

IMPORTANT NOTES FOR TRANSACTING OF SECURITIES 证券交易的重要事项**i. UNIT TRUSTS 基金****CANCELLATION OF PURCHASE INSTRUCTIONS (APPLICABLE FOR BUY AND SWITCH BUY)**

- a. An investor has the right to cancel this purchase instruction in accordance with the terms and conditions set out below.
- b. The right to cancel will not be given in the following circumstances:
 - i. The investor is not a natural person
 - ii. The investor is a participant in a unit trust, who subsequently purchases units in that unit trust or participates in a RSP of the unit trust; or
 - iii. In the case where the investor participates in a RSP, the second and subsequent payment.
 - iv. For restricted funds, or if the cancellation rights are not stated in the fund's prospectus.
- c. A Cancellation Request must be delivered to your financial adviser within 7 calendar days from the day of purchase. The investor may also send the Cancellation Request by post. The relevant day for determining whether the right to cancel has been exercised within the cancellation period is the date on which such request is posted by the investor, i.e. as determined by the postmark.
- d. Where the last day of the cancellation period falls on a Sunday or public holiday, the cancellation period shall be extended to the next calendar day, not being a Sunday or public holiday.
- e. Upon receipt of the Cancellation Request, the investor shall receive:
 - i. In the case where the amount the investor has paid has not yet been invested or is held in a demand deposit account (or similar account), the full amount that the investor has paid in connection with the purchase instruction (without any interest) within 2 business days after the receipt of the cancellation request.
 - ii. In the case where the amount has been invested, the amount equivalent to the market value of the units. The relevant price for calculating the amount to be refunded will be the dealing price following the receipt of the cancellation request. Cancellation proceeds will be paid to investors in compliance with the requirements under the Code of CIS in respect of redemption proceeds i.e. T+4 for money market and bond funds, T+6 for equities funds.
- f. Where the market value of the units held by the investor is greater than the original amount paid by the investor, the investor is not entitled to receive the excess amount.
- g. Where an investor exercises his right to cancel, any sales charge or front-end load fee imposed in respect of purchase of units in the relevant unit trust shall not be chargeable to the investor.
- h. During the cancellation period, an investor may choose to redeem his units instead of exercising his right to cancel. In this case, the redemption procedures as stated in the prospectus of the unit trust will apply.
 - i. In the event an investor chooses to redeem his units instead of exercising his right to cancel, the investor will not be able to enjoy the benefits of cancellation (i.e. no refund of initial sales charge will be given for redemption and levy of realisation charge is allowed) and the redemption proceeds that the investor will receive may be lower than the amount being refunded had he exercised his cancellation right if the appreciation in the value of units in the unit trust is less than the initial sales charge; and
 - ii. The published prices are indicative in nature and can change during the period between submission and processing the redemption request.
- i. The investor may choose to switch his units to another unit trust during the cancellation period where the amount received by the investor for the cancellation will be used to subscribe to a fund as indicated by the investor. In this respect, please note that:
 - i. that the investor shall not receive any refund of initial sales charge in relation to the purchase agreement in respect of the original unit trust;
 - ii. that it is not certain whether the investor would be in a better or worse position if he switches unit trusts;
 - iii. there may be a charge or fee involved in switching from the original unit trust to the other unit trust; and
 - iv. the investor may or may not be entitled to the right to cancel the units in the other unit trust.

TRANSACTION PROCEDURES

- a. Orders will be generated and placed with respective Fund Managers (FM) upon receipt of the order by:
Form:
- i. Cash / SRS : Before 12pm and within 30 calendar days from the date indicated in “Applicant Signatures” section.
 - ii. CPF : Before 12pm and within 3 business days from the date indicated in “Applicant Signatures” section.
 - These will be known as the ‘S’ day.
- Online (iSIGN):
- i. Cash / SRS : Before 12pm.
 - ii. CPF : Before 12pm.
 - These will be known as the ‘S’ day.
- Online (iPASS):
- i. Cash / SRS : Before 3pm.
 - ii. CPF : Before 3pm.
 - These will be known as the ‘S’ day.
- b. Business day refers to Monday to Friday excluding Singapore’s Public Holidays. The time zone will be based on Singapore time.
- c. The order fulfilment day will be known as ‘T’.

BUY TRANSACTION

By Cheque (Good Value Basis)

- i. When order is submitted to iFAST on ‘S’, we will take 2 business days to clear the cheque (i.e. Cheque is cleared on ‘S’ +2). Orders will be placed with FM on ‘S’ + 2
- ii. Cheques are to be made payable to “iFAST Financial Pte Ltd - Client Trust Account”.

