

## Overview of Product and/or Service (General)

Publisher Name : PT Bank Mestika Dharma, Tbk (Bank Mestika)	Product Type : Savings Account
Product Name : Tabungan Mestika Dolar (USD/SGD)	Product Description : Savings account with foreign currency (USD/SGD).
Currency : USD / SGD	

### Account's Main Features

Minimum Balance : USD \$10 / SGD \$10	Guarantee Interest Rate** : 2.00%
Savings Interest Rate* : ≤ \$ 2.000,- : 0% > \$ 2.000,- : 0.20%	<p><i>*Effective on the date this document is issued</i></p> <p><i>**The guarantee interest rate of the Indonesia Deposit Insurance Corporation (IDIC) (Lembaga Penjamin Simpanan "LPS") that is effective on the date this document is issued</i></p>

### Fees

Monthly Administrative Fee : \$1 (USD/SGD)	Account Closure Fee : \$10 (USD/SGD)
Stamp Fee : Rp10.000,- per page	Inactive account administrative fee : Rp0,-
Transfer Fee : Rp35.000,-	Dormant account administrative fee : Rp0,-
Transfer fee (Full Amount) : USD : \$25 SGD : \$25	Savings Book Replacement Fee : Rp0,-

### Benefits

1. Free to choose the savings account currency (USD/SGD).
2. Tiered interest rates, where the higher the balance, the larger the interest earned, calculated based on daily balances.
3. Can conduct Banking transactions at all Bank Mestika offices\* (cash withdrawals and cash deposits in Rupiah conversion).

### Risks

1. In the event of loss of the Savings Book:
  - The Account Holder must close the account at the branch where the account was originally opened.
  - The Account Holder must sign a statement declaring the loss of the savings book, stamped accordingly.
  - The Account Holder may open a new savings account (if necessary).
2. The account balance will be reduced if the interest earned is insufficient to cover
3. An account that has no activity, such as balance checks, deposits, or withdrawals, for more than 360 consecutive days will have its status changed to inactive on the
4. An account that has no activity, such as balance checks, deposits, or withdrawals, for more than 1800 consecutive days will have its status changed to dormant on the 1801st day.
5. An account with a zero balance for 30 consecutive calendar days will be automatically closed by the Bank Mestika system.
6. The deposits of the Account Holder are not guaranteed by the Indonesia Deposit Insurance Corporation (IDIC) (Lembaga Penjamin Simpanan "LPS") if:
  - The nominal balance of the Account Holder's deposits exceeds Rp 2 billion in a Bank.
  - The interest rate on the Account Holder's savings exceeds the IDIC guarantee interest rate. The savings interest rate takes into account any form of money provided by the Bank received by the Account Holder.
7. The misuse of the passbook is the responsibility of the Account Holder.

### Terms and Procedures

#### Terms and conditions:

1. Account Holders are individuals.
2. Submit the original identity of document (for photocopying purpose), including:
  - For Indonesian citizens (Warga Negara Indonesia "WNI"), the Electronic ID Card (E-KTP)
  - For foreign citizens (Warga Negara Asing "WNA"), the ID Card (Kartu Tanda Penduduk "KTP")/Permanent Stay Permit Card (Kartu Izin Tinggal Tetap "KITAP")/Temporary Stay Permit Card (Kartu Izin Tinggal Terbatas "KITAS") and a valid passport.
3. Minors (under guardianship) are required to open a joint account (QQ) with their parents and/or, for students who do not yet have personal identification (for photocopying), must provide:
  - Birth Certificate
  - Family Card
  - Parent's E-KTP.
4. Submit the Taxpayer Identification Number (NPWP) for photocopying. If you do not yet have an NPWP and have not completed the data matching process, you are required to sign a declaration letter with sufficient stamp duty.
5. Fill out the Account Opening Form and Individual Customer Information Form.
6. Deposits and withdrawals can only be made using Indonesian rupiah.
7. The minimum initial deposit (USD/SGD) is \$100
8. The maximum withdrawal amount is equivalent to:
  - SGD 1,000 per day / SGD 10,000 per month.
  - USD 1,000 per day / USD 7,500 per month.

