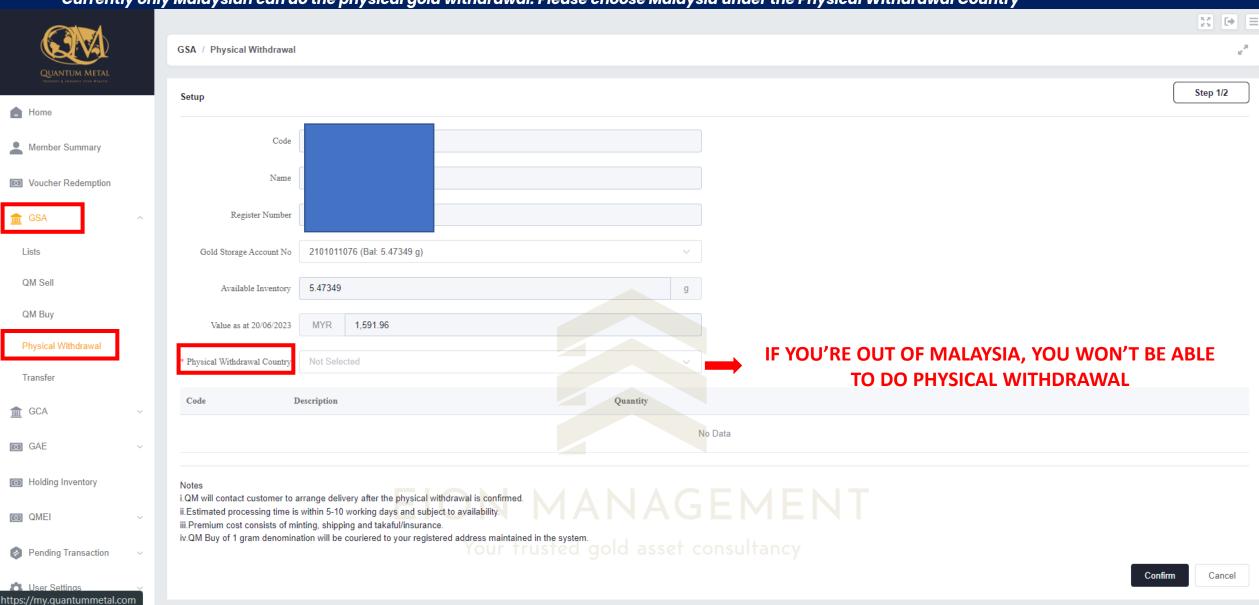
## HOW TO DO GOLD PHYSICAL WITHDRAWAL?



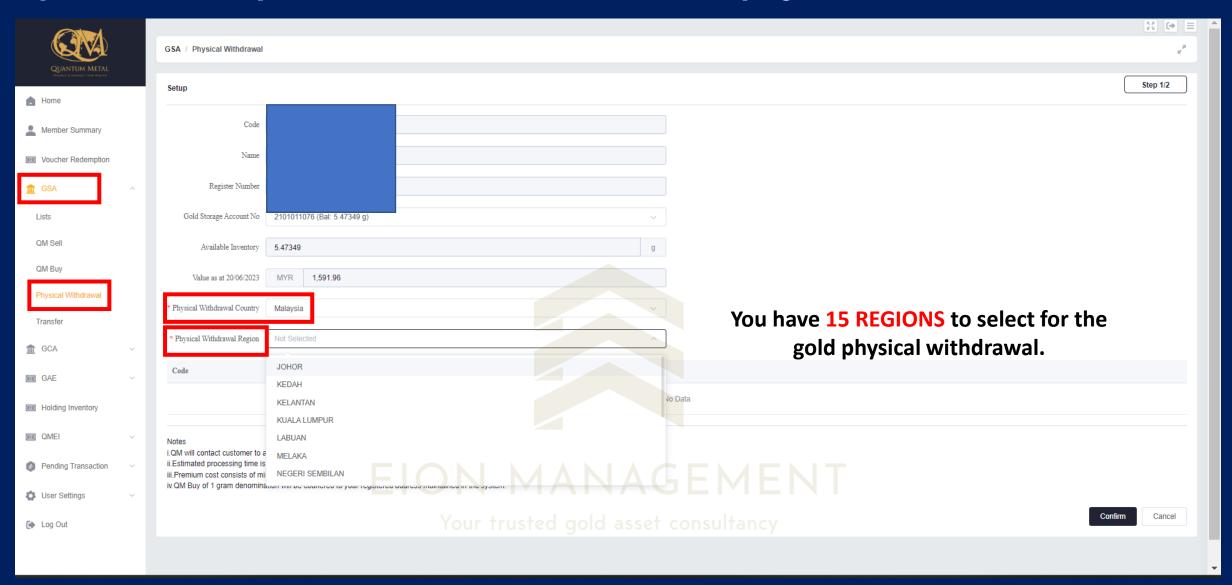
### Go to GSA > Physical Withdrawal.