By Cheque (Face Value Basis)

- i. When order is submitted to iFAST on ‘S’, orders will be placed with FM on ‘S’.
- ii. Cheques are to be made payable to “iFAST Financial Pte Ltd - Client Trust Account”.

By Cash Account

- i. Orders will be placed with FM on ‘S’, provided that there are sufficient funds in the Cash Account.

By CPF/SRS

- i. Orders will be placed with FM on ‘S’.
- ii. Please note that cash rebates or discounts in kind are not allowed under the CPFIS terms & conditions.

SELL TRANSACTION

- a. Orders will be placed with FM on ‘S’.
- b. If a redemption method was not indicated, the redemption proceeds (for Cash transactions) will be parked in client’s Cash Account of the equivalent currency.

By Cheque

- i. Under normal circumstances, cheque will be mailed to the client by post on T+6 business days for Equities, Balanced and other types of funds as stipulated in the prospectus and T+4 business days for Bond and Money Market Funds, except for certain funds such as non-daily valuation funds.

By CPF/SRS

- i. Redemption proceeds will be remitted to the client’s agent bank on T+6 business days for Equities, Balanced and other types of funds as stipulated in the prospectus and T+4 business days for Bond and Money Market Funds.

By Cash Account

- i. Under normal circumstances, redemption proceeds will be parked in client’s Cash Account and reflected in client’s available balance on T+6 business days for Equities, Balanced and



other types of funds as stipulated in the prospectus and T+4 business days for Bond and Money Market Funds, except for certain funds such as non-daily valuation funds.

NET ASSET VALUE (NAV)

The market value of a unit trust or mutual fund's total assets, minus liabilities, divided by the number of units or shares outstanding. The value of a single unit is called its unit price. For NAV Priced Funds, this value is used to determine the prices for subscribing and redeeming units.

DIVIDENDS

Dividend payments will be parked in client's Cash Account.

CONFIRMATION NOTES

A confirmation note will be sent to client after the fund price is obtained.

FREQUENCY OF ACCOUNT STATEMENTS

Monthly account statements will be sent for client accounts with movements within the month. All clients with holdings will receive account statements sent on a quarterly basis.

COMPLAINTS

You are advised to contact the Financial Adviser that advised you on the product to lodge your complaint. If you are not satisfied with the Financial Adviser's decision, you may choose to refer your case to Financial Industry Disputes Resolution Centre Ltd (FIDReC). FIDReC is an independent and impartial institution which also adjudicates on financial disputes between consumers and financial institutions. FIDReC is unable to advise consumers whether to accept or reject any specific offer made to them by the Financial Adviser. FIDReC can assist you with your case. The decision of FIDReC is binding on the Financial Adviser, but not on you. If you are dissatisfied with the outcome, you may pursue other options including legal action.

FAIR DEALING

iFAST is committed to sustainable business practices that are supported by a range of initiatives. For iFAST, fair dealing is about conducting our business in a transparent and ethical way that enhances value for all of our stakeholders and delivers fair dealing outcomes to our customers. Fair dealing is central to iFAST and the senior management and the board of iFAST are committed to aligning the direction of iFAST with fair dealing outcomes to all stakeholders. We recognise that this is a journey and best practice is continuously evolving.

