

# ONLINE UNIT TRUST PLATFORM FREQUENTLY ASKED QUESTIONS

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## A. (i) 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 Standard Chartered Bank (Singapore) Limited [Online Banking](#) page.

### 2. 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 amounts and do not charge any platform fees for using the platform. The informative fund details and powerful performance comparison capabilities on our Online Unit Trust Platform are provided by Morning Star.

\* subject to scheduled maintenance and unforeseen events

### 3. What should I do if the Online Unit Trust Platform is down?

Please contact our call centre at 1800-242-5333 or your Standard Chartered Bank Relationship Manager for assistance. 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.

### 4. What types of funds can I buy through the Online Unit Trust Platform?

You can view the funds available for subscription by following these steps:

- i) Login to your Online Banking account
- ii) Click "Menu" (located at the top left of the home page), followed by "Unit Trusts" to enter our Online Unit Trust Platform
- iii) Click "Fund Library" to view our suite of fund offerings

### 5. What is a Regular Savings Plan (RSP)? Can I apply for a RSP online?

With our RSP, you commit to investing a fixed amount of money on a regular monthly basis, on a recurring schedule, into a Fund of your choice. In addition to being a disciplined approach to investing, a RSP allows you to enjoy the benefits of Dollar Cost Averaging as you build up your investment position.

To set up a RSP<sup>^</sup>, you may do so on our Online Unit Trust Platform. Alternatively, you may contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) for assistance with this.

You can set up a RSP online by following these steps:

- i) Login to your Online Banking account
- ii) Click "Menu" (located at the top left of the home page), followed by "Unit Trusts" to enter our Online Unit Trust platform
- iii) To set up a RSP for an **existing fund (i.e. a Fund that you already have holdings in)**:
  - a. Under "My Holdings" page, click "Action" button next to the fund of your choice and select "Subscribe"
- iv) To set up a RSP for a **new fund (i.e. a Fund that you do not have any holdings in)**:
  - a. Click "Fund Library" and select the Unit Trust to purchase
  - b. Alternatively, go to "My Holdings" page to select "Subscribe to New Fund" and select the Unit Trust to purchase
- v) Complete the order form, and select "Yes" in the "Set Up RSP" field\*
- vi) Review your order and click "Submit" to complete your RSP application

<sup>^</sup> To find out more about the minimum RSP amount and investment period, kindly refer to Section **C. Subscription, Question 17** below.

\* For new Funds, an initial investment amount into the Fund is required before a RSP can be set up. This can be done concurrently with setting up a RSP in the same order form.

#### **6. Can I transfer my unit trusts 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 contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) for assistance (as this function is not available on our Online Unit Trust Platform).

#### **7. Can I place an order at any time?**

Yes, you are able to place an order via the Online Unit Trust Platform at any time of the day. However, please note that any order placed after 3.00pm SGT 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.

#### **8. What type of orders am I able to place via the Online Unit Trust Platform?**

You can subscribe to a unit trust, set up a Regular Savings Plan (RSP), switch to another unit trust within the same fund house umbrella, and redeem existing unit trust holdings.

#### **9. Can the Online Unit Trust Platform advise me if a particular fund is suitable?**

The Online Unit Trust Platform is available only for self-directed, execution-only transactions; no advice will be provided to you here. If you require additional information to assist you in determining if a particular unit trust is suitable for you, please contact your Relationship Manager, or visit any of our [branches](#) to speak to a Relationship Manager.

#### **10. What is Net Asset Value (NAV)?**

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

#### **11. What is the difference between % change in NAV and total performance/ return of the fund? Are they the same measure of fund performance?**

No, they are not the same. % change in NAV only accounts for the capital gains that you make from investing in the fund. The total performance/return of the fund provides a more holistic view on your investment in the fund by taking into account BOTH the capital gains (i.e. % change in NAV) and dividend income received from the fund.

*Example:*

ABC Fund NAV on Dealing Date (1 March 2018): SGD 1

ABC Fund NAV on 1 March 2019: SGD 1.20

Dividends paid by ABC Fund in 2018: SGD 0.10/unit

% change in NAV (i.e. Capital gains made from investing in ABC Fund) =  $(1.20-1)/1 * 100\% = 20\%$

Total performance/returns of ABC Fund =  $(1.20-1)/1*100\% + 0.1/1 * 100\% = 30\%$

Please note that the above example is for illustration purposes only, and it does not take into account the Online Unit Trust sales charge of 1.5%.

