

No	Category	Question	Answer
1	Product	What is Saku by Superbank ?	Saku by Superbank (Saku) is an additional savings account that can be used for saving and transferring funds within Superbank to help you allocate money according to your needs. You can personalize your Saku however you like and get attractive interest rates. You can also create up to 30 Saku accounts for different allocation needs.
2	Product	How do I create Saku by Superbank?	To create or add a new Saku, you can do this through the Home page by following these steps: 1. Tap the "Aset" menu or the "Saku" icon on the application's home page 2. In the "Aset" menu, tap "Tambah Aset" then select Saku by Superbank 3. You can choose Buat Saku Sendiri or select from available templates 4. If you choose Buat Saku Sendiri, enter the Saku name according to your needs. To help manage your finances, you can set a Target Nabung or use the Auto Isi feature (optional). Next, tap "Buat Sekarang" 5. If you select an available Template, the Saku icon, name, Target Nabung, and/or Auto Isi will be filled automatically. You can also change the Target Nabung and Auto Isi available in the template by tapping Edit in the Target Nabung or Auto Isi section. Next, tap "Buat Sekarang" 6. Saku is successfully created, you can add a balance by transferring funds from the Main Account to the Saku you have created
3	Product	How do I transfer money from the Main Account to Saku and vice versa?	You can transfer money from your Main Account to Saku by: 1. Go to the "Aset" menu, then select the Saku you want to add funds to from your the Main Account balance 2. Tap 'Tambah Uang' 3. Enter the amount and tap 'Lanjut' 4. The funds will be transferred from your Main Account to Saku You can also transfer money from Saku to the Main Account by: 1. Go to the "Aset" menu, then select the Saku you want to transfer from to the Main Account 2. Tap "Pindah Uang"

			3. Enter the amount and tap 'Lanjut' 4. The funds will be transferred to your Main Account you can also transfer funds from Saku to another account by: 1. Go to the Saku detail page and tap "Transfer". 2. Select the destination Bank 3. Enter the account number 4. Enter the transfer amount 5. Confirm the amount and destination account 6. Enter your PIN 7. The transfer is successful
4	Product	How can I filter my transactions in the Main Account or Saku?	You can customize your transaction history in the Main Account or Saku based on a specific time period. Open the Main Account or Saku page, then tap the filter button in the transaction history section. You can select filters to view transaction history for the last 7 days, the last 30 days, or set your custom time range. Make sure the selected time range does not exceed 30 days, with transaction history available up to 1 year back. If you want to change or remove the filter, tap the Filter icon again, then adjust the desired period or select the Reset button.
5	Product	How can I personalize my Saku?	You can change the name and icon of your Saku by: 1. In the "Aset" menu, select the Saku you want to update. 2. To change the Saku name, tap "Nama Saku", then enter your preferred name. 3. To change the Saku icon, tap the "pencil" icon, then select your preferred icon. 4. Tap "Simpan" to confirm the changes to your Saku name and icon.
6	Product	How can I close or remove my Saku?	You can close your Saku from the Saku detail page by following these steps: 1. Go to the 'Aset' page > select the Saku you want to close > tap the settings icon at the top right corner 2. Select "Hapus Saku"

			3. Tap "Ya, Hapus" on the confirmation page 4. Your saku will be closed and will be automatically removed from the Aset page. For your information, the closure of Saku will be processed instantly. However, if you request a closure during the following time periods: • 23.55 WIB - 04.55 WIB • 06.55 WIB - 11.15 WIB The Saku closure will be completed within a maximum of 5 hours, but it may be processed sooner. Note: • You will not receive the accumulated interest for the current month if the Saku is closed before the interest payment date (the 28th of each month). • When your Saku is closed, the remaining balance will be automatically transferred to your Main Account. • You cannot close your Saku if there are any pending transactions. Make sure all transactions are completed before closing your Saku.
7	Auto Isi	What is the Auto Isi feature in Saku?	Auto Isi in Saku is an auto-debit feature from your Main Account based on the frequency, date, and amount you have set. It helps you save or manage your budget more consistently. You can set the Auto Isi amount based on the following limits: - Minimum amount: IDR 1,000 - Maximum amount: IDR 100,000,000,000
8	Auto Isi	How do I activate the Auto Isi feature in Saku?	You can activate the Auto Isi feature in Saku by following these steps: 1. When you are on the Saku creation page (customize it yourself or choose one of our Saku template), tap the "Aktifin" button in the Auto Isi section to activate the feature. On this page, you can set: - Top-up frequency - Top-up date - Top-up amount 2. After setting Auto Isi, tap the "Simpan" button.

9	Auto Isi	What account can be used as the source of funds for Auto Isi?	Currently, the source of funds for Auto Isi is only your Main Account. If your Main Account balance is insufficient when the Auto Isi schedule runs, the Auto Isi will fail and will run again at the next scheduled time.
10	Auto Isi	Can I add funds to my Saku outside of the Auto Isi schedule?	Yes, you can also add funds to your Saku manually at any time outside of the Auto Isi schedule.
11	Target Nabung	What is the Target Nabung feature in Saku?	Target Nabung is a feature that allows you to set your savings goal by defining a target amount and the date you plan to achieve it. You can set the Target Nabung amount based on the following limits: - Minimum amount: IDR 100,000 - Maximum amount: IDR 100,000,000,000
12	Target Nabung	How do I activate the Target Nabung feature?	You can set Target Nabung by: 1. Select the option to create your own Saku. Once you are on the Saku creation page, tap the "Aktifin" button in the Target Nabung section to activate the feature. 2. On this page, you can set: - Target amount - Target date 3. After setting your Target Nabung, tap the "Simpan" button.
13	Target Nabung	Can I monitor my Target Nabung progress?	You can monitor your Target Nabung progress percentage on the Saku detail page. The progress icon will automatically update based on your savings progress. - Progress 0- 25% - Progress 26- 50% - Progress 51-75% - Progress 76-99%
14	Target Nabung	What happens when my Target Nabung is achieved?	If your Target Nabung reaches 100%, the progress icon will change and Target Nabung will become inactive. When you have achieved your Target Nabung, you can go to Edit Target, to update or deactivate your Target Nabung.

			After your Target Nabung is achieved, the funds will remain in your Saku account. You can transfer the funds to your Main Account or other Saku accounts, or close the Saku you no longer need.
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