

FAQ UNIONPAY MAGSTRIPE CLEANSING PROJECT

When will my UnionPay Magstripe debit card closed?	<ul style="list-style-type: none"> <li>- Card closure and replacement for cards that are linked to dormant account will effectively start after 30 working days which is 15 July 2021, after Bank has sent the first notice to customer through SMS Broadcast, or announcement through branch and website.</li> <li>- Card closure for cards that are linked to active account will be closed on 15 November 2021.</li> </ul>
If I did not replace my card after the said date, what will happened to my card?	Your card will be automatically closed.
Will my account be closed too?	Only UnionPay Magstripe Debit Card will be closed, the account linked to the card will not be closed.
What type is the replacement card for my UnionPay card?	The replacement card for UnionPay Magstripe debit card is UnionPay NSICCS (UnionPay debit card which is enhanced with standardized national chip)
What is the procedure to do card replacement?	Customer can visit the nearest operational branch to do card replacement for now.
Is there any fee for the card replacement?	No, there is not.
If my UnionPay Magstripe card is closed, will I still be able to do transactions other than Indonesia?	If You choose to close without replacing Your UnionPay Card, You will not be able to do transaction in country other than Indonesia through UnionPay or BOC Network.
What is the benefit I will get for replacing card to UnionPay NSICCS?	<ol style="list-style-type: none"> <li>1. More secure and convenient transaction (anti-skimming) utilizing card equipped with national and UnionPay standardized Chip + PIN.</li> <li>2. You will get interesting giveaway (cooling towel/adaptor/umbrella,etc) for replacing the card at the nearest branch (while stocks lasts)</li> </ol>
I don't want this UnionPay NSICCS debit card, can I replace to other card?	The default replacement card for UnionPay Magstripe is UnionPay NSICCS debit card, if customer want other type of card (non dual currency) customer could visit the nearest operational branch to replace to NPG debit card.

<p>If I replace to other type of card (NPG), will there be any fee charged toward me?</p>	<p>Customer will not be charged any fee.</p>
<p>How much is the card limit for UnionPay NSICCS?</p>	<p>Single transaction and daily limitation as below:</p> <ul style="list-style-type: none"> <li>- Cash Withdrawal : IDR 15.000.000 / e.q CNY 7.500</li> <li>- POS : IDR 50.000.000 / e.q CNY 50.000</li> <li>- Transfer : IDR 50.000.000</li> </ul> <p>If utilizing shared limit with other card, customer can decide the limit for each card at the customer service.</p>
<p>How much is the transaction fee for UnionPay NSICCS debit card?</p>	<ol style="list-style-type: none"> <li>1. For cash withdrawal transaction through ATM Bersama or Prima network, free 10 times per month for the regular card, and free 20 times per month for VIP card. If exceed the free times above, will be charged IDR 5.000 per transaction.</li> <li>2. Transfer through ATM ( ATM Bersama or Prima Network ) will be charged IDR 6.500. Free 5 times per month for VIP card.</li> <li>3. Free monthly fee (with additional apply for internet banking)</li> </ol>