#### **12. Where can I view my unrealised profits or losses of my unit trusts(s) purchased through the Bank? How is this calculated?**

You can view this information under “My Holdings” page on our Online Unit Trust Platform.

Unrealized Profit/ Loss = (Current Units x NAV) - (Current Units x Average Unit Cost)

#### **13. How can I find out when my transaction was successfully placed?**

You can view the date on which the transaction was successfully placed i.e. the “Dealing Date” under the “Transaction History” page on our Online Unit Trust Platform.

The Dealing Date is dependent on when the order was placed. For example, if the trade order was placed on Friday, 1 March 2019, the Dealing Date would be:

- 1 March 2019\* if the trade order was placed before the cut-off time of 3 pm on 1 March 2019
- 4 March 2019\* (Monday) if the trade order was placed after the cut-off time of 3 pm on 1 March 2019

\*Assuming that both 1 March 2019 and 4 March 2019 are dealing days for the Fund

#### **14. Where can I view the status of my orders?**

All pending trades will be reflected under the “Order Status” page on our Online Unit Trust Platform. Please refer to the below for the various status descriptions you may see:

##### ***Order Status Descriptions***

***In Progress*** - Your order has been received by the Bank and is pending updates in trade status

***Rejected*** - Your order has been rejected

***Cancelled*** - Your order has been cancelled

Once your trade has settled (i.e. “Settled” status), it will be shown under the “Transaction History” page.

***Settled*** - Your order has been successfully accepted by the Bank

#### **15. Where can I access Standard Chartered Bank (Singapore) Limited’s latest market updates?**

Click on the “Fund Library” page on our Online Unit Trust Platform followed by “Find out more” located on the market outlook banner.

#### **16. How do I access specific fund information on the Online Unit Trust Platform?**

- i. On the “Fund Library” page, search and select the Fund that you wish to review
- ii. Click “View Details” and under the “Fund Details” page, scroll down to the bottom to download the fund information through the relevant pdf links including for:
  - a. Factsheet
  - b. Prospectus
  - c. Product Highlight Sheet
  - d. Annual Report
  - e. Interim Report

#### **17. How do I view historical performances and prices of a fund?**

You can search for specific funds under the “Fund Library” page on our Online Unit Trust Platform and click “View Details” to access the “Fund Details” page. Look under “Performance” followed by “Interactive Chart” to see the 3 months, 6 months, 1 Year, 3 Years and 5 Years performance of the fund. The previous day’s NAV of a fund can also be found on the “Fund Details” page on its top left.

#### **18. Where can I view my consolidated investment holdings?**

You can view your consolidated investment holdings online by accessing “My Holdings” page via Online Banking. Please note that this is not applicable to unit trust investments via CPF-OA/CPF-SA/SRS.

#### **19. Will I receive any statements?**

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

#### **20. Will I receive any trade confirmation statements?**

You will be able to print the confirmation page after trade submission. Subsequently, a trade confirmation notice will also be sent to your registered mailing address with the Bank, 1 business day after the trade has been confirmed. Please ensure that your mailing address registered with the Bank is updated so that you receive the trade notification.

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

Yes, as they are separate accounts. You need to open an Investment Savings Account before you can subscribe to Unit Trusts.

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

You can use the search engine by clicking the “Fund Library” page on our Online Unit Trust Platform. Here, you can select the funds for comparison. Fund details and performance charts are readily available for your easy reference.

**23. 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 contact your Relationship Manager, or 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.

**24. 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, please call +65 6242-5333.

**25. Which internet browsers are compatible to use with the Online Unit Trust Platform?**

Currently, our Online Unit Trust Platform is only compatible with Microsoft Edge and Google Chrome. Please do not use other Internet Browsers such as Internet Explorer and Safari as the platform is not compatible with these browsers. We apologise for the inconvenience caused.

## **A. (ii) Online Unit Trust Platform Account Application**

**1. How can I submit the application form for an Online Unit Trust Platform account?**

***For New-to-Bank clients:***

*i.e. clients not currently holding a Current or Savings account with us*

Kindly refer to Section A. (ii) Online Unit Trust Platform Account Application, Question 3 below.