ii. EXCHANGE TRADED FUNDS (ETF) 挂牌基金**TRANSACTION PROCEDURES**

- i. Transactions in securities will only be allowed if client has acknowledged the Risk Disclosure Statement Relating to Securities.
- ii. Transactions in securities that are listed Specified Investment Products (SIPs) will only be allowed if the Customer Account Review (CAR) has been conducted on account holder(s) and the account approved for transactions in listed SIPs.
- iii. Transactions in overseas-listed securities will only be allowed if client has acknowledged the Risk Warning Statement.
- iv. W-8BEN declaration is required before client can transact in US securities.
- v. Trading day refers to the time span that a particular stock exchange is open.
- vi. Orders will be processed on the same day if:
 - form orders are received before 2pm and within 30 calendar days from the date indicated on "Account Holder Signatures" section, or
 - phone orders are received before the relevant stock exchange closing hours, or
 - online (iPASS) orders are received before the relevant stock exchange closing hours.The day the order is processed will be known as 'S'.
- vii. Form orders received after 2pm on a business day will be processed on the next business day.
- viii. For Singapore Exchange (SGX) orders, iFAST will place orders on 'S' for a period of 3 business days (inclusive of 'S' provided the order reaches iFAST before the respective cut-off time for form, online (iPASS) and phone), and the order will expire after that.
- ix. For Overseas Exchanges, iFAST will place orders for 1 business day. If unfulfilled due to the relevant stock exchange's trading hours or any other reasons, client will have to place a new order on the next business day.
- x. The order fulfilment day will be known as 'T' day.
- xi. All orders submitted will be irrevocable once they are filled.
- xii. For transactions in which the quantity or order type or price are not specified (i.e. market order or limit order/limit price) due to the transactional limitations of the relevant markets or otherwise, client has acknowledged that iFAST will endeavour to fulfil the order, with a view to fulfilling it within one transaction and on the same day of the order, to the best of its ability, and client agrees to accept the transacted price and/or quantity, as the case may be, as final. Client also hereby undertakes to indemnify iFAST and its representatives from all losses at all costs, arising from any disputes that may result from the said transaction.
- xiii. Securities bought through iFAST must also be sold through iFAST, otherwise additional transfer fees may be incurred. Securities are held on behalf of clients by iFAST or its appointed Custodian, hence the Securities are not registered in the name of the client.
- xiv. Business day refers to Monday to Friday excluding Singapore's Public Holidays. The time zone will be based on Singapore time.

MARKET ORDER

- i. Market order refers to client's request to buy or sell at the prevailing market price at the time of execution.
- ii. iFAST has the discretion to determine the time to place market orders and estimate the quantity to be executed based on the investment amount as specified, on best effort basis.

LIMIT ORDER

- i. Limit order refers to client's instruction to buy or sell at a specific price or better. A buy limit price will be executed at the limit price or any price lower i.e. the highest price client is prepared to buy and a sell limit price will be executed at the limit price or higher i.e. the lowest price client is prepared to sell. This is only applicable to Singapore Exchange (SGX) and United States Exchanges (NASDAQ, NYSE, NYSE American (previously known as NYSE-MKT and AMEX)).

ENHANCED LIMIT ORDER

- i. Enhanced limit order is a feature that is applicable to Hong Kong Exchange (HKEX) orders. It refers to client's instruction to buy or sell at a specific price or better, allowing matching of up to 10 price queues.



For more details, please refer to http://www.hkex.com.hk/eng/market/sec_tradinfra/tradmech.htm

BUY TRANSACTION

- i. If the ETF purchase is transacted using a different currency, currency conversion will be performed before the trade can be processed. Any excess amounts converted will be parked in client's Cash Account of the converted currency.
- ii. iFAST will have the discretion to vary the amount or quantity (where applicable) to be purchased, on a best effort basis to match the transaction order as closely as possible. Transaction orders may be partially fulfilled depending on market's liquidity.

By Cash Account

- i. Orders will be processed on 'S', provided that there are sufficient funds in the Cash Account of the equivalent product currency.

SELL TRANSACTION

- i. No short selling is allowed. Client will only be allowed to sell the holdings available in client's investment account.
- ii. Should there be any short selling resulting from client not having sufficient securities in any of client's accounts with or linked to iFAST, client agrees to pay all necessary fees, charges and penalties related to the short selling and shall further indemnify and hold iFAST and its personnel harmless from and against any and all losses suffered or incurred by iFAST and/or its personnel as a result of the short sale.
- iii. When order is submitted to iFAST on 'S', orders will be processed.

By Cash Account

- i. Redemption proceeds will be parked in client's Cash Account of the equivalent product currency and reflected in client's available balance after 9.30pm (Singapore Time) on the settlement date of the relevant stock exchange.

FEES CHARGED BY STOCK EXCHANGES

Singapore Exchange

| | |
|------------------|---------------------------|
| Clearing Fee: | 0.0325% on contract value |
| SGX Trading Fee: | 0.0075% on contract value |

Hong Kong Exchange

| | |
|-------------------------|---|
| HK Contract Stamp Duty: | 0.10% round to the nearest dollar |
| Transaction Levy: | 0.0027% |
| Exchange CCASS Fee: | 0.004%, subject to a minimum of HKD 5/USD 5/CNY 5 |
| Trading Fee: | 0.005% |

United States Exchange

| | |
|--|--|
| Securities and Exchange Commission (SEC) Fee: | 0.0013% on trade amount, Applicable for Sell Transactions Only |
| Trading Activity Fee (TAF): | USD 0.000119 per share traded, maximum of USD 5.95, Applicable for Sell Transactions Only |
| Financial Transaction Tax (FTT): | French FTT: 0.3% of trade amount applicable on ADR & GDR with Market Cap >= EUR 1 B Italian FTT: 0.12% of trade amount applicable on ADR and GDR with Market Cap >= EUR 500 M Applicable for Buy Transactions Only |
| American Depositary Receipt (ADR)/Global Depositary Receipt (GDR): | Fee amount and frequency of charges differs for each ADR/GDR. Please refer to product prospectus for details. |
| Dividend Handling Fee: | 1% of net dividend, subject to minimum USD 2.50, maximum USD 25 |

