

## Platform Activation related

### **What do I need in order to apply for online mutual funds?**

In order to use our Online Mutual Funds platform, you must have access to Mobile Banking and also have an updated Investment Profile. If you do not have an Investment Profile or yours is expired, you can carry out one through SC Mobile or Online Banking.

### **What is an Investment Profile?**

An Investment Profile is a tool that captures your overall appetite for investment risks. You should maintain an updated investment profile in order to invest via the Online Mutual Funds Platform. You may create an Investment Profile through Online Banking and SC Mobile instantly.

### **Upon my first-time login, it is mentioned that a suitability assessment will be carried out before any online subscription orders are executed on Online Mutual Funds platform.**

#### **What is a suitability assessment?**

A suitability assessment is an evaluation of your risk appetite based on the information provided on your Investment Profile i.e. risk tolerance, investment objective, investment experience or knowledge, financial situation and financial needs. This information is used to determine whether the selected investment suits you.

## Transaction related

### **What transactions can I place via the Online Mutual Funds Platform?**

You can place subscription and redemption orders via the Online Mutual Funds Platform.

### **What are the normal dealing hours?**

While you can place your investment fund orders via our Online Mutual Funds Platform 24 hours a day, we will process all orders placed before cut-off time (2:00PM Ghana time) on the same day; otherwise, on the next business day.

After the Bank has processed your order to the fund house, it is executed on the dealing day for the fund you have submitted the order for. The definition of dealing day is not the same across the different funds. Please refer to the fund's offering document before order placement.

### **Why is the Bank's process date not the same as the dealing date?**

The bank's process date is the date in which your order is placed with the fund house. The dealing date is the date in which the purchase of your units with the fund house are settled.

### **When will my account be debited for subscription orders through the Online Mutual Funds platform?**

The funds will be debited within 3 business days of your submission provided your account is sufficiently funded to cater for the amount subscribed.

### **What will happen if my subscription is not successful?**

In case your order is rejected, you will be contacted by either your relationship manager or a representative from your branch.

### **What is the minimum amount for each subscription?**

Minimum amount for lumpsum subscriptions for each fund will be specified on the Online mutual funds platform when subscribing for the fund. For the Wealth builder product, the minimum monthly amount is USD 200.

### **What is the Indicative Net Asset Value (NAV)?**

The indicative Net Asset Value (NAV) is the indicative price with which you will be purchasing each unit of the fund. This number is quoted on a daily basis and could fluctuate. If your order is received past the cut-off time (2:00PM Ghana time), then the next day's pricing will apply.

### **How quickly can I get the proceeds after I redeem a fund?**

Where the fund provides daily dealing, proceeds from a sale will normally be released in 5 – 10 business days after fund house confirms the price.

If the fund does not provide daily dealing, the redemption process may be longer. Please refer to the fund's offering document for further dealing details.

### **Why is it that not all of my accounts can be used for subscription/ redemption?**

You may only use your Foreign Account (FEA or FCA) for settlement purposes. Cedi account can also be used but proceeds converted back into Cedis and credited to the cedi account

### **Can I cancel/amend my orders?**

Once submitted via Online Mutual Funds, the orders cannot be amended. You may however cancel your order by calling our 24-hour Client Centre on 0302-740100/0800-740100 or visit your nearest branch before your order is placed with the fund house. Any cancellation request received after order placement with the fund house will have to follow the redemption procedure which can also be done through the Online Mutual Funds platform.

### **What is the Investment Account number?**

The Investment Account number is a unique account that is created for you solely for purposes of facilitating your investment. The Investment account number is not your Bank account number and will only be referenced in notices concerning your investment with us.

## Holding related

### How is average unit cost calculated?

The average unit cost is your total investment amount divided by your holding units. Total investment amount refers to the gross amount (i.e. before fee) you have invested in the particular fund. Unit Dividend and Cash Dividend are distributions made by the fund and hence not included as investment amount.

Please note that the figure is for reference only and may not truly reflect the average unit cost of your holding since your purchase. For any transfer-in transaction, the last available indicative price on or before the actual date of transfer has been adopted for calculation.

### How is unrealised profit/loss calculated?

Unrealised profit/loss is calculated as (Fund's latest price – Average Unit cost) \* Holding units.

### Why is the fund price quoted on the site not the price as of today?

The unit price of an investment fund on any business day can only be calculated after all the market closure and will be announced on the next business day.

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## Order Status & Transaction History related

### What is the difference between Order Status and Transaction History?

You can find orders not yet settled under Order Status for your tracking. Once we settle the orders, units will be allocated to your investment fund account; for redemption, proceeds will be credited to your settlement account.

All settled orders will be displayed under Transaction History.

## Queries and Complaints

Who should I contact in case I want to raise a query or complaint?

- i. Telephone: Call our 24-hour Client Care Centre where our team of agents are standing by to assist you: 0302-740100, 0800-740100
- ii. Email us at [feedback.ghana@sc.com](mailto:feedback.ghana@sc.com)
- iii. In person: Visit your nearest branch and our dedicated staff will receive and address your complaint or contact your Relationship Manager
- iv. Letter: You may mail a letter to:

The Head,  
Client Experience,  
Standard Chartered Bank  
Box 768, Accra