***For Existing-to-Bank clients:***

*i.e. clients currently holding a Current or Savings account with us and have Online Banking access, who wish to apply for an Unit Trust account*

**Single** Account Holder may apply for an Online Unit Trust Platform account online on our Online Unit Trust website at [sc.com/sg/investment/online-unit-trusts/](http://sc.com/sg/investment/online-unit-trusts/), you may click “APPLY NOW” found on the website banner. Alternatively, you may also scroll to the “Get Started” section. Upon successful login to Online Banking, you will be routed directly to the application page with your details on our records (as at such date) pre-filled on the online application form. Kindly review this and ensure all other requisite information is provided, before submitting your application online.

**Joint** Account Holders will have to download our application form from our Online Unit Trust website. Thereafter, you may e-mail the completed application form back to us as indicated on the application form. Kindly refer to Section A. (ii) Online Unit Trust Platform Account Application, Question 4 below for more details.

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

Please refer to the form itself for the supporting documents (if any) to be submitted together with your application 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 set up 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.

Please do check out the short clip “Online Unit Trust Platform Beginner’s Guide” on our Online Unit Trust website for a better illustration on how to go about applying online for both a Current or Savings account as well as an Online Unit Trust account.

Alternatively, you can visit any of our [branches](#) to speak to a Relationship Manager, who can assist you with this.

#### **4. Can joint accountholders sign up for a joint Online Unit Trust Platform account?**

Yes, joint accountholders may download the Online Unit Trust Platform Application Form from our website at [sc.com/sg/investment/online-unit-trusts/](http://sc.com/sg/investment/online-unit-trusts/) and e-mail the completed application form back to us as indicated on the application form.

Joint accountholders do not need to have a joint Current or Savings account to purchase funds in the joint Online Unit Trust Platform account. A single name Current or Savings account can be used if the accountholder is one of the joint Online Unit Trust Platform accountholders, and the single name Current or Savings accountholder is the transactor making the fund purchase.

#### **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 required information and supporting documents (if any). As indicated in the application 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 have the relevant knowledge and experience to understand the features and risks of Specified Investment Product that is not listed on an exchange.

If you pass the assessment, you may proceed 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 you 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 investment product is suitable for you before you decide if you would like to proceed with the purchase.

### **2. What is the criteria for the satisfaction of the CKA?**

Below are the 3 criteria used for the assessment of CKA. To “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; or
- Professional finance-related qualification, such as Chartered Financial Analyst Examination conducted by the CFA Institute, USA; Association of Chartered Certified Accountants (ACCA) Qualifications; Associate Wealth Planner or Certified Financial Planner by the Certified Financial Planners Board of Standards, USA; Certified Financial Risk Manager



Programme by the Global Association of Risk Professionals, USA; Chartered Alternative Investment Analyst Examination conducted by the Chartered Alternative Investment Analyst Association, USA; or Chartered Financial Consultant by the American College, USA.

### **(b) Work Experience**

Minimum of 3 consecutive years of working experience\* 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 above.

### **(c) Investment Experience**

Have transacted at least 6 transactions in unlisted Specified Investment Products (collective investment schemes or investment-linked policies) in the last 3 years.

### **3. Do I have to fulfil all the criteria in order to pass CKA?**

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

### **4. Can I do the CKA assessment online?**

Yes. You will be prompted to complete the CKA online before you place a subscription, Regular Savings Plan (RSP) or internal switch order on our Online Unit Trust Platform if you have never completed the assessment or your CKA has expired.

### **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 you 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 Standard Chartered Bank Relationship Manager on whether the specific investment 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.

### **7. Do I need to re-do the CKA if I have completed and passed the assessment previously at a Standard Chartered branch?**

The CKA is only valid for a period of one year from the date you passed the assessment. After a year has elapsed from the date you passed the CKA, you will have to complete and pass the CKA again before you can use our Online Unit Trust Platform to place any subscription, Regular Savings Plan (RSP) or internal switch orders.

### **8. Do I need to do the CKA again if I have previously completed and passed the assessment with another financial institution?**

Yes, you will have to be re-assessed by Standard Chartered Bank (Singapore) Limited on your knowledge or experience before transacting in a Specified Investment Product that is not listed on an exchange.

## C. Subscription

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

A nominal upfront fee of 1.5% will be imposed. Please look out for our promotional rates that may vary from time to time.

### 2. What is the cut-off time for subscription?

The cut-off time for subscription is 3.00 pm SGT. Trades placed after 3.00 pm SGT 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.

### 3. Must I have sufficient funds in my current account or savings account prior to placing a subscription order?

Yes, you need to have sufficient funds before you can place a subscription order. Kindly refer to Section C. Subscription, Questions 4 and 5 below for more details.

