



Information for Priority Banking and Priority Private Customers

As an effort to improve our banking service for Priority Banking and Priority Private Customers Standard Chartered Indonesia, email instruction facility is now available.

Before applying, please ensure your active email address has been registered in our banking system.

To apply for this facility, you may simply fill in, sign and send the registration form to the nearest branch. The registration form can be downloaded [here](#)

After receiving confirmation from us on the successful registration, you may perform email transaction through your registered email address.

Please find below email address of each branch:

Branch	Email Address
Satrio - Jakarta	SCB.Branchops -Jakarta@sc.com
Pondok Indah - Jakarta	SCB.Branchops-Pondokindah@sc.com
Kelapa Gading - Jakarta	SCB.Branchops-Kelapagading@sc.com
Kebon Jeruk - Jakarta	SCB.Branchops-Kebonjeruk@sc.com
Pantai Indah Kapuk - Jakarta	SCB.Branchops-PIK@sc.com
Medan	SCB.Branchops-Medan@sc.com
Bandung	SCB.Branchops-Bandung@sc.com
Semarang	SCB.Branchops-Semarang@sc.com
Surabaya Basuki Rahmat	SCB.Branchops-Surabaya@sc.com
Surabaya Darmo	SCB.Branchops-Darmo@sc.com
Makassar	SCB.Branchops-Makassar@sc.com

Following is the transaction type and condition of each transaction type that you may submit through email and the cut-off time received by The Bank for same day process:



No	Transaction Type	Condition	Cut off Time
Current Account and Savings Account			
1	Internal transfer between Standard Chartered Indonesia account	For FX purchase against IDR, original declaration letter must be submitted to the bank	14:00 WIB
2	External transfer	For FX purchase against IDR, original declaration letter must be submitted to the bank	11:00 WIB
3	Account closure	No remaining balance and no block on the account	14:00 WIB
4	Additional account opening	At least one existing account in the Bank is active (Relationship status is active)	14:00 WIB
5	Liabilities promo participation	Refer to the existing terms and conditions*	14:00 WIB
Fixed Deposit			
1	Fixed deposit creation	At least one existing account in the Bank is active (Relationship status is active)	14:00 WIB
2	Fixed Deposit amendment	Only for changing rollover instruction and tenor on the rollover date	11:00 WIB
3	Fixed deposit closure	No premature upliftment	14:00 WIB
Other Services			
1	Upgrade/ downgrade segment request	<ul style="list-style-type: none"> • Personal Banking upgrade to Priority Banking or • Priority Banking upgrade to Priority Private • Priority Banking downgrade to Personal Banking or • Priority Private downgrade to Priority Banking 	14:00 WIB
2	Bank's reference letter request	The reference letter will be sent to customer's registered mailing address in the Bank's system	14:00 WIB
3	Reprint consolidated statement request	The reprint consolidated statement will be sent to customer's registered email or mailing address in the Bank's system	14:00 WIB
4	Tax proof request	The tax proof will be sent to customer's registered mailing address in the Bank's system.	14:00 WIB
5	Maintenance kartu ATM		14:00 WIB
6	Customer Data Change	Data changes: email, mailing address, mobile number and residential phone number	14:00 WIB

**For more information, please contact your Relationship Manager.

Important notice

- We will only process your email instruction after we have successfully contacted you and you have confirmed the instruction (should the Bank required further confirmation as appropriate).
- Please use your email address registered in our Banking system to ensure the safety of your transaction.
- Please update your personal data. Immediately update us your email address and/ or contact number whenever there is any change or inactive.
- Do not share your password, PIN, OTP and/ or CVV credit card to anyone at any time.
- Standard Chartered never contact you to request your password, PIN, OTP and/or CVV credit card. The contact number +62 21 57 9999 88 is only used to receive customer calls and not to contact customers. Should there be anyone using Standard Chartered name to request for such data, please disregard and immediately contact our Customer Contact Centre.
- Standard Chartered is not responsible for any losses incurred from customer negligence in securing password, PIN, OTP and/or CVV credit card, and updating personal data.