#### Complaints in the Use of Bank Products:

Every complaint regarding the use of Bank products submitted by customers can be made through several methods: in-person, telephone, printed letter, electronic letter, and the Financial Services Authority (Otoritas Jasa Keuangan "OJK") consumer service, excluding complaints made through mass media reporting. Customers have the right to advocacy, protection, and efforts in handling complaints and dispute resolution in accordance with the provisions of the laws and regulations. Customers submit complaints using the Customer Complaint Form, which consists of at least:

- Customer Name
- Account Number
- Description of the complaint
- Name and signature of the officer handling customer service and complaint resolution.

Customers may contact MestikaCall 14083, email [customer.care@Bankmestika.co.id](mailto:customer.care@Bankmestika.co.id), or go to the nearest Bank Mestika branch for information, to submit requests, and/or to file complaints. If a complaint is submitted in writing, the customer must include supporting evidence for the complaint if required by Bank Mestika.

In the event that there is no agreement on the handling of the complaint between the customer and the Bank, the customer can:

- a. Submit the complaint to the financial sector authority for handling complaints within their respective authorities; or
- b. File a dispute to an institution or body designated for dispute resolution approved by the financial sector authority or to the court.

## Simulation

Savings Product Simulation.

Example: If the end-of-day balance for the Account Holder is as stated in the table, then the interest received by the Account Holder according to tiering (excluding tax) on that day is:

Balance	Interest Rate	Interest Amount
\$ 1,000.00	0.00%	\$ -
\$ 2,000.00	0.00%	\$ -
\$ 3,000.00	0.20%	\$ 0.02

## Additional Information

1. Account opening and closing must be carried out in person through direct face-to-face interaction with the Bank's Customer Service officer.
2. Account closure must be carried out at the branch where the account was originally opened.
3. Transactions can be carried out at any time in accordance with the Bank's operating service hours.
4. The original passbook and E-KTP must be presented when making a withdrawal.
5. Withdrawals made by someone other than the Account Holder must be accompanied by a duly stamped power of attorney.
6. Interest is calculated at the end of each month and credited to the savings account at the beginning of the following month.
7. Changes in the savings interest rate will affect the amount of interest received.
8. Income tax on interest will be charged in accordance with applicable government regulations
9. The Account Holder will earn interest based on a minimum daily balance of \$2.000,-.
10. Transactions that are not recorded in the passbook for 3 (three) consecutive months will be combined into 1 (one) cumulative debit and credit transaction
11. Instructions to the Bank or withdrawals from a joint account:
  - An 'OR' account may be operated by any one of the joint Account Holders.
  - An 'AND' account must be operated jointly by all joint Account Holders.
  - A 'QQ' account must be operated by the guardian or legal custodian.
12. If there is a discrepancy between the passbook balance and the Bank's records, the balance recorded in the Bank's books shall prevail.
13. The classification of account status, referring to POJK Number 24 of 2025 concerning Account Management at Commercial Banks, consists of three categories, namely active accounts, inactive accounts, and dormant accounts.
14. If the Account Holder passes away, the closing of the savings account by the heirs must comply with applicable laws and regulations.
15. The Bank is required to inform any changes to the benefits, fees, risks, terms and conditions of this Product and Service through written notice or other methods in accordance with the applicable terms and conditions. Such notification will be provided 30 (thirty) business days prior to the effective date of the changes.
16. Clear, accurate, correct, easily accessible, and non-misleading product and/or service information, including fees, benefits, and risks, can be accessed via [www.Bankmestika.co.id](http://www.Bankmestika.co.id) or by contacting MestikaCall 14083.

## Disclaimer (important to read)

1. The Bank will reject an account opening application if it does not meet the applicable requirements and regulations
2. The Account Holder must listen to the explanation and carefully read this Product and/or Service Information Summary before agreeing to open an account, and has the right to ask Bank staff about any matters related to this Product and/or Service Information Summary.



PT Bank Mestika Dharma, Tbk. is licensed and supervised by the Financial Services Authority (Otoritas Jasa Keuangan "OJK"), Bank Indonesia, and is a participant of the Indonesia Deposit Insurance Corporation (Lembaga Penjaminan Simpanan "LPS").

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