### WITHDRAW BULLION FROM STORAGE

If you encounter any problems while following this procedure, please contact us for assistance at <a href="mailto:support@silverbullion.com.sg">support@silverbullion.com.sg</a> or call us at <a href="mailto:+65.6100-3040">+65.6100-3040</a>, <a href="#mailto:+1.648">+1.648</a>) <a href="mailto:285-5466">285-5466</a> (US callers), <a href="mailto:+44.114.697">+44.114.697</a> <a href="mailto:7458">7458</a> (UK callers), <a href="mailto:+31.970">+31.970</a> <a href="mailto:102.57458">102.57458</a> (EU callers), <a href="mailto:+61.480">+61.480</a> <a href="mailto:097">097</a> <a href="mailto:485">458</a> <a href="mailto:480">(AU callers)</a>).

#### WITHDRAWING PARCELS FROM S.T.A.R. STORAGE

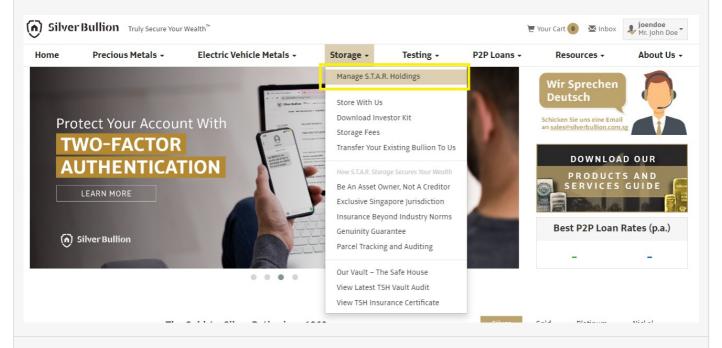
#### THE STEPS:

### Step 1

Visit our website at <a href="https://www.silverBullion.com.sg">www.silverBullion.com.sg</a> and Log-In with your Silver Bullion Account.

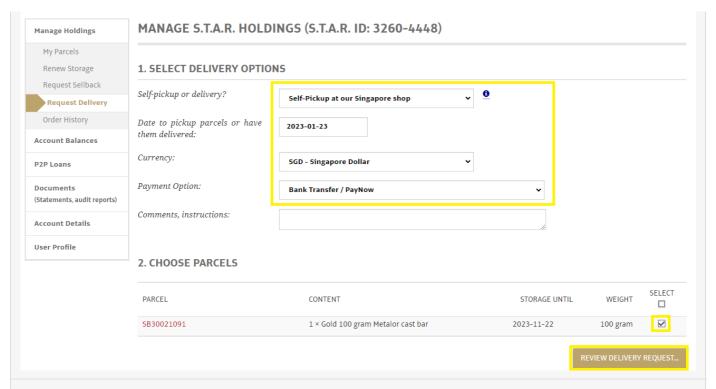
## Step 2

Click on the STORAGE > MANAGE S.T.A.R. HOLDINGS tab to view your parcel list.



## Step 3

Click on **REQUEST DELIVERY** on the sidebar and specify the pick-up/delivery location, pick-up/delivery location date, etc. Select the parcels your wish to withdraw from storage and click **REVIEW DELIVER REQUEST**.



# Step 4

Review your parcel withdrawal details and click SUBMIT to confirm your parcel withdrawal request.

ARCEL	CONTENT	WEIGHT	STORAGE PAID UNTIL	STORAGE BALANCE*	RELEASE / TRANSPORT COS
B30021091	1 × Gold 100 gram Metalor cast bar	100 gram	2023-11-22	-26.23 SGD	25.00 SG
			Total Release/Transport Costs: (Self Pickup at Millenia Walk)		25.00 SG
			Storage Balance on Delivery: (as of 2023-01-23)		-26.23 SG
ote: Storage	Balance as of the delivery date, 2023-	01-23 Singapor		y / Pickup Total in SGD: Negative indicates Refund)	-1.23 SG
	Balance as of the delivery date, 2023- wal/Delivery Conditions:	01-23 Singapor		, .	-1.23 SG
Withdra	wal/Delivery Conditions: ting this withdrawal/delivery r		re time.	Negative indicates Refund)	<b>-1.23 SG</b> els above on or before the

# Step 5

Your Parcel Withdrawal Request is now confirmed. You will also receive a withdrawal confirmation in your registered e-mail or in your Secure Notification inbox in your Silver Bullion Account.

You are required to collect/pick-up the parcels on the pick-up date specified.