Bank Resona Perdania

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Jakarta Selatan 12930, Indonesia

Jakarta, 23rd March 2020

To:
Our Valued Customers
PT Bank Resona Perdania

ANNOUNCEMENT
No. 013/PGM/BRP/PFD/III/2020

In order to support the Government's directions to work from home and provide safer environment both to Customers and Bank, **we strongly advice Customers to conduct banking transactions through internet banking that are operating normally** and we inform that there will be changes in service time, cut off time transactions through counters and faxes and availability of Sub Branch Office services as follows:

1. Service Time:

	Office Networking	Previous	Become
a.	Head Office and Branch Office	08.30 WIB-14.30 WIB	08.30 WIB-13.30 WIB
b.	Sub-Branch Office	09.30 WIB-14.30 WIB	09.30 WIB-13.30 WIB

2. Cut off transaction time at Head Office and Branch Offices:

	Transactions	Previous	Become
a.	Clearing	12.00 WIB	11.00 WIB
b.	Transfers (all currencies)	12.00 WIB	11.00 WIB
c.	Internal transfers, deposits and cash transactions	14.30 WIB	13.30 WIB
d.	Tax	15.00 WIB	13.30 WIB
e.	*Foreign Exchange* (FX) transaction	14.30 WIB	13.30 WIB

3. Cut off time transactions at Sub-Branch Offices:

	Transactions	Previous	Become
a.	Clearing	10.30 WIB	Unchanged
b.	Transfers (all currencies)	11.30 WIB	11.00 WIB
c.	Internal transfers, deposits and cash transactions	14.30 WIB	13.30 WIB
d.	Tax	15.00 WIB	13.30 WIB
e.	*Foreign Exchange* (FX) transaction	14.30 WIB	13.30 WIB

4. Suryacipta and Deltamas Sub Branch Offices are closed temporarily.
   The service will be transferred to the nearest sub branch offices, namely Karawang and Cikarang Sub Branch Offices.

All transactions received after the cut-off time mentioned above will be processed on the next working day and especially for transfer transaction, the maximum transactions received per day will be limited to 20 (twenty) applications per Customer, including transactions that will be processed on the following business day.

Changes to the above 4 (four) services schedule take effect from March 24, 2020 until the changes will be informed later.

We are sorry for the inconvenience. Thank you for your attention.

Best Regards,
PT Bank Resona Perdania

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