

ONLINE UNIT TRUST PLATFORM FREQUENTLY ASKED QUESTIONS

A. General Matters

1. I have forgotten my online login password. How can I reset my password?

Please refer to the 'Forgot username/password' option on the Online Banking page.

2. Can I establish an Online Unit Trust platform account online?

You may download our application form from our website at sc.com/sg. Thereafter, you may e-mail the completed application form back to us as indicated on the application form.

3. What are the benefits of the Online Unit Trust platform?

You can view your holdings via this Online Unit Trust platform 24 hours a day*. It only requires a single sign-on with your existing Standard Chartered Bank (Singapore) Limited Online Banking account.

The Online Unit Trust platform also provides customers with a comprehensive solution from product search, placement of trades to management of your unit trusts holdings with us. We offer a wide range of funds across various asset classes with low initial investment amount and do not charge any fees for using the platform. The informative fund details and powerful performance comparison capability is provided by Morning Star.

* subject to scheduled maintenance or unforeseen events

4. What should I do if the Online Unit Trust platform is down?

Please visit the Online Unit Trust platform again later.

If you need to urgently place a trade for the day, you may visit any of our [branches](#) to speak to a Relationship Manager before the 3.00pm trade cut-off time.

5. What types of funds can I buy through the Online Unit Trust platform?

Please refer to our whole suite of fund offerings: Unit Trusts > Fund Library.

6. Can I apply for a Regular Savings Plan (RSP) online?

Currently, this function is not available on our Online Unit Trust platform. To participate in a RSP, please visit any of our [branches](#) to speak to a Relationship Manager.

7. Can I transfer my fund holdings from other banks to Standard Chartered Bank (Singapore) Limited?

Yes, you are able to transfer your unit trusts holdings to Standard Chartered Bank (Singapore) Limited provided these unit trusts are distributed by us. To execute the transfer, please visit any of our branches to speak to a Relationship Manager, as this function is not available on our platform.

8. Can I place an order at any time?

Yes, you are able to place an order any time during the day. However, please note that any order placed after 3.00pm on a Singapore business day will be processed on the next business day.

Orders placed at any time on a non-business day will be processed on the next business day.

9. What type of orders am I able to place via the Online Unit Trust platform?

You are able to subscribe to a unit trust, switch to another unit trust within the same fund house umbrella or redeem existing unit trust holdings.

10. Is it possible to advise me if a particular fund is suitable?

If you require additional information to assist you in determining if a particular unit trust is suitable for you, please visit any of our [branches](#) to speak to a Relationship Manager.

11. What is Net Asset Value (NAV)?

It is the price or value of one unit of a fund.

12. Where can I view profits or losses of the fund(s) purchased through the Bank?

You can view such information under 'My Holdings' page.

13. How do I calculate the Unrealised Profit/Loss of my investments holdings?

You can calculate such unrealised profits or losses using the following formula:

$(\text{Current Unit} \times \text{NAV}) - (\text{Current Unit} \times \text{Average Unit Cost})$

Illustration:

$(\text{Current Unit} \times \text{NAV}) - (\text{Current Unit} \times \text{Average Unit Cost})$

$(3500 \times \$3.192) - (3500 \times \$3.00)$

$= \$11,172 - \$10,500$

$= \$672$

14. How can I find out when my transaction was successfully placed?

You can view the date on which the transaction was placed successfully ("Transaction Date") under the Transaction History page.

Typically, the Transaction Date is dependent on the date on which the order was successfully placed. For example, if the trade order was successfully placed on Friday, 15 June 2012, the Transaction Date would be:

- 15 June 2012 if the trade order was placed before the cut-off time of 3 pm on 15 June 2012
- 18 June 2012 (Monday) if the trade order was placed after the cut-off time of 3 pm on 15 June 2012

15. Where can I view the status of my orders?

You can view the status of your orders on 'Manage' page with all pending orders being reflected under 'Order Status'. Once your trade is reflected as 'settled', it will be shown in the 'Transaction History' page.