Currently only Malaysian can do the physical gold withdrawal. Please choose Malaysia under the Physical Withdrawal Country



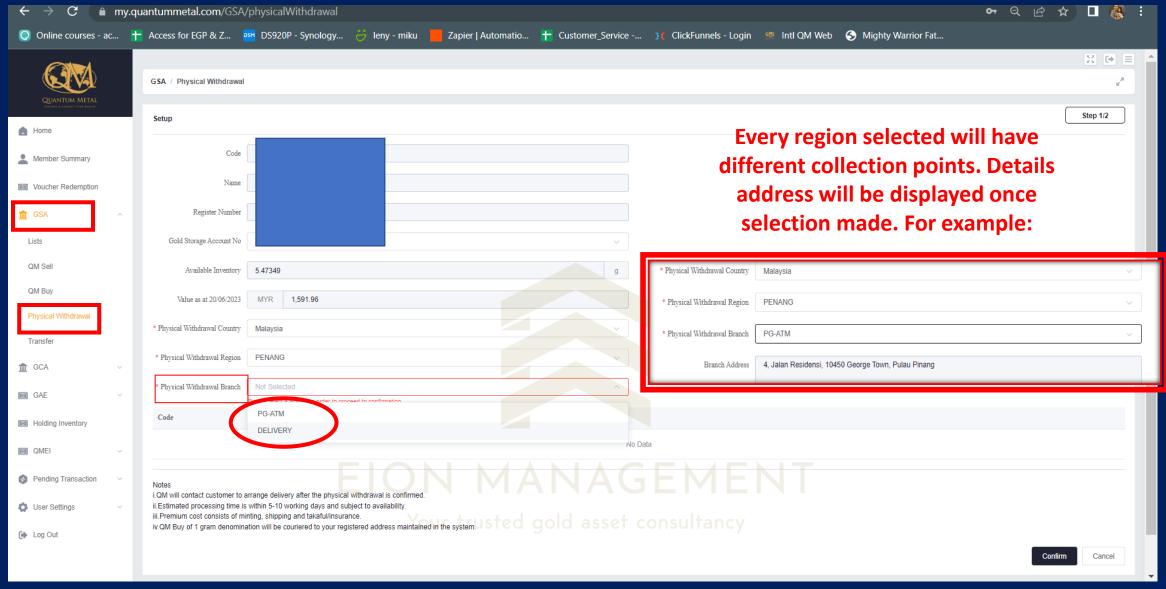


## 2. Select your Physical Withdrawal Region and the respective details for collection point OR delivery will be available. Refer to the next page.