Note:

- i. Prevailing Goods and Services Tax (GST) will be applied on all fees (where applicable).
- ii. The above fees, as imposed by the relevant stock exchanges, are subject to change from time to time by the said stock exchange. In case of any inconsistencies between the fees mentioned hereinabove and the current fees as imposed by the said stock exchange, the latter shall prevail to the extent of such inconsistencies. iFAST shall not be liable to the client in respect of any such inconsistencies in the said fees.

DIVIDENDS

Dividend payments will be parked in client's Cash Account of the equivalent product currency.

CONFIRMATION NOTES

A confirmation note will be sent to client on T+1 business day.

FREQUENCY OF ACCOUNT STATEMENTS

Monthly account statements will be sent for client accounts with movements within the month. All clients with holdings will receive account statements sent on a quarterly basis.

COMPLAINTS

You are advised to contact the Financial Adviser that advised you on the product to lodge your complaint. If you are not satisfied with the Financial Adviser's decision, you may choose to refer your case to Financial Industry Disputes Resolution Centre Ltd (FIDReC). FIDReC is an independent and impartial institution which also adjudicates on financial disputes between consumers and financial institutions. FIDReC is unable to advise consumers whether to accept or reject any specific offer made to them by the Financial Adviser. FIDReC can assist you with your case. The decision of FIDReC is binding on the



SG_20180608

Financial Adviser, but not on you. If you are dissatisfied with the outcome, you may pursue other options including legal action.

FAIR DEALING

iFAST is committed to sustainable business practices that are supported by a range of initiatives. For iFAST, fair dealing is about conducting our business in a transparent and ethical way that enhances value for all of our stakeholders and delivers fair dealing outcomes to our customers. Fair dealing is central to iFAST and the senior management and the board of iFAST are committed to aligning the direction of iFAST with fair dealing outcomes to all stakeholders. We recognise that this is a journey and best practice is continuously evolving.

iii. BONDS 債券

CANCELLATION OF PURCHASE INSTRUCTIONS

The Right to Cancel is not available to the following:

- (a) Unlisted debentures with tenures of three months or shorter;
- (b) Unlisted debentures which are exempt from prospectus requirements under the SFA; and
- (c) Purchases of unlisted debentures where the investor is not an individual.

A Cancellation Request must be delivered to your financial adviser within 7 calendar days from the day of purchase. The investor may also send the Cancellation Request by post. The relevant day for determining whether the right to cancel has been exercised within the cancellation period is the date on which such request is posted by the investor, i.e. as determined by the postmark. Where the last day of the cancellation period falls on a Sunday or a public holiday, the cancellation period will be extended to the next calendar day, not being a Sunday or a public holiday.

Where an investor exercises his right to cancel, any sales charge or front-end load fee imposed in respect of purchase of the product shall not be chargeable to the investor.

The cut-off time for receipt of cancellation is the same as the dealing day cut off time at Singapore time 4pm. If the cancellation request is received after the cut-off time, it will be held over until the next dealing day. Where the cancellation request is received via post, the date for determining if the right to cancel has been exercised within the cancellation period is that of the postmark.

The cancellation will be processed as a normal realisation. The relevant price for calculating the refund amount is the realisation price that can be obtained following the cancellation request. As such, you will bear any loss if the realisation price on the cancellation date is lower than the original value at the time of the subscription. Where the market value of the bond(s) is greater than the original amount paid by you, you will not be entitled to receive the excess amount. The initial subscription charge will also be refunded. However, we will be entitled to recover any expense incurred in processing the cancellation, if any.

RISK DISCLOSURE STATEMENTS FOR BONDS

Bonds are debt securities that offer fixed returns over a defined period and are intended to be held to maturity. These instruments carry a number of risks such as credit, default, interest, currency and liquidity risks. Credit risk arises from default events that may result in the inability of the issuer to pay interest or principal. Default risk is high when credit rating is non-investment grade or nonrated.

In a default situation, the buyer may lose both interest and principal. Interest risk arises as bond prices generally move inversely with interest rates. Currency risk arises from holding debt securities that are issued in a foreign currency, hence exposing the buyer to fluctuations in exchange rate. There is a chance that if the currency moves adversely, the buyer may also suffer a loss.