Please refer to the below for the various status descriptions you may see under 'Status Description':

Status Description

In Progress - This means your order has been received by the Bank and is pending updates in trade status

Settled - This means your order is successfully accepted by the Bank

Rejected - Order has been rejected

Cancelled - Order has been cancelled

16. Where can I get the latest market updates?

Click on the 'Fund Library' tab and refer to the banner on market outlook.

17. How do I access information on funds?

You can search for specific funds under 'Fund Library' tab. You can then download fund information such as Factsheets, Prospectus, Annual Report, Interim Report and Product Highlight Sheet by clicking on the relevant pdf files.

18. How do I view historical performances and prices of a fund?

You can search for specific funds under 'Fund Library' tab and look under 'Chart for Fund Performance' and 'Historical Fund Price'.

19. Where can I view my consolidated investment holdings?

You can view your consolidated investment holdings online by accessing 'My Holdings' page via Online Banking.

20. Will I receive any statements?

You will receive monthly consolidated statements which set out your investment holdings with the Bank.

21. Will I receive any trade confirmation statements?

You will receive a trade confirmation upon settlement of the trade.

22. I already have a trading account for Online Equities Trading. Do I need to apply for another account to buy Unit Trusts?

Yes, you need to open an Investment Account before you can subscribe to Unit Trusts.

23. Can I search and compare funds that I am interested in?

You can use the search engine by clicking the 'Fund Library' tab. You are able to select and shortlist funds for comparison. Funds details and performance charts are readily available for your easy reference.

24. Where can I get the step-by-step instructions for the Online Unit Trust platform?

Click here for an online demo:

www.standardchartered.com.sg/personalbanking/investment/online_mutual_fund/en/utonlinedemo

25. Can the Call Centre advise me what fund is suitable for me?

No. For advice on funds and other investments that may be suitable for you, please visit any of our branches to speak to a Relationship Manager.

The Call Centre is only able to assist you with questions on the use of the Online Unit Trust platform but is not able (or permitted) to advise you on suitability of any fund.

26. Who can I call if I encounter any other problems with the Online Unit Trust platform?

Please call 1800 242-5333 for further assistance. If dialling from overseas, +65 6242-5333.

Online Unit Trust platform application form

1. What do I need to include with my application form?

Please refer to the form for the supporting documents to be submitted together with your application form.

2. How can I submit the application form?

You may submit the application form via the channels indicated in the form.

3. I do not currently hold any Standard Chartered banking products, can I still apply for access to Online Unit Trust platform using the application form found on the Bank's website?

No. You will need to establish a Current or Savings account, and obtain access to Online Banking, before applying for access to Online Unit Trust platform using the Online Unit Trust platform application form found on our website.

4. Can joint accountholders sign up for access to Online Unit Trust platform?

No as we do not currently offer access to Online Unit Trust platform to joint accountholders who intend to trade using their joint account.

5. How long does it take for the Bank to process the Online Unit Trust platform application form? Will I be notified of the status of my application?

Typically, it takes around 5 business days if the form is submitted with all requisite documents. As indicated in the form, we will send you an SMS to notify you of your application status.

B. Customer Knowledge Assessment (CKA)

1. What is the Customer Knowledge Assessment?

Customer Knowledge Assessment is used to determine a client's relevant knowledge and experience before offering a Specified Investment Product that is not listed on an exchange.

To do this, the intermediary (Standard Chartered Bank (Singapore) Limited in this case) will request information and assess based on your educational qualifications, investment experience and work experience.

If you pass the assessment, you may proceed on to the Online Unit Trust platform and execute the online trades on your own.

If you do not pass the assessment, we regret to inform you that we will not be able to purchase unit trusts on the Online Unit Trust platform. If you still wish to purchase unit trusts, investment advice must be provided to you by a Relationship Manager on whether the specific product is suitable for you before you decide if you would like to proceed with the purchase.

