

## Request Withdrawal of Parcels From STAR Storage

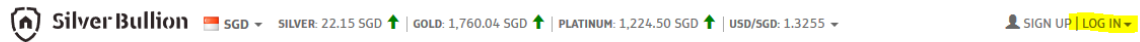
Customers can choose to have their bullion parcels be withdrawn or taken delivery of. They can select which parcels to withdraw, when they want to collect, where to collect the parcels from and if they would like for transportation service for the delivery of the parcels.

Customers request for this due to the following:

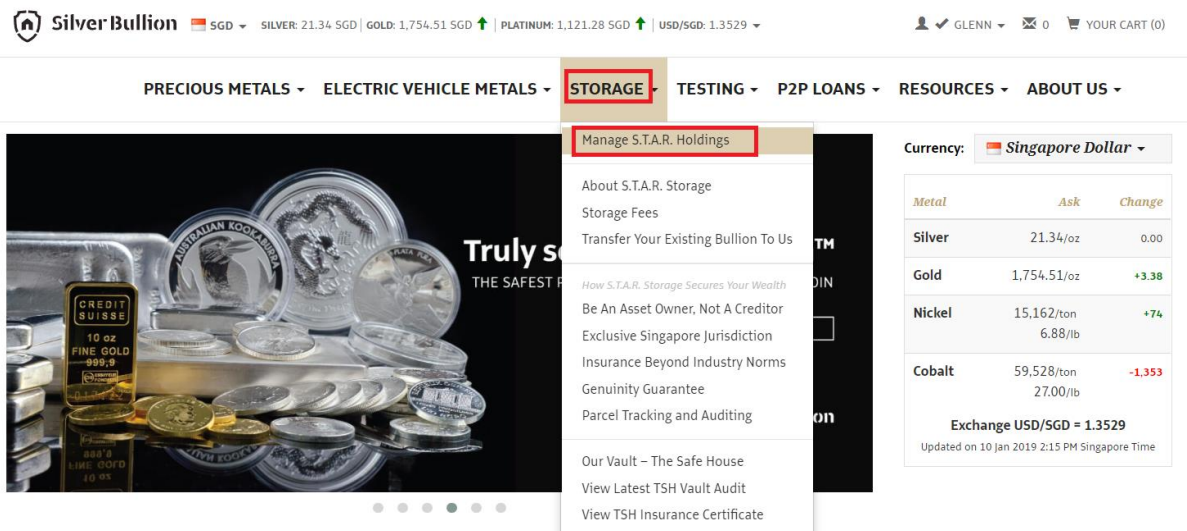
- A. If they want to move their bullion to a [safe deposit box](#) (for example, at [The Safe House](#))
- B. If they want to collect their bullion to store elsewhere, such as a different company, Certis Cisco safe deposit box, or their own house

To initiate this process yourself, do the following:

1. Login to your Silver Bullion account



2. Click on **STORAGE** then select **Manage S.T.A.R Holdings**



### 3. Under the 'BULLION' tab of **MANAGE S.T.A.R. HOLDINGS**, click "Request Delivery"

ADMIN - PRECIOUS METALS - ELECTRIC VEHICLE METALS - STORAGE - TESTING - P2P LOANS - RESOURCES - ABOUT US -

ACCOUNT SETTINGS

MANAGE S.T.A.R. HOLDINGS

[Show/hide account information](#)

Order History  
Order Balances  
Manage Holdings

MANAGE HOLDINGS

- Bullion
- Order Balances
- P2P Loans
- View Loan Contracts
- Borrowing Requests
- Lending Offers
- Interest Payments
- P2P Balances

**BULLION** ORDER BALANCES P2P LOANS P2P BALANCES

Overview My Parcels Storage Extension Request Sellback **Request Delivery**

Start Date: 2019-01-01 Statement Date: 2019-01-10 View Option: View on this page **LOAD**

**Holdings of YOUR STAR ID on 10 Jan 2019** as of 10 Jan 2019, 14:18 SGT

Property overview as of 10 Jan 2019 in SGD	Weight	Purchase Price	Buyback Offer	Unrealized Gain
40 Purchased Silver Parcels(s) <a href="#">View Details</a>	19,964.52 oz(s)	\$451,654.20	\$415,563.70	-7.99 % (\$36,090.50)
1 Transfer-In Gold Parcel(s) <a href="#">View Details</a>	32.15 oz(s)	Transfer-in	\$55,109.35	