Liquidity risk refers to the availability of prices for buying and selling in a market. It is common for most debt securities to suffer from poor liquidity because they are quoted over-the-counter (OTC).

OTC products are not listed or available on a securities exchange, but traded directly between two parties. Thus, one is exposed to the credit risk of the counterparty in which they enter into a bilateral agreement with. iFAST does not warrant that there is an active trading market and that the price iFAST secures for the customer will at any time be the best price we procure.

TRANSACTION PROCEDURES

- i. Orders will be processed on the same day if:
 - form orders are received before 4pm and within 30 calendar days from the date indicated in "Account Holder Signatures" section, or
 - phone orders are received before 4pm on every business day, or
 - online (iPASS) orders are received before 4pm on every business day.The day the order is processed will be known as 'S'.
- ii. Orders will be processed on the next business day if form or online (iPASS) orders are received after 4pm on a business day. For phone orders, client will have to call in and place a new order on the next business day after the cut-off time of 4pm on a business day.

- iii. Orders will be processed and iFAST will deal and try to fulfil the orders with counterparty.
- iv. Business day refers to Monday to Friday excluding Singapore's Public Holidays. The time zone will be based on Singapore time.
- v. The order fulfilment day will be known as the 'T' day.
- vi. Please note that only certain bond(s) are available to all investors, while the rest are only available for certain persons to invest in, such as Accredited Investors (as defined in the Securities and Futures Act) or one who invests at least S\$200,000 (or its equivalent currency) per transaction. To qualify as an Accredited Investor, one needs to submit a declaration form and certain relevant supporting documents, according to iFAST's prevailing policies and procedures.
- vii. Regardless of your choice of payment mode on your investments, it should not be construed in any way that iFAST is providing any form of credit facility, loan or advance to you. Full payment on any investment order placed with us must be received by iFAST in order for iFAST to meet settlement timeline with its counterparties, and such investments will only be allocated to you upon receipt of the full payment amount.

MARKET ORDER

- i. Market order refers to client's request to buy or sell at the prevailing market price (accrued interest not inclusive).
- ii. **iFAST has the discretion to determine the time to place market orders.**

LIMIT ORDER

- i. Limit order refers to client's request to buy or sell at a specific price (accrued interest not inclusive).
- ii. For Buy transactions, client should indicate the maximum price he wishes to buy Bonds at. For Sell transactions, client should indicate the minimum price he wishes to sell Bonds at.
- iii. Orders will only be executed with the counterparty if iFAST is able to match against the price client has indicated in the form, online (iPASS) or instructed via phone.
- iv. iFAST will begin dealing on 'T' and try to fulfil the orders with counterparty for up to another 3 business days, until the market closes, and the order will expire after that.

BUY TRANSACTION

- i. An additional buffer rate of 3% will be required for the payment of bond purchases. This is to cater for fluctuations in market prices and/or currency conversion.
- ii. In the event that the funds earmarked for the transaction order are insufficient, iFAST will have the discretion to vary the nominal value to be purchased, on a best effort basis, so as to match the transaction order as closely as possible. Hence it is possible that the transaction order will only be partially fulfilled.
- iii. For bounced cheques, client is required to make payment on a cleared-funds basis by T+3 business days before 12pm. Failure to do so will result in a force-sell by iFAST and the client will be liable to pay for any losses incurred.
 - Orders for re-presented payment will only be transacted on cleared fund basis.
- iv. Processing Fee:
 - If Processing Fee is not stated or below 0.2%, iFAST will charge a minimum of 0.2% of nominal value of the bond order, subject to a minimum of SGD 10.
- v. "Pre-Transaction Payment" option: client makes payment before the execution of the bond transaction.
- vi. "Post-Transaction Payment" option: client makes payment after the bond transaction is successfully executed. This allows for client's bond purchase order to be processed without delay. iFAST will advise client on the required payment amount and payment due date via email following the successful execution of client's bond purchase order.
 - This payment option is available only if client has sufficient Cash (non-CPF/non-SRS) holdings (e.g. Cash Account/Cash Fund/Unit Trusts/Bonds) in client's account.
 - iFAST reserves the right to earmark client's Cash holdings (equivalent to a percentage of the Estimated Amount Payable) to facilitate the transaction. This earmarked amount shall be released:
 - o Upon receipt of full payment for client's executed bond purchase order; or
 - o In the event that client's bond purchase order is not fulfilled within 4 business days (resulting in the expiry of the purchase order).
 - Any redemption proceeds due to client shall also be withheld during this period.