2. What are the criteria for CKA?

Below are the 3 criteria set for the satisfaction of CKA. To fulfil or "pass" the CKA, you need to satisfy **any ONE** of the following criteria.

(a) Educational Qualification

- Diploma or higher qualification in accountancy, actuarial science, business/ business administration/ business management/ business studies, capital markets, commerce, economics, finance, financial engineering, financial planning, computational finance and insurance; and/or
- Professional finance-related qualification, such as Chartered Financial Analyst Examination conducted by the CFA Institute, USA and the Association of Chartered Certified Accountants (ACCA) Qualifications.

(b) Investment Experience

Have at least 6 transactions in unlisted Specified Investment Products (unit trusts or investment-linked products) in the last 3 years.

(c) Work Experience

Minimum of 3 consecutive years in the past 10 years in the development of, structuring of, management of, sale of, trading of, research on and analysis of investment products or the provision of training in investment products. Work experience in accountancy, actuarial science, treasury or financial risk management activities will also be considered relevant experience. Such working experience would also include the provision of legal advice or possession of legal expertise on the relevant areas listed.

3. Can I do the CKA assessment online?

Yes, you will be prompted to complete the CKA before each online session if you have not completed one previously.

4. Do I have to fulfil all the criteria in order to pass CKA?

You only need to satisfy one of the criteria to pass CKA.

5. What does it mean if I do not pass the CKA assessment?

If you do not pass the assessment, we regret to inform you that we will not be able to purchase unit trusts on the Online Unit Trust platform. If you still wish to purchase unit trusts, investment advice must be provided to you by a Relationship Manager on whether the specific product is suitable for you before you decide if you would like to proceed with the purchase.

6. Can I continue to place online transactions if I did not pass the CKA assessment?

If you do not pass the assessment, we regret to inform you that you will not be able to purchase unit trusts via the Online Unit Trust platform. You may, however, continue to redeem previously purchased unit trusts using the platform.

C. Subscription

1. What are the charges / fees imposed for online subscription?

You pay a nominal upfront fee of 1.5%. Please look out for our promotional rates that may vary from time to time.

2. Must I have sufficient funds in my investment account prior to placing a subscription order?

Yes, you need to have sufficient funds before you can place a subscription order.

3. What is the cut-off time for subscription?

The cut-off time for subscription is 3.00 pm. Trades placed after 3.00 pm on a Singapore business day will be processed on the next business day. Orders placed at any time on a non-business day will be processed on the next business day.

4. Can Call Centre take orders for me?

No.

5. Can I place a trade for a USD fund available on Online Unit Trust platform using my SGD account?

Yes. You can check the foreign exchange rate indicated at the 'Review' page before you submit the order. The same rate will be indicated on the 'Confirmation' page upon trade submission. The same applies to other major currencies.

6. What is the foreign currency conversion rate used if I pay in SGD to purchase a foreign currency denominated fund?

Foreign currency conversion rate (FX) will be based on the Transaction Date (T) of your purchase order.

7. How do I calculate the number of units I get if I pay in SGD to purchase a foreign currency denominated fund?

Example 1 (NAV pricing):

ABC Fund Currency: AUD

NAV price at AUD 1.00

Online Mutual Fund sales charge: 1.5%

Investment Amount: AUD 5,000

Foreign Currency Exchange Rate: 1.05

Amount debited from client's account:

(Convert investment amount to SGD)

= AUD 5,000 * 1.05

= SGD 5,250

Total units allocated for the Fund:

= (AUD 5,000 less sales charge) / NAV price

= AUD 5,000 – (AUD 5,000 * 1.5%) / AUD 1.00

= AUD 4,925 / AUD 1.00

= 4,925 units

Example 2 (NAV pricing):

DEF Fund Currency: USD

NAV price at USD 5.00

Online Mutual Fund sales charge: 1.5%

Investment Amount: USD 15,000

Foreign Currency Exchange Rate: 1.40

Amount debited from client's account:

Convert investment amount to SGD:

= USD 15,000 * 1.4

= SGD 21,000

Total units allocated for the Fund:

= (USD 15,000 less sales charge) / NAV price

= USD 15,000 – (USD 15,000 * 1.5%) / USD 5.00

= USD 14,775 / USD 5.00

= 2,955 units

8. Will foreign exchange rates differ after trade cut-off time?

An indicative foreign exchange rate will be shown for your reference after the daily trade cut-off time, i.e. 3.00 pm.