### 4. What is the debiting cycle for online subscription?

Monies will be debited real time from the settlement account you have selected upon placing an online subscription order on a Singapore business day. Orders placed at any time on a non-business day will be processed and monies debited on the next business day.

### 5. What is the debiting cycle for RSP?

The actual debit date where your settlement account will be debited for the RSP order is 1 business day before the actual RSP Start Date and each subsequent monthly recurring dates. However, if debit day falls on a Sunday, monies will be debited from your settlement account on Saturday. If debit day falls on a Public Holiday, monies will be debited from your settlement account 1 business day before Public holiday.

Please ensure that your settlement account is sufficiently funded on such dates for the RSP orders to go through.

### 6. Can the Call Centre take orders for me?

No.

### 7. 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 on the "Review" page before you submit the order. The same rate will be indicated on the "Confirmation" page upon trade submission.

The same applies for other major currencies.

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

Foreign currency conversion rate (with reference to the Bank's board rate) based on the Dealing Date of your purchase order will be applied.

### 9. 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 Unit Trust Platform sales charge: 1.5%

Investment Amount: AUD 5,000

Foreign Currency Exchange Rate: 1.05

Amount debited from client's account (Converting 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 Unit Trust Platform sales charge: 1.5%

Investment Amount: USD 15,000

Foreign Currency Exchange Rate: 1.40

Amount debited from client's account (Converting 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

**10. 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 SGT.

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

You can use any of your active current account or savings accounts maintained with the Bank for settlement. Please select your preferred settlement account from the drop-down list found in "Enter Details" page.

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

Please refer to the respective Fund's Prospectus, as this varies across different funds.

The Prospectus can be located at the "Fund Details" page (Click "Fund Library", Search for fund on "Fund Library" page, click "View Details" to find prospectus). You can also check your order status on the "Order Status" page.

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

NAV will be available 2 business days after trading. The average unit cost (which is the average price per unit of investment, taking into account your total transaction cost and total unit holdings) can be found in "My Holdings" page under the "Average Unit Cost" column.

**14. Will I receive any notification after my orders are executed? Will I receive any notification after my monthly RSP subscription orders are executed?**

You will be able to print the confirmation page after trade submission.

Subsequently, a trade confirmation notice will also be sent to your registered mailing address with the Bank, 1 business day after the trade has been confirmed. This will also apply to your monthly RSP subscription orders if you have set up an RSP.

Please ensure that you provide your updated mailing address so that you receive the trade notification.

**15. Will the various fund documents (Factsheets, Prospectus, Product Highlight Sheet) be sent to me upon trade execution?**

No, but these documents are available on the individual “Fund Details” page, and you are advised to download a copy for your reference.

Click “Fund Library”, search and select the Fund and click “View Details” to go to the “Fund Details” page. Under this page, scroll down to the bottom to download the fund information through the relevant pdf links including for:

- i. Factsheet
- ii. Prospectus
- iii. Product Highlight Sheet
- iv. Annual Report
- v. Interim Report

**16. What is the minimum initial investment of the fund that I can invest?**

Please refer to the minimum initial investment amount set out in the relevant fund prospectus, as the minimum amount varies from Fund to Fund. The Prospectus can be located at the “Fund Details” page (Click “Fund Library”, Search for fund on “Fund Library” page, click “View Details” to find prospectus).

**17. What is the minimum RSP amount and period that I can invest?**

The monthly minimum investment amount needed to set up a RSP with us is \$100 (in the currency of the Fund), but this amount may be higher depending on each Fund’s minimum regular savings plan amount. Please refer to the minimum regular savings plan amount set out in the relevant fund prospectus, as the minimum amount varies from Fund to Fund. The Prospectus can be located at the “Fund Details” page (Click “Fund Library”, Search for fund on “Fund Library” page, click “View Details” to find prospectus).

Please also note that you will still need to fulfil the Fund’s minimum initial investment amount prior to RSP set up.

There is no minimum period that you have to invest for RSP.

**18. How do I alter my monthly RSP subscription amount and investment period for my existing RSP arrangement?**

Should you like to increase/reduce the monthly RSP subscription amount and/or alter the RSP investment period for your existing RSP, you will need to cancel your existing RSP<sup>^</sup> before setting up a new RSP with the revised monthly subscription amount and/or investment period.