- In relation to this option, iFAST reserves the absolute discretion on the granting of such option to clients.

Pre-Transaction PaymentBy Cheque (Good Value Basis)

- i. When order is submitted to iFAST on 'S', we will take 2 business days to clear the cheque (i.e. Cheque is cleared on 'S' +2). Orders will be processed on 'S'+2.
- ii. Cheques are to be made payable to "iFAST Financial Pte Ltd - Client Trust Account".
- iii. Excess monies will be parked in client's Cash Account of the equivalent currency.

By Cheque (Face Value Basis)

- i. When order is submitted to iFAST on 'S', orders will be processed.
- ii. Cheques are to be made payable to "iFAST Financial Pte Ltd - Client Trust Account".
- iii. Excess monies will be parked in client's Cash Account of the equivalent currency.

By Cash Account/Cash Fund

- i. Orders will be processed on 'S', provided that there are sufficient funds in the Cash Account or Cash Fund.

Post-Transaction Payment

- i. No payment action is required at this stage. Client will only be required to make full payment once client's purchase order is successfully executed. Client will be advised of the full payment amount and payment due date in a separate confirmation email with the transaction details. We must receive full payment from client before the settlement timeline with our counterparty for the transaction to be completed. In the event that the full payment is not made by the payment due date, the Bond will be sold in the secondary market at the prevailing price and any losses arising from the transaction will be recovered from client. iFAST reserves the right to deduct any shortfall from the client's Cash Account, existing investment holdings, or any outstanding proceeds due to the client. iFAST also reserves the right to charge an administrative fee in the event of non-payment.

SELL TRANSACTION

- i. When order is submitted to iFAST on 'S', orders will be processed.
- ii. Processing Fee:
 - If Processing Fee is not stated or below 0.2%, iFAST will charge a minimum of 0.2% of nominal value of the bond order, subject to a minimum of SGD 10.
- iii. If a redemption method was not indicated, the redemption proceeds will be parked in client's Cash Account of the equivalent currency.

By Cash Account

- i. Under normal circumstances, redemption proceeds will be parked in client's Cash Account and reflected in client's available balance on T+5 business days.

By Cheque

- i. Under normal circumstances, redemption proceeds will be issued by cheque to client and the cheque will be mailed to client by post on T+5 business days.

COUPON AND MATURITY

Coupon and Bond Maturity Payments will be parked in client's Cash Account of the equivalent product currency.

CONFIRMATION NOTES

A confirmation note will be sent to client on T+1 business day.

FREQUENCY OF ACCOUNT STATEMENTS

Monthly account statements will be sent for client accounts with movements within the month. All clients with holdings will receive account statements sent on a quarterly basis.

COMPLAINTS

You are advised to contact the Financial Adviser that advised you on the product to lodge your complaint. If you are not satisfied with the Financial Adviser's decision, you may choose to refer your case to Financial Industry Disputes Resolution Centre Ltd (FIDReC). FIDReC is an independent and impartial institution which also adjudicates on financial disputes between consumers and financial institutions. FIDReC is unable to advise consumers whether to accept or reject any specific offer made to them by the Financial Adviser. FIDReC can assist you with your case. The decision of FIDReC is binding on the Financial Adviser, but not on you. If you are dissatisfied with the outcome, you may pursue other options including legal action.

FAIR DEALING

iFAST is committed to sustainable business practices that are supported by a range of initiatives. For iFAST, fair dealing is about conducting our business in a transparent and ethical way that enhances value for all of our stakeholders and delivers fair dealing outcomes to our customers. Fair dealing is central to iFAST and the senior management and the board of iFAST are committed to aligning the direction of iFAST with fair dealing outcomes to all stakeholders. We recognise that this is a journey and best practice is continuously evolving.

iv. STOCKS 股票**TRANSACTION PROCEDURES**

- i. Transactions in securities will only be allowed if client has acknowledged the Risk Disclosure Statement Relating to Securities.
- ii. Transactions in overseas-listed securities will only be allowed if client has acknowledged the Risk Warning Statement.
- iii. W-8BEN declaration is required before client can transact in US securities.
- iv. Trading day refers to the time span that a particular stock exchange is open.
- v. Orders will be processed on the same day if phone and/or online orders are received before the relevant stock exchange closing hours.
- vi. Orders are valid for one day. Orders not done will be removed at the end of the relevant stock exchange's trading day.
- vii. The order fulfilment day will be known as 'T' day.
- viii. All orders submitted will be irrevocable once they are filled.
- ix. Securities bought through iFAST must also be sold through iFAST, otherwise additional transfer fees may be incurred. Securities are held on behalf of clients by iFAST or its appointed Custodian, hence the Securities are not registered in the name of the client.
- x. Business day refers to Monday to Friday excluding Singapore's Public Holidays. The time zone will be based on Singapore time.