9. What type of settlement account can I use for subscription online?

You are able to use any of your cash accounts maintained with the Bank for settlement.

Please select your preferred settlement account from the drop-down list found in 'Enter Details' page.

10. How long does it take for my subscription order to settle?

Your order will be settled within 5 business days for funds which trade daily. Please check your order status in the 'Transaction History' page.

11. How do I know the NAV used to price for my trade?

NAV will be available 2 business days after trading. These can be found on our website.

12. Will I receive any notification after my orders are executed?

You are able to print the confirmation page after trade submission. Subsequently, you will receive a confirmation notice when your order is settled. Please ensure that you provide your updated mailing address to ensure that you receive all trade notifications.

13. Will the funds information (Factsheets, Prospectus, Product Highlight Sheet) be sent to me?

These documents are available on the individual 'Fund Information' page. You can also download copies for your reference.

14. What is the minimum initial investment of the fund that I can invest online?

Please refer to the minimum initial investment amount set out in the relevant fund prospectus as the minimum amount varies from unit trust to unit trust.

Prospectuses can be located at the 'Fund Library' tab.

15. Can I invest in CPF-OA / CPF-SA / SRS funds online?

Currently, this function is not available on our platform. Please visit any of our branches to speak to a Relationship Manager who can assist you with such arrangements.

16. Can I place an order for existing holdings that were done at the branch / with my RM?

Yes, you are able to do a top-up of your existing fund holdings.

17. I selected the wrong dividend option. Can I amend it?

You cannot amend the dividend instruction online. Please visit the branch to change the dividend instruction.

18. How do I view my dividend payout records?

It will be reflected in your Transaction History. You will receive a dividend confirmation notice. Please ensure that you provide your updated mailing address to ensure that you receive all trade notifications.

19. How would I receive my dividend payout?

It will be paid into the settlement account you selected. If you have not provided any instruction to us, it will be paid to you via a cashier order.

20. How do I calculate the number of units?

Example (NAV pricing):

XYZ Asia Fund: NAV price at \$0.98

Online Mutual Fund sales charge: 1.5%

Investment Amount: \$5,000

Total units allocated for the Fund:

= (\$5,000 less sales charge) / NAV price

= \$5,000 – (\$5,000 * 1.5%) / \$0.98

= \$4,925 / \$0.98

= 5,051.02 units.

21. Can I purchase restricted funds through this online platform?

Currently, this function is not available on our platform. Please visit any of our [branches](#) to speak to a Relationship Manager.

D.Switching

1. Can I switch from one fund to another?

Yes, you will be able to place a switch order within the list of funds available from the same fund house.

2. What is the minimum unit that I can switch into?

Please refer to the minimum holdings set out in the relevant fund prospectus, as the minimum sizes vary from Fund to Fund.

The prospectus can be located at the 'Fund Library' tab.

3. How do I do a switch?

Click to Unit Trusts > Fund Name > Switch > Select Fund.

You need to determine the number of units to switch out. Upon price confirmation, units for the fund that you wanted to switch into will be allocated. Thereafter, you are able to view the allocated units at 'My Holdings' page.

4. What is the cut-off time for switching?

The cut-off time for switching is 3.00 pm. Trades placed after 3.00 pm on a Singapore business day will be taken in as the next business day order. Orders placed at any time on a non-business day will be processed on the next business day.

5. What charges do I have to pay when performing a switch order?

There will be a 1% switching fee for internal fund house umbrella switching.