If you intend to set up a new RSP with incremental RSP subscription amount from your existing RSP, you may proceed to set up another RSP online\*.

<sup>^</sup> To find out more about cancellation of RSP, kindly refer to Section **F. Cancellation, Question 1** below.

\* To find out more about setting up RSP online, kindly refer to Section **A(i). General Matters, Question 5** above.

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

Currently, this function is not available on our Online Unit Trust Platform. Please contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) to speak to a Relationship Manager who can assist you with such arrangements.

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

Yes, you can do a top-up of your existing fund holdings.

**21. I selected the wrong dividend option. Can I amend it?**

You cannot amend the dividend instruction online on our Online Unit Trust Platform. Please contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) for a Relationship Manager to assist you with this change in dividend instruction.

**22. How do I view my dividend payout records?**

It will be reflected in your “Transaction History” page upon entering our Online Unit Trust Platform. You will also receive a dividend confirmation notice (eAdvice) emailed to your registered email address with the Bank, or otherwise accessible via Online Banking (Login to your Online Banking account, mouse over your name profile and select “eStatements & eAdvices” located on the top navigation menu). Please ensure that your email address registered with the Bank is updated so that you receive the dividend confirmation notice.

**23. How will I receive my dividend payout?**

It will be paid into the Settlement Account you selected, provided that the currency of dividend payout is the same as the currency of Settlement Account chosen (i.e. If dividend payouts are in USD, a USD Settlement Account must be selected).

If the above is not fulfilled, it will be paid to you via cashier’s order/ banker’s draft and an administrative fee for issuing this will be debited from your dividend payout amount (i.e. A USD banker’s draft will be issued should you select a SGD Settlement Account in the abovementioned scenario).

**24. How do I calculate the number of units that I have purchased?**

**Example (NAV pricing):**

XYZ Asia Fund: NAV price at \$0.98

Online Unit Trust Platform 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

**25. Can I purchase restricted funds through the Online Unit Trust Platform?**

Currently, this function is not available on our Online Unit Trust Platform. Please contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) to speak to a Relationship Manager who will be able to assist you with this.

## 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 within the same fund umbrella, and which are distributed by Standard Chartered Bank (Singapore) Limited. This is considered an internal switch.

External switches of funds between different fund umbrellas (e.g. Fund ABC by Fund House 1, to Fund BCD by Fund House 2), and which are distributed by Standard Chartered Bank (Singapore) Limited, are currently not supported by our Online Unit Trust Platform. Please contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) to speak to a Relationship Manager who will be able to assist you with this.

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

Please refer to the minimum holdings set out in the relevant fund prospectus, as the minimum holdings vary from Fund to Fund. The Prospectus of a fund can be located at the relevant “Fund Details” page (Click “Fund Library”, search for fund on “Fund Library” page, click “View Details” to find prospectus).

### 3. How do I do an internal switch on the Online Unit Trust Platform?

Go to “My Holdings” > “Action” > “Switch” and select a fund within the list of funds available to switch to. You will need to determine the number of your units to switch out. When the NAV for the chosen funds are released, you will be allocated the corresponding number of units into the switch-in fund. Thereafter, you will be able to view the allocated units on the “My Holdings” page.

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

The cut-off time for switching is 3.00 pm SGT. Trades placed after 3.00 pm SGT 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 internal switching order to settle?

Please refer to the relevant Fund’s Prospectus, as this varies across different funds. The Prospectus can be located at the “Fund Details” page (Click “Fund Library”, Search for fund on “Fund Library” page, click “View Details” to find prospectus).

Please check your order status in the “Order Status” page upon entering our Online Unit Trust Platform. Once your trade is reflected as “settled”, it will be shown under “Transaction History” page.

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

Prices will be available 2 business days after trading. The average unit cost (which is the average price per unit of investment, taking into account your total transaction cost and total unit holdings) can be found in “My Holdings” page under the “Average Unit Cost” column.

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

You will be able to print the confirmation page after trade submission. Subsequently, a trade confirmation notice will also be sent to your registered mailing address with the Bank, 1 business day after the trade has been confirmed. Please ensure that your mailing address registered with the Bank is updated so that you receive the trade notification.

### 9. Will the various fund documents (Factsheets, Prospectus, Product Highlight Sheet) be sent to me upon trade execution?

No, but these documents are available on the individual “Fund Details” page, and you are advised to download a copy for your reference.