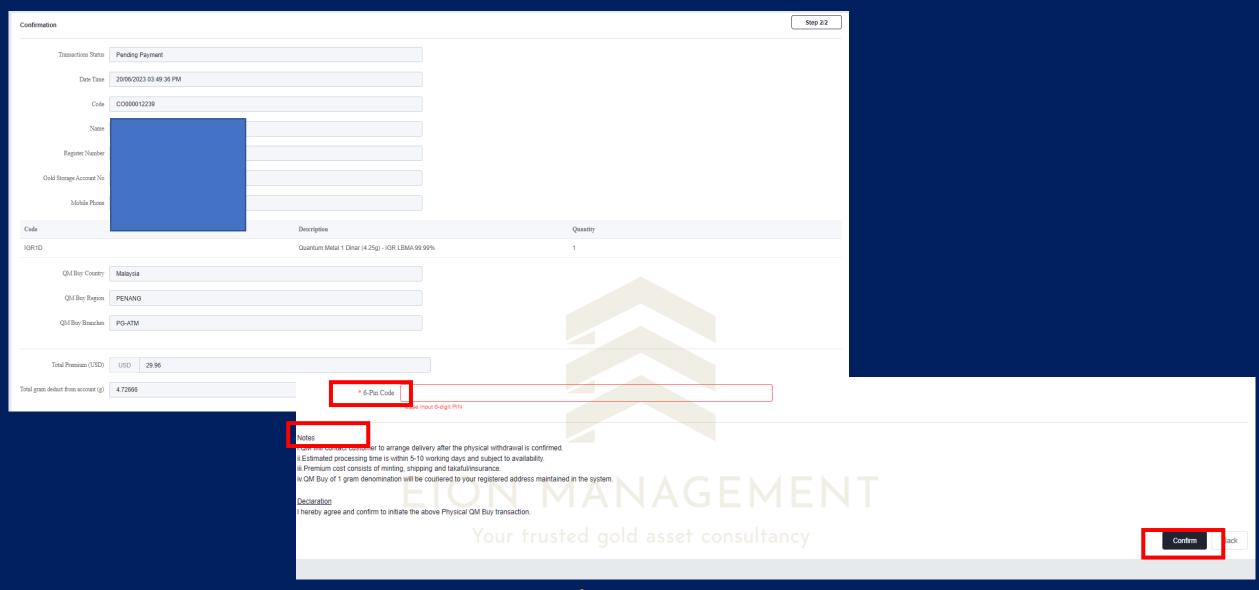


## 3. Select your preference of gold physical withdrawal. You can opt for walk-in collection at the respective branch OR arranged delivery by QM.



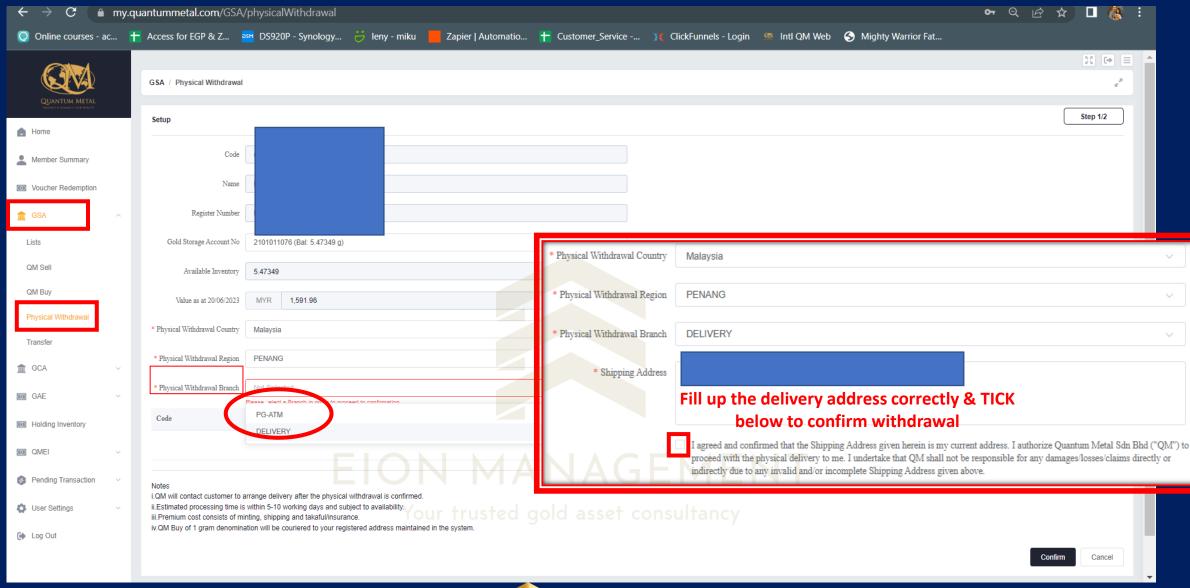


## 3a. If you select for self walk-in collection, you need to key in your 6-PIN Code. Check the physical withdrawal details before clicking on CONFIRM.