### 4. Select delivery options:

**BULLION** ORDER BALANCES P2P LOANS P2P BALANCES

Overview My Parcels Storage Extension Request Sellback **Request Delivery**

**1. SELECT DELIVERY OPTIONS**

Self-pickup or delivery? **Self-Pickup at our Singapore office**

Date to pickup parcels or have them delivered: 2019-01-14

Currency: SGD - Singapore Dollar

Payment Option: Account Balance

Comments, instructions:

- Self-pickup or delivery?
  - You can pick up the bullion from our vault at The Safe House or from our office. Alternatively, you can request for transport to deliver your parcels.
  - Do note that delivery charges apply as stated in our [Schedule of Charges](#)
- Pick up date: Take note that the system allows you to choose a date at least four days (excluding weekends and public holidays) from today's date

- c. Currency
  - i. Select currency to use to pay for the charges which includes a SGD 25 withdrawal charge per bullion parcel and delivery charges if you have selected for delivery
- d. Payment Options
  - i. You can choose to pay from the various payment methods which includes account balance (if you have sufficient balance being kept with us), bank transfer, credit card and other options
- e. Comments or instructions
  - i. In this section, you can write any additional instructions or specify the delivery address

5. Next, choose the parcels which you wish to withdraw.

Tick the checkboxes next to the parcel and click “**REVIEW DELIVERY REQUEST...**”.

**2. CHOOSE PARCELS**

PARCEL	CONTENT	WEIGHT	STORAGE UNTIL	SELECT
SB10004324	1 × Gold Lunar Coin 2015 - Year of the Goat - 1kg	32.15 oz	2020-01-01	<input type="checkbox"/>
SB20006515	5 × Nadir Silver Bar - 100 Ounce	500.00 oz	2020-01-01	<input type="checkbox"/>
SB20006645	5 × Nadir Silver Bar - 100 Ounce	500.00 oz	2020-01-01	<input type="checkbox"/>
SB20006646	5 × Nadir Silver Bar - 100 Ounce	500.00 oz	2020-01-01	<input type="checkbox"/>
SB20007099	5 × Nadir Silver Bar - 100 Ounce	500.00 oz	2020-01-01	<input type="checkbox"/>

**REVIEW DELIVERY REQUEST...**

6. A final confirmation page will appear where you have to confirm all details are correct.
  - a. Do note that there is a SGD 25 withdrawal charge for each parcel. If you are withdrawing two parcels, the withdrawal charge is SGD 50.
  - b. Any unused storage will be refunded back to you.
  - c. Storage charges due to Silver Bullion will have to be settled before the parcels can be taken out of the vault.

Once you have read all the details, tick the “I have read” checkbox below and click “**SUBMIT**”.

DELIVERY / PICKUP REQUEST IN SINGAPORE - SGD ×

<p>Pickup at:</p> <p>#03-02A Certis Cisco Centre II 20 Jalan Afifi, Singapore 409179</p> <p>Pickup Hours: Monday-Friday 10:00 am to 6:00 pm Saturday 9:00 am to 1:00 pm</p>	<p>Pickup date:</p> <p>Monday, 14 January 2019</p>
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Selected Parcels

*Values as of 14:38 on 10 January, 2019 Singapore Time*

PARCEL	CONTENT	WEIGHT	STORAGE PAID UNTIL	STORAGE BALANCE*	RELEASE / TRANSPORT COST
SB10004324	1 × Gold Lunar Coin 2015 - Year of the Goat - 1kg	32.15 oz	2020-01-01	-192.39 SGD	25.00 SGD
SB20006515	5 × Nadir Silver Bar - 100 Ounce	500.00 oz	2020-01-01	-95.04 SGD	25.00 SGD
<b>Total Release/Transport Costs:</b>					<b>50.00 SGD</b>
<small>(Self Pickup at Certis Cisco)</small>					
<b>Storage Balance on Delivery:</b>					<b>-287.43 SGD</b>
<small>(as of 2019-01-14)</small>					
<b>Delivery / Pickup Total in SGD:</b>					<b>-237.43 SGD</b>
<small>(Negative indicates Refund)</small>					

*\*Note: Storage Balance as of the delivery date, 2019-01-14 Singapore time.*

I have read Silver Bullion's *User Agreement* and agree to its terms.

**SUBMIT**

After that, you will receive a confirmation email from us that we have received your delivery request.

If you have chosen to pick up at The Safe House at 506 Chai Chee Lane or at our Silver Bullion office at Certis Cisco Paya Lebar, once the parcels are ready for collection, we will inform you via e-mail to collect them.