6. How long does it take for my switching order to settle?

Your order will be settled within 5 business days in respect of funds which trade daily. Please check your order status in the 'Transaction History' page.

7. How do I know the confirmed price for my trade?

Prices will be available 2 days after trading. Prices are available on our website and the Business Times.

8. Will I receive any notification after my orders are executed?

You are able to print the confirmation page after trade submission. Subsequently, you will receive a confirmation letter when your order is settled. Please provide us your updated mailing address to ensure you will receive all trade notifications.

9. Will the funds information (Factsheets, Prospectus, Product Highlight Sheet) be provided upon orders execution?

No, you can download from the individual 'Fund Information' page and keep a copy for your reference.

E. Redemption

1. Can I sell the units I buy on the same day?

No. You can only sell the holdings after the trade is settled and reflected in your investment holdings.

2. What are the minimum units I can redeem?

Please refer to the minimum holdings set out in the relevant fund prospectus as the minimum holdings vary from unit trust to unit trust.

Prospectuses can be located at the 'Fund Library' tab.

3. What is the cut-off time for redemption?

The cut-off time for redemption is 3.00 pm. Trades placed after 3.00 pm on a Singapore business day will be taken in as the next business day order. Orders placed at any time on a non-business day will be processed on the next business day.

4. Can I redeem my units before the trade is settled?

No, redemption can only be carried out after the trade is settled.

5. How long does it take for my redemption order to settle?

Your redemption order will be settled between 7 to 10 business days as determined by the relevant fund house and proceeds will be credited into your designated settlement account after 2 business days.

Please check your order status in the 'Transaction History' page.

6. How would I get paid for the funds that I sold?

It will be paid to the settlement account you selected.

7. When do I get paid for the funds that I sold?

Redemption proceeds will be paid to clients between 7 to 10 business days as determined by the relevant fund house.

8. How do I know the confirmed price for my trade?

Prices will be available 2 days after trading. Prices are available on our website.

9. Will I receive any notification after my orders are executed?

You are able to print the confirmation page after trade submission. Subsequently, you will receive a confirmation notice when your order is settled. Please ensure that you provide your updated mailing address to ensure that you receive all trade notifications.

F. Cancellation

1. Can I cancel my orders after I have placed the trade online?

For funds constituted in Singapore, you have the right to cancel the subscription order within 7 calendar days from the date you place the order (the 'Cancellation Period'). Where the last day of the Cancellation Period falls on a Sunday or a public holiday, the Cancellation Period shall be extended to the next calendar day, not being a Sunday or a public holiday.

Cancellation via the Online Unit Trust platform is only available for transactions carried out online and is not available for redemption and switching transactions.

2. How do I exercise the cancellation right?

Click on to Unit Trusts > Order Status /Transaction History > Cancel Fund > Review > Confirmation > Submit

3. What is the cut-off time for cancellation?

The cut-off time for cancellation is 3.00 pm. Trades placed after 3.00 pm on a Singapore business day will be taken in as the next business day order. Orders placed at any time on a non-business day will be processed on the next business day.

4. How do I know the confirmed price for my cancelled trade?

Prices will be available 2 days after trading. Prices are available on our website.

5. When will I receive the proceeds following the cancellation?

After the cancellation has been processed, the proceeds will be repaid to you between 7 to 10 business days of such cancellation less any fees, charges, or other amounts due to us.

6. Can I redeem my units during the cancellation period?

Yes, you may choose to redeem the units as long as the trade is settled. Redemption procedures shall apply.

7. What are the charges imposed for my cancellation request?

We do not impose any fee for cancellation but any difference in the market price incurred between your purchase price and selling price will be borne by you (if applicable).

8. Will I receive any notification after my orders are executed?

You are able to print the confirmation page after trade submission. Subsequently, you will receive a confirmation notice when your order is settled. Please ensure that you provide your updated mailing address to ensure that you receive all trade notifications.