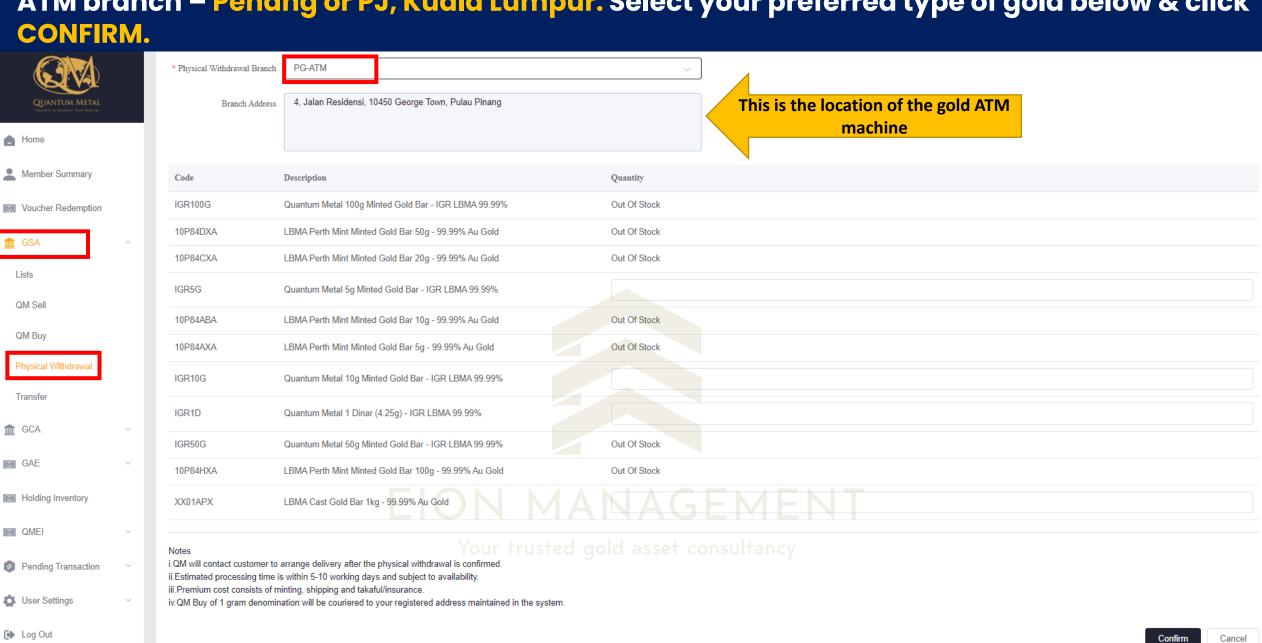


## 3b. If you select an arranged delivery by QM – please ensure your address is correct.





## 3c. If you select an withdrawal through ATM – you will need to go to the nearest QM gold ATM branch – Penang or PJ, Kuala Lumpur. Select your preferred type of gold below & click CONFIRM.



# AFTER SUBMITTING THE WITHDRAWAL REQUEST, A 4 DIGIT PIN WILL BE EMAILED BY QM TO YOUR EMAIL WITHIN 3 WORKING DAYS.



## VISIT THE GOLD ATM CHOSEN, GET THE ACCESS CARD FROM THE RECEPTIONIST BEFORE GOING INTO THE ATM ROOM.

## Penang ATM Machine (QM HQ):

4, Jalan Residensi, 10450 George Town, Penang, Malaysia

#### PJ ATM MACHINE:

107A, Jalan Templer, PJS 7, 46050 Petaling Jaya, Selangor, 46050 PJ

