
Fee	Commission IDR 50.000 Cable IDR 100.000.00 Correspondent USD 30.00
Notes	
Status	Processing *****
Disclaimer	[For USD & EUR transfer] We have received your instruction and will be process [For SGD, JPY, HKD, AUD transfer] We have received your instruction. Transaction made today will be executed on the next business day