MARKET ORDER

- i. Market order refers to client's request to buy or sell at the prevailing market price at the time of execution. Market order is only applicable for Sell transactions on Singapore Exchange (SGX) only. Market orders are not available on Hong Kong Exchange (HKEX) and United States Exchanges (NASDAQ, NYSE, NYSE American (previously known as NYSE-MKT and AMEX)).

LIMIT ORDER

- i. Limit order refers to client's instruction to buy or sell at a specific price or better. A buy limit price will be executed at the limit price or any price lower i.e. the highest price client is prepared to buy and a sell limit price will be executed at the limit price or higher i.e. the lowest price client is prepared to sell. This is only applicable to Singapore Exchange (SGX) and United States Exchanges (NASDAQ, NYSE, NYSE American (previously known as NYSE-MKT and AMEX)).

ENHANCED LIMIT ORDER

- i. Enhanced limit order is a feature that is applicable to HKEX orders. It refers to client's instruction to buy or sell at a specific price or better, allowing matching of up to 10 price queues.

For more details, please refer to http://www.hkex.com.hk/eng/market/sec_tradinfra/tradmech.htm

BUY TRANSACTION**By Cash Account**

- i. Orders will be processed on the same day, provided that there are sufficient funds in the Cash Account of the equivalent product currency.

SELL TRANSACTION

- i. No short selling is allowed. Client will only be allowed to sell the holdings available in client's investment account.
- ii. Should there be any short selling resulting from client not having sufficient securities in any of client's accounts with or linked to iFAST, client agrees to pay all necessary fees, charges and penalties related to the short selling and shall further indemnify and hold iFAST and its personnel harmless from and against any and all losses suffered or incurred by iFAST and/or its personnel as a result of the short sale.

By Cash Account

- i. Redemption proceeds will be parked in client's Cash Account of the equivalent product currency and reflected in client's available balance after 9.30pm (Singapore Time) on the settlement date of the relevant stock exchange.

FEES CHARGED BY STOCK EXCHANGES

Singapore Exchange

| | |
|------------------|---------------------------|
| Clearing Fee: | 0.0325% on contract value |
| SGX Trading Fee: | 0.0075% on contract value |

Hong Kong Exchange

| | |
|-------------------------|---|
| HK Contract Stamp Duty: | 0.10% round to the nearest dollar |
| Transaction Levy: | 0.0027% |
| Exchange CCASS Fee: | 0.004%, subject to a minimum of HKD 5/USD 5/CNY 5 |
| Trading Fee: | 0.005% |

United States Exchange

| | |
|--|--|
| Securities and Exchange Commission(SEC) Fee: | 0.0013% on trade amount, Applicable for Sell Transactions Only |
| Trading Activity Fee (TAF): | French FTT: 0.3% of trade amount applicable on ADR & GDR with Market Cap >= EUR 1 B Italian FTT: 0.12% of trade amount applicable on ADR and GDR with Market Cap >= EUR 500 M Applicable for Buy Transactions Only |
| American Depositary Receipt (ADR)/Global Depositary Receipt (GDR): | Fee amount and frequency of charges differs for each ADR/GDR. Please refer to product prospectus for details. |
| Dividend Handling Fee: | 1% of net dividend, subject to minimum USD 2.50, maximum USD 25 |

Note:

- i. Prevailing Goods and Services Tax (GST) will be applied on all fees (where applicable).

- ii. The above fees, as imposed by the relevant stock exchanges, are subject to change from time to time by the said stock exchange. In case of any inconsistencies between the fees mentioned hereinabove and the current fees as imposed by the said stock exchange, the latter shall prevail to the extent of such inconsistencies. iFAST shall not be liable to the client in respect of any such inconsistencies in the said fees.

WRAP ACCOUNT

For stocks in wrap accounts, a minimum wrap fee of 0.15% per annum will apply.

DIVIDENDS

Dividend payments will be parked in client's Cash Account of the equivalent product currency.

CONFIRMATION NOTES

A confirmation note will be sent to client on T+1 business day.

FREQUENCY OF ACCOUNT STATEMENTS

Monthly account statements will be sent for client accounts with movements within the month. All clients with holdings will receive account statements sent on a quarterly basis.

