



## **Important Notice with regard to COVID-19 (Coronavirus)**

**Updated on 17 April 2020 – Our office will be closed to both clients and business partners from 20 April 2020 (Monday), until further notice. Nevertheless, as part of the essential services in the finance and banking sector, our clients and business partners will continue to have access to the full suite of services on the iFAST platform, even as we implement stricter circuit breaker measures to protect the health and safety of our clients, business partners and employees. Please read this notice for more details.**

With the implementation of stricter circuit breaker measures, our office will be closed to both clients and business partners from 20 April 2020, until further notice. As part of the essential services in the finance and banking sector, the iFAST platform will continue to function to ensure continued access by both clients and business partners, even as we implement stricter circuit breaker measures to protect the health and safety of our clients, business partners and employees.

### **If you are a client:**

- Do not visit the iFAST office over this period as our office will be closed to visitors
- Rest assured that you will continue to have full transactional capability and round-the-clock access to your investments
- Cease all face-to-face meetings with your adviser, and opt for an alternative (eg. video conference or phone call)
- Have your adviser create trades online, so you can approve investment transactions in a timely manner, from the comfort of your own home
- Utilise digital payment options (e.g. FAST, PayNow, internet bill payment) instead of cheque payments

### **If you are a business partner:**

- Do not visit the iFAST office over this period as our office will be closed to visitors
- Rest assured that you and your clients will continue to have full transactional capability and round-the-clock access to investment holdings
- Cease all face-to-face meetings with your clients, and opt for an alternative (eg. video conference or phone call)
- Create trades online, so clients can approve investment transactions remotely, and at their own convenience
- Opt for digital or softcopy alternatives, as opposed to physical forms, which may take longer to reach us by snail mail
- Request for clients to utilise digital payment options (e.g. FAST, PayNow, internet bill payment) instead of cheque payments

We strongly encourage our business partners and clients to make full use of the investment services on our online platform, which will be available around the clock, to digitally manage investment matters, and to communicate via phone/email in order to avoid physical contact during this period of time.

Any submission of documents should be done either via electronic means wherever possible, and for cases whereby physical hardcopy forms and documents are required, they should be mailed to our office using our Business Reply Envelope.

Do note that a drop-off box will also be placed near the iFAST office entrance (at the lift lobby area of level 26 in Ocean Financial Centre) for the deposit of documents. Temperature checks will continue to be

conducted at the entrance to Ocean Financial Centre on level one, and face masks have to be worn at all times within the building. Visitors who are not feeling well (running a fever higher than 37.5°C and/or showed respiratory symptoms), who have visited destinations listed in the Ministry of Health's Public Health Travel Advisory within the last 14 days, or had close contact with any suspected/probable/confirmed case(s) should not visit the building or office premises, and entry to the building will be denied for visitors who do not adhere to the new measures.

All client events will be postponed till further notice.

The Management of iFAST will continue to closely monitor the situation and may implement further measures to ensure the well-being of our employees, business partners and clients.

In view of the current situation, business partners may continue to reach out to your respective business development teams for assistance over this period.

Clients can continue to contact us via the following channels:

### **iFAST Central**

- Customer Service Hotline: **+65 6557 2000**
  - Monday to Friday (except PH) - 8:30am to 5:30pm
- Email: [ifastadmin@ifastfinancial.com](mailto:ifastadmin@ifastfinancial.com)

### **Dealing Desk (SGX and HKEX): +65 6439 8008**

- Only for SGX and HKEX Stocks Trading (Mondays to Fridays except PH)
- 8:30am to 5:30pm, SGT

## **Dealing Night Desk (US Exchanges): +65 6439 8007**

- Only for US Stocks Trading (Mondays to Fridays except PH)
- 10pm to 5:30am, SGT (Non-daylight Saving Time - from now till 7 Mar 2020)
- 9pm to 4:30am, SGT (Daylight Saving Time - from 8 Mar 2020 onwards)

We have recently experienced an increase in call and email volumes, and we seek your kind understanding and patience that we may take longer to respond to your queries. Thank you and stay healthy.