

## WITHDRAW BULLION FROM STORAGE

If you encounter any problems while following this procedure, please contact us for assistance at [support@silverbullion.com.sg](mailto:support@silverbullion.com.sg) or call us at [+65 6100-3040](tel:+6561003040), [+1 \(848\) 285-5466](tel:+18482855466) (US callers), [+44 114 697 7458](tel:+441146977458) (UK callers), [+31 970 102 57458](tel:+3197010257458) (EU callers), [+61 480 097 458](tel:+61480097458) (AU callers).

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

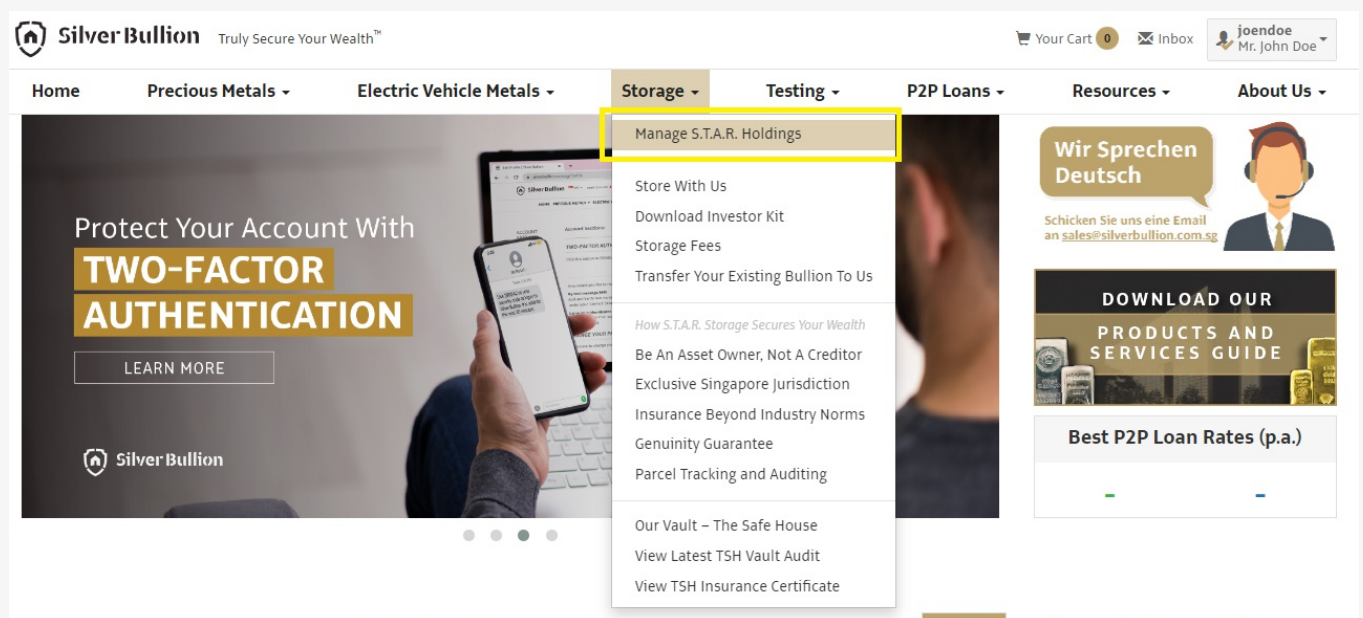
### THE STEPS:

#### Step 1

Visit our website at [WWW.SILVERBULLION.COM.SG](http://WWW.SILVERBULLION.COM.SG) 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**.

- Manage Holdings
- My Parcels
- Renew Storage
- Request Sellback
- Request Delivery
- Order History
- Account Balances
- P2P Loans
- Documents  
(Statements, audit reports)
- Account Details
- User Profile

## MANAGE S.T.A.R. HOLDINGS (S.T.A.R. ID: 3260-4448)

### 1. SELECT DELIVERY OPTIONS

Self-pickup or delivery? Self-Pickup at our Singapore shop ⓘ

Date to pickup parcels or have them delivered: 2023-01-23

Currency: SGD - Singapore Dollar

Payment Option: Bank Transfer / PayNow

Comments, instructions:

### 2. CHOOSE PARCELS

PARCEL	CONTENT	STORAGE UNTIL	WEIGHT	SELECT
SB30021091	1 × Gold 100 gram Metalor cast bar	2023-11-22	100 gram	<input checked="" type="checkbox"/>

**REVIEW DELIVERY REQUEST...**

## Step 4

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

### Selected Parcels

Values as of 13:17 on 19 January, 2023 Singapore Time

PARCEL	CONTENT	WEIGHT	STORAGE PAID UNTIL	STORAGE BALANCE*	RELEASE / TRANSPORT COST
SB30021091	1 × Gold 100 gram Metalor cast bar	100 gram	2023-11-22	-26.23 SGD	25.00 SGD
Total Release/Transport Costs: (Self Pickup at Millenia Walk)					25.00 SGD
Storage Balance on Delivery: (as of 2023-01-23)					-26.23 SGD
Delivery / Pickup Total in SGD: (Negative indicates Refund)					<b>-1.23 SGD</b>

\*Note: Storage Balance as of the delivery date, 2023-01-23 Singapore time.

#### Withdrawal/Delivery Conditions:

By submitting this withdrawal/delivery request, you agree to collect or arrange to collect the parcels above on or before the stated pick-up date.

I have read and agree to be bound by and to comply with the Withdrawal/Delivery Conditions above and the terms and conditions in the Silver Bullion **Terms of Service**.

**SUBMIT**

## 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.