Click “Fund Library”, search and select the Fund and click “View Details” to go to the “Fund Details” page. Under this page, scroll down to the bottom to download the fund information through the relevant pdf links including for:

- i. Factsheet
- ii. Prospectus
- iii. Product Highlight Sheet
- iv. Annual Report
- v. Interim Report

## E. Redemption

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

No. You can only sell your units after the trade has settled and is reflected in your investment holdings (i.e. you cannot redeem your units before your trade has settled).

### 2. What are the minimum holdings I can redeem?

Please refer to the minimum holdings set out in the relevant fund prospectus as the minimum holdings vary from Fund to Fund. The Prospectus of a fund can be located at the relevant “Fund Details” page (Click “Fund Library”, search for fund on “Fund Library” page, click “View Details” to find prospectus).

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

The cut-off time for redemption is 3.00 pm SGT. Trades placed after 3.00 pm SGT 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 will I be paid for the funds I’ve sold/redeemed?

It will be paid into the Settlement Account you selected, provided that the currency of redemption proceeds is the same as the currency of Settlement Account chosen (i.e. If redemption proceeds are in USD, a USD Settlement Account must be selected).

If the above is not fulfilled, it will be paid to you via cashier’s order/ banker’s draft and an administrative fee for issuing this will be debited from your final redemption amount (i.e. A USD banker’s draft will be issued should you select a SGD Settlement Account in the abovementioned scenario).

### 5. How long does it take for my redemption order to settle? When will the redemption proceeds be paid into my account?

Please refer to the respective Fund’s Prospectus, as the redemption process varies across different funds. The Prospectus can be located at the “Fund Details” page (Click “Fund Library”, Search for fund on “Fund Library” page, click “View Details” to find prospectus).

After the trade has settled, the redemption proceeds will be credited into your designated Settlement Account within 2 business days. Please check your order status in the “Order Status” page upon entering our Online Unit Trust Platform. Once your trade is reflected as “settled”, it will be shown under “Transaction History” page.

### 6. How do I know how much I have received from the unit holdings I have sold?

You can find the amount received under the “Amount” column in the “Transaction History” page once the trade has settled.

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

You will be able to print the confirmation page after trade submission. Subsequently, a trade confirmation notice will also be sent to your registered mailing address with the Bank, 1 business day after the trade has been confirmed. Please ensure that your mailing address registered with the Bank is updated so that you receive the trade notification.

## F. Cancellation

### 1. Can I cancel my order after I have placed the trade online? What is the amount that I will receive if I cancel my trade?

For funds domiciled in Singapore, you have the right to cancel a subscription order (including your first RSP 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. The purchase date is considered the 1<sup>st</sup> calendar day. To check if a Fund is eligible for this 7-day free look period, please refer to the Fund's Product Highlight Sheet or Prospectus.

In the event of cancellation of your order, the sales charge will be fully refunded to you, but the investment value of the Fund will be subject to mark-to-market movements (i.e. it will vary according to the Fund's NAV on the dealing date) such that the relevant price for calculating the amount to be refunded will be the market price of your unit holdings following the Bank's receipt of your cancellation request, as determined by the Bank. Cancellation via the Online Unit Trust Platform is only available for transactions carried out online and is not available for redemption and switching transactions.

Do also note that cancellation of your RSP arrangement is currently not available online on our Online Unit Trust Platform. Please contact your Standard Chartered Bank Relationship Manager or visit any of our [branches](#) to speak to a Relationship Manager who will be able to assist you with this.

### 2. How do I exercise my cancellation right for Singapore-domiciled funds?

Click on "Order Status" / "Transaction History" page > "Cancel" (Under "Order Status" Column) > "Submit" (Please be reminded to check the details of the fund you're cancelling before clicking "Submit")

### 3. What is the cut-off time for cancellations?

The cut-off time for cancellation is 3.00 pm SGT. Trades placed after 3.00 pm SGT 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. What is the amount that I will receive if I cancel my trade?

You can find the amount received under the "Amount" column in the "Transaction History" page once the trade has settled.

### 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 instead of exercising your cancellation rights (if any) as long as the trade is settled. Redemption procedures will apply, and there will be no refund of the sales charge.

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

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

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

You will be able to print the confirmation page after trade submission. Subsequently, a trade confirmation notice will also be sent to your registered mailing address with the Bank, 1 business day after the trade has been confirmed. Please ensure that your mailing address registered with the Bank is updated so that you receive the trade notification.