

Platform Activation related

What is a mutual fund?

This is a general term for funds that allows an investor to pool money with other investors and are managed by a team of investment professionals, who pursue a clearly pre-defined mandate or investment strategy.

What are the benefits of investing in a mutual fund?

We provide a wide range of funds, which are professionally managed by leading fund houses that match your risk profile and financial goals. We tap into our global network and resources to analyse financial markets around the world and identify investment opportunities.

What do I need in order to access Mobile mutual funds?

You must have access to the SC Mobile Banking App and also have a valid Investment Profile. If you do not have an Investment Profile or yours has expired, you may create one or update it through the SC Mobile app or through our Online Banking platform.

What is an Investment Profile?

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

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

What is a suitability assessment?

A suitability assessment is an evaluation of your risk appetite based on the information provided in 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 Mobile Mutual Funds Platform?

You can place subscription orders and redemption orders via the Mobile Mutual Funds platform.

You can also view your investments portfolio and check the status of your orders on the platform

What does Execution only mean?

Execution-only is a trading service that is restricted to only the execution of trades, without the client receiving any advice about the merits or risks of the investments or their suitability.

What are the dealing hours?

While you can place your orders via our Mobile Mutual Funds Platform 24 hours a day, we will process all orders received before cut-off time (2:00PM Greenwich Mean Time) on the same day, otherwise your order shall be processed 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 on which your order is placed with the fund house. The dealing date is the date on which the purchase of your order units with the fund house are settled.

When will my account be debited for subscription orders through the Mobile Mutual Funds platform?

Your account will be debited within 3 business days of your submission of the order

Please keep your account sufficiently funded to ensure your request is completed. Kindly review order status to ensure your order is placed successfully.

What will happen if my order 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?

For lumpsum orders, each fund house will have a specific minimum investment amount which will be specified on the Mobile Mutual Funds Platform.

For the Wealth Builder product, the minimum monthly amount is USD 100, GBP 100 or EUR 100 depending on the fund currency you are investing in.

What is the Indicative NAV?

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

How quickly can I get the proceeds after I redeem a fund? Proceeds from a sale will normally be released within 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.

Which types of accounts can be used for subscription or redemption of funds?

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

Can I cancel/amend my orders?

Once you submit an order via the Mobile Mutual Funds platform, your order(s) cannot be amended. You may however cancel your order by calling our Client Care Centre during working hours on +233-302-633398/+233-242-436387 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 may also be made through the Mobile Mutual Funds platform.

What is the Investment Account number?

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

Holding related

How is the 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 our fee) you have invested in the particular fund.

Unit Dividend and Cash Dividend are distributions made by the fund and therefore 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.

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 current 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 lodge a complaint?

- Telephone: Call our Client Care Centre during working hours where our team of agents are standing by to assist you: +233-302-633398 or +233-242-436387
- Email us at feedback.ghana@sc.com
- In person: Visit your nearest branch and our dedicated staff will receive and address your complaint or contact your Relationship Manager
- Letter: You may mail a letter to:

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