

HSBC Indonesia Launches New Digital Enhancements for Corporate Customers Addressing the rising need of technology for businesses and corporations' finances

Jakarta, 8 September 2020 – PT Bank HSBC Indonesia (HSBC Indonesia) introduces its newest digital services enhancement for corporate customers' cash management, especially in managing receivables complexity, namely DART (Digital Account Receivables Tools), Receivables Management System (RMS) and Omni Collect. These systems are aimed to help clients to shift manual work to electronic.

According to the data from Bank Indonesia, digital banking transaction volume rose 37.5 percent (year-on-year) in April 2020, while e-money transactions during the implementation of social restrictions (PSBB) jumped by 64.5 percent.

This is reflected in HSBC's latest Study *Navigator: Building Back Better* that shows that almost two-thirds (64%) of businesses in Indonesia strongly agree that times of adversity showcase how businesses can leverage technology to enhance or improve how they work. This is a considerably higher proportion compared to all markets (44%)

Head of Global Liquidity and Cash Management (GLCM) at PT Bank HSBC Indonesia Herani Hermawan said: "The jump in digital banking use indicates the rising need for Corporate clients to leverage on technology. The pandemic has forced those who were more conservative with their digital adoption to be more open to adapting to new operational models." For example, Herani added, it is important for corporate customers to simplify and ease account receivables process.

Subsequently, GLCM team of HSBC Indonesia introduces a series of improvements to the digital system for corporate customers which also include several other additional conveniences such as Liquidity Management Dashboard (LMD) accessible through internet banking, and the availability of soft tokens to access HSBC*net* on mobile applications. This way, corporate customers may enjoy the convenience of accessing internet banking anytime, anywhere to manage company's finances.

Several customers have enjoyed these services, including Amanda R. Wedhayanti AP & Treasury manager of PT Reckitt Benckiser Indonesia, saying, "Reckitt Benckiser Indonesia is always seeking technology solutions as an enabler to streamline the process. Given the long-established relation with HSBC Indonesia, we are confident about the new solution from HSBC-DART. It really helps us in terms of data management. We receive a comprehensive report within a short time. In terms of internal aspect, the process has now been very efficient. This has really helped us much in terms of effectiveness and efficiency."

"This only shows that we are growing based on our intent in providing needs-based customer service. We continue to invest in digitising and simplifying our processes, as well as banking for

our customers especially during these challenging times when technology and digitisation is more important than ever,” said Herani.

With these new digital enhancements, in addition to better experience in terms of process automation for the clients, HSBC also helps with their business growth, reduce operating costs, accelerate cash flow management and reduce manual error factors.

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About PT Bank HSBC Indonesia

HSBC has operated in Indonesia since 1884 and now the Bank serves its customer throughout Indonesia. Today PT Bank HSBC Indonesia is a member of HSBC Group, offering services in Commercial Banking and Global Banking for Corporate and Institutional Banking, Global Markets for treasury capital Markets as well as Wealth and Personal Banking.

 HSBC Indonesia  @HSBC_ID

Kontak media:

Alina Sukmayani Pranoto

021 3040 5389

alinasukmayanipranoto@hsbc.co.id