COMPLAINTS

You are advised to contact the Financial Adviser that advised you on the product to lodge your complaint. If you are not satisfied with the Financial Adviser's decision, you may choose to refer your case to Financial Industry Disputes Resolution Centre Ltd (FIDReC). FIDReC is an independent and impartial institution which also adjudicates on financial disputes between consumers and financial institutions. FIDReC is unable to advise consumers whether to accept or reject any specific offer made to them by the Financial Adviser. FIDReC can assist you with your case. The decision of FIDReC is binding on the Financial Adviser, but not on you. If you are dissatisfied with the outcome, you may pursue other options including legal action.

FAIR DEALING

iFAST is committed to sustainable business practices that are supported by a range of initiatives. For iFAST, fair dealing is about conducting our business in a transparent and ethical way that enhances value for all of our stakeholders and delivers fair dealing outcomes to our customers. Fair dealing is central to iFAST and the senior management and the board of iFAST are committed to aligning the direction of iFAST with fair dealing outcomes to all stakeholders. We recognise that this is a journey and best practice is continuously evolving.

v. **DISCRETIONARY PORTFOLIO MANAGEMENT SOLUTIONS (DPMS) 全权委托投资组合管理方案**

| | |
|--|--|
| Nature and objective of the DPMS | <p>Via DPMS, iFAST strives to help investors invest via a discretionary managed portfolio without the stress of uncovering opportunities, product selection and monitoring markets.</p> <p>For the investment objective of each of the DPMS portfolios, please refer to the respective portfolio summary on our website.</p> |
| Service Provider and parties involved | iFAST Financial Pte Ltd is the portfolio manager, dealer and custodian for the DPMS. |
| Who is DPMS suitable for? | DPMS is suitable for investors looking to invest for either income or capital growth without the hassle of uncovering opportunities, selecting the appropriate products and the regular monitoring of markets. |
| Where can I retrieve information of my DPMS portfolio(s) and how will I be updated of the information of my DPMS portfolio(s)? | You may log in to our website to view the current value of the securities invested under your DPMS portfolio(s). A monthly statement of the DPMS portfolio will be sent to your registered email address with us. |
| Information on Distributions | The description on whether there would be distributions paid or when they would be paid will be included in the portfolio summary of the respective DPMS portfolio. |
| Risk Factors | <p>Investing involves risk, including possible loss of principal invested. The performance of the client's portfolio may differ from the performance of the relevant portfolio due to a number of factors such as cash flows, liquidity of instruments, portfolio rebalancing and timing differences.</p> <p>For risk relating to the specific portfolio of DPMS, please refer to the respective portfolio summary on our website.</p> |
| Fees | Please refer to the Fee Schedule. |
| How can I subscribe? | You can either invest a lump sum or a monthly RSP into any of the portfolios under the DPMS online or by submitting the DPMS form to iFAST. |
| How can I redeem? | <p>There is no lock-in period. There is no exit or redemption fee. You may perform the redemption online or by submitting the DPMS form to iFAST.</p> <p>Please note that, in the scenario of partial redemption from the portfolio, the redemption amount you may have indicated is only an estimate and the final amount received may vary.</p> |
| Frequency, Scope and Methodology of Rebalancing | The programme's portfolios are recommended to be rebalanced at least once a year, at the end of the calendar year. This serves as a form of risk management, to ensure that the portfolio's allocation does not deviate too significantly from the intended target. The Portfolio Team may determine at any such time to rebalance the various portfolios if deemed necessary, following adverse or favourable market conditions which has resulted in a significant deviation from the long-term strategic target allocation. |

COMPLAINTS

You are advised to contact the Financial Adviser that advised you on the product to lodge your complaint. If you are not satisfied with the Financial Adviser's decision, you may choose to refer your case to Financial Industry Disputes Resolution Centre Ltd (FIDReC). FIDReC is an independent and impartial

institution which also adjudicates on financial disputes between consumers and financial institutions. FIDReC is unable to advise consumers whether to accept or reject any specific offer made to them by the Financial Adviser. FIDReC can assist you with your case. The decision of FIDReC is binding on the Financial Adviser, but not on you. If you are dissatisfied with the outcome, you may pursue other options including legal action.

FAIR DEALING

iFAST is committed to sustainable business practices that are supported by a range of initiatives. For iFAST, fair dealing is about conducting our business in a transparent and ethical way that enhances value for all of our stakeholders and delivers fair dealing outcomes to our customers. Fair dealing is central to iFAST and the senior management and the board of iFAST are committed to aligning the direction of iFAST with fair dealing outcomes to all stakeholders. We recognise that this is a journey and best practice is